

Annual Services Survey
Statistics on Products in the Services Sector
Year 2012

Turnover in the Services sector decreases 2.9% in 2012, standing at 419,202 million euros

Telecommunications is the activity sector with the greatest productivity, while Laundry, hairdressing and other personal services is the activity sector with the lowest productivity

In 2012, the Services sector invoices 12.9% of its total sales abroad, as compared with 11.8% in the previous year

Turnover for companies in the Services sector¹ reached 419,202 million euros in 2012, that is, a 2.9% decrease as compared with the previous year.

The number of companies in the sector decreased 1.3%, and employed personnel did so by 1.9% as compared with 2011.

Main Services sector variables. Year 2012

Variables	Value	Annual Variation (%)²
Economic variables (million euros)		
- Turnover	419,202	-2.9
- Purchases and works done by other companies	153,090	-4.4
- External services	91,484	-1.4
- Personnel costs	117,522	-4.1
- Investment in tangible assets	28,398	-17.3
- Added value at factor cost	189,005	-4.3
Companies and employed personnel		
- Number of companies	1,290,272	-1.3
- Employed personnel (thousands)	5,338	-1.9

¹Sections H, I, J, L, M, N, R and part of section S (division 95 and 96.01) of CNAE-2009 (see details in the Methodological note included at the end of this document).

²The Annual Services Survey referred to 2012 expands the coverage to the whole range of activities of the "Other personal service activities" sector (section 96 of CNAE-2009). Thus, it incorporate new activities which were not included last year. Regarding division 92, data of the Spanish Lottery Company (SELAE) were included. This Company was constituted in 2011 as an independent operator for managing state gambling and betting. Although the 2012 figures include such new incorporations, the annual variation rates have been calculated on the basis of the common activities in 2011 and 2012 in order to make possible the comparison with the previous year.

Results by group of activity ³

Almost one-fourth of invoicing for the Services sector in 2012 corresponded to *Transport and storage*. Turnover for this activity registered a decrease of 3.0%, as compared with the previous year.

Real estate activities, which in terms of invoicing accounted for 5.8% of the total for the sector, were the only registering an increase (of 11.9%) in 2012. This increase was mainly due to the sales made by Buying and selling of own real estate companies.

Regarding employment, *Accommodation activities* and *Administrative and support service activities* employed over 40% of the total occupied persons. All groups of activity registered a decrease in the number of persons employed as compared with the previous year.

Turnover and persons employed, by activity group. Year 2012

Activity groups	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation (%)	Annual average	% over the total	Annual variation (%)
Transport and storage	98,024	23.4	-3.0	861,297	16.1	-3.0
Accommodation	57,807	13.8	-1.4	1,219,066	22.8	-1.1
Information and communications	76,553	18.3	-4.2	419,802	7.9	-1.1
Real estate activities	24,304	5.8	11.9	183,390	3.4	-2.9
Professional, scientific and technical activities	71,843	17.1	-6.7	927,788	17.4	-3.7
Administrative and support services activities	56,983	13.6	-3.5	1,185,561	22.2	-1.6
Arts, entertainment and recreation activities	25,615	6.1	(*)	270,439	5.1	(*)
Other activities (except for activities of membership organisations)	8,074	1.9	(*)	270,596	5.1	(*)
TOTAL	419,202	100.0	-2.9	5,337,939	100.0	-1.9

(*) Activity group not completely included in the 2011 survey

Results by activity sector ³

On a more disaggregated level, the activity sectors with the greatest contribution to total turnover in 2012 were *Land transport and transport via pipelines* (10.6% of the total), *Food and beverage services* (9.7%) and *Storage and activities connected to transport* (9.3%).

In turn, the sectors that employed the greatest number of persons were *Food and beverage services* (18.2%), *Services in buildings and gardening activities* (10.3%) and *Land transport and transport via pipelines* (9.8%).

³ The analysed companies are classified by main activity. In the same way, every variable referred to these companies will be related to said activity.

Turnover and persons employed, by activity sector. Year 2012

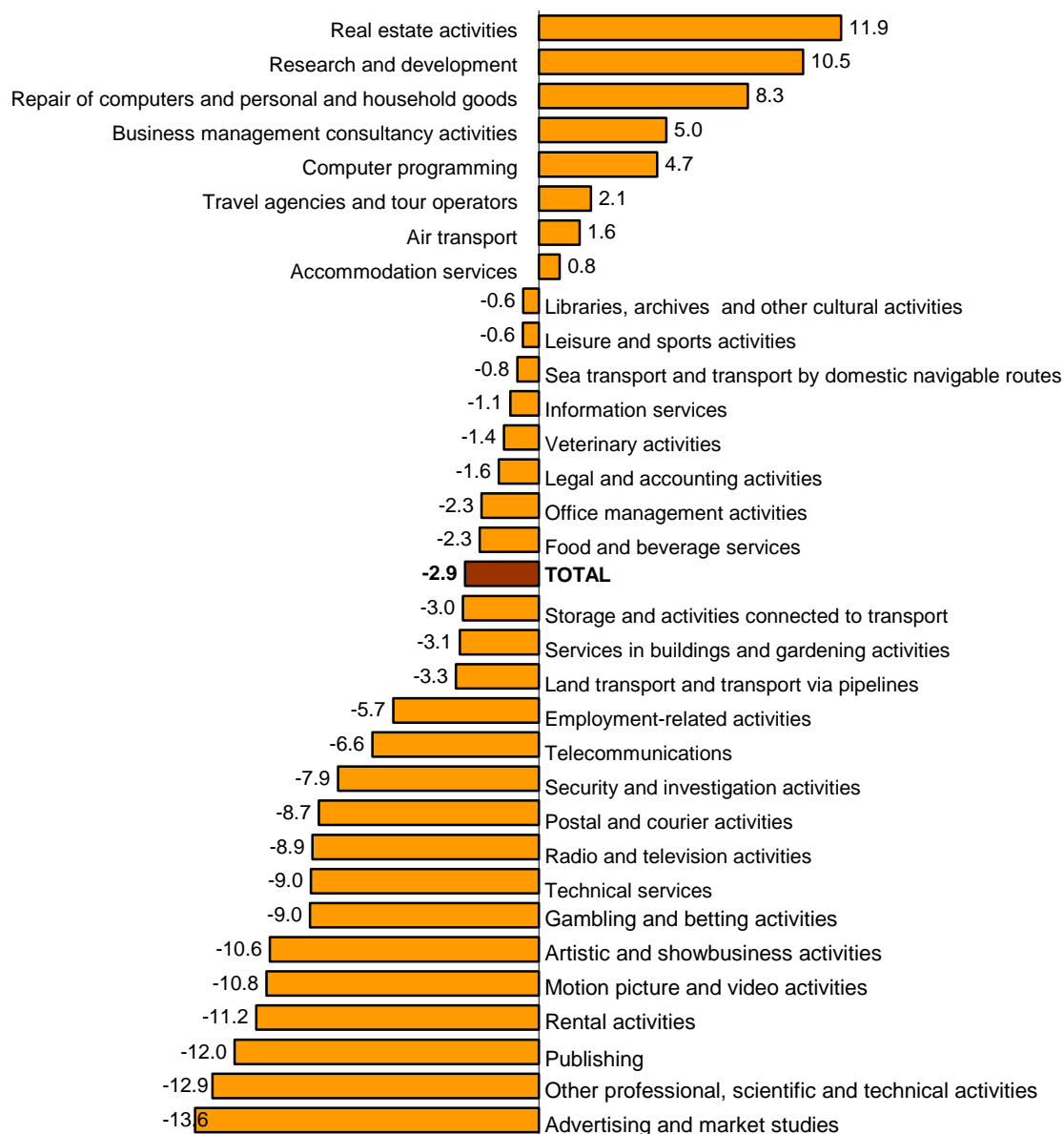
Activity sectors	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation (%)	Annual average	% over the total	Annual variation (%)
Transport and storage						
- Land transport and transport via pipelines	44,369	10.6	-3.3	521,869	9.8	-3.3
- Sea transport and transport by domestic navigable	1,760	0.4	-0.8	7,006	0.1	-3.9
- Air transport	8,555	2.0	1.6	29,709	0.6	-4.7
- Storage and activities connected to transport	39,140	9.3	-3.0	215,030	4.0	-1.2
- Postal and courier activities	4,200	1.0	-8.7	87,683	1.6	-4.8
Accommodation						
- Accommodation services	17,148	4.1	0.8	249,440	4.7	-0.6
- Food and beverage services	40,659	9.7	-2.3	969,626	18.2	-1.3
Information and communications						
- Publishing	7,056	1.7	-12.0	50,595	0.9	-8.1
- Motion picture and video activities	4,853	1.2	-10.8	32,457	0.6	-8.7
- Radio and television activities	3,910	0.9	-8.9	30,748	0.6	-6.5
- Telecommunications	35,174	8.4	-6.6	65,421	1.2	-5.4
- Computer programming	23,910	5.7	4.7	218,914	4.1	4.0
- Information services	1,650	0.4	-1.1	21,667	0.4	1.4
Real estate activities						
- Real estate activities	24,304	5.8	11.9	183,390	3.4	-2.9
Professional, scientific and technical activities						
- Legal and accounting activities	20,551	4.9	-1.6	362,102	6.8	-1.6
- Business management consultancy activities	6,851	1.6	5.0	58,092	1.1	4.6
- Technical services	22,102	5.3	-9.0	269,282	5.0	-7.3
- Research and development	1,492	0.4	10.5	26,950	0.5	16.5
- Advertising and market studies	15,790	3.8	-13.6	108,248	2.0	-6.3
- Other professional, scientific and technical activities	4,336	1.0	-12.9	85,223	1.6	-8.7
- Veterinary activities	721	0.2	-1.4	17,890	0.3	2.5
Administrative and support services activities						
- Rental activities	9,743	2.3	-11.2	61,408	1.2	-6.8
- Employment-related activities	3,236	0.8	-5.7	154,849	2.9	-6.1
- Travel agencies and tour operators	18,057	4.3	2.1	53,928	1.0	-0.2
- Security and investigation activities	4,433	1.1	-7.9	123,355	2.3	-3.3
- Services in buildings and gardening activities	11,957	2.9	-3.1	549,077	10.3	-2.7
- Office management activities	9,557	2.3	-2.3	242,944	4.6	6.4
Arts, entertainment and recreation activities						
- Artistic and showbusiness activities	1,959	0.5	-10.6	61,710	1.2	7.5
- Libraries, archives and other cultural activities	675	0.2	-0.6	16,582	0.3	5.1
- Gambling and betting activities	14,601	3.5	(*)	43,894	0.8	(*)
- Leisure and sports activities	8,379	2.0	-0.6	148,253	2.8	-1.5
Other activities (except for activities of membership organisations)						
- Repair of computers and personal and household	2,065	0.5	8.3	49,133	0.9	8.9
- Laundry, hairdressing and other personal services	6,010	1.4	(*)	221,464	4.1	(*)
TOTAL	419,202	100.0	-2.9	5,337,939	100.0	-1.9

(*) Activities not completely included in the 2011 survey

The activity sectors registering the greatest increases in turnover in 2012 were *Real State activities* (11.9%), *Research and development* (10.5%) and *Repair of computers and personal and household goods* (8.3%).

In turn, those recording the greatest drops were *Advertisement and market studies* (-13.6%), *Other professional, scientific and technical activities* (-12.9%) and *Publishing* (-12.0%).

Annual variation (%) in invoicing by activity sector. Year 2012



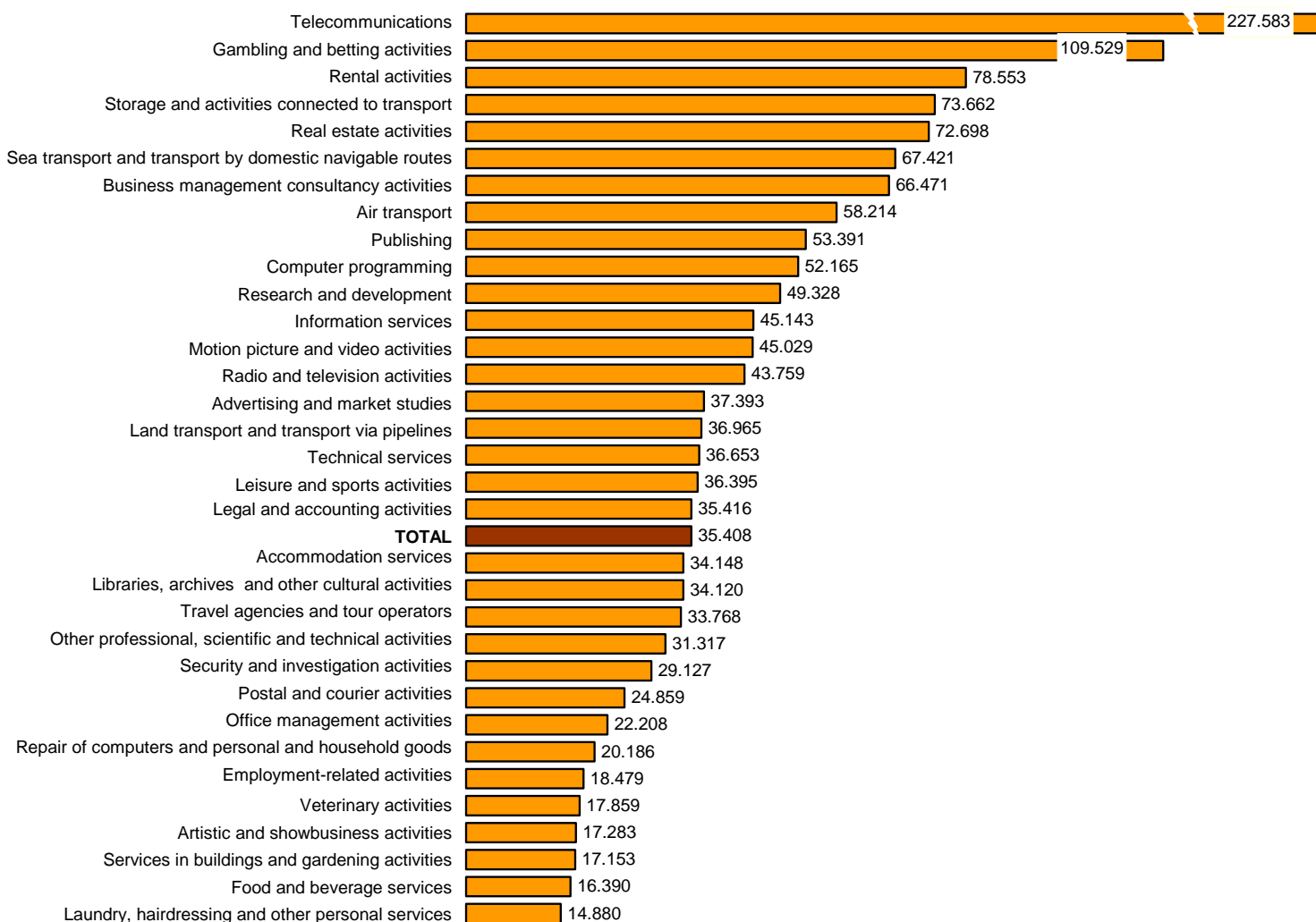
Productivity

Average productivity (added value per employed person) for the Services sector in the year 2012 reached 35,408 euros, that is, 2.5% less than that registered in the previous year.

The sectors that registered the greatest productivity were *Telecommunications* (227,583 euros) and *Gambling and betting activities* (109,529 euros).

In turn, the sectors that registered the lowest productivity were *Washing and dry cleaning of textile and fur products, hairdressing and other beauty treatments and other personal service* (14,880 euros) and *Food and beverage services* (16,390 euros).

Productivity (in euros) by activity sector in the Services sector. Year 2012



Geographical destination of sales

87.1% of sales of companies in the Services sector in 2012 were carried out within Spain, 7.5% targeted European Union countries (EU), and 5.4% went to the rest of the world.

In 2012, sales outside Spain accounted for 53,967 million euros, that is, 12.9% of the total sales, as compared with the 11.8% of the previous year.

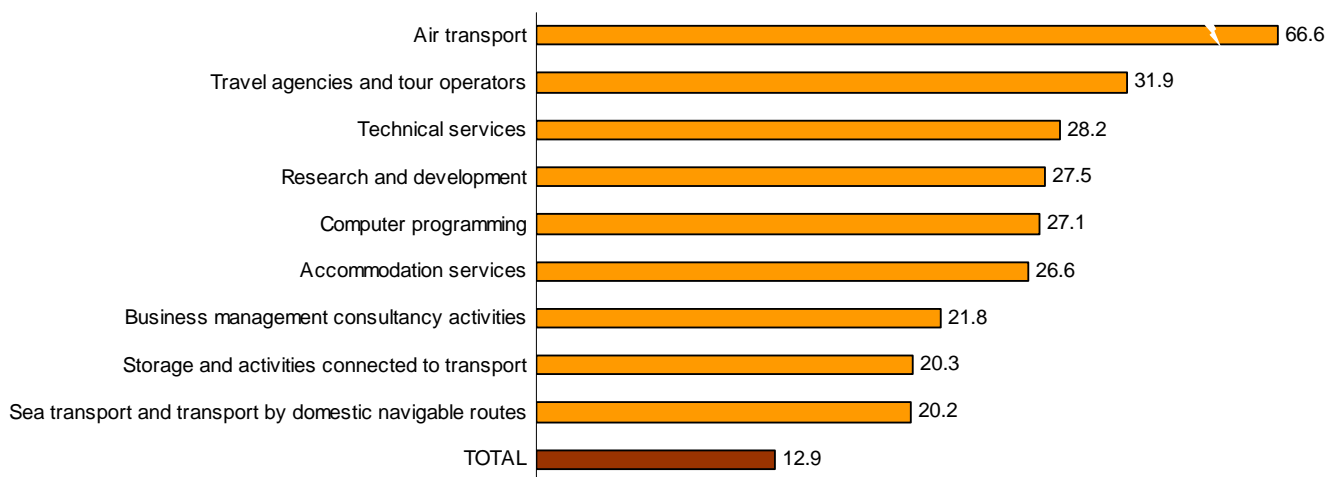
The activity sectors with the highest percentage of sales outside Spain were *Air transport* (with 66.6% of sales) and *Travel agencies and tour operators* (31.9%).

Sales outside Spain by activity sector in the Services Sector. Year 2012

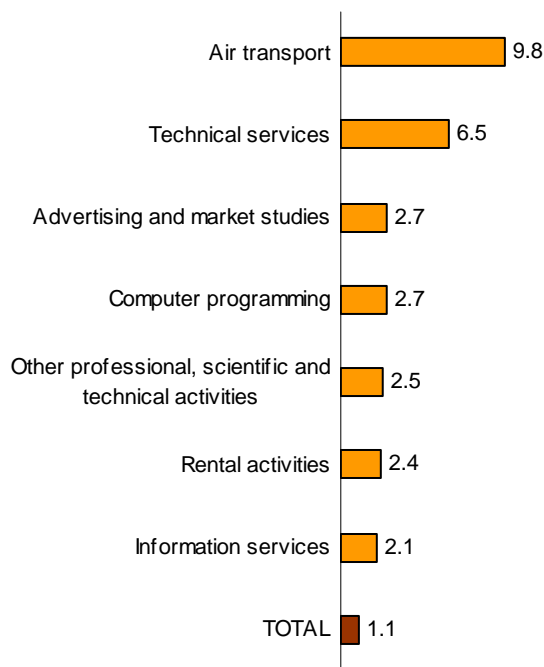
Activity sectors	Sales outside Spain		
	Million euros	% over the total number of	Difference % 2012-2011
Air transport	5,698	66.6	9.8
Travel agencies and tour operators	5,756	31.9	-0.1
Technical services	6,233	28.2	6.5
Research and development	410	27.5	1.2
Computer programming	6,486	27.1	2.7
Accommodation services	4,553	26.6	1.4
Business management consultancy activities	1,491	21.8	-0.9
Storage and activities connected to transport	7,956	20.3	0.2
Sea transport and transport by domestic navigable routes	356	20.2	0.2
Information services	313	19.0	2.1
Advertising and market studies	2,074	13.1	2.7
Publishing	852	12.1	0.8
Motion picture and video activities	543	11.2	1.9
Other professional, scientific and technical activities	428	9.9	2.5
Land transport and transport via pipelines	4,140	9.3	1.7
Rental activities	831	8.5	2.4
Office management activities	808	8.5	0.2
Leisure and sports activities	561	6.7	1.6
Postal and courier activities	238	5.7	0.6
Artistic and showbusiness activities	111	5.6	1.9
Libraries, archives and other cultural activities	37	5.5	0.2
Telecommunications	1,876	5.3	0.3
Legal and accounting activities	1,079	5.2	0.3
Radio and television activities	118	3.0	0.2
Employment-related activities	91	2.8	0.3
Repair of computers and personal and household goods	54	2.6	1.1
Security and investigation activities	78	1.8	0.6
Real estate activities	356	1.5	0.3
Food and beverage services	312	0.8	0.2
Laundry, hairdressing and other personal services	25	0.4	-0.7
Veterinary activities	3	0.4	0.1
Services in buildings and gardening activities	46	0.4	-0.1
Gambling and betting activities	54	0.4	0.3
TOTAL	53,967	12.9	1.1

The graphs below present the Services activities with the highest percentage of sales outside Spain in 2012, as well as those that experienced the greatest increases in the percentage of exports.

Activity Sectors more likely to export. Percentage of sales outside Spain. Year 2012



Services activities with the greatest increase in the percentage participation of sales outside Spain. Year 2012-2011

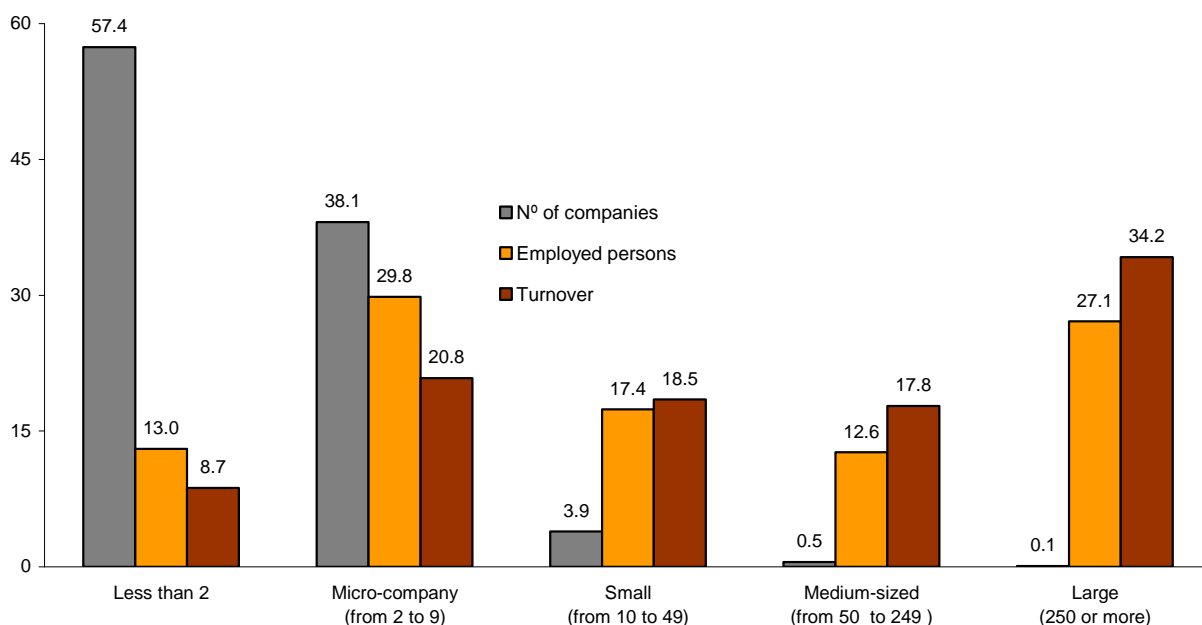


Results by company size

The Services sector was characterised by a predominance of very small companies. In fact, 95.5% of them had fewer than 10 wage earners in 2012. These companies employed 42.8% of the persons employed in services, but its invoice figures did not reach a third of the total turnover for the sector.

In turn, large companies (with 250 or more wage earners), which represented 0.1% of the total companies in the Services sector, invoiced 34.2% of the total.

Distribution (in %) of the number of companies, employed personnel and turnover, by company size. Year 2012



This atomised structure was repeated to a greater or lesser extent in the different activity sectors comprising the Services sector, with the exception of the companies in *Air transport, Telecommunications, Security and investigation, Radio and television, and Employment-related activities*, where large companies, albeit small in number, generated most of turnover (more than 70%).

In four activity sectors, companies with 10 or fewer wage earners generated more than 60% of turnover: *Veterinary activities* (86.1%), *Real estate activities* (70.1%), *Artistic creation* (60.4%) and *Food and beverage services* (60.1%).

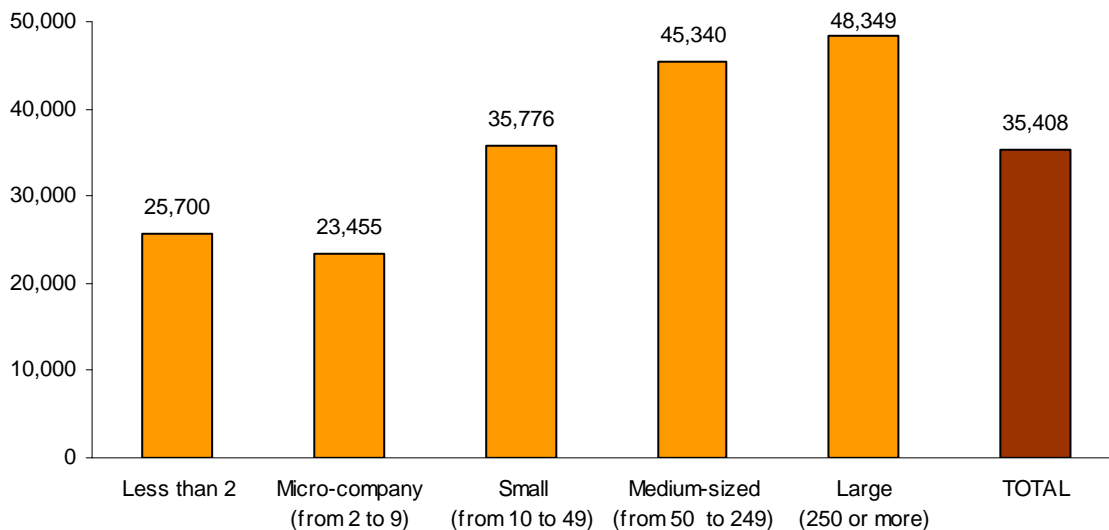
Turnover distribution (in %), by company size and activity sector. Year 2012

Activity sectors	Less than 2	Micro-company (from 2 to 9)	Small (from 10 to 49)	Medium-sized (from 50 to 249)	Large (250 or more)
Transport and storage					
- Land transport and transport via pipelines	12.7	24.9	25.9	16.1	20.3
- Sea transport and transport by domestic navigable	6.8	6.3	12.3	35.1	39.4
- Air transport	0.0	0.4	1.2	6.6	91.8
- Storage and activities connected to transport	2.3	17.0	23.9	24.6	32.1
- Postal and courier activities	2.1	11.3	13.1	14.0	59.5
Accommodation					
- Accommodation services	2.0	9.8	28.8	32.3	27.1
- Food and beverage services	8.3	51.8	23.5	5.6	10.8
Information and communications					
- Publishing	3.1	12.6	20.0	37.8	26.6
- Motion picture and video activities	5.1	13.6	24.9	45.1	11.3
- Radio and television activities	1.3	7.6	7.0	11.3	72.7
- Telecommunications	0.8	2.3	5.0	7.8	84.1
- Computer programming	3.8	5.6	12.1	15.8	62.8
- Information services	5.3	8.7	22.8	42.7	20.5
Real estate activities					
- Real estate activities	34.0	36.1	11.0	17.3	1.7
Professional, scientific and technical activities					
- Legal and accounting activities	17.5	38.5	20.1	10.2	13.7
- Business management consultancy activities	6.2	15.5	23.2	33.4	21.7
- Technical services	11.6	19.9	18.1	15.9	34.7
- Research and development	2.2	10.8	20.0	31.7	35.2
- Advertising and market studies	7.3	18.1	24.1	39.4	11.2
- Other professional, scientific and technical activities	23.0	27.5	17.7	17.1	14.7
- Veterinary activities	22.0	64.1	12.5	1.4	0.0
Administrative and support services activities					
- Rental activities	14.7	21.6	20.6	14.2	28.8
- Employment-related activities	2.5	4.0	6.3	13.5	73.7
- Travel agencies and tour operators	8.9	14.2	16.7	26.0	34.3
- Security and investigation activities	0.5	2.7	7.7	14.2	74.9
- Services in buildings and gardening activities	2.6	11.0	16.7	17.2	52.5
- Office management activities	11.5	19.2	17.6	18.8	33.0
Arts, entertainment and recreation activities					
- Artistic and showbusiness activities	23.8	36.6	19.6	11.5	8.5
- Libraries, archives and other cultural activities	3.2	16.3	29.3	31.5	19.7
- Gambling and betting activities	2.6	9.2	12.9	9.5	65.8
- Leisure and sports activities	7.2	17.4	31.9	27.0	16.6
Other activities (except for activities of membership organisations)					
- Repair of computers and personal and household	18.9	37.1	17.2	10.8	16.0
- Laundry, hairdressing and other personal services	10.8	47.9	21.7	11.7	7.9
TOTAL	8.7	20.8	18.5	17.8	34.2

Company size and productivity

In 2012, productivity exceeded 45,000 euros in medium and large companies (50 workers or more). In turn, the lowest productivity (23,455 euros) was registered in companies with 2 to 9 workers.

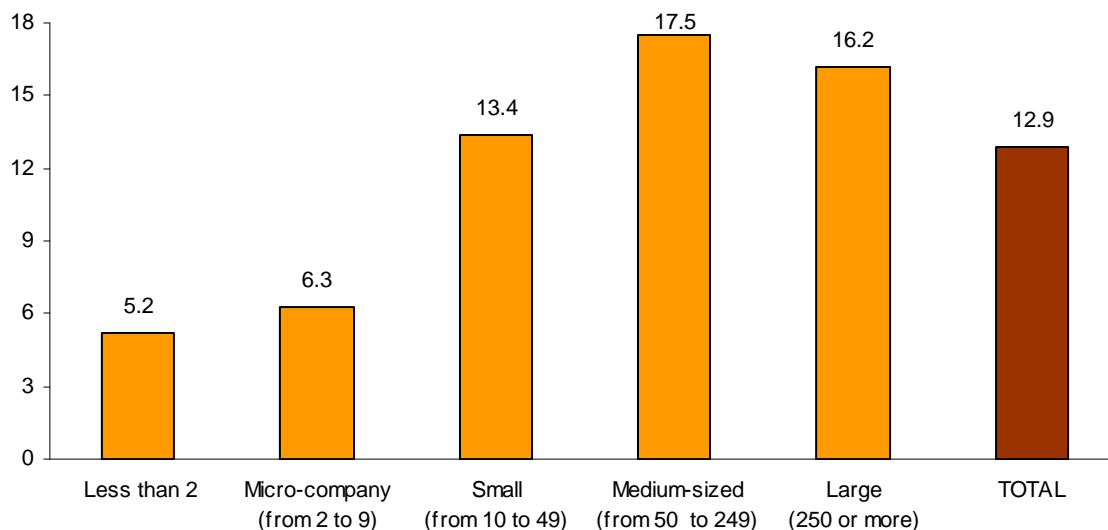
Productivity (in euros) in the Services sector by size of the company. Year 2012



Company size and sales outside Spain

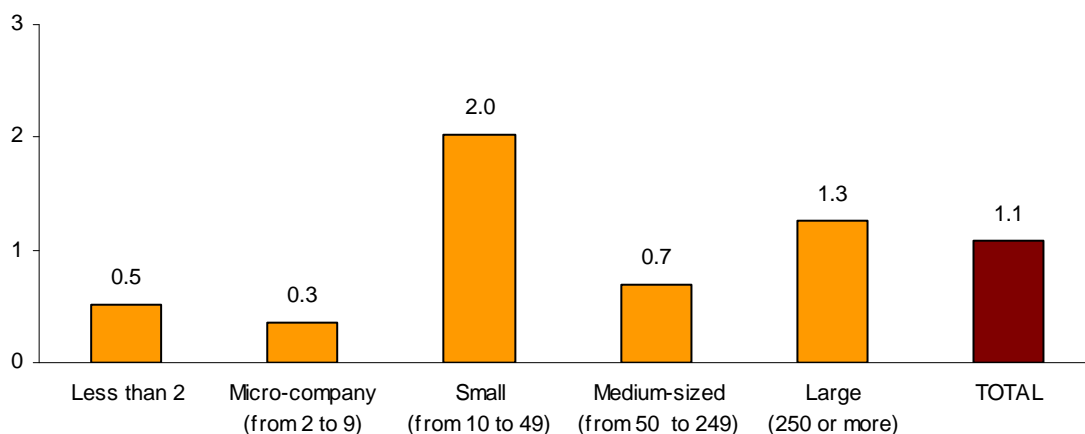
In 2012, medium-sized services companies, with 50 to 249 wage earners, were most likely to export, with 17% of invoicing dedicated to sales abroad.

Sales outside Spain by size of the company. Percentage as compared with the total invoicing of each size. Year 2012



In turn, companies from 10 to 49 wage earners recorded the greatest foreign dynamism, with an increase in the percentage of sales outside Spain of 2.0 points, as compared with the previous year.

2012-2011 variation of the percentage participation of sales, outside Spain, of companies in the Services sector.



Investment

The total investment (in tangible and intangible assets) of the Services Sector enterprises in 2012 reached 33,533 million euros. Over 50% came from *Real estate activities* and *Transportation and storage activities*.

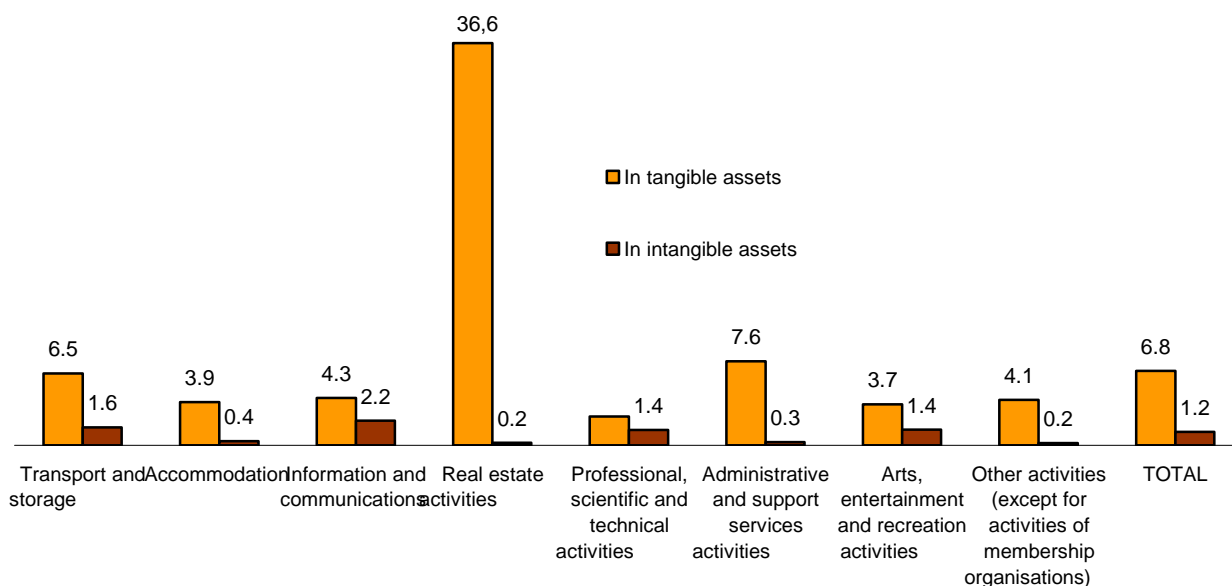
Investment accounted for 8.0% of the total turnover. This percentage varies by activity groups, from 4.0% of the *Professional, scientific and technical activities* to 36.9% of the *Real estate activities*.

Investment by activity group. Year 2012

Activity groups	Million euros	% over the total	% over turnover
Transport and storage	8,009	23.9	8.2
Accommodation	2,480	7.4	4.3
Information and communications	5,006	14.9	6.5
Real estate activities	8,959	26.7	36.9
Professional, scientific and technical activities	2,888	8.6	4.0
Administrative and support services activities	4,527	13.5	7.9
Arts, entertainment and recreation activities	1,315	3.9	5.1
Other activities (except for activities of membership organisations)	350	1.0	4.3
TOTAL	33,533	100.0	8.0

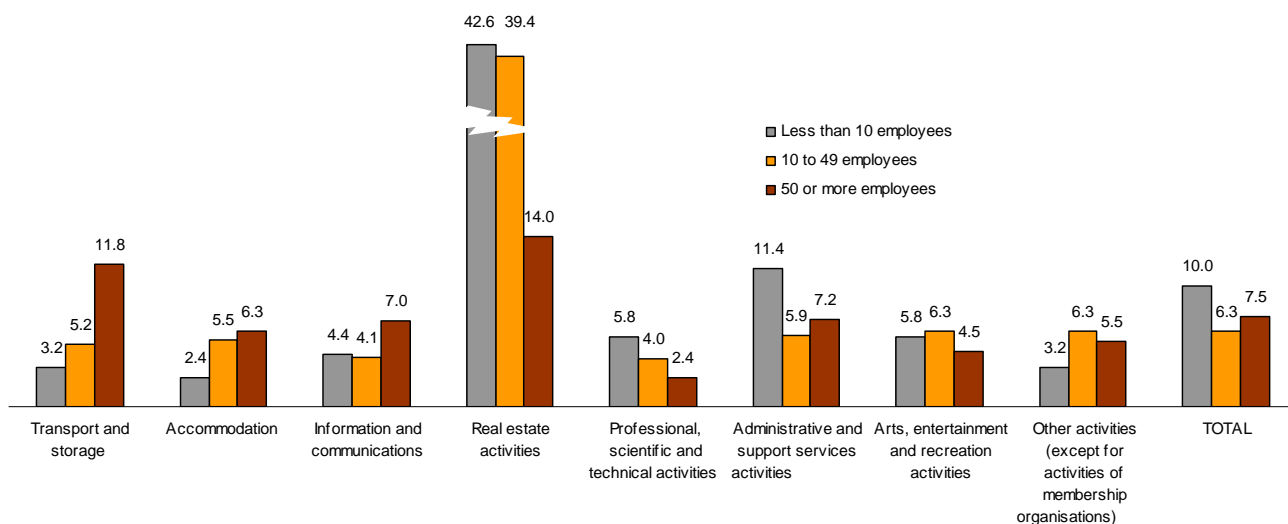
28,398 million euros of the total investment corresponded to investments in tangible assets (land and natural assets, hardware, buildings, constructions and alterations of buildings, transport equipment, machinery and tools, other property, plant and equipment), and 5,135 million euros corresponded to investments in intangible goods (software, administrative concessions, intellectual property and other intangible goods). In comparison to the turnover of the year 2012, investment in material assets accounted for 6.8% while that in intangible goods reached 1.2%.

Investment in tangible and intangible assets over the total turnover (in %), by activity groups. Year 2012



Regarding activity groups *Transportation and Storage*, *Accommodation* and *Information and Communication*, investment efforts grew the larger the companies were. In turn, regarding *Real State activities*, *Administrative and support service activities* and *Professional, scientific and technical activities*, companies with less than 10 employees presented greater investment percentages over their turnover, as compared with the companies with 50 or more employees.

Investment on turnover, by activity group and number of employees. Year 2012



Results by Autonomous Community

The Autonomous Communities with the greatest participation in the turnover for the Services sector in 2012 were *Comunidad de Madrid* (with 33.2% of the total), *Cataluña* (19.5%) and *Andalucía* (9.5%).

In turn, those that carried the lowest weight in the turnover for the sector were *La Rioja* (0.4%), *Extremadura* and *Cantabria* (both with 0.8%).

Turnover and employed personnel by Autonomous Community. Year 2012

Autonomous Community (*)	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation(%)	On 30/09/2012	% over the total	Annual variation (%)
Madrid, Comunidad de	128,611	33.2	-1.6	1,135,632	22.4	-1.8
Cataluña	75,519	19.5	-4.0	974,801	19.2	-2.2
Andalucía	36,989	9.5	-3.4	667,169	13.1	-2.2
Comunitat Valenciana	28,734	7.4	-7.0	455,403	9.0	0.2
País Vasco	19,454	5.0	1.0	249,027	4.9	1.3
Canarias	17,728	4.6	-1.6	247,694	4.9	-2.6
Galicia	14,857	3.8	3.1	243,175	4.8	-1.3
Balears, Illes	13,699	3.5	2.4	184,621	3.6	6.5
Castilla y León	11,100	2.9	-8.9	222,116	4.4	-0.4
Aragón	8,844	2.3	-3.8	131,072	2.6	-2.7
Castilla-La Mancha	7,686	2.0	-7.1	137,012	2.7	-1.4
Murcia, Región de	6,793	1.8	-4.0	114,435	2.3	0.2
Asturias, Principado de	5,718	1.5	-7.5	102,545	2.0	-1.8
Navarra, Comunidad Foral de	3,989	1.0	-7.6	56,916	1.1	-7.1
Cantabria	2,973	0.8	-3.9	56,513	1.1	-0.4
Extremadura	2,933	0.8	-8.5	66,888	1.3	0.8
Rioja, La	1,421	0.4	-7.1	26,265	0.5	1.8
Ceuta	357	0.1	(**)	5,975	0.1	(**)
Melilla	173	0.0	(**)	3,819	0.1	(**)
TOTAL	387,578	100.0	-2.9	5,081,078	100.0	-1.3

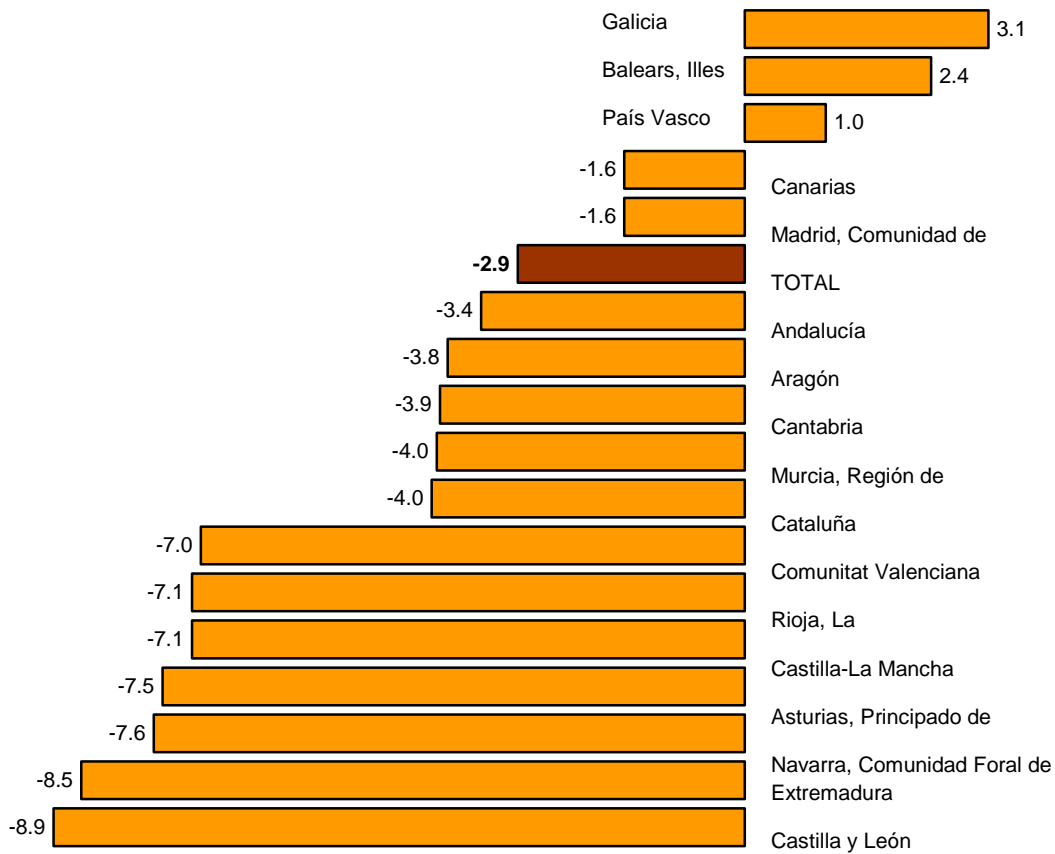
(*)Results by Autonomous Community do not include Section R and division 96, as the sample size does not allow the obtention of results at that level.

(**) 2011 data not available

Only three Autonomous Communities increased their turnover in the Services Sector in 2012: Galicia (3.1% more), Illes Balears (2.4% more) and País Vasco (1.0% more).

In turn, the Autonomous Communities registering the greatest decreases in their turnover were Castilla y León (-8.9%), Extremadura (-8.5%) and Comunidad Foral de Navarra (-7.6%).

Turnover annual variation (%) by Autonomuos Community. Year 2012



The following chart shows, for each Autonomous Community, the three activity groups of the Services Sector which produced the greatest turnovers in 2012, and the percentages that these activities represented as compared with the total turnover of the Services Sector.

Transportation and storage was the activity which contributed the most to the total turnover in most Autonomous Communities, except for Comunidad de Madrid (where *Information and communication* contributed the most) and Illes Balears and Canarias (where the greatest turnover was registered in *Accommodation*).

Main activity groups of the Services Sector in each Autonomous Community, by turnover. Year 2012

Comunidad Autónoma (*)	1st Group	%	2nd Group	%	3rd Group	%
Andalucía	Transport and storage	28.6	Accommodation	22.6	Administrative and support services activities	15.1
Aragón	Transport and storage	33.0	Professional, scientific and technical activities	19.2	Accommodation	15.3
Asturias, Principado de	Transport and storage	26.7	Professional, scientific and technical activities	21.7	Accommodation	19.9
Balears, Illes	Accommodation	33.2	Administrative and support services activities	27.4	Transport and storage	19.8
Canarias	Accommodation	31.9	Administrative and support services activities	25.3	Transport and storage	21.3
Cantabria	Transport and storage	33.1	Accommodation	24.2	Administrative and support services activities	13.8
Castilla y León	Transport and storage	30.4	Accommodation	21.2	Professional, scientific and technical activities	16.0
Castilla-La Mancha	Transport and storage	39.5	Accommodation	20.4	Information and communications	12.9
Cataluña	Transport and storage	27.7	Professional, scientific and technical activities	18.4	Information and communications	17.3
Comunitat Valenciana	Transport and storage	35.6	Accommodation	18.1	Professional, scientific and technical activities	14.5
Extremadura	Transport and storage	29.3	Accommodation	23.3	Administrative and support services activities	15.4
Galicia	Transport and storage	28.9	Information and communications	15.9	Accommodation	15.8
Madrid, Comunidad de	Information and communications	31.4	Professional, scientific and technical activities	24.4	Transport and storage	16.8
Murcia, Región de	Transport and storage	44.1	Accommodation	15.9	Professional, scientific and technical activities	13.1
Navarra, Comunidad Foral de	Transport and storage	36.1	Professional, scientific and technical activities	17.2	Accommodation	16.5
País Vasco	Transport and storage	31.5	Professional, scientific and technical activities	21.6	Information and communications	15.6
Rioja, La	Transport and storage	28.2	Accommodation	24.3	Professional, scientific and technical activities	17.4

(*) Results by Autonomous Communities do not include Section R nor Division 96 of CNAE-2009

Statistics on Products in the Services Sector

These statistics enable ascertaining the breakdown of turnover, according to the services provided, as well as the sectors of the clients to whom said services are provided.

Transport (Groups 49.1 to 49.4 and Divisions 51 and 53 of CNAE-2009)

87.8% of invoicing for Rail transport corresponded to passenger transport. 67.1% of said invoicing was for inter-city transport.

In turn, seven out of 10 euros invoiced in land transport and in sea transport, and transport by domestic navigable routes came from freight transport.

Air transport companies obtained 83.3% of its turnover thanks to passengers transport, 4.4% thanks to the freight transport and 12.3% thanks to other activities such as handling and repair of aircrafts.

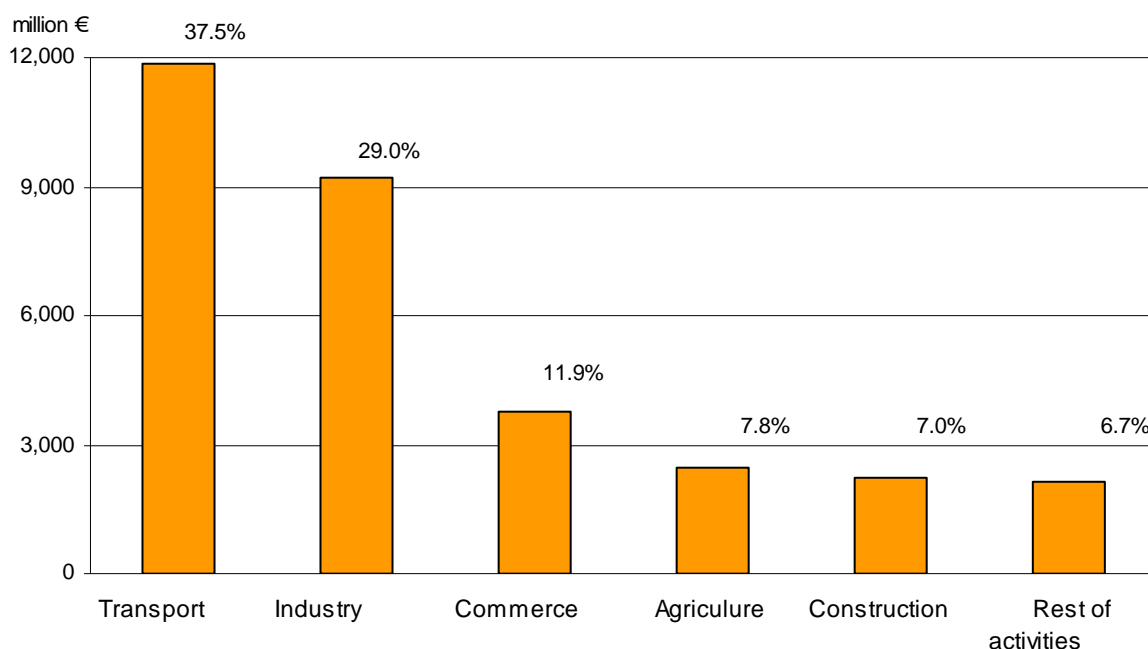
Transport. Turnover percentage distribution, by main activity of the company and services provided. Year 2012

Services provided	Main activity: by type of transport				
	Railway	Land	Sea and transport by domestic navigable routes	Air	Postal courier activities
Turnover (million euros)	2,231	40,687	1,760	8,555	4,200
<i>Distribution in % by type of transport</i>	3.9	70.8	3.1	14.9	7.3
<i>Distribution in % by services provided</i>					
TOTAL	100.0	100.0	100.0	100.0	100.0
Passenger transport:	87.8	21.9	29.3	83.3	0.0
City railway	20.7				
Inter-city railway	67.1				
City and suburban		7.2			
Taxi operation		5.6			
Other land transport: scheduled and unscheduled		9.1			
Sea and navigable routes transport			29.3		
Air transport				83.3	
Freight transport:	10.2	75.0	69.4	4.4	95.1
Railway	10.2				
Shuttle or road repeated transport		4.3			
Road delivery or collection		22.3			
Normal by road		48.4			1.6
Sea transport and transport by domestic navigable routes			69.4		
Air transport				4.4	
Urgent package and documents transport up to 20 Kg,					37.5
Non-urgent package transport up to 20 Kg,					56.0
Other activities and services	2.0	3.1	1.2	12.3	4.9

More than half of the turnover income of postal and couriers activities companies was from the non-urgent transport of packages weighing 20 kilos or less.

Companies devoted to road transport of goods invoiced 37.5% of their turnover to clients related to the transport sector, and 29.0% to industrial enterprises.

Main clients (in percentage), by turnover in freight transport by road. Year 2012



Hotels and similar accommodation (Group 55.1 of CNAE-2009, companies with 50 wage earners or more)

Nine out of 10 euros invoiced by hotel companies corresponded to accommodation services (Accommodation and catering).

Total invoicing of *Hotels and similar accommodation* decreased 2.2% in the year 2012. Demand of *Rooms (accommodation only)* decreased by 2.8% and that of *Catering (except for half or full board)*, did so by 9.4%.

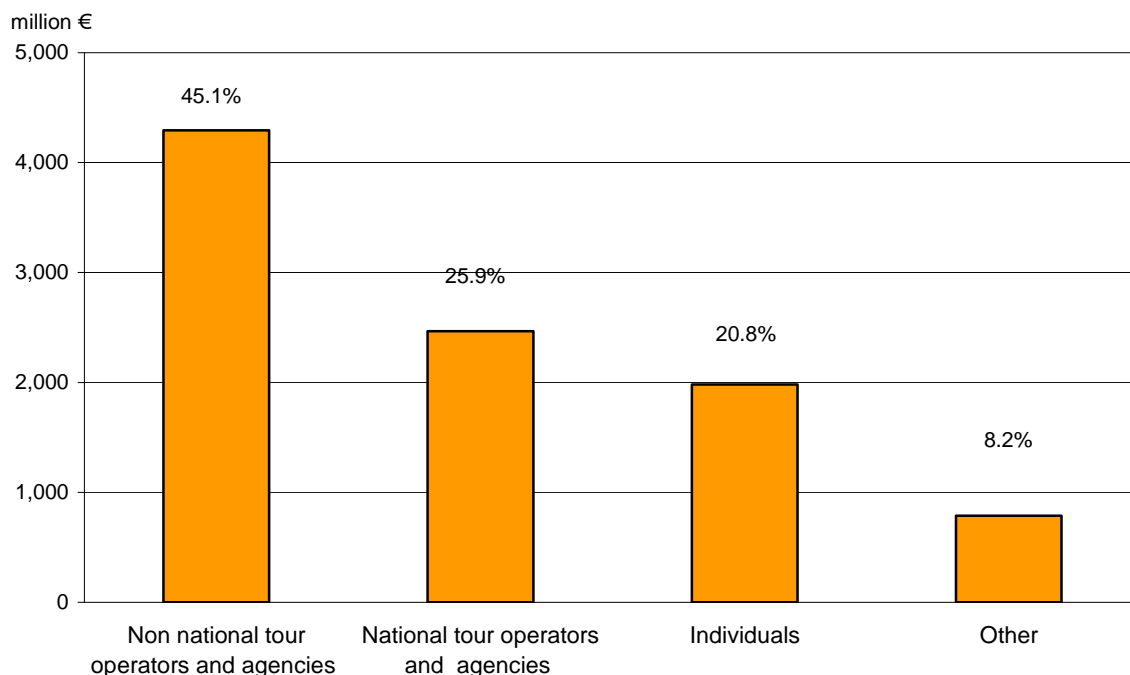
Hotels and other forms of accommodation (50 employees and over)

Percentage distribution of turnover by services provided. Year 2012

Services provided	Distribution in %	Annual variation (%)
TOTAL	100.0	-2.2
Rooms(only accommodation)	56.4	-2.8
Pension (breakfast, half board and full board)	24.4	1.3
Catering (except board)	12.0	-9.4
Other activities and services	3.2	7.0
Sports facilities and health	1.6	1.2
Meeting and business rooms	1.3	0.4
Retail trade	0.6	-13.4
Dance clubs	0.4	28.7

Almost half of the invoicing of these Hotels and similar accommodations (45.1% of the total) was produced by tour operators and non national tourism agencies.

Hotels and other forms of accommodation (50 employees and over) Main clients. Year 2012



Motion picture and video activities (Division 59 of CNAE-2009)

Motion picture, video, television sound and music publishing activities reached an invoicing of 4,856 million euros in 2012, that is, a 10.8% decrease, as compared with the previous year.

Motion picture and video activities. Turnover percentage distribution by services provided. Year 2012

Services provided	Distribution	Annual
	in %	variation (%)
TOTAL	100.0	-10.8
Motion picture, video and television programmes production	35.3	-12.5
Motion picture, video and television programmes distribution	21.2	-12.3
Motion picture, video and television programmes post-production services	18.3	-2.6
Motion picture exhibition	15.9	-2.7
Other activities and services	5.5	-25.7
Sound recording services	3.8	-23.6

Activities in computer science, law and accountancy, consultancy, technical services, advertising and market studies. (Divisions 62, 63, 69, 71 and 73, and Groups 58.2 and 70.2 of CNAE-2009)

Activities in computer science, law and accountancy, consultancy, technical services and advertising invoiced a total of 89,905 million euros in 2012. This figure indicates a decrease of 4.3% as compared with that of the previous year.

Main clients, by turnover in activities in computer science, law and accountancy, consultancy, technical services, advertising and market studies. Year 2012

Activity	Order number: 1		Order number: 2		Order number: 3	
		%		%		%
Edición de programas informáticos	Trade	24.8	Telecommunications and computer	24.3	Business services	16.6
Computer programming	Banking and insurance	23.2	Telecommunications and computer	21.7	Education, health and other clients	18.8
Information services	Telecommunications and computer	33.5	Banking and insurance	14.6	Business services	9.6
Legal and accounting activities	Business services	27.4	Trade	12.8	Industry	12.4
Business management consultancy activities	Business services	27.7	Banking and insurance	19.0	Industry	15.4
Technical services	Industry	41.8	Construction	13.2	Public Administrations	13.0
Advertising and market studies	Business services	23.3	Industry	18.3	Trade	14.5

Employment-related activities (Division 78 of CNAE-2009)

Placement agencies and temporary employment agencies reached a turnover of 3,236 million euros in 2012, that is, a 5.7% decrease, as compared with the previous year.

The total number of hours invoiced decreased by 12.5%. Out of the total hours invoiced, these companies spent almost 40% of their working hours on *Industry*.

Employment-related activities: hours invoiced, by type of personnel supplied in percentage. Year 2012

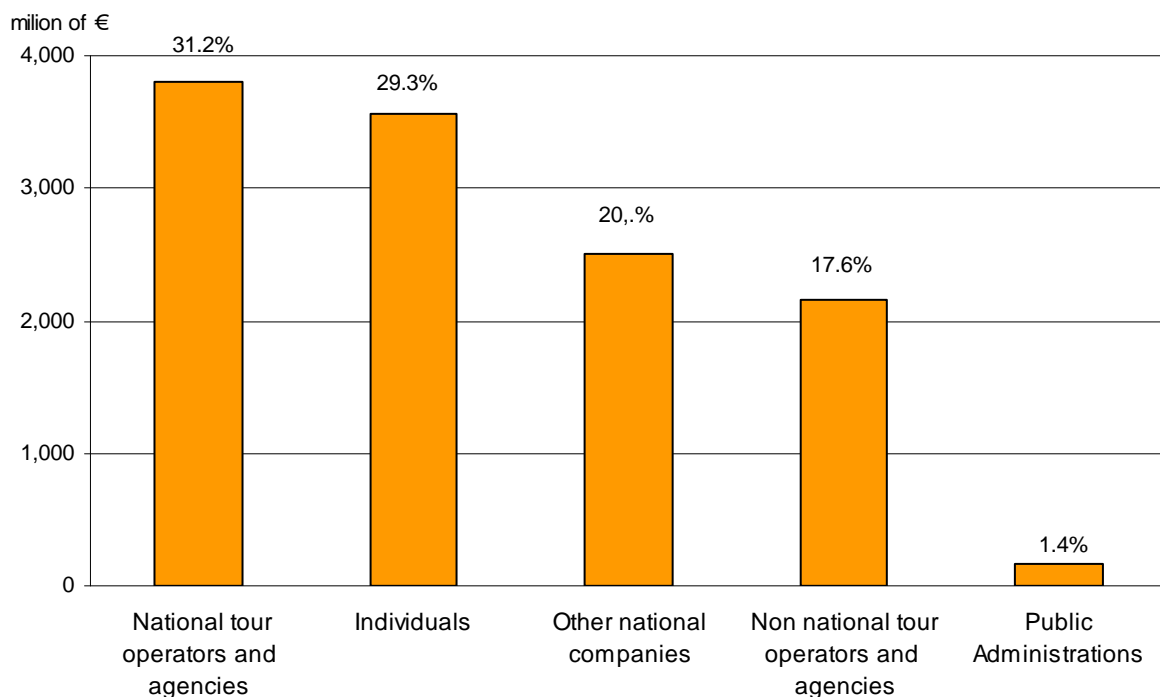
Sector de actividad de la empresa	Distribution		Annual variation (%)
	in %		
TOTAL	100.0		-12.5
Industry	38.0		-18.6
Office	16.6		-23.8
Transport, storage and logistics	10.8		-11.4
Accommodation and Catering	8.6		-5.7
Trade	5.6		-17.7
Computer programming and telecommunic	1.4		-27.4
Health	0.2		-30.5
Other personnel	15.6		0.3

Travel agency and tour operator activities (Companies with at least 20 employees of the Division 79.1 of CNAE-2009)

Travel agencies and tour operators invoiced 18,057 million euros, 2.1% more than in 2011. 70% of this figure corresponded to Travel agencies and tour operators with at least 20 employees.

29.3% of the turnover of these travel agencies and tour operators (with at least 20 employees) was invoiced to particulars, 51.7% was invoiced to national companies (tour operators, travel agencies and other companies) and 17.6% was invoiced to non national tour operators and agencies.

Travel agencies and tour operators (20 employees and over) Main clients. Year 2012



Cleaning activities (Group 82.1 of CNAE-2009)

Turnover of cleaning activities reached 9,291 million euros in 2012, that is, a 1.9% decrease as compared with the previous year.

The following table shows the percentage of turnover of those activities carried out by cleaning companies, according to their size and main customers.

Cleaning activities. Turnover and percentage distribution of main clients by size of the company. Year 2012

	Employees:				
	TOTAL	Less than 20	20 to 49	50 to 249	250 and over
TOTAL (million of €)	9,291	942	1,474	1,420	5,455
<i>Distribution in %</i>	<i>100.0</i>	<i>10.1</i>	<i>15.9</i>	<i>15.3</i>	<i>58.7</i>
Distribution by activity sector of the the client					
TOTAL	100.0	100.0	100.0	100.0	100.0
Public Administrations	33.6	6.1	12.0	27.0	45.9
Industry	13.7	10.3	18.0	20.1	11.4
Trade	11.5	15.8	8.2	13.3	11.3
Household	11.3	34.1	31.7	13.1	1.5
Accommodation and catering	7.0	18.3	9.5	5.0	5.0
Business services	6.4	7.8	6.2	6.3	6.2
Banking and insurance	4.5	0.4	1.3	1.9	6.7
Transport	3.2	0.9	1.3	2.5	4.3
Other clients	8.7	6.3	11.9	10.8	7.7

Methodological note

The **Annual Services Survey** is an annual, structural survey aimed at companies, corporations and individuals whose main activity is described in sections H, I, J, L, M, N, R and in sections 95 and 96 of the S part of CNAE-2009. This includes activities of transport and storage, accommodation, information and communications, real estate activities, professional, scientific and technical activities, administrative and support services activities, artistic, recreational and entertainment activities, and the repair of computers, personal effects and household items and other personal services (with the exception of associative activities, section 94).

This operation enables ascertaining the structural characteristics of those companies mainly devoted to each of the activities included in the study scope, such as their size, the most relevant accounting data (purchases, expenses, capital transactions), employment structure and investment.

The Annual Services Survey sample includes around 80,000 units, selected from a population of approximately 1,300,000 companies, and allows for obtaining representative results at a detailed level of activity, by Autonomous Community, and by the size of companies, according to the number of persons employed. These data can be completed with the data from the short-term statistics, which are updated although less disaggregated.

In order to reduce the statistical burden on the respondent companies, since 2012 has been implementing the mining of administrative sources for elaborating economic surveys (UFAES project). Thus, 23% of the selected sample is estimated by using administrative data. Thus, the number of companies which are asked to fill in the questionnaires has been reduced in around 18,000 companies.

The **Statistics on Products in the Services Sector** is an annual, structural operation integrated in the above operation, and whose main objective is to provide a detailed breakdown of turnover, according to the services provided and the activity sector of the client. This additional breakdown is applied to activities in transport, hotels, computer and audiovisual services, legal and accountancy services, technical services, advertising and market studies, activities of placement agencies, travel agencies and tour operators, and cleaning activities.

Other variables studied in this survey are the breakdown of the purchase of fuels, the mobile transport fleet, the breakdown of purchases in hotels, travel agencies and tour operators, the hours invoiced in companies in the selection and placement of personnel, etc.

For further details, please see the Methodological Files on the website dedicated to these surveys.

Annual Services Survey:

<http://www.ine.es/jaxi/menu.do?type=pcaxis&path=%2Ft37%2Fe01&file=inebase&L=1>

Statistics on Products in the Services Sector:

<http://www.ine.es/jaxi/menu.do?type=pcaxis&path=%2Ft37%2Fe01%2Fp01&file=inebase&L=1>