



# 2019 SECTOR SPOTLIGHT

## Administrative and support, waste management and remediation services



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# Administrative and support, waste management and remediation services

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**Note on geography:** This report looks at data for the Ottawa Census subdivision. Census subdivision (CSD) is the general term for municipalities (as determined by provincial/territorial legislation).

## What is this industry sector?

### STATISTICS CANADA DEFINITION



**This sector comprises establishments of two different types: those primarily engaged in activities that support the day-to-day operations of other organizations; and those primarily engaged in waste management activities.**

The first type of establishment is engaged in activities such as administration, hiring and placing personnel, preparing documents, taking orders from clients, collecting payments for claims, arranging travel, providing security and surveillance, cleaning buildings, and packaging and labelling products. These activities are often undertaken, in-house, by establishments found in many sectors of the economy. The establishments classified to this sector specialize in one or more of these activities and can therefore provide services to clients in a variety of industries and, in some cases, to households.

Waste management establishments are engaged in the collection, treatment and disposal of waste material, the operation of material recovery facilities, the remediation of polluted sites and the cleaning of septic tanks.

### SECTOR STRUCTURE

Below we show this sector's **two subsectors** (3-digit level), as well as the *4-digit level Industry Groups* that will be explored in this report.

### SUBSECTORS

- 561 - Administrative and support services
- 562 - Waste management and remediation services

## How does this sector stack up in Ottawa?

### OTTAWA DASHBOARD

The graphic below ranks Ottawa's Top 13 sectors (based on # of jobs in 2018) and shows how *Administrative and support, waste management and remediation services (NAICS 56)* stacks up against the other sectors on a dashboard highlighting key local labour market information (LMI).

#8	#9	#5	#11	#7	#7	#7	#10	#8	#12	#6
2018 Jobs	Job Gains	Share of Jobs	Annual Salary*	Self-Employed	Business Count	Employer Count	Job Ads	Job Profiles	Unemployment Rate	Unionization Rate*
121,863	8,368	3.14	\$85,642	30%	18,176	5,912	6,033	5,147	2%	73%
68,509	6,737	1.37	\$83,123	24%	9,220	3,454	4,988	3,577	3%	65%
61,460	5,585	1.09	\$75,581	17%	7,344	3,325	3,409	3,136	3%	47%
60,578	5,220	1.05	\$65,470	16%	6,341	2,735	2,739	1,559	4%	46%
48,754	4,815	<b>1.05</b>	\$64,524	14%	5,798	2,699	2,430	1,296	4%	29%
40,516	3,787	0.93	\$63,435	13%	5,490	2,104	1,923	1,288	4%	<b>19%</b>
35,442	2,898	0.89	\$59,329	<b>13%</b>	<b>3,385</b>	<b>1,338</b>	1,522	947	4%	19%
<b>33,774</b>	2,445	0.87	\$53,502	8%	2,972	966	828	<b>812</b>	5%	13%
29,662	<b>1,658</b>	0.78	\$49,311	7%	2,866	925	590	736	5%	12%
19,992	1,321	0.76	\$48,740	6%	1,644	677	<b>590</b>	514	7%	11%
19,846	38	0.70	<b>\$45,544</b>	5%	1,418	476	502	385	8%	10%
19,338	-86	0.59	\$30,430	4%	1,282	425	397	173	<b>8%</b>	7%
17,613	-572	0.37	\$21,255	0%	166	149	302	132	9%	0%
# of jobs (2018)	Increase in # of jobs over past 5 years (2013-2018)	National Location Quotient (1.00 = national norm)	Average annual salary in 2018 (*not including self-employed)	% of jobs that are self-employed	Incl. business without employees (Dec 2018)	Businesses with at least 1 employee (Dec 2018)	# of online job ads (2018)	# of job seeker profiles added or updated (2018)	% of labour force unemployed (2016)	% of sector jobs unionized in 2018 (*some sectors combined in CANSIM data)

Average annual salary in 2018\* not including self-employed

Unionization Rate % of sector\* jobs unionized in 2018 (\*some sectors combined in CANSIM data)

TOP 10 OCCUPATIONS (# of 2018 jobs)		TOP 10 EMPLOYERS (# of postings in 2018)		TOP 10 EMPLOYERS (number of employees)	
6541	Security guards and related security service occupations (4,563)	1.	GARDA (103)	1.	Canadian Automobile Assn (5,986)
6731	Light duty cleaners (3,510)	2.	Canadian Corps of Commissionaires (82)	2.	Canadian Bank Note Co LTD (1,000)
6733	Janitors, caretakers and building superintendents (1,938)	3.	First Air Duct and Furnace Cleaning (57)	3.	EXPORT Development Canada (1,000)
8612	Landscaping and grounds maintenance labourers (1,293)	4.	G4S Security Services (Canada) Ltd. (54)	4.	Lee Valley Tools LTD (862)
6521	Travel counsellors (905)	5.	March Networks Corporation (51)	5.	RE Gilmore Investments Corp (600)
1223	Human resources and recruitment officers (833)	6.	ADT Security Services Canada Inc (47)	6.	Gilmore Overclick Technologies (500)
6552	Other customer and information services representatives (751)	7.	Paladin Security (44)	7.	Fairmont-Chateau Laurier (430)
1411	General office support workers (748)	8.	Securitas Canada Limited (31)	8.	National Capital Commission (400)
6315	Cleaning supervisors (657)	9.	Chubb Security Systems (24)	9.	CAA North & East Ontario (347)
8255	Contractors and supervisors, landscaping, grounds maintenance and horticulture services (649)	10.	Brinks Canada Ltd. (10)	10.	Canadian Institute-Health Info (300)

## Sector Employment (Jobs)

### REGIONAL TRENDS (5-year Job Growth - Ottawa vs. Ontario vs. Canada)

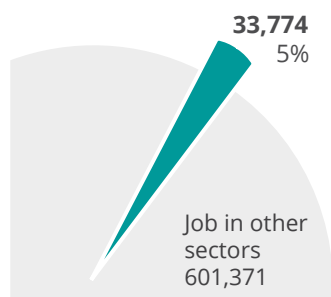
Region	2013 Jobs	2018 Jobs	Change	% Change
● Ottawa	32,116	33,774	1,658	5.2%
● Ontario	412,238	439,011	26,773	6.5%
● Canada	943,700	1,004,001	60,301	6.4%

### 2018 EMPLOYMENT – A SUBSECTOR VIEW

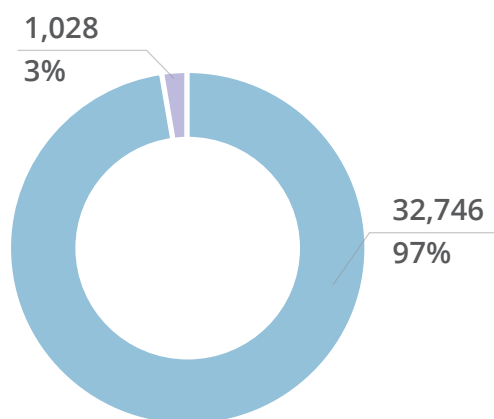
#8

Ranked **eighth** out of **13** on # of jobs

Almost all (97%) sector jobs are in **Administrative and support services**



### 33,774 Sector Jobs in 2018 (5% of all Ottawa Jobs)



- Administrative and support services
- Waste management and remediation services

### Job numbers, growth rate and forecast number of new jobs– SUBSECTOR VIEW

NAICS	Description	2013	2014	2015	2016	2017	2018	% Change (2013-2018)	Forecast change (2018-2021)
561	Administrative and support services	31,217	30,972	30,250	32,312	32,521	<b>32,746</b>	5%	1,447
562	Waste management and remediation services	899	1,057	1,201	1,075	936	<b>1,028</b>	14%	43

Source: EMSI Analyst 2019

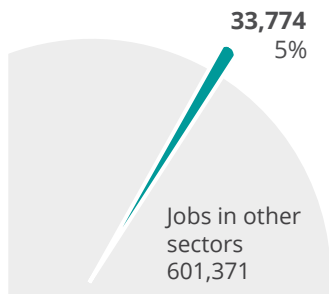
## 2018 EMPLOYMENT SNAPSHOT – INDUSTRY GROUPS

**#5**

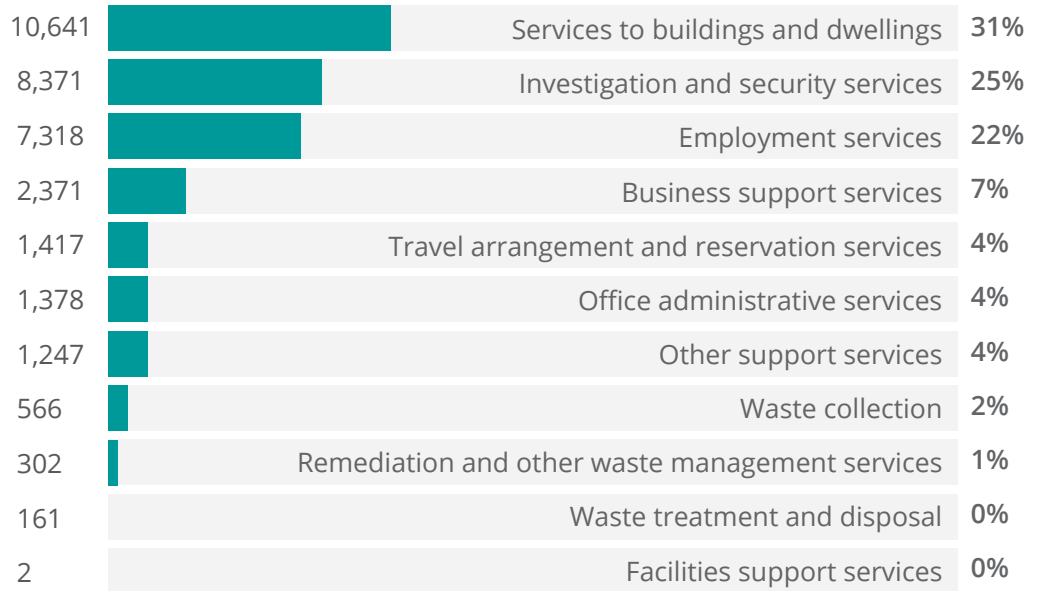
Ranked **fifth** out of 13 on share of specialization

Almost one-third (31%) of sector jobs in **Services to buildings and dwellings**

Just 0.5% above the national average for **share of workers** in this industry



### 33,774 Sector Jobs in 2018 (5% of all Ottawa jobs)

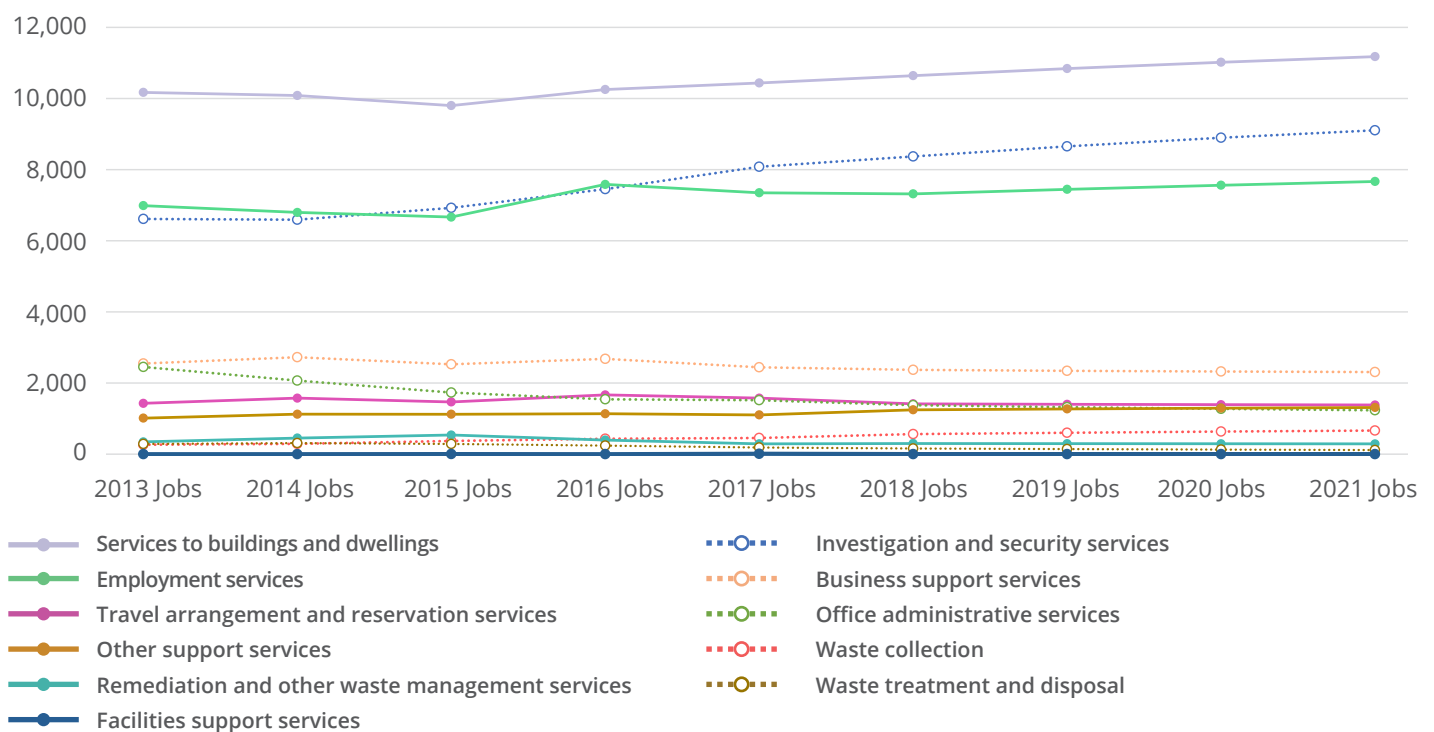


#### A closer look at share of self-employment:

Ottawa has a smaller share of workers than the national average in all industry groups except Investigation and security services (299% greater) and Employment services (207% greater)

Source: EMSI Analyst 2019

## JOB NUMBERS BY INDUSTRY GROUP (Past 5 years and 3-year outlook)



## Job numbers, growth rate and forecast number of new jobs\*

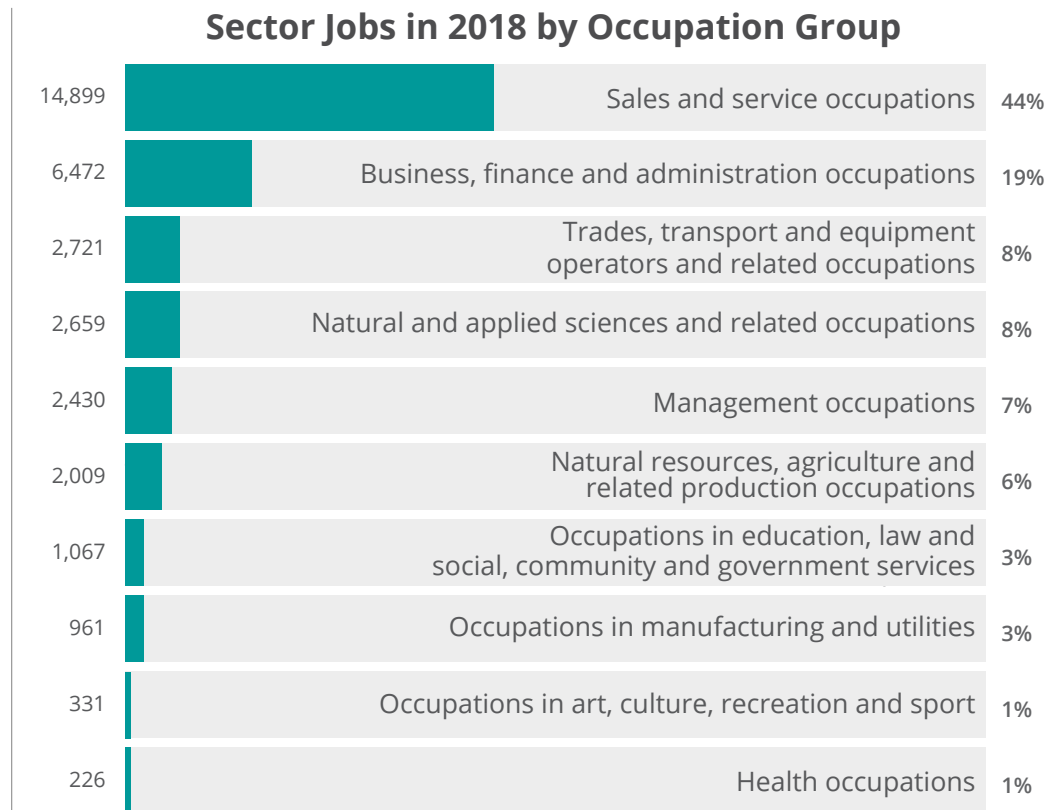
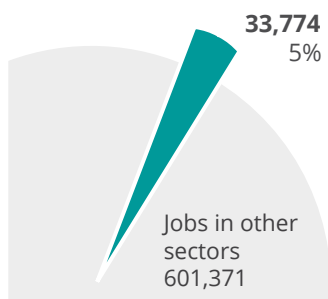
NAICS	Description	2013	2014	2015	2016	2017	2018	% Change (2013-2018)	Forecast change (2018-2021)
5617	Services to buildings and dwellings	10,171	10,085	9,800	10,252	10,435	10,641	5%	536
5616	Investigation and security services	6,614	6,593	6,926	7,451	8,079	8,371	27%	734
5613	Employment services	6,988	6,797	6,666	7,585	7,350	7,318	5%	349
5614	Business support services	2,548	2,727	2,529	2,678	2,444	2,371	-7%	-62
5615	Travel arrangement and reservation services	1,430	1,577	1,470	1,667	1,577	1,417	-1%	-33
5611	Office administrative services	2,452	2,070	1,732	1,542	1,518	1,378	-44%	-142
5619	Other support services	1,014	1,124	1,123	1,137	1,105	1,247	23%	66
5621	Waste collection	265	291	373	435	457	566	113%	98
5629	Remediation and other waste management services	346	454	540	397	291	302	-13%	-12
5622	Waste treatment and disposal	288	311	288	242	188	161	-44%	-44
5612	Facilities support services	0	0	4	0	12	2	N/A	0
<b>SECTOR TOTAL</b>		<b>32,116</b>	<b>32,029</b>	<b>31,451</b>	<b>33,387</b>	<b>33,457</b>	<b>33,774</b>	<b>5%</b>	<b>1,490</b>

Source: EMSI Analyst 2018 (\*EMSI recommends taking occupation data below 500 jobs with "a grain of salt" because of source data sampling sizes; occupation data is not considered reliable where fewer than 100 jobs)

## KEY OCCUPATIONS IN THE SECTOR

The job data shown thus far has focused on **number** of workers in your sector and its industry groups. Now we take a look at what these workers are doing by focusing on the **key occupations** in your sector.

Almost half (44%) of sector jobs are Sales and service occupations



## Top Ten Occupations (Sector job numbers and growth over past five years)

NAICS	Description	Employed in Industry (2013)	Employed in Industry (2018)	Change (2013- 2018)	% Change (2013 - 2018)	% of Total Industry Jobs (2018)
6541	Security guards and related security service occupations	3,733	4,563	830	22%	13.5%
6731	Light duty cleaners	2,656	3,510	854	32%	10.4%
6733	Janitors, caretakers and building superintendents	2,054	1,938	(116)	-6%	5.7%
8612	Landscaping and grounds maintenance labourers	929	1,293	364	39%	3.8%
6521	Travel counsellors	568	905	337	59%	2.7%
1223	Human resources and recruitment officers	595	833	238	40%	2.5%
6552	Other customer and information services representatives	909	751	(158)	-17%	2.2%
1411	General office support workers	974	748	(226)	-23%	2.2%
6315	Cleaning supervisors	542	657	115	21%	1.9%
8255	Contractors and supervisors, landscaping, grounds maintenance and horticulture services	797	649	(148)	-19%	1.9%

Source: EMSI Analyst 2019



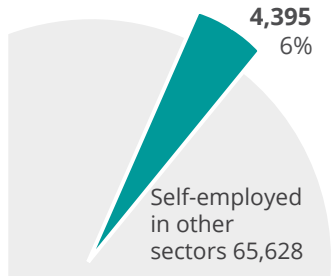
# Sector Self-Employment (2018)

## SECTOR AT A GLANCE

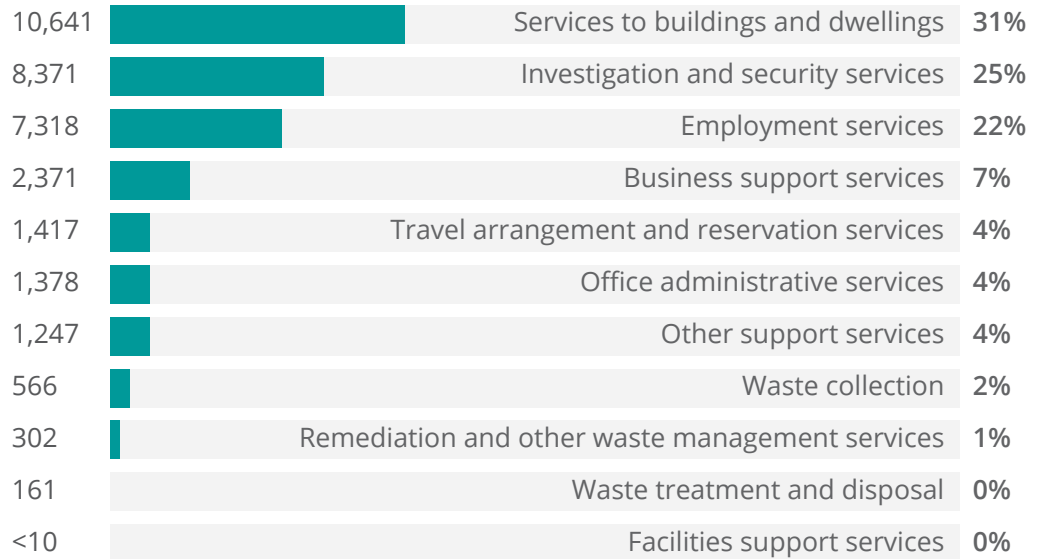
**#4**

Ranked **fourth** out of 13 on share of self-employed workers

Almost **one-third (31%)** of sector's self-employed workers are in **Services to buildings and dwellings**



### 4,395 self-employed (6% of Ottawa's self-employed)



#### A closer look at share of self-employment:

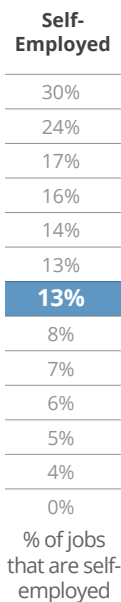
While 13% of those working in this sector are self-employed, 29% workers in Services to buildings and dwellings are self-employed (see graph below).

## A CLOSER LOOK AT SHARE OF SELF-EMPLOYMENT

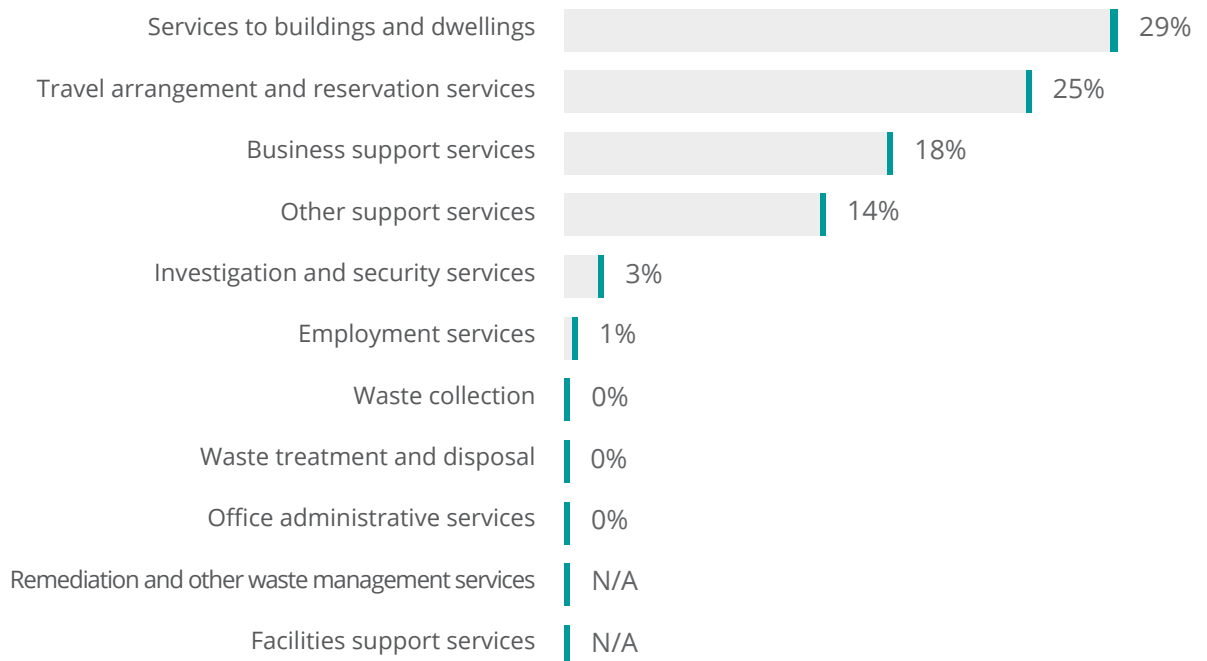
The chart below shows share of self-employment for the overall sector and for each industry group.

### Sector Ranking

**#7**



### Share of workers self-employed in each industry group



Source: EMSI Analyst 2019

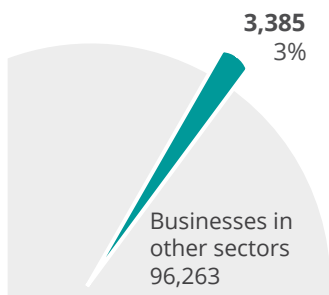
# Sector Business & Employer Counts (2018)

## SECTOR AT A GLANCE

**#7**

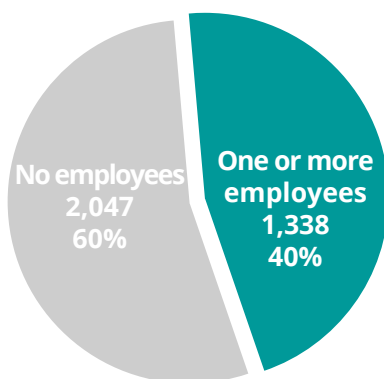
Ranked **seventh** out of 13 on both number of businesses and number of employers

40 % of sector locations have employees currently on payroll

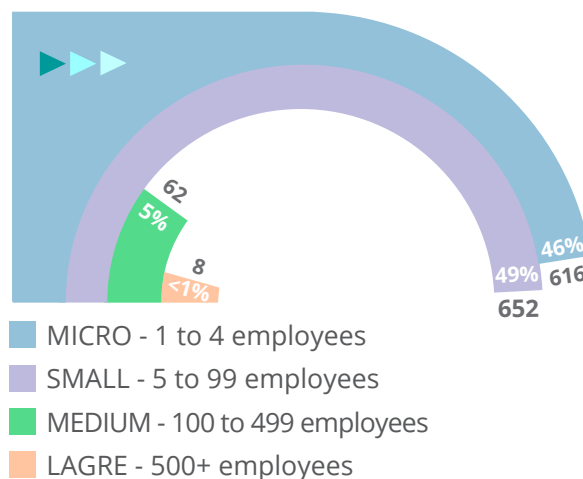


### 3,385 Ottawa Businesses (3% of all businesses)

SECTOR BUSINESSES



SECTOR EMPLOYERS



#### A closer look at employers:

Business counts include locations with no employees on payroll; employer counts only include locations with employees.

## BUSINESS COUNTS AT INDUSTRY GROUP LEVEL

Code	Description	1-4	5-9	10-19	20-49	50-99	100-199	200-499	500+	None	Total
5617	Services to buildings and dwellings	319	149	116	50	22	7	5	2	830	1,500
5614	Business support services	57	16	10	7	4	1	1	1	341	438
5611	Office administrative services	64	14	12	11	9	3	0	0	318	431
5619	Other support services	54	19	11	6	5	2	1	0	262	360
5615	Travel arrangement and reservation services	44	19	25	6	1	0	1	0	100	196
5613	Employment services	19	16	14	16	17	18	11	2	68	181
5616	Investigation and security services	46	13	10	11	2	4	2	3	90	181
5629	Remediation and other waste management services	7	7	4	5	5	0	1	0	17	46
5621	Waste collection	5	4	3	3	0	2	0	0	10	27
5612	Facilities support services	1	0	0	1	1	2	1	0	8	14
5622	Waste treatment and disposal	0	1	1	3	3	0	0	0	3	11
<b>Total</b>		<b>616</b>	<b>258</b>	<b>206</b>	<b>119</b>	<b>69</b>	<b>39</b>	<b>23</b>	<b>8</b>	<b>2,047</b>	<b>3,385</b>

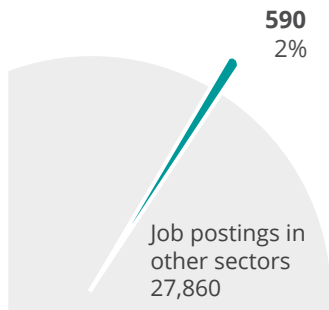
# Online Supply & Demand (2018)

## ONLINE JOB POSTINGS

**#10**

Ranked **tenth** out of 13 on # of online job postings

Most ads posted by companies in Investigation and security services (79%)



### 590 Ottawa postings (2% of total postings)

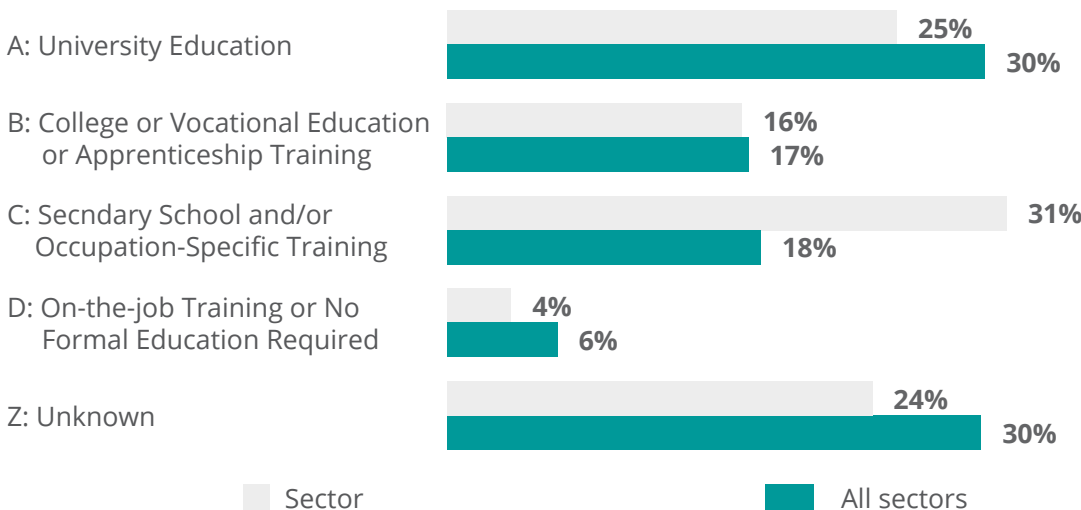


#### A closer look at skill level requirements:

Near one-third (31%) of all online job postings in this sector list secondary school and/or occupation-specific training as the highest level of education required (vs. 18% for postings in all sectors)(see graph below).

## A Closer Look at Skill Level Required in Job Postings (Sector vs. Ottawa overall)

The chart below shows skill level requirements for jobs posted in this sector versus those posted for all Ottawa sectors.



Source: Vicinity Jobs 2018

## Job Postings by Employer – Top TEN (identified Employers only)

Employers	Postings	Percentage
GARDA	103	18%
Canadian Corps of Commissionaires	82	14%
First Air Duct and Furnace Cleaning	57	10%
G4S Security Services (Canada) Ltd.	54	9%
March Networks Corporation	51	9%
ADT Security Services Canada Inc	47	8%
Paladin Security	44	8%
Securitas Canada Limited	31	5%
Chubb Security Systems	24	4%
Brinks Canada Ltd.	10	2%
<i>Grand Total *</i>	<b>590</b>	-

Source: Vicinity Jobs 2018

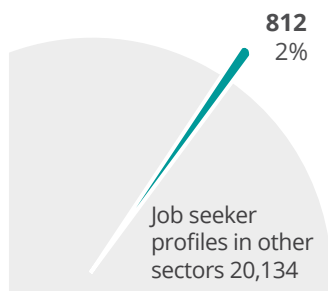
## ONLINE JOB SEEKER PROFILES

The numbers shown reflect Job Profiles that were either added or updated within a 30-day span by job seekers living in Ottawa between January and December 2018.

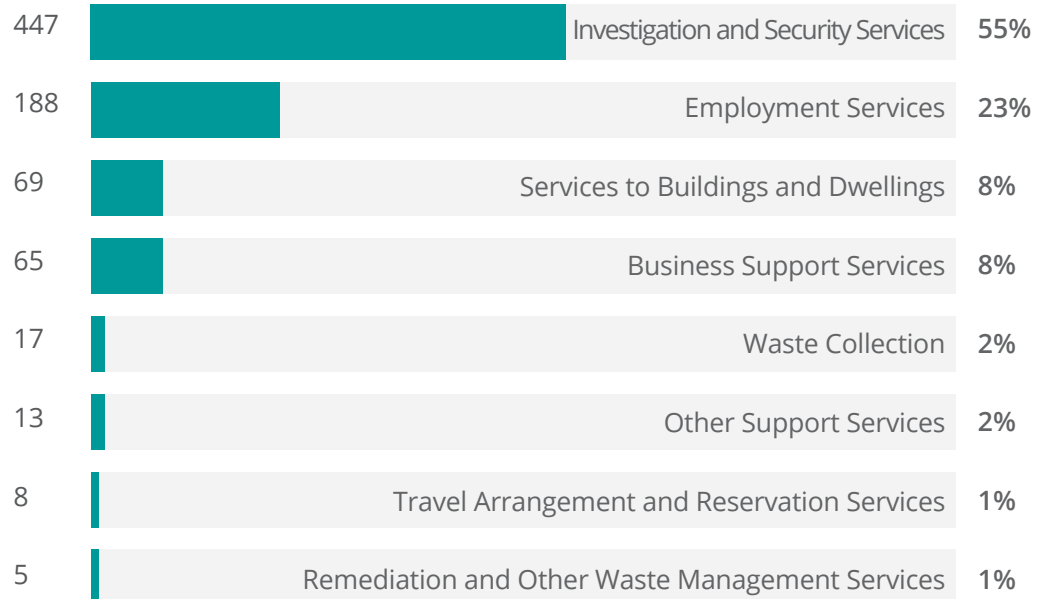
**#8**

Ranked **eighth** out of 13 on # of online job seeker profiles

Over 3 out of 4 profiles posted by job seekers with most recent experience in Investigation and security services or Employment services



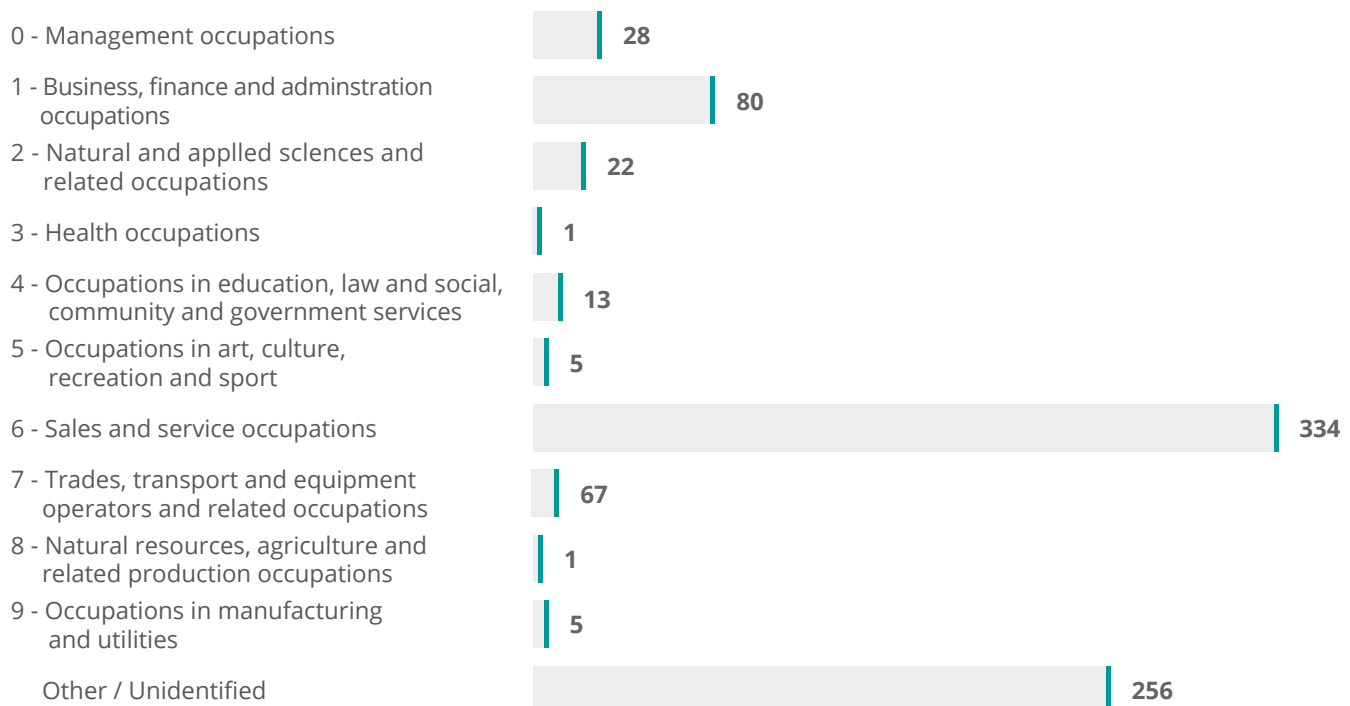
### 812 Ottawa profiles in 2018 (4% of total profiles)



**A closer look at occupations for active job profiles:**  
Of those job profiles where occupation group could be identified, the most (334) were in Sales and service occupations (see graph below).

### A Closer Look at Occupations of those with Active Job Profiles

The chart below shows number of job seeker profiles by occupation group most recently worked in.



Source: Vicinity Jobs 2018

## In the News Highlights

*No news to report at this time.*

### APPENDIX A - SECTOR STRUCTURE

Below we show this sector's 2 **subsectors** (3-digit level), as well as the *4-digit level Industry Groups* that will be explored in this report.

#### SUBSECTOR NAICS 561 - Administrative and support services

<u>Code</u>	<u>Industry group</u>
5611	Office administrative services
5612	Facilities support services
5613	Employment services
5614	Business support services
5615	Travel arrangement and reservation services
5616	Investigation and security services
5617	Services to buildings and dwellings
5619	Other support services

#### SUBSECTOR NAICS 562 - Waste management and remediation services

<u>Code</u>	<u>Industry group</u>
5621	Waste collection
5622	Waste treatment and disposal
5629	Remediation and other waste management services

## Emsi Sample Report – Industry Summaries

Below is a sample report that can be requested for any industry at the 3- or 4-digit (subsector or industry group) level. Some of these may also be available on the Labour Market Ottawa web portal.

### Industry Summary for Services to buildings and dwellings (NAICS 5617)

**10,641**

Jobs (2018)

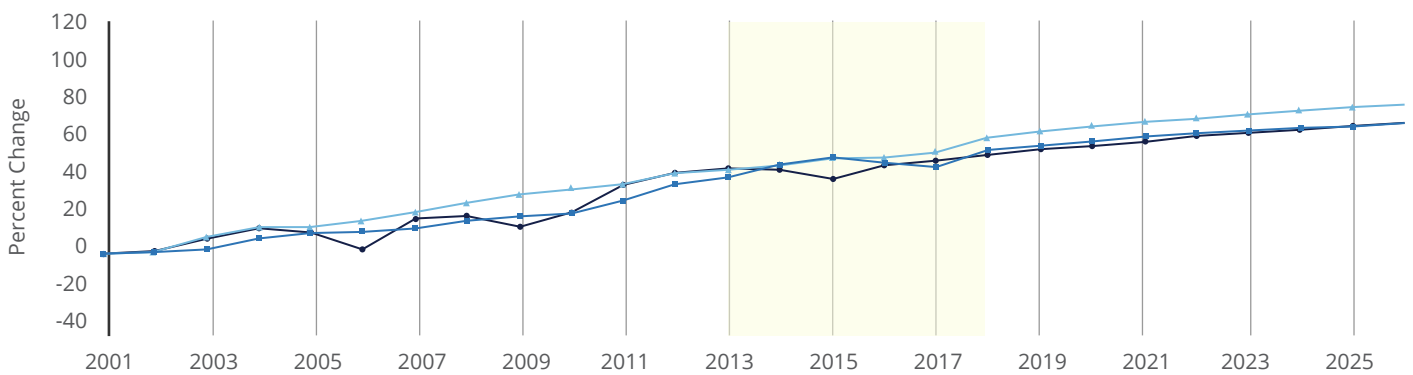
3% below National average

**4.6%**

% Change (2013-2018)

Nation: 11.6%

### Regional Trends



Region	2013 Jobs	2018 Jobs	Change	% Change
● Ottawa	10,171	<b>10,641</b>	470	4.6%
● Ontario	119,837	<b>131,761</b>	11,924	10.0%
● Canada	308,129	<b>343,848</b>	35,719	11.6%

### Top Occupations Employed by this Industry

Description	Employed in Industry (2018)	% of Total Jobs in Industry (2018)
Light duty cleaners	3,406	32.0%
Janitors, caretakers and building superintendents	1,818	17.1%
Landscaping and grounds maintenance labourers	1,261	11.9%
Contractors and supervisors, landscaping, grounds maintenance and horticulture services	645	6.1%
Cleaning supervisors	642	6.0%

Source: EMSI Analyst 2019

Local Employment Planning Council  
**2019 SECTOR SPOTLIGHT**

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**Administrative and support, waste  
management and remediation services**