Demand for WIPO Services

Filing Activities (as at date of receipt at the International Bureau (IB))

- PCT International Applications
- Madrid Applications
- The Hague Applications

Note: National and Regional IP Offices transmit PCT and Madrid applications to the IB with a delay that ranges from a few weeks to several months. Most Hague applications are filed directly – without any delay – to the IB.

Filing Activities (as at filing date at National IP Offices)

- PCT: International Applications
- Madrid: Applications
- Hague: Applications

Note: 1 Targets have been calculated based on the 2020 estimates (Table 3 of the P&B 2020/21).
2 2020 Actuals are based on information received at WIPO as at May 4, 2020. Figures are therefore preliminary. Source: Chief Economist.

WIPO Arbitration and Mediation Center

Domain Name Cases

WIPO Financial Performance

WIPO Financial Results

Income (accrual basis) 882.8 144.4 153.4 106%
Expenditure (budgetary basis)
- Personnel 475.9 76.6 69.7 92%
- Non-personnel 202.0 37.1 38.6 104%
Total, Expenditure 777.9 113.7 108.3 96%
Result (budgetary)
- IPSAS adj. to Reg. Budget expd (14.4) (4.1)
- IPSAS adj. to Expd on Reserve-Funded Projects (8.6) (1.9)
Total, Reserve-Funded Projects (23.0) (6.0)
Investment gains/(losses) 1 (1.7) (27.1)
Overall Result 74.3 7.9

1 Targets have been calculated using (i) the monthly pro-rata of the 2020 income estimates; and (ii) the historical monthly expenditure patterns applied to the 2020 budget.
2 Actuals are unaudited.
3 WIPO's investment strategy is based on a long-term investment horizon. However, the fair value of the investment portfolio is updated on a quarterly basis.
**Business Continuity**

### Continuity Plans in Place

- **Remote Working With Minimal On-site Presence**
  - 96% of workforce working remotely
  - **Essential** on-site presence only

### Uptime of ERP Systems

- 100%

### Uptime of Corporate IT Services

- 100%

### Uptime of Corporate IT Infrastructure

- 100%

### PCT

- **Productivity**
  - 93%

### Madrid

- **Productivity**
  - 86%

### The Hague

- **Productivity**
  - 124%

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**Fee Processing - International Registration Systems**

### Productivity of Fee Processing Services

- 100%

### Monthly Distribution – Madrid

- Note: Month-to-month variations in the Madrid distribution can vary significantly due to seasonality, number of working days in a month, new Madrid members, etc.

### Monthly Distribution – The Hague

- Note: Hague distributions in 2019 were below average due to the implementation of the new Hague back office system. 2020 distributions include backlogs from 2019.

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**Distance Learning Course Registrations**

- Note: Deposit transactions processed per staff member (April 2020 versus April 2019).

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**Learning @ the WIPO Academy**

### Participant Profiles

- 47%
- 14%
- 0%
- 20%
- 0%