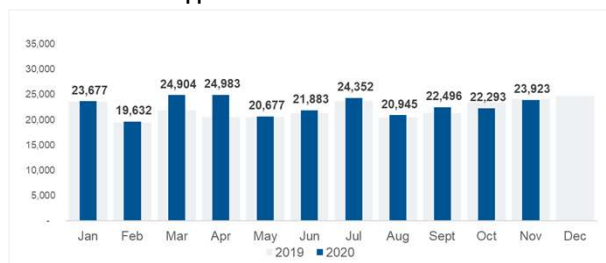


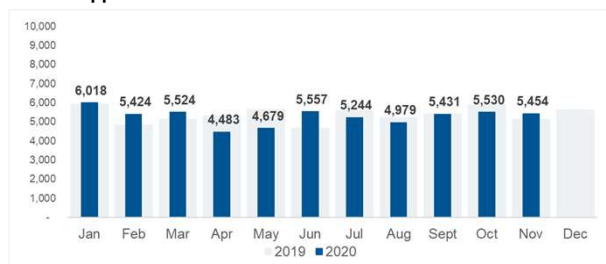
### Demand for WIPO Services

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

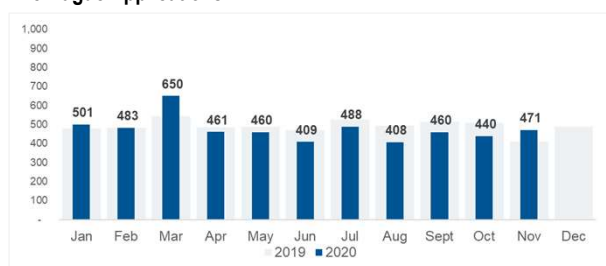
##### PCT International Applications



##### 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)

As at end November 2020

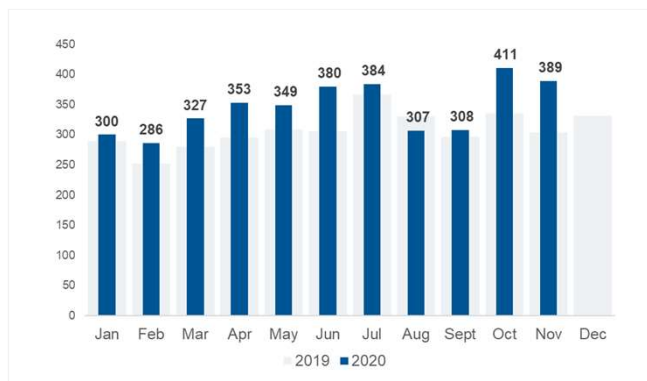
		2020/21 Estimates	Jan-November 2020		as % of Target
			Target <sup>1</sup>	Actuals <sup>2</sup>	
<b>PCT:</b>	International Applications	549,900	247,500	242,605	98%
<b>Madrid:</b>	Applications	136,000	61,050	54,829	90%
<b>Hague:</b>	Applications	15,340	6,728	5,231	78%

<sup>1</sup> Targets have been calculated based on the 2020 estimates (Table 3 of the P&B 2020/21).

<sup>2</sup> 2020 Actuals are based on information received at WIPO as at December 14, 2020. Figures are therefore preliminary. Source: Chief Economist.

#### WIPO Arbitration and Mediation Center

##### Domain Name Cases



### WIPO Financial Performance

#### WIPO Financial Results

As at end November 2020  
(in millions of Swiss francs)

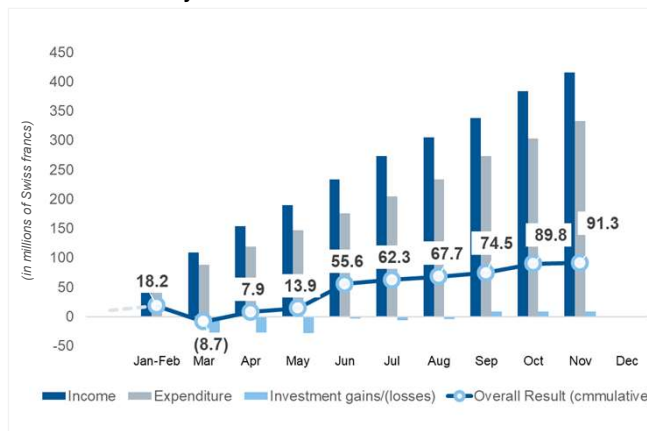
	2020/21 Approved Budget	Jan-November 2020		as % of Target
		Target <sup>1</sup>	Actuals <sup>2</sup>	
<b>Income (accrual basis)</b>	<b>882.8</b>	<b>397.8</b>	<b>415.1</b>	<b>104%</b>
<b>Expenditure (budgetary basis)</b>				
Personnel	475.9	210.4	194.7	93%
Non-personnel	292.5	121.0	98.8	82%
<b>Total, Expenditure</b>	<b>768.4</b>	<b>331.5</b>	<b>293.5</b>	<b>89%</b>
<b>Result (budgetary)</b>	<b>114.4</b>		<b>121.6</b>	
IPSAS adj. to Reg. Budget expd	(18.5)		(31.7)	
<b>Operating Result (Before Reserve Expenditure)</b>	<b>95.8</b>		<b>89.9</b>	
Reserve-Funded Projects	(36.7)		(7.7)	
IPSAS adj. to Expd on Reserve-Funded Projects	17.3		1.0	
<b>Total, Reserve-Funded Projects</b>	<b>(19.3)</b>		<b>(6.7)</b>	
Investment gains/(losses) <sup>3</sup>	(1.7)		8.1	
<b>Overall Result</b>	<b>74.8</b>		<b>91.3</b>	

<sup>1</sup> 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.

<sup>2</sup> Actuals are unaudited.

<sup>3</sup> 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.

#### Financial Results by Month in 2020



# Business Continuity

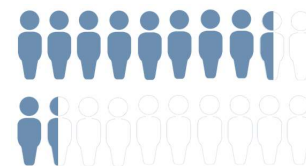
## Continuity Plans in Place



## Remote Working Arrangements

**86%** of workforce working remotely  
*(full-time)*

**14%** of workforce working in hybrid mode  
*(combination of remote and on site working)*



## Uptime of ERP Systems



## Uptime of Corporate IT Services

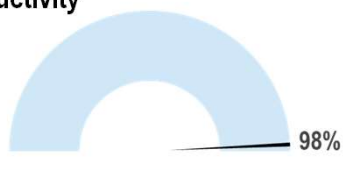


## Uptime of Corporate IT Infrastructure



## PCT

### Productivity



### Pending Applications

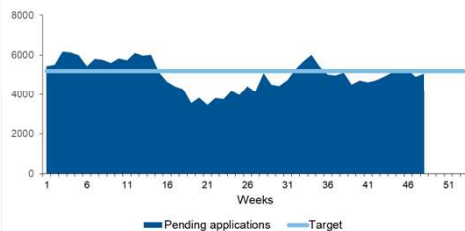


## Madrid

### Productivity



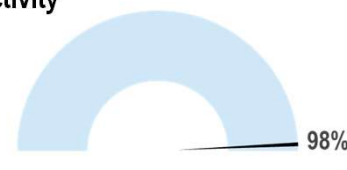
### Pending Applications



*Note: Productivity in Madrid reflects the volume of incoming workload.*

## The Hague

### Productivity



### Pending Applications



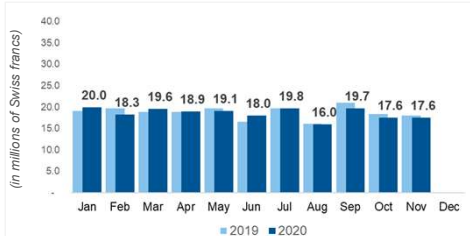
# Fee Processing - International Registration Systems

## Productivity of Fee Processing Services



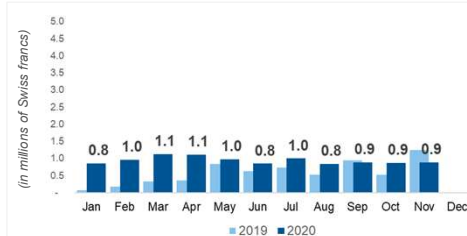
*Note: Deposit transactions processed per staff member (November 2020 versus November 2019).*

## 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.*

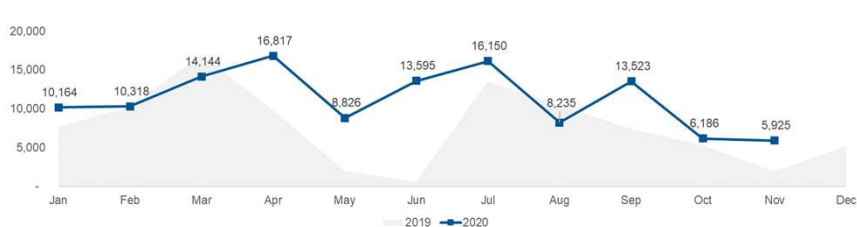
## Monthly Distribution – The Hague



*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.*

# Learning @ the WIPO Academy

## Distance Learning Course Registrations



## Participant Profiles

