**Demand for WIPO Services**

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

**PCT International Applications**

- Jan: 23,678
- Feb: 19,834
- Mar: 24,985
- Apr: 24,987
- May: 20,683
- Jun: 21,832
- Jul: 24,501

**Madrid Applications**

- Jan: 6,016
- Feb: 5,420
- Mar: 5,524
- Apr: 4,480
- May: 4,879
- Jun: 5,548
- Jul: 5,352

**The Hague Applications**

- Jan: 652
- Feb: 482
- Mar: 649
- Apr: 459
- May: 459
- Jun: 488
- Jul: 469

**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 July 2020**

<table>
<thead>
<tr>
<th></th>
<th>2020/21 Estimates</th>
<th>2020/21 Actuals</th>
<th>as % of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PCT:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Applications</td>
<td>549,900</td>
<td>157,500</td>
<td>148,591</td>
</tr>
<tr>
<td><strong>Madrid:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td>136,000</td>
<td>38,850</td>
<td>33,208</td>
</tr>
<tr>
<td><strong>Hague:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td>15,340</td>
<td>4,282</td>
<td>3,428</td>
</tr>
</tbody>
</table>

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 August 11, 2020. Figures are therefore preliminary. Source: Chief Economist.

### WIPO Arbitration and Mediation Center

**Domain Name Cases**

- Jan: 300
- Feb: 266
- Mar: 337
- Apr: 353
- May: 349
- Jun: 380
- Jul: 384

**WIPO Financial Performance**

### WIPO Financial Results

**As at end July 2020**

<table>
<thead>
<tr>
<th></th>
<th>2020/21 Approved Budget</th>
<th>Jan–July 2020</th>
<th>as % of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income (accrual basis)</strong></td>
<td>882.8</td>
<td>253.1</td>
<td>273.2</td>
</tr>
<tr>
<td>Expenditure (budgetary basis)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel</td>
<td>476.9</td>
<td>132.7</td>
<td>123.3</td>
</tr>
<tr>
<td>Non-personnel</td>
<td>292.5</td>
<td>72.4</td>
<td>63.4</td>
</tr>
<tr>
<td>Total, Expenditure</td>
<td>768.4</td>
<td>205.1</td>
<td>186.7</td>
</tr>
<tr>
<td>Result (budgetary)</td>
<td>114.4</td>
<td>86.4</td>
<td></td>
</tr>
<tr>
<td>IPSAS adj. to Reg. Budget expd</td>
<td>(16.6)</td>
<td>(13.9)</td>
<td>(10.8)</td>
</tr>
<tr>
<td>Operating Result (Before Reserve Expenditure)</td>
<td>95.8</td>
<td>72.5</td>
<td></td>
</tr>
<tr>
<td>Reserve-Funded Projects</td>
<td>(8.7)</td>
<td>(3.9)</td>
<td></td>
</tr>
<tr>
<td>IPSAS adj. to Expd on Reserve-Funded Projects</td>
<td>17.3</td>
<td>2.4</td>
<td></td>
</tr>
<tr>
<td>Total, Reserve-Funded Projects</td>
<td>(19.3)</td>
<td>(3.5)</td>
<td></td>
</tr>
<tr>
<td>Investment gains/(losses)</td>
<td>1.7</td>
<td>(6.5)</td>
<td></td>
</tr>
<tr>
<td>Overall Result</td>
<td>74.8</td>
<td>62.3</td>
<td></td>
</tr>
</tbody>
</table>

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.

### Overall Result (cumulative)

**As at end July 2020**

- Income: 384.7
- Expenditure: 198.7
- Investment gains/(losses): 34.5
- Overall Result: 196.7
Business Continuity

Continuity Plans in Place

Remote Working Arrangements

63% of workforce working remotely

37% of workforce returned to the office (combination of remote and on site working)

Uptime of ERP Systems

99.8%

Uptime of Corporate IT Services

100%

Uptime of Corporate IT Infrastructure

100%

PCT

Productivity

90%

Pending Applications

Note: PCT remote working required customised IT arrangements which has resulted in a temporary backlog.

Madrid

Productivity

99%

Pending Applications

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

The Hague

Productivity

102%

Pending Applications

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.

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: Deposit transactions processed per staff member (July 2020 versus July 2019).

Distance Learning Course Registrations

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

Learning @ the WIPO Academy

Participant Profiles

45%  15%  10%  31%  6%