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)

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.

WIPO Financial Performance

WIPO Financial Results

Financial Results by Month in 2020

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.
### Business Continuity

#### Continuity Plans in Place
- **100%**

#### 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
- **100%**

#### Uptime of Corporate IT Services
- **100%**

#### Uptime of Corporate IT Infrastructure
- **100%**

### Productivity

#### PCT
- **98%**

#### Madrid
- **104%**

#### The Hague
- **98%**

#### Pending Applications

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

### 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.

### Distance Learning Course Registrations

#### Participant Profiles

- **46%**
- **13%**
- **10%**
- **31%**

**Note:** Distance Learning Course Registrations.