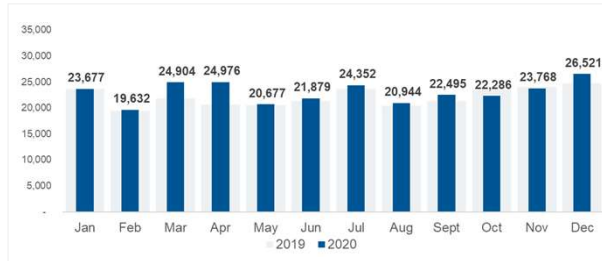


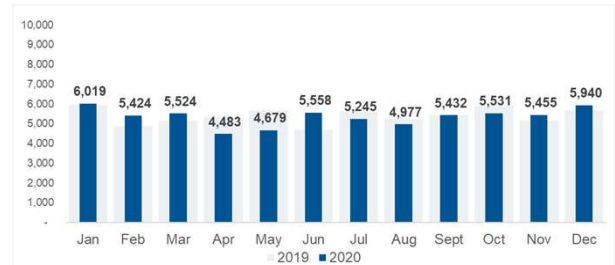
### Demand for WIPO Services

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

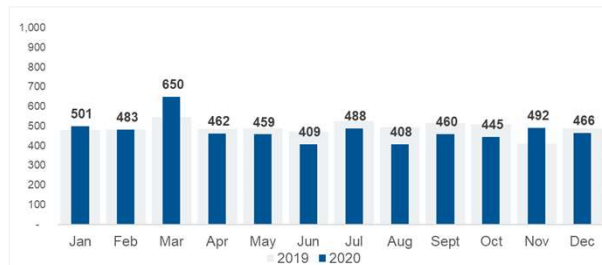
##### PCT International Applications



##### 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)

Final filing statistics pending

#### WIPO Arbitration and Mediation Center

##### Domain Name Cases



### Business Continuity

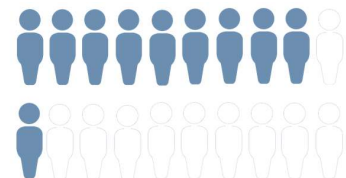
#### Continuity Plans in Place



#### Remote Working Arrangements

90% of workforce working remotely

10% of workforce working on-site  
(% working full-time in the office on a given day)



#### Uptime of ERP Systems



#### Uptime of Corporate IT Services

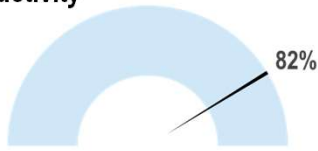


#### Uptime of Corporate IT Infrastructure



## PCT

### Productivity



### Pending Applications



## Madrid

### Productivity

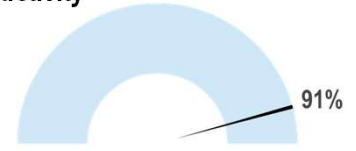


### Pending Applications

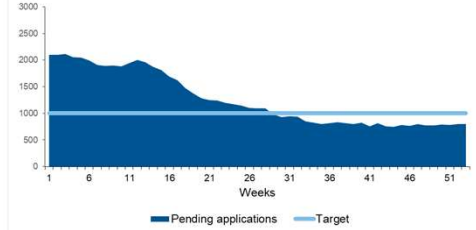


## The Hague

### Productivity



### Pending Applications



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

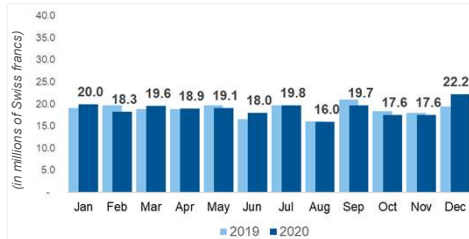
## Fee Processing - International Registration Systems

### Productivity of Fee Processing Services



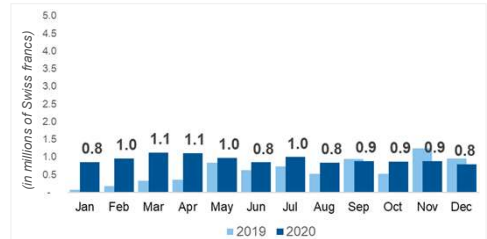
Note: Deposit transactions processed per staff member (December 2020 versus December 2019).

### 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.

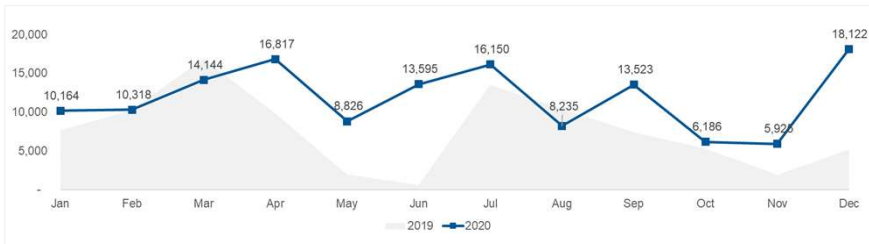
### Monthly Distribution – The Hague



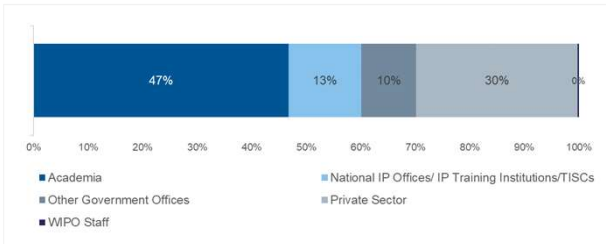
Note: Hague distributions in 2019 were below average due to the implementation of the new Hague back office system. 2020 distributions include backlogs from 2019.

## Learning @ the WIPO Academy

### Distance Learning Course Registrations



### Participant Profiles



## WIPO Financial Performance

### WIPO Financial Results

To be published following annual closure