

**Report of the
Director General to the
2019 WIPO Assemblies**

WIPO
WORLD
INTELLECTUAL PROPERTY
ORGANIZATION

It is a pleasure to report on developments in the World Intellectual Property Organization (WIPO) over the course of the 12 months since the last meeting of the WIPO Assemblies in September 2018. Overall, it has been a strong and productive year for the Organization.

Interest in intellectual property (IP) worldwide has continued to increase as intangible assets and intellectual property become ever more important components of the world economy and as technology continues its relentless progress at a constantly increasing pace. This rising interest in, and use of, IP globally has translated into heightened demand for the services of the Organization in all areas, whether the state-of-the-art global IP systems that the Organization administers for obtaining international protection for IP, or the capacity-building and other development programs and services offered by the Organization.

Finance

1. The financial condition of the Organization continues to be very sound and stable. This favorable situation results from the increasing demand for the fee-paying services of the Organization, which account for 93% of total revenue, as well as from the cautious approach that we adopt to budgeting and financial management. Because the Organization derives its revenue from market-based services, it is directly exposed to the health of the world economy. Many uncertainties continue to cloud the global economic outlook, justifying, in our view, the continuation of our current cautious and prudent approach.
2. The financial result for the year 2018 was a surplus of CHF 42.5 million. Revenue was CHF 430.6 million, an increase of CHF 21.5 million compared to 2017. Expenditure was CHF 375.9 million, a decrease of CHF 18.9 million compared to 2017. Investment losses of CHF 12.2 million were incurred.
3. The year to date in 2019 presents a similar picture to 2018, with income rising and expenditure contained. While several months remain before the year is out, we expect, at this stage, to be able to record in 2019 an overall result that is similarly positive to the one achieved in 2018.
4. The generation of robust surpluses is a key element in the financial strategy of the Organization. After the closure of an accounting period, any recorded surplus passes into the reserves of the Organization. The surpluses of recent years, in the form of reserves, have been used for several purposes. First, they are used for capital projects approved by the Member States in accordance with the Capital Master Plan. These capital projects mainly cover investment in information technology (IT) systems to ensure the continued competitiveness of the Organization's Global IP Systems and the enhanced delivery of the services of the Organization in general; the maintenance of the buildings and the campus; and safety and security. Second, the surpluses have contributed to increasing the level of liquidity in the reserves or net assets of the Organization, which would need to be relied upon in the event of a strong downturn in the global economy. And third, the surpluses have enabled the Organization to fund long-term liabilities such as after-service health insurance.
5. The Organization's net assets increased from CHF 202.7 million in 2017 to CHF 261.4 million as at December 31, 2018. The net assets have nearly doubled since 2010, as shown in the figure overleaf. Liquid assets constitute approximately 46% of net assets.



WIPO Funds-in-Trust

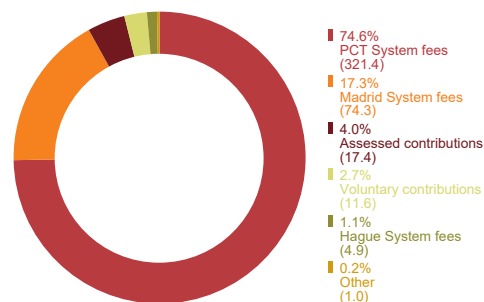
Contributions 2018 and estimated contributions 2019¹
(in thousands of Swiss francs)

Fund-in-Trust (FIT)	Contributions 2018	Estimated contributions 2019
China	322	320
France/IP	300	300
Ibero-American Program for Industrial Property	46	60
<u>Japan</u>		
Japan/Copyright	469	469
Japan/IP/Africa	1,600	1,600
Japan/IP	3,830	3,830
Sub-total, Japan	5,899	5,899
<u>Republic of Korea</u>		
Republic of Korea (IP)	514	650
Republic of Korea (Copyright)	395	390
Republic of Korea (IP Education)	342	350
Republic of Korea (BRIP)	370	170
Republic of Korea (Promotion of ADR Services)	175	89
Sub-total, Korea	1,796	1,649
Spain	187	180
The United Arab Emirates	–	100
TOTAL	8,550	8,508

1. The figures do not include interest and exchange rate adjustments. These funds generally provide for activities spanning a period of time exceeding or overlapping with a single biennium.
List excludes JPOs and specific professional officers contributions.

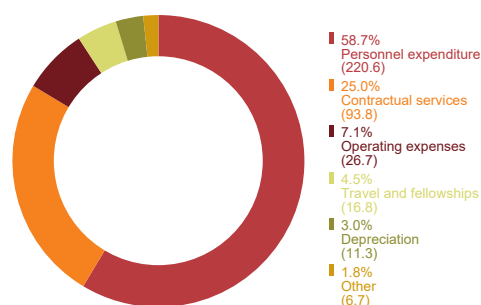
Composition of 2018 revenue

(in millions of Swiss francs)



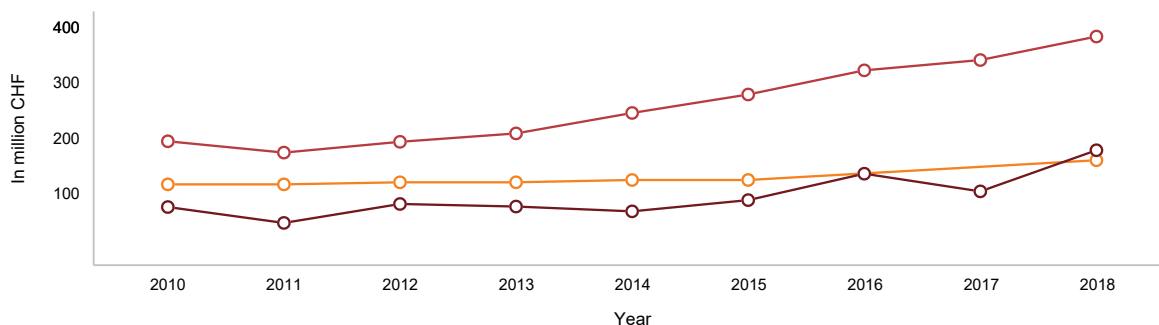
Composition of 2018 expenses

(in millions of Swiss francs)



Reserves and working capital funds, 2010–2018

(in millions of Swiss francs)



- Net assets (actuarial gains/(losses) excluded)
- Reserves and Working Capital Funds target (Regular Budget)
- Net current assets (net liquid assets – non current investments included)

Global IP Systems

6. The Global IP Systems of the Organization continue to perform in an outstanding manner. Their geographical coverage continues to expand, demand continues to increase and improvements are continuously introduced to the electronic operating environments of each system.

Patent Cooperation Treaty (PCT)

7. Membership of the PCT stayed constant at 152 Contracting States. Argentina remains the only medium or large economy outside the system.

8. The number of international patent applications filed under the PCT in 2018 rose above a quarter of a million for the first time, to 253,000 applications. This represented a growth of 3.9% over the preceding year. Altogether, around 3.7 million applications under the PCT have been filed since the system became operational in 1978. We are likely to reach four million applications in early 2020. Over the past 40 years, the system has firmly established itself as the preferred filing route for applicants seeking patent protection in foreign jurisdictions.

9. Applications in 2018 were filed by users in 127 countries. The United States of America continued to be the largest source of applications, followed by China, Japan, Germany and the Republic of Korea. Applications from China have grown at the fastest rate, rising to 21.1% of all applications in 2018. The top individual filer of applications in 2018 was Huawei Technologies Co. Ltd., which filed 5,405 applications, followed by Mitsubishi Electric with 2,812 applications, Intel with 2,499 applications, Qualcomm with 2,404 applications and ZTE with 2,080 applications.

10. For the first time since the PCT System came into force in 1978, applicants originating from a single region accounted for the majority of filings. Countries located in Asia were the source of 50.5% of all PCT applications in 2018. Applicants in Europe (24.5%) and North America (23.1%) were the other major sources of filings. The combined share for Africa, Latin America and the Caribbean (LAC) and Oceania amounted to 1.7% of total PCT filings. Asia's share has increased every year since 1993 and has grown from 28.9% in 2008 to 50.5% in 2018, primarily due to increases in filings from China, Japan and the Republic of Korea.

PCT Member States

Albania	China	Georgia	Lesotho	Oman	Slovenia
Algeria	Colombia	Germany	Liberia	Panama	South Africa
Angola	Comoros	Ghana	Libya	Papua New Guinea	Spain
Antigua and Barbuda	Congo	Greece	Liechtenstein	Peru	Sri Lanka
Armenia	Costa Rica	Grenada	Lithuania	Philippines	Sudan
Australia	Côte d'Ivoire	Guatemala	Luxembourg	Poland	Sweden
Austria	Croatia	Guinea	Madagascar	Portugal	Switzerland
Azerbaijan	Cuba	Guinea-Bissau	Malawi	Qatar	Syrian Arab Republic
Bahrain	Cyprus	Honduras	Malaysia	Republic of Korea	Tajikistan
Barbados	Czech Republic	Hungary	Mali	Republic of Moldova	Thailand
Belarus	Democratic People's Republic of Korea	Iceland	Malta	Romania	Togo
Belgium	Denmark	India	Mauritania	Russian Federation	Trinidad and Tobago
Belize	Djibouti	Indonesia	Mexico	Rwanda	Tunisia
Benin	Dominica	Iran (Islamic Republic of)	Monaco	Saint Kitts and Nevis	Turkey
Bosnia and Herzegovina	Dominican Republic	Ireland	Mongolia	Saint Lucia	Turkmenistan
Botswana	Ecuador	Israel	Montenegro	Saint Vincent and the Grenadines	Uganda
Brazil	El Salvador	Italy	Morocco	San Marino	Ukraine
Brunei Darussalam	Equatorial Guinea	Japan	Mozambique	Sao Tome and Principe	United Arab Emirates
Bulgaria	Estonia	Jordan	Namibia	Saudi Arabia	United Kingdom
Burkina Faso	Eswatini	Kazakhstan	Netherlands	Senegal	United Republic of Tanzania
Cambodia	France	Kenya	New Zealand	Serbia	United States of America
Cameroon	Gabon	Kuwait	Nicaragua	Seychelles	Uzbekistan
Canada	Gambia	Kyrgyzstan	Niger	Sierra Leone	Viet Nam
Central African Republic		Lao People's Democratic Republic	Nigeria	Singapore	Zambia
Chad		Latvia	North Macedonia	Slovakia	Zimbabwe

11. Across economic sectors, industry accounted for 85.3% of all published PCT applications, followed by individuals (7.5%), the university sector (5.4%) and the government and public research organization sector (1.9%).

12. Digital communication (20,271) regained the top position that it held in 2016 as the most frequently featured technology field in published PCT applications in 2018. It was followed by computer technology (19,152); electrical machinery, apparatus, energy (16,577); medical technology (15,826); and transport (10,867). Combined, these top five fields of technology accounted for more than one third (34.9%) of all published PCT applications in 2018.

13. The most prominent field of technology for filers from China and the Republic of Korea was digital communication. For applicants from Germany and Japan, the major field was electrical machinery, while, for applicants from the United States of America, it was computer technology.

14. One of the measures of the success and extent of use of the PCT is the comparison between the number of PCT applications that enter into countries other than the country of original filing (so-called “national phase entries”) and the number of non-resident applications entering countries that were not filed through the PCT (so-called “Paris route” filings). PCT applications entering into other countries in 2017 amounted to 526,000 applications, whereas Paris route non-resident applications in the same year totaled 391,400 patent applications. Thus, 57.3% of non-resident applications worldwide were filed via the PCT in 2017. This is one percentage point more than in 2016 (56.3%) and much higher than the 2003 share (46.3%). The long-term data show that the number of filings via both routes has trended upward, although the PCT route has grown at the faster pace.

15. The electronic operating environment of the PCT, known as ePCT, is best known for its browser-based environment, which offers real-time access to patent information and processing services. ePCT online services have been significantly improved for both applicants and offices, with highlights including easier signature arrangements for applicants and workflow arrangements for offices, which allow significantly improved tracking of processing and the ability to assign tasks to individual users. The service is now open to users from 83 offices: 81 in their capacity as receiving office; 22 in their capacity as International Searching and Preliminary Examining Authority; and 59 in their role as designated or elected office. ePCT now allows for filing to 59 receiving offices (including that of the International Bureau), of which 47 use a server that is hosted for the office by the International Bureau. In addition to the browser-based environment, ePCT web services are now available and already in use for real-time machine-to-machine exchange of documents and data with offices and applicants, opening up new possibilities for more efficient collaboration and shared services.

16. Efforts continued to improve the financial flows within the PCT System and to reduce exposure to income losses caused by exchange rate fluctuations when fees are transferred in different currencies between WIPO and offices of PCT Contracting States in their capacities as receiving offices, International Searching Authorities or International Preliminary Examining Authorities. A pilot project with a number of receiving offices and International Searching Authorities relating to the possible introduction of a “netting structure” for all PCT fee transactions commenced on April 1, 2018. The feedback from this pilot has been excellent and, in the PCT Working Group, the Member States recommended to propose amendments to the PCT Regulations at the session of the PCT Assembly in the 2019 Assemblies, in order to provide a clear and consistent legal basis for extending and improving these arrangements.

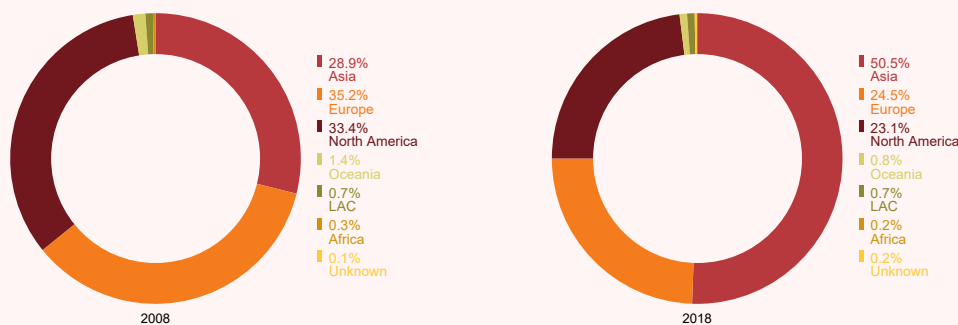
Trend in PCT applications, 2004–2018



Top 20 PCT applicants, 1978–2018

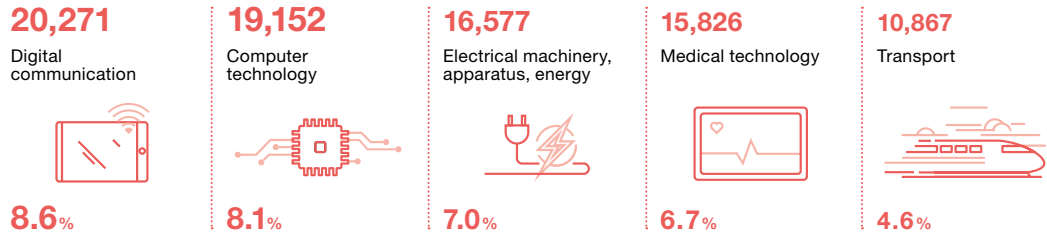
Ranking in 1978–2018	Ranking in				Applicant	Origin	PCT applications 1978–2018
	1990	2000	2010	2018			
1	23	6	1	12	PANASONIC IP MANAGEMENT CO., LTD.	Japan	34,081
2		6,896	4	1	HUAWEI TECHNOLOGIES CO., LTD.	China	33,899
3		2	5	18	KONINKLIJKE PHILIPS ELECTRONICS N.V.	Netherlands	32,783
4	2	5	6	10	ROBERT BOSCH CORPORATION	Germany	27,654
5	5	1	12	14	SIEMENS AKTIENGESELLSCHAFT	Germany	27,403
6			2	5	ZTE CORPORATION	China	25,746
7	1,510	16	3	4	QUALCOMM INCORPORATED	U.S.	24,858
8	98	3	9	9	TELEFONAKTIEBOLAGET LM ERICSSON (PUBL)	Sweden	22,429
9	72	19	14	2	MITSUBISHI ELECTRIC CORPORATION	Japan	19,342
10		22	62	3	INTEL CORPORATION	U.S.	17,963
11		378	7	8	LG ELECTRONICS INC.	Republic of Korea	17,349
12	833	261	8	16	SHARP KABUSHIKI KAISHA	Japan	16,593
13	1,510	37	17	6	SAMSUNG ELECTRONICS CO., LTD.	Republic of Korea	15,680
14	195	13	16	30	3M INNOVATIVE PROPERTIES COMPANY	U.S.	14,746
15	22	7	13	34	BASF SE	Germany	14,654
16	127	17	28	13	SONY CORPORATION	Japan	14,563
17	1,510	223	11	236	TOYOTA JIDOSHA KABUSHIKI KAISHA	Japan	14,201
18		4	27	36	PROCTER & GAMBLE COMPANY	U.S.	13,603
19		122	10	22	NEC CORPORATION	Japan	13,282
20		30	20	11	MICROSOFT TECHNOLOGY LICENSING, LLC	U.S.	12,870

PCT applications by region, 2008 and 2018

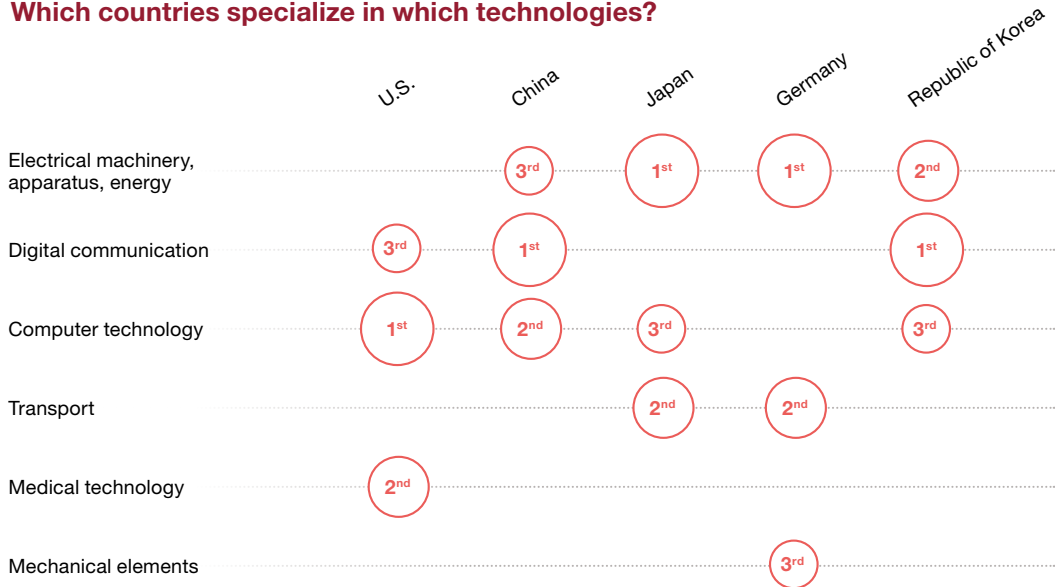


Top 5 fields of technology

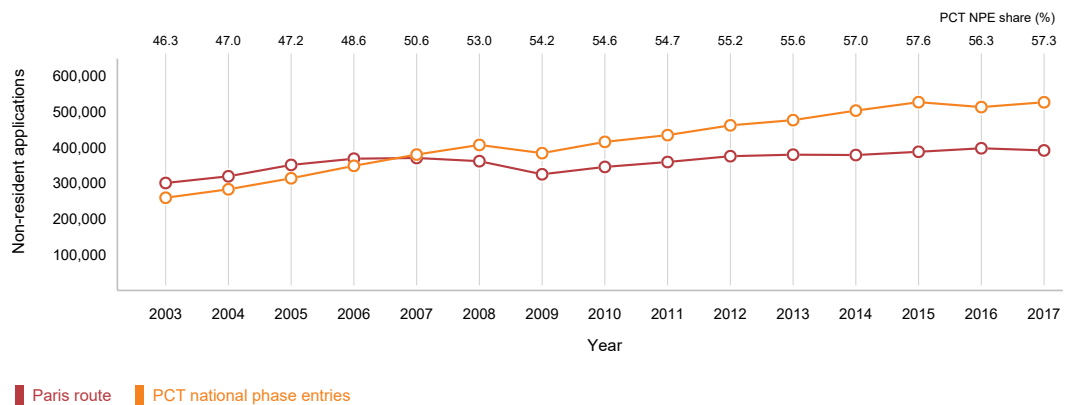
Number of published applications and share of total



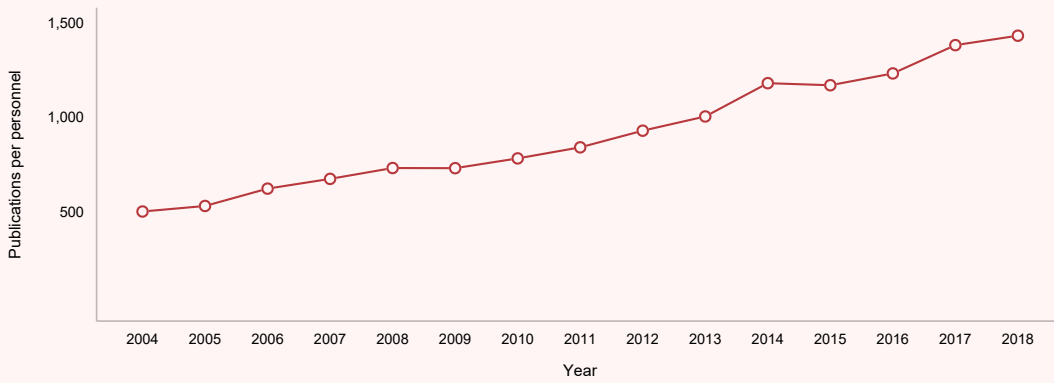
Which countries specialize in which technologies?



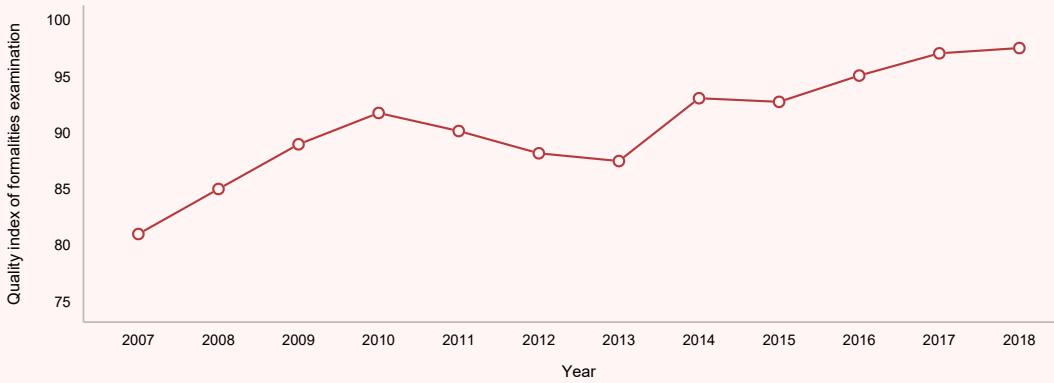
Trend in non-resident patent applications by filing route, 2003–2017



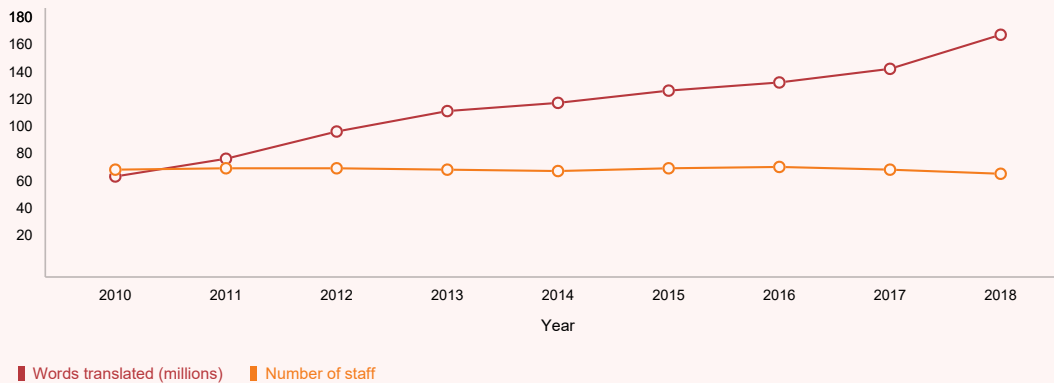
Productivity of formalities examination, 2004–2018



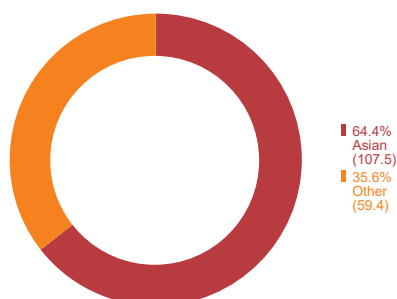
Quality index of formalities examination, 2007–2018



Number of words (millions) of PCT translation and staff, 2010–2018



Distribution of words (millions) translated by the International Bureau, 2018



17. In order to support the existing user base of the PCT and to train future PCT users, in 2018 the Organization provided speakers to 64 externally organized seminars for PCT users in 24 countries and in seven languages. In addition, mainly in conjunction with those seminars, PCT staff from the International Bureau undertook 33 PCT user visits in eight countries and gave 21 PCT presentations to PCT user companies and industry associations. PCT staff from the International Bureau also participated in 18 PCT-themed webinars and videoconferences in four languages, in 22 meetings and workshops with national and regional intellectual property offices and industry associations, and were exhibitors and presenters at three industry fairs. In direct support of those filing PCT applications, PCT staff responded to more than 8,000 general questions about the PCT procedure. In addition, in 2018, the International Bureau organized or participated in 50 PCT-related events for the benefit of developing and least developed countries, such as PCT seminars and workshops, mainly for office staff, potential users of the System and other stakeholders. The events were held in 47 countries and at WIPO headquarters, and were attended by more than 4,400 participants from 84 countries.

18. The Secretariat continued to improve the productivity and quality of formalities examination of PCT international applications in 2018, processing a larger number of applications with a slightly reduced number of staff (from 282 in 2017 to 281 in 2018). The productivity of formalities examination increased by 3.6% compared to 2017, and the aggregate quality index increased from 97.1% in 2017 to 97.5% in 2018.

19. An important service provided by the PCT System is the translation of abstracts (summaries) of PCT applications, international search reports and international preliminary reports on patentability. In 2018, the number of words translated by the International Bureau increased by 25 million words.

20. As a result of substantial increases in filings in Asian languages in recent years, the Asian languages used for publishing PCT applications (Chinese, Japanese and Korean), now dominate the PCT translation activities of the Organization.

The Madrid System

21. The membership of the Madrid System increased with five new accessions since the last Assemblies, namely, Afghanistan, Brazil, Canada, Malawi and Samoa. The number of Contracting Parties is now 105. The Madrid System now offers trademark holders the ability to obtain protection for their branded products and services within a geographical area covering 121 countries. Combined, Madrid members represented well over 60% of all countries, which comprise over 75% of the world's population and are the source of over 85% of global GDP. A number of other countries have continued their preparations to join the System and their accessions are expected in 2019.

22. Applicants filed a record-setting 61,200 international trademark applications in 2018, representing an increase of 6.4% over 2017. Strong increases in Madrid applications from Japan (+22.8%), the United States of America (+11.9%) and China (+7.9%) were the main drivers of overall growth.

23. For the fifth consecutive year, applicants based in the United States of America filed the largest number of international trademark applications. A strong year-on-year growth of 11.9% resulted in 8,825 Madrid applications being filed by applicants based in the United States of America. The next largest filers were Germany (7,495), China (6,900), France (4,490) and Switzerland (3,364).

24. Applicants based in Madrid member countries located on the European continent filed the majority (56.1%) of all Madrid applications in 2018. This was, however, almost 22 percentage points lower than their combined share a decade previously in 2008, reflecting the new interest shown in the Madrid System from other regions of the world, particularly Asia. Whereas over half of all Madrid applications originated in Europe in 2018, almost a quarter (24.5%) came from Asia, up from just 10.5% only 10 years earlier.

25. The top individual filer under the Madrid System in 2018 was Novartis (Switzerland), followed by L'Oréal (France), Daimler (Germany), Apple (U.S.) and Henkel (Germany).

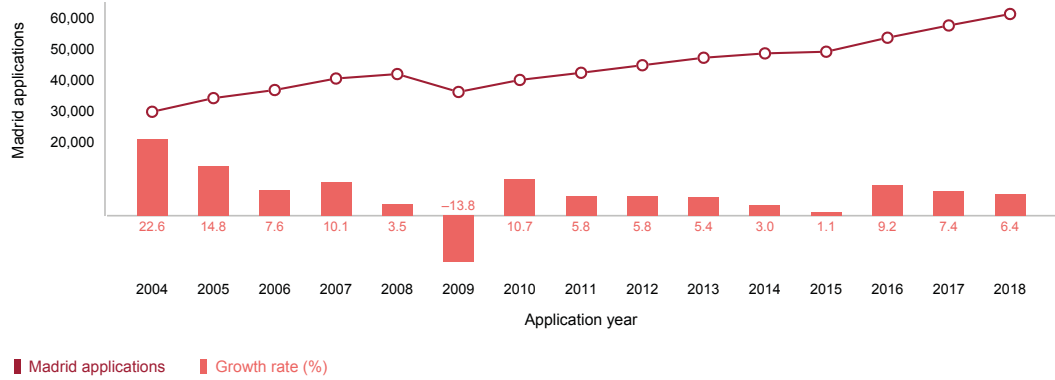
Members of the Madrid System

Afghanistan (P)	Bulgaria (A) (P)	Georgia (P)	Latvia (A) (P)	Oman (P)	Sudan (A) (P)
African Intellectual Property Organization (OAPI)	Cambodia (P)	Germany (A) (P)	Lesotho (A) (P)	Philippines (P)	Sweden (P)
Albania (A) (P)	Canada (P)	Ghana (P)	Liberia (A) (P)	Poland (A) (P)	Switzerland (A) (P)
Algeria (A) (P)	China (A) (P)	Greece (P)	Liechtenstein (A) (P)	Portugal (A) (P)	Syrian Arab Republic (P)
Antigua and Barbuda (P)	Colombia (P)	Hungary (A) (P)	Lithuania (P)	Republic of Korea (P)	Tajikistan (A) (P)
Armenia (A) (P)	Croatia (A) (P)	Iceland (P)	Luxembourg (A) (P)	Republic of Moldova (A) (P)	Thailand (P)
Australia (P)	Cuba (A) (P)	India (P)	Madagascar (P)	Romania (A) (P)	Tunisia (P)
Austria (A) (P)	Cyprus (A) (P)	Indonesia (P)	Malawi (P)	Russian Federation (A) (P)	Turkey (P)
Azerbaijan (A) (P)	Czech Republic (A) (P)	Iran (Islamic Republic of) (A) (P)	Mexico (P)	Rwanda (P)	Turkmenistan (P)
Bahrain (P)	Democratic People's Republic of Korea (A) (P)	Ireland (P)	Monaco (A) (P)	Samoa (P)	Ukraine (A) (P)
Belarus (A) (P)	Denmark (P)	Israel (P)	Mongolia (A) (P)	San Marino (A) (P)	United Kingdom (P)
Belgium (A) (P)	Egypt (A) (P)	Italy (A) (P)	Montenegro (A) (P)	Sao Tome and Principe (P)	United States of America (P)
Bhutan (A) (P)	Estonia (P)	Japan (P)	Morocco (A) (P)	Serbia (A) (P)	Uzbekistan (P)
Bosnia and Herzegovina (A) (P)	Eswatini (A) (P)	Kazakhstan (A) (P)	Mozambique (A) (P)	Sierra Leone (A) (P)	Viet Nam (A) (P)
Botswana (P)	European Union (P)	Kenya (A) (P)	Namibia (A) (P)	Singapore (P)	Zambia (P)
Brazil (P)	Finland (P)	Kyrgyzstan (A) (P)	Netherlands (A) (P)	Slovakia (A) (P)	Zimbabwe (P)
Brunei Darussalam (P)	France (A) (P)	Lao People's Democratic Republic (P)	New Zealand (P)	Slovenia (A) (P)	
	Gambia (P)		North Macedonia (A) (P)	Spain (A) (P)	
			Norway (P)		

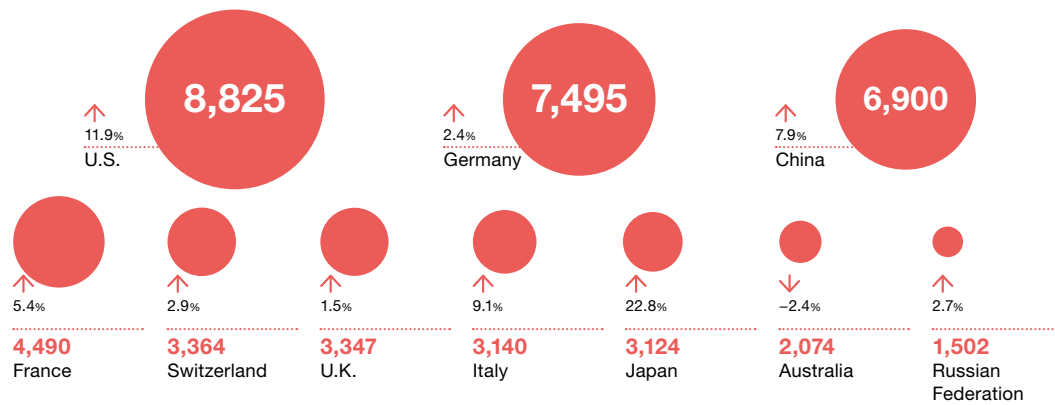
(A) Madrid Agreement Concerning the International Registration of Marks.

(P) Protocol Relating to the Madrid Agreement.

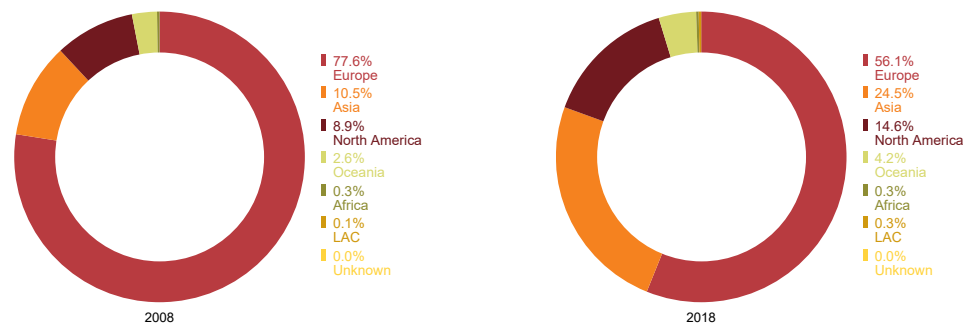
Trend in Madrid applications, 2004–2018



Top 10 Madrid filing origins, 2018



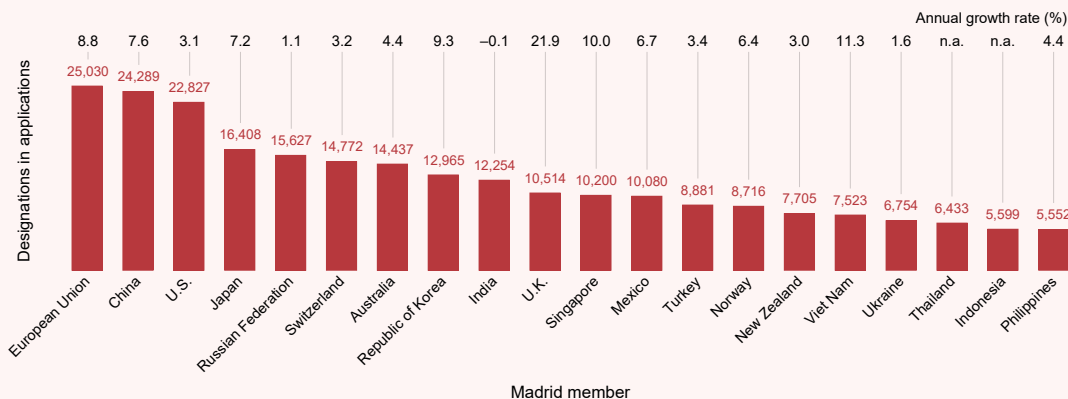
Madrid applications by region, 2008 and 2018



Top 20 Madrid applicants, 2018

Ranking	Madrid applicant	Origin	Industry	Madrid applications
				2018
1	NOVARTIS AG	Switzerland	Pharmaceutical	174
2	L'OREAL	France	Personal care	169
3	DAIMLER AG	Germany	Automotive	129
4	APPLE INC.	U.S.	Technology	87
5	HENKEL AG & CO. KGAA	Germany	Consumer goods	86
6	RICHTER GEDEON NYRT.	Hungary	Pharmaceutical	84
7	SHISEIDO COMPANY, LTD	Japan	Personal care	79
8	NINTENDO CO., LTD	Japan	Consumer electronics and video games	75
9	SAMSUNG ELECTRONICS CO., LTD	Republic of Korea	Consumer electronics	73
10	BRILLUX GMBH & CO. KG	Germany	Enamels and paints	68
11	BIOFARMA	France	Pharmaceutical	60
12	RIGO TRADING S.A.	Luxembourg	Confectionery	59
13	BAYERISCHE MOTOREN WERKE AKTIENGESELLSCHAFT	Germany	Automotive	52
14	HUAWEI TECHNOLOGIES CO., LTD	China	Information and communication technologies	51
15	MICROSOFT CORPORATION	U.S.	Technology	50
16	EPIC GAMES, INC.	U.S.	Video games	48
16	EURO GAMES TECHNOLOGY LTD	Bulgaria	Gaming	48
18	SYNGENTA PARTICIPATIONS AG	Switzerland	Agribusiness	47
19	SOCIETE DES PRODUITS NESTLE S.A.	Switzerland	Food processing	45
20	KONINKLIJKE PHILIPS ELECTRONICS N.V.	Netherlands	Consumer electronics	43

Top 20 Madrid members for designations, 2018



26. The designation in applications of countries or regions in which protection is desired is a good indication of the interest of trademark applicants in markets throughout the world. In 2018, the European Union (25,030) attracted the highest number of designations, followed by China (24,289) and the United States of America (22,827). Along with China, half of the top 20 designated Madrid members were middle-income countries, notably the Russian Federation (15,627), India (12,254), Mexico (10,080) and Turkey (8,881). The United Kingdom saw the largest surge in annual growth

of designations (21.9%), reflecting the strategy of trademark applicants of seeking protection in the United Kingdom through a national registration, rather than through the designation of the European Union.

27. Pendency rates for the processing of all Madrid transactions dropped in 2018, with the most important improvements being seen in response times to customer queries and correction requests. It is expected that further increases in productivity and in the quality of service provided

under the Madrid System will come through the renovation of the IT environment for Madrid. Preparatory work on this new IT environment continued during the year. In particular, work focused on the design of the high-level features of the new system, determining the scope of the project and devising an approach on how to transition from existing systems to the new environment.

The Hague System

28. The Hague System for the international registration of designs continued its expansion and transformation into a more important component of the international intellectual property architecture. Since the 2018 Assemblies, Belize, Belgium, Luxemburg, the Netherlands and San Marino have acceded to the Geneva (1999) Act, the latest expression of the Hague System, bringing the number of Contracting Parties to that Act to 60 and the total number of Contracting Parties in the overall System to 70. Accessions to the Geneva (1999) Act by Belize and the three Benelux States marked an important step towards the objective of eliminating the complications arising from the administration of parallel Acts by having all members of the Hague Union party to the Geneva (1999) Act. Following these accessions, there remain only two countries within the Hague membership, namely, Morocco and Suriname, not yet covered by the Geneva (1999) Act.

29. Following two successive years of double-digit growth (a 40.6% increase in 2015 and a 35.5% increase in 2016) in the number of applications via the Hague System, demand

in the number of new applications stabilized in both 2017 and 2018. In 2018, the number of applications increased by 3.3% on the previous year, amounting to 5,429 applications, whereas the number of designs contained in applications decreased by 2%, amounting to 19,344 designs.

30. The composition of demand is evolving as membership of the Hague System expands. In 2018, designs filed from Asia represented a record share of 20.4% of the total, while the share coming from Europe declined to 71.1%, which nevertheless remains by far the main regional filing share. Applicants based in Germany continue to be the largest users of the international design system, followed by those in Switzerland, the Republic of Korea, France, the Netherlands, Italy, the United States of America, Japan, Turkey and Greece. Compared to 2017, among the top 10 origins, the Netherlands (+67%) and Japan (+47%) saw the fastest growth in designs filed.

31. The largest individual filer, measured by the number of designs for which protection was sought, was Samsung Electronics (Republic of Korea), followed by LG Electronics (Republic of Korea), Proctor & Gamble (United States of America), Fonkel Meubelmarketing (the Netherlands) and I. Paleohorinos Fotistika Abee (Greece). Furnishing accounted for the largest share of total designs (11.3%), closely followed by recording and communication equipment (10.4%).

32. In 2018, the European Union continued to be the most designated Hague member, followed by Switzerland, Turkey, the United States of America, Norway, Singapore, the Republic of Korea, Japan, Ukraine and the Russian Federation.

Members of the Hague System

African Intellectual Property Organization (OAPI)	Cambodia	Georgia	Mali	Republic of Moldova	Syrian Arab Republic
Albania	Canada	Germany	Monaco	Romania	Tajikistan
Armenia	Côte d'Ivoire	Ghana	Mongolia	Russian Federation	Tunisia
Azerbaijan	Croatia	Greece	Montenegro	Rwanda	Turkey
Belgium	Democratic People's Republic of Korea	Hungary	Morocco	San Marino	Turkmenistan
Belize	Denmark	Iceland	Namibia	Sao Tome and Principe	Ukraine
Benin	Egypt	Italy	Netherlands	Senegal	United Kingdom
Bosnia and Herzegovina	Estonia	Japan	Niger	Serbia	United States of America
Botswana	European Union	Kyrgyzstan	North Macedonia	Singapore	
Brunei Darussalam	Finland	Latvia	Norway	Slovenia	
Bulgaria	France	Liechtenstein	Oman	Spain	
	Gabon	Lithuania	Poland	Suriname	
		Luxembourg	Republic of Korea	Switzerland	

Hague System key numbers, 2018

5,429 (+3.3%)
International applications

4,767 (-5.4%)
International registrations

19,803 (-1.5%)
Designations in international applications

16,873 (-13.8%)
Designations in international registrations

3,281 (-0.6%)
Renewals of international registrations

37,288 (+6.5%)
International registrations in force

19,344 (-2%)
Designs contained in international applications

17,212 (-10.5%)
Designs contained in international registrations

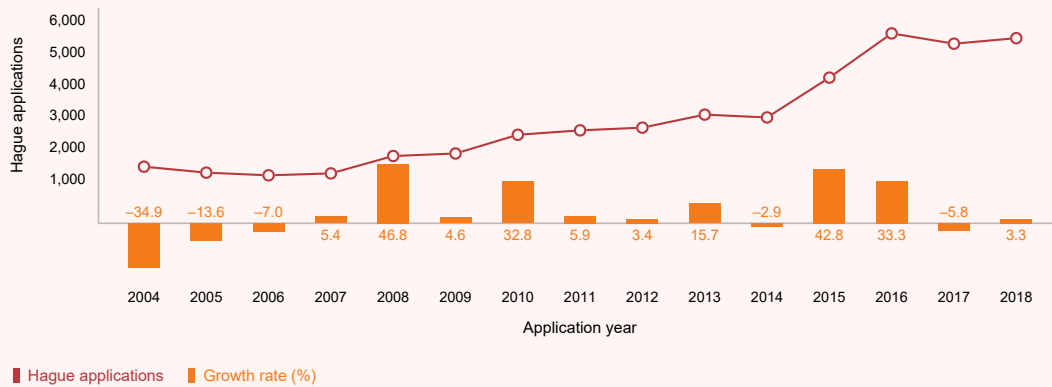
71,690 (-12.2%)
Designs contained in designations in international applications

63,348 (-22%)
Designs contained in designations in international registrations

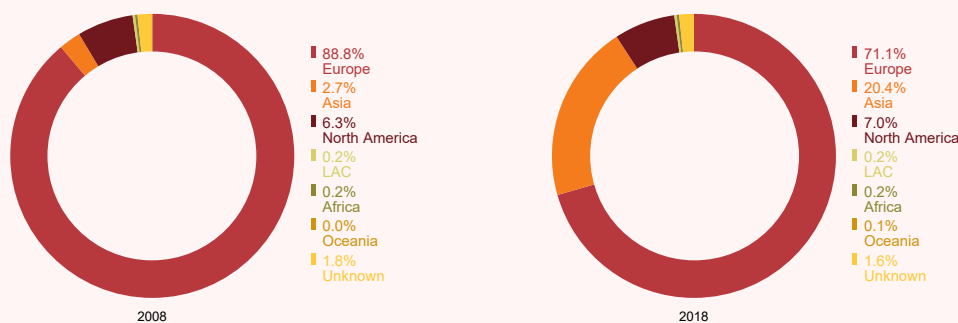
13,728 (-1.9%)
Designs contained in renewals of international registrations

153,511 (+5.4%)
Designs contained in international registrations in force

Trend in Hague applications, 2004–2018



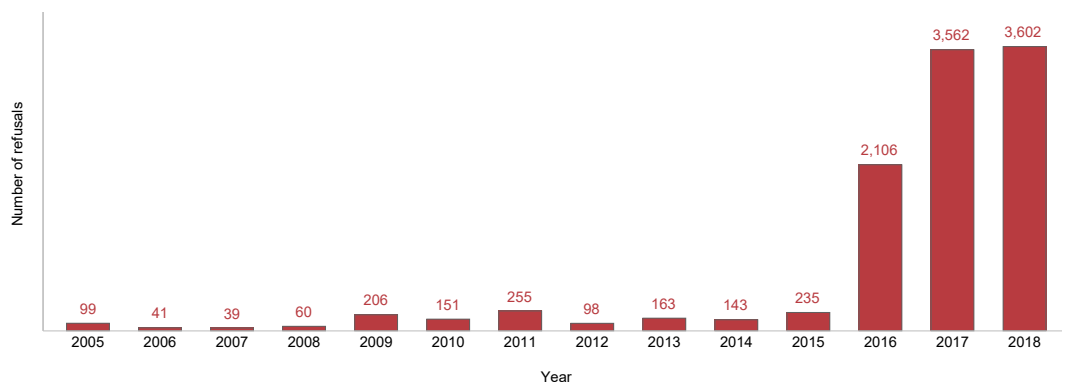
Designs contained in Hague international applications by region, 2008 and 2018



Largest filers of designs under the Hague System, 2018

Ranking	Applicant's name	Origin	Number of designs contained in published registrations		
			2016	2017	2018
1	SAMSUNG ELECTRONICS CO., LTD.	Republic of Korea	822	626	863
2	LG ELECTRONICS INC.	Republic of Korea	353	608	715
3	PROCTER & GAMBLE COMPANY	U.S.	406	315	561
4	FONKEL MEUBELMARKETING BV	Netherlands	978	573	408
5	I. PALEOHORINOS FOTISTIKA ABEE	Greece	8	300	379
6	WENKO-WENSELAAR GMBH & CO. KG	Germany	163	310	282
7	VOLKSWAGEN AG	Germany	345	353	268
8	SWATCH AG	Switzerland	420	265	230
9	THOMAS SABO GMBH & CO. KG	Germany	87	154	195
10	KONINKLIJKE PHILIPS ELECTRONICS NV	Netherlands	119	86	164
11	PSA AUTOMOBILES SA	France	0	5	159
12	HERMES SELLIER SAS	France	152	134	139
13	MITSUBISHI ELECTRIC CORPORATION	Japan	111	153	127
14	HYUNDAI MOTOR COMPANY	Republic of Korea	29	115	115
15	KRONOPLUS LIMITED	Cyprus	10	453	110
16	MICROSOFT CORPORATION	U.S.	263	142	109
17	EIS GMBH	Germany	2	29	105
17	RICHEMONT INTERNATIONAL SA	Switzerland	114	117	105
17	SOCIETE DES PRODUITS NESTLE SA	Switzerland	58	43	105
20	BAYERISCHE MOTOREN WERKE AG	Germany	11	94	103

Trends in refusals of international registrations under the Hague System, 2005–2018



33. The recent expansion to jurisdictions where novelty examination is undertaken continued reshaping the Hague System in 2018, not only in terms of contents being added in international applications, but also in the number of office decisions received and processed by the International Bureau. With other countries with novelty examination regimes in place taking concrete steps to join the Hague System, the size of applications and the number of decisions is expected to continue to rise. While the International Bureau will continue relying on IT developments to reach efficiency gains, this increase in the workload will nonetheless have cost implications.

34. A new IT system for the processing of applications under the Hague System was deployed at the end of 2018. The new system has now stabilized and is expected to assist in coping with rising demand and the increasing complexity of applications, while containing the rise in staff costs. Attention has now turned to the second phase of IT renewal, namely, the application of the new IT environment to interactions with offices and applicants.

The Lisbon System

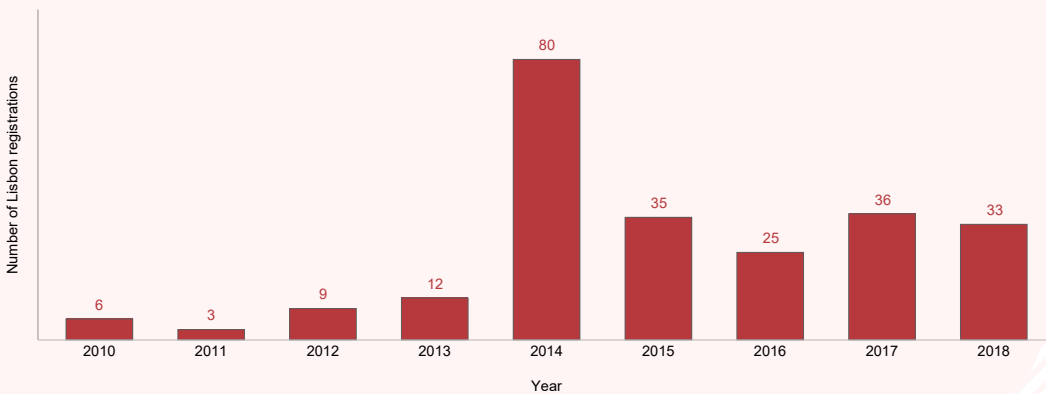
35. The Lisbon System for the international registration and protection of appellations of origin and geographical indications has been the subject of renewed interest since the adoption of the Geneva Act of the Lisbon Agreement, which potentially expands the coverage of the System to include geographical indications. Three accessions have been received to the Geneva Act, from Cambodia (March 2018), Côte d'Ivoire (September 2018) and Albania (June 2019; Albania also acceded to the original Lisbon Agreement in February 2018). Based on indications from Member States and the European Union, it is expected that the Geneva Act of the Lisbon Agreement will receive the required number of accessions to bring it into force before the end of 2019.

36. The renewed interest in the Lisbon System is also confirmed by a stable number of new

applications and other transactions (refusals, grants of protections, etc.) in the past four years, which amounted to an average of more than 30 registrations a year, following a record year of 80 new applications in 2014. These new applications had an impact on the composition of the international registrations, with an increased use of the Lisbon System by producers from developing countries. The share of international registrations from developing countries increased from 7% in 2010 to 13% in 2018.

37. In May 2019, the Working Group on the Development of the Lisbon System held its second session, during which it emphasized the importance of promotional activities to increase the membership of the Lisbon System, and the need to increase coordination among Lisbon members in that respect. It also decided to discuss further appropriate measures to ensure the financial sustainability of the Lisbon Union in the future.

Lisbon registrations, 2010–2018



Composition of Lisbon registrations, 2010 and 2018



WIPO Arbitration and Mediation Center

38. The Arbitration and Mediation Center provides time- and cost-efficient alternatives to court litigation of IP disputes. The Center administers cases and provides policy expertise in alternative dispute resolution (ADR), including in the area of Internet domain name disputes.

Domain names

39. Trademark owners filed a record 3,447 cases under the Uniform Domain Name Dispute Resolution Policy (UDRP) with the Center in 2018 as businesses reacted to the proliferation of websites used for counterfeit sales, fraud, phishing and other forms of online trademark abuse. Since the Center administered the first case under the WIPO-initiated UDRP in 1999, total WIPO case filings have passed the 43,000 mark, covering over 80,000 domain names.

40. WIPO UDRP cases in 2018 involved parties from 109 countries, underlining the global character of this procedure. The top sectors of complainant activity were banking (12% of all cases), biotechnology/pharmaceutical (11%), and Internet/IT (11%). Cases were decided by 318 WIPO panelists from 54 countries, with 19 different languages being used in the proceedings.

41. Country code top-level domains (ccTLDs) accounted for some 15% of WIPO filings in 2018. With the recent addition of .AI (Anguilla), .PY (Paraguay), and .UA (Ukraine), over 75 ccTLD registries now use this WIPO service. The Center has also recently been accredited by the Cyberspace Administration of China as a service provider for Internet domain name disputes in .CN and .中国 (China), one of the largest country code domains in the world. The addition of .CN and 中国 (China) to the Center's portfolio will further boost the Center's global presence.

42. In response to data protection developments in the Whois database of domain name registrations, in 2018 the Center published guidance for trademark owners exploring UDRP filing. WIPO is also actively monitoring a process initiated by the Internet Corporation for Assigned Names and Numbers (ICANN) to review the UDRP and other rights protection mechanisms.

IP disputes

43. The procedures offered under the WIPO Arbitration, Mediation and Expert Determination Rules facilitate the creation and use of IP without the disruption of costly court litigation.

44. In 2018, the Center received 60 mediation, arbitration and expert determination cases, an increase of 15% over 2017. The Center also handled 95 good-offices requests. WIPO cases include transactions such as research and development (R&D) agreements; patent, trademark and copyright licensing; distribution agreements; software development, and film co-production. Nearly 60% of cases involve parties that also use WIPO's PCT, Madrid or Hague Systems.

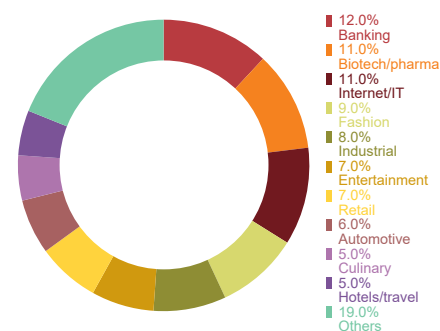
45. Since receiving its first case, the Center has now administered over 600 mediations, arbitrations and expert determinations, in values ranging from USD 20,000 up to USD 1 billion.

46. The Center collaborates with interested IP and copyright offices for stakeholder awareness of IP ADR options, including the provision of resources to help parties resolve their disputes pending before such offices. Since the 2018 Assemblies, the Center has entered into collaborations with a range of Offices, in Chile, Ecuador, Hungary, Kyrgyzstan, Republic of Korea, the United Republic of Tanzania, Trinidad and Tobago, and Ukraine.

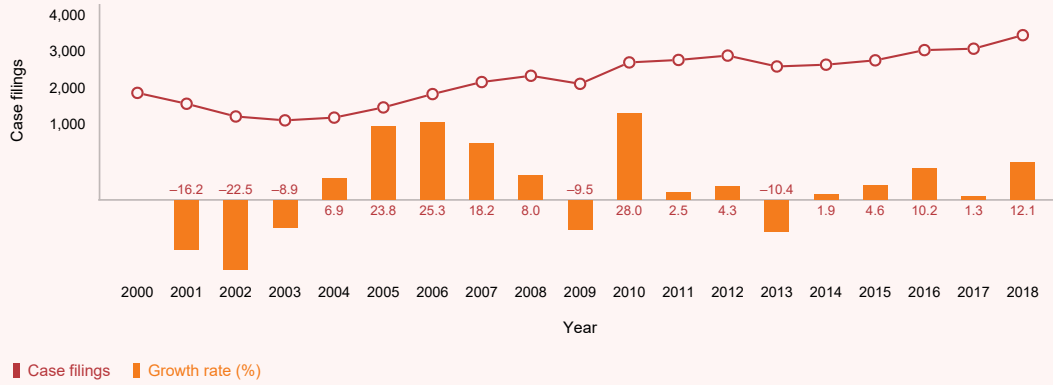
47. To support this growing interest, the Center in 2018 published a new edition of the *WIPO Guide on Alternative Dispute Resolution for IPOs and Courts*. The guide gives an overview of IP ADR mechanisms that interested Offices and courts may integrate into their processes. The guide also provides practical examples of the Center's collaborations.

48. In the area of mediation, the Center in 2018 made available a new model clause providing for WIPO Mediation, followed, if need be, by court litigation. It also published a new *Guide to WIPO Mediation* and launched the WIPO Mediation Pledge for IP and Technology Disputes, to which IP stakeholders from a range of Member States have subscribed.

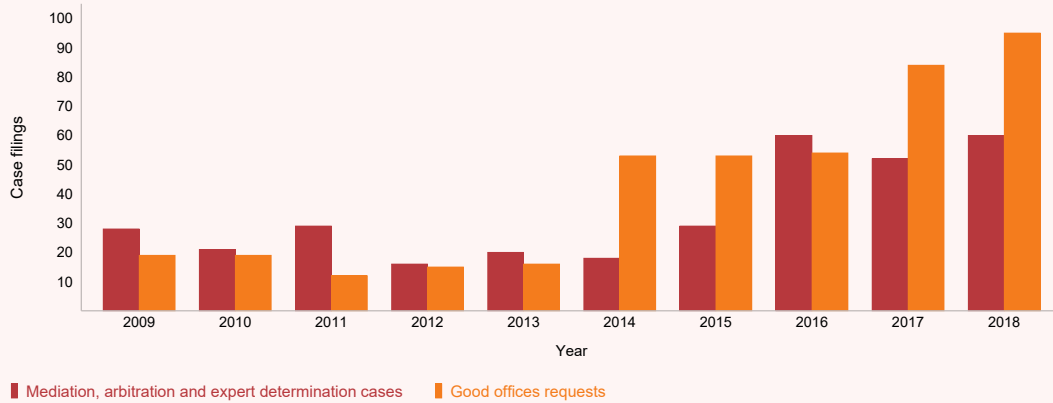
Top 10 domain name filing sectors share of WIPO cases



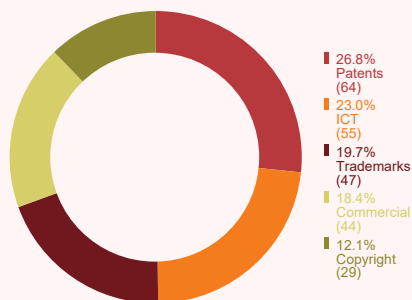
WIPO domain name case filing, 2000–2018



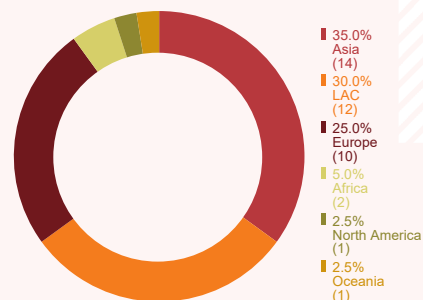
WIPO mediation, arbitration, expert determination and good offices filing, 2009–2018



WIPO ADR by legal area, 2018



WIPO Center collaborations with IP and copyright offices by region



New WIPO IP Portal

On September 17, 2019, the Organization launched a new IP Portal. The new Portal is the result of considerable work in integrating the different IT systems that underlie the Organization's Global IP Services. It has been developed in recognition of the fact that many users of WIPO's Global IP Services use more than one of those services. The aims of the WIPO IP Portal are to provide:

- 1) a more uniform customer experience that presents the full range of services offered by the Organization in a single interface, with a unified navigation bar, standard features across all applications, a modernized look-and-feel, streamlined payment systems and a single messaging system;**
- 2) greater efficiency and responsiveness to the growing demands of users of the Organization's services; and**
- 3) a higher level of security and data integrity through a single sign-on account system for users of multiple services.**

Forty-eight (48) of WIPO's various services have been integrated into the new Portal, covering patents, trademarks, designs, geographical indications, finance, alternative dispute resolution and domain name dispute resolution.

The International Legal Framework

Current status of existing treaties

49. In 2020, the Organization will celebrate the 50th anniversary of the entry into force, in 1970, of its constituent instrument, the Convention Establishing the World Intellectual Property Organization (the WIPO Convention), which marked the formal establishment of the International Bureau of WIPO and heralded the beginning of a new era of multilateral cooperation among the intergovernmental Unions that comprise the Organization. The international legal framework of cooperation in the area of intellectual property that the WIPO Convention established – itself last amended 40 years ago in 1979 – has thrived and remained robust.

50. In the midst of these milestones, the Organization has once again reached new heights since my last report to you. Sixty-one (61) accessions to WIPO-administered treaties have been received since September 2018, constituting the highest number of accessions in the past 15 reporting years, and more than twice as many accessions compared to this point in the previous reporting year, which saw 28 accessions. Seven treaties now have over 100 Contracting Parties. And for the fifth consecutive year, the majority of the accessions (40 out of 61) came from developing countries. As further evidence of the sustained strength of international cooperation within the framework of the Organization, WIPO was also pleased to welcome the Solomon Islands as the 192nd Member State in July 2019.

51. Copyright treaties once again enjoyed the most accession activity this year. The Marrakesh Treaty to Facilitate Access to Published Works for Persons who are Blind, Visually Impaired or Otherwise Print Disabled garnered the greatest number of accessions (16). Having received six accessions this year, the Beijing Treaty on Audiovisual Performances currently has 26 of the 30 accessions or ratifications required for entry into force.

52. In the lead-up to its 50th anniversary year, the Organization has placed special emphasis on promoting the advantages of accession to the treaties it administers, including on the constitutional reform process that Member States began two decades ago with the unanimous adoption, in 1999 and 2003, of amendments to the WIPO Convention and other WIPO-administered treaties. The Organization will continue to assist Member States in advancing the objectives they set when creating it and vesting within it the responsibility to administer its current 26 treaties.



Budapest Treaty

53. The Budapest Treaty on the International Recognition of Deposits of Microorganisms for the Purposes of Patent Procedure performs an essential function in relation to patenting in the field of the life sciences, by limiting the deposit of microorganisms used in an invention to one of a number of international depositary authorities (IDAs), rather than in every contracting State. Two States acceded to the Budapest Treaty in the past year, namely, Antigua and Barbuda and New Zealand, bringing the number of contracting States to 82.

54. The total number of deposits made under the Budapest Treaty has now passed 114,000. These are administered by 47 IDAs in 26 countries.

Committees

55. *Standing Committee on Copyright and Related Rights (SCCR)*. The SCCR continued its discussions on all agenda items, including the proposed broadcasting treaty, limitations and exceptions, the resale royalty right, copyright in the digital environment and the rights of theater directors. The Committee has recommended that a diplomatic conference to conclude the proposed broadcasting treaty be held in 2020 or 2021, provided that progress can be made on several key outstanding points and a resolution reached on them among Member States.

56. *Standing Committee on the Law of Patents (SCP)*. The SCP continued its discussions on five main topics: (i) exceptions and limitations to patent rights; (ii) quality of patents, including opposition systems; (iii) patents and health; (iv) the confidentiality of communications between clients and their patent advisors; and (v) transfer of technology. The Committee made steady progress on all five.

57. *Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT)*. One of the main items on the agenda of the SCT continues to be the conclusion of a possible Design Law Treaty (DLT). During the 2018 WIPO General Assembly, Member States discussed the convening of a diplomatic conference for the adoption of the draft DLT but, not having reached agreement on two outstanding issues, decided to continue considering the question at the 2019 Assemblies. In light of this decision, the SCT did not consider the substance of the draft DLT during its sessions held since the 2018 Assemblies, although interest in concluding the Treaty remains high. It is hoped that, at this year's Assemblies, Member States will be able to find an understanding that

will allow the convening of a diplomatic conference for the conclusion of the DLT and to conclude the work on this important matter. The Committee is also considering proposals by Member States concerning the protection of country names, as well as pursuing work on graphic user interface and new technological designs. Geographical indications continue to feature on the SCT agenda and the Committee engaged in a comprehensive information-gathering on geographical indication protection, including the holding of a half-day information session in conjunction with the 42nd session of the SCT.

58. *Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC)*. Pursuant to the mandate and work program for the 2018–2019 biennium, the IGC met three times after the 2018 General Assembly. The Committee made reasonable and steady progress on the texts of international legal instruments on the protection of traditional knowledge and traditional cultural expressions. The General Assembly in 2019 will take stock of progress made and, based on the maturity of the texts, including levels of agreement on objectives, scope and nature of the instrument(s), decide on whether to convene a diplomatic conference. Many Member States have great expectations of the IGC's negotiations, which could, if they lead to a concrete outcome, benefit indigenous peoples, local communities and other stakeholders and have significant implications for IP policy, law and practice. The contribution of the Government of Canada to the WIPO Voluntary Fund made it possible for more indigenous peoples and local communities to be represented at the IGC. Further contributions are needed to ensure that their voices are heard.

59. *Advisory Committee on Enforcement (ACE)*. The 13th session of the ACE addressed a broad range of topics, from specific awareness-raising activities across WIPO Member States to the interface of IP enforcement and competition law arrangements addressing online IP infringements and the quantification of damages in cases of IP infringements. It was attended by over 200 participants from 77 Member States, and provided a forum for lively discussions and a timely exchange of ideas in the area of IP enforcement and building respect for IP. It is pleasing to note that the latest session of the ACE was the most gender-balanced meeting in the Committee's history, with a near equal representation of men and women.

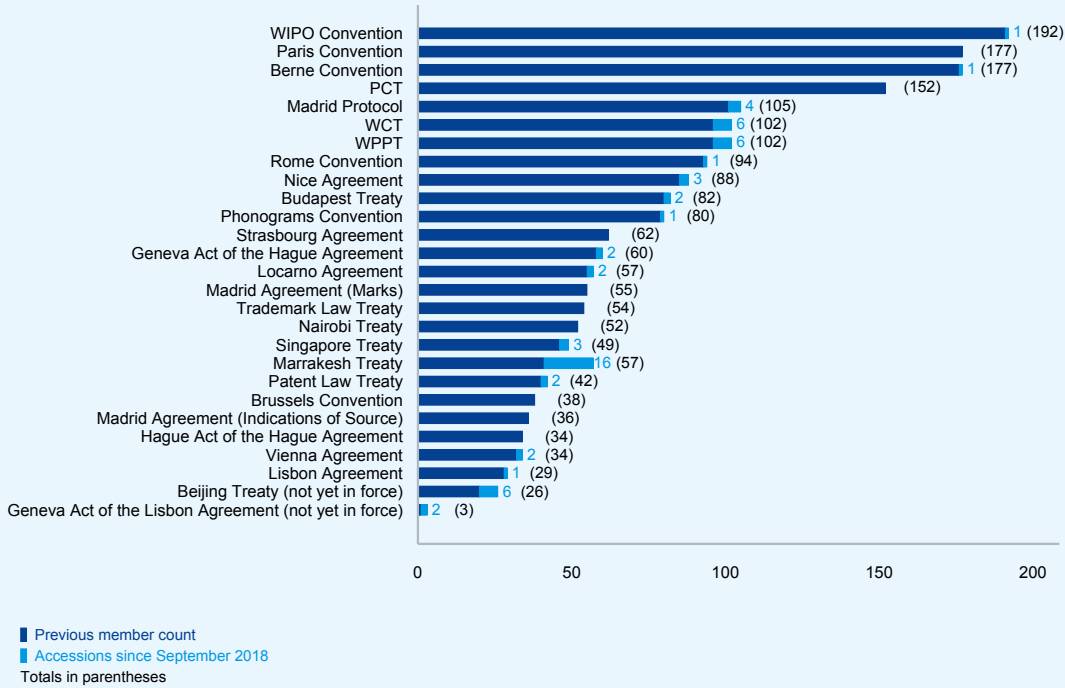
60. An international conference on *Respect for IP – Growing from the Tip of Africa* was organized in Sandton, South Africa, in October 2018, and attended by over 400 ministers and policymakers, judges and senior enforcement officials, as well as representatives of international intergovernmental and non-governmental organizations and businesses.



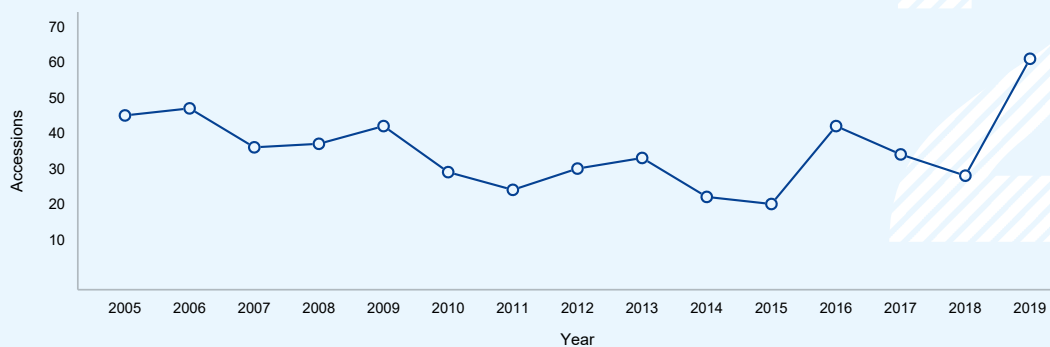
Photo: WIPO / Berrod

The European Union joined the Marrakesh Treaty during the 2018 Assemblies, bringing the number of countries covered to 70.

Accessions per WIPO-administered treaty, September 2018–September 2019



Accessions to the WIPO-administered treaties, 2005–2019



■ Accessions to the WIPO-administered treaties

Participants exchanged views and experiences on how specific challenges facing different actors involved in IP enforcement could be overcome. The need for cooperation at various levels to ensure that the benefits of IP as a tool for development are fully realized was also addressed. WIPO was joined in the organization of the conference by the Companies and Intellectual Property Commission of South Africa (CIPC), the International Criminal Police Organization (INTERPOL), the World Customs Organization (WCO) and the World Trade Organization (WTO).

61. *Working with the judiciary.* The Organization's work with the judiciary was reinforced early this year with the establishment of the WIPO Judicial Institute, which collaborates closely with all relevant WIPO sectors in coordinating a structured and cohesive approach across the Organization. This work is guided by an Advisory Board of Judges, which includes broad geographical and subject-matter representation.

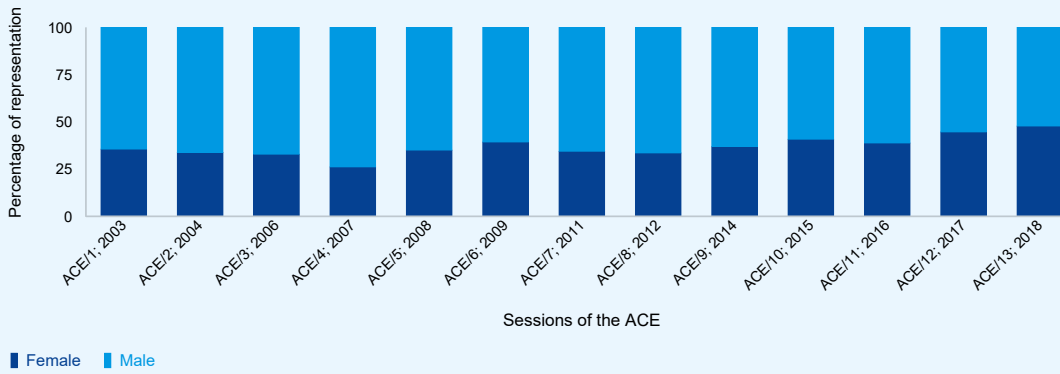
62. The inaugural edition of a new flagship event for judges, the WIPO Intellectual Property Judges Forum, took place in November 2018 and attracted the participation of 119 judges from 64 countries across WIPO's membership. The annual Forum aims to create a truly global platform for transnational dialogue among judges, to facilitate the exchange of knowledge and experiences on common issues of concern in IP disputes that are arising with greater frequency and under ever-increasing public scrutiny. The discussions highlighted the convergences in challenges faced across jurisdictions with different legal and judicial systems, as well as the distinct contrasts and variations in approaches and traditions that need to be acknowledged and understood.

63. At the same time, WIPO continued its support to Member States in strengthening the human and institutional capacities of national judiciaries for both adjudication and training. The end of 2018 saw the successful completion of a pilot project that assisted national judicial training institutions in developing continuing judicial education programs on IP in four countries. The well-received pilot, which was implemented by the WIPO Academy under the aegis of the Committee on Development and IP, is now mainstreamed into the work of the WIPO Judicial Institute and is being rolled out to interested Member States. WIPO's work in this area is defined by the needs, priorities and distinct legal context of each requesting Member State. It emphasizes sustainability through the incorporation of a train-the-trainers model and the use of modern, multidisciplinary and participatory training approaches.

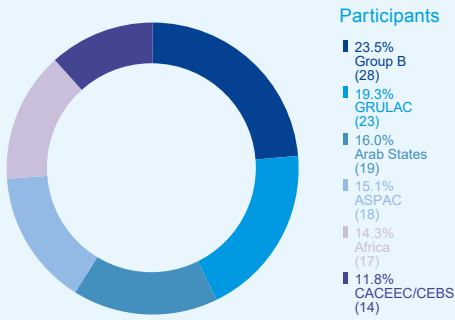
64. The first year of the WIPO Judicial Institute's work also saw the creation of a new capacity-building format for experienced IP judges, complementing the range of training opportunities traditionally offered by the Organization. Following the positive feedback received on the first Master Class on IP Adjudication that was held in collaboration with the Supreme People's Court of China in August 2018, WIPO is continuing the program on an annual basis, with the next edition being hosted by the United States Court of Appeals for the Federal Circuit in Washington, D.C. in September 2019. In total, the broad range of the Organization's judicial capacity-building activities in 2018 reached over 220 judges from 48 countries, through 20 separate events.

65. In line with its mandate to contribute to the collective knowledge on judicial systems and decisions, WIPO has made significant progress in creating a free and open online database containing leading judicial decisions on IP from across the world. A pilot of this project is expected to be launched for public use in early 2020, with its coverage to be expanded thereafter. In addition, the WIPO Judicial Institute has engaged actively with its global interlocutors on publications related to the judiciary. This year, the Institute will launch the *Collection of Leading Judgments on Intellectual Property*, containing judgments from the People's Republic of China from 2011 to 2018. Each further installment of this new series will promote greater global access to the jurisprudence of a chosen jurisdiction. A long standing collaboration between WIPO and the Hague Conference on Private International Law (HCCH) has also borne fruit with the publication of *When Private International Law meets Intellectual Property Law: A Guide for Judges*.

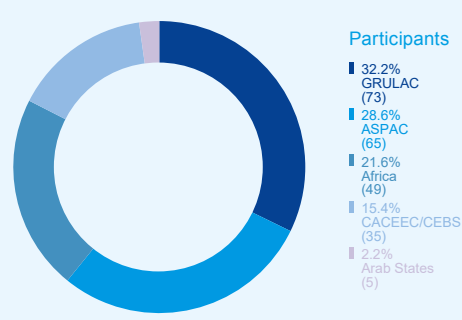
ACE participants gender balance, 2003–2018



IP Judges Forum 2018



Judicial capacity-building activities



Respect for IP – Growing from the Tip of Africa



53 speakers

over 400 participants

over 70 countries



Global Infrastructure Driving a Global Knowledge Network

66. The technical work of the Organization in creating ICT infrastructure that connects IP offices, copyright agencies, users and the general public has advanced considerably in recent years. There are many threads to this work and many stakeholders that benefit from it, including IP offices and copyright agencies, applicants and users of the IP system, public policy departments and institutes and the general public. Essentially, work in this area uses computer resources and networks and, perhaps most importantly, the data that are generated by IP activity, to improve the quality of delivery of IP services and to improve our understanding of the functioning of the IP system. As data lie at the base of digital infrastructure, they provide an appropriate starting point for reviewing some of the advanced work being undertaken by the Organization in this area.

AI and big data

67. Among the technologies driving global digital transformation, artificial intelligence (AI) is the most deeply disruptive. It is having, and will have, an impact on many dimensions of all society, including the areas in which WIPO exercises its mandate. Recent AI technologies are driven by machine-learning techniques with supervised learning, which require a large amount of big data.

68. At the WIPO Assemblies in 2017, I noted that the impact of this new wave in digital transformation was having “enormous implications and a multiplicity of dimensions, many of which lie well beyond the focus of intellectual property, and [that] considerable care will need to be exercised to ensure that we do not stray from the mandate of the Organization.” I suggested then that the

Organization’s focus of attention should be on “the increasing use of artificial intelligence and big data in IP administration.”

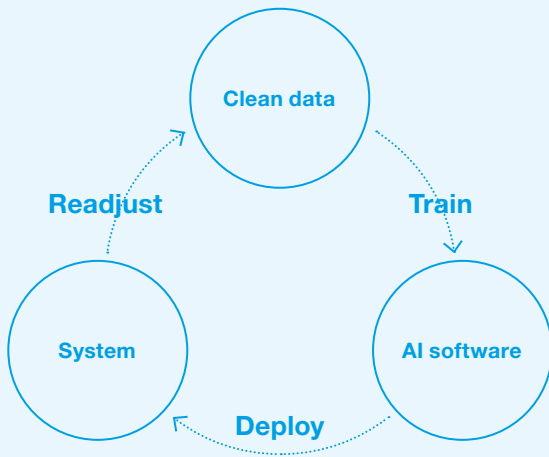
69. One contribution made by the Secretariat to discussions on the impact of AI was the publication of the inaugural issue of a WIPO Technology Trends Report, *WIPO Technology Trends 2019: Artificial Intelligence*. We will continue this process of conducting structured and fact-based discussions on the impact of AI and big data.

70. A new center of excellence for AI, the Advanced Technologies Application Center (ATAC), was created in 2018 within the WIPO Secretariat, which will continue to drive the development of WIPO AI tools. The Organization has launched and upgraded four world-class WIPO AI tools, all of which could potentially transform the working methods and operations involved in IP administration.

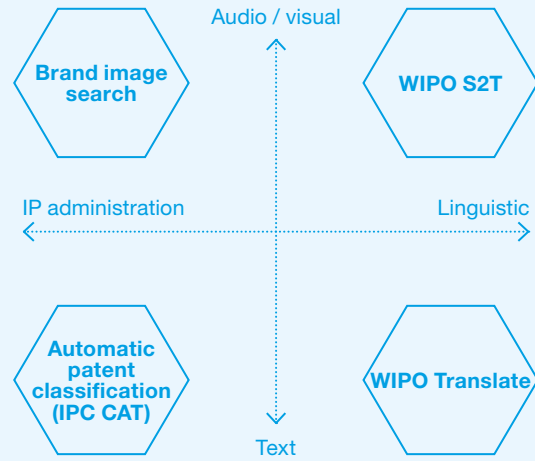
71. The first such tool is WIPO Translate, which is in use in several IP offices and in 11 organizations of the United Nations. It has been trained for the translation of text in specific domains in nine languages. In 2019, two IP-specific AI tools were launched:

- IPC CAT, which is actively used in their prosecution work by two-thirds of examining patent offices polled. The tool enables IP offices to obtain the most relevant IPC (International Patent Classification) symbols by inputting an abstract of a detailed description of new technologies; and
- WIPO Brand Image Search tool, which exhibits phenomenal search capability for similar device marks or figurative elements of trademarks from the perspectives of shape, color, composition and concept. It is in the Global Brand Database.

AI (machine learning)



WIPO AI tools



72. The fourth tool, WIPO Speech-to-Text (WIPO S2T), automatically generates text from speech using AI technologies. It features on the agenda of the 2019 Assemblies in a proposal to improve records of meetings and will, it is hoped, shortly be launched for digitizing the outputs of WIPO meeting proceedings.

73. Mindful of concerns over a growing digital and technology gap around the world, we are committed to providing inclusive access to WIPO AI tools. General use by the public remains free on the WIPO website, and we have provided professional assistance on generous terms and conditions to several UN organizations and IP offices for customizing WIPO AI tools to address their needs in operational efficiency in the digital transformation. We will also make WIPO AI tools available to a wider innovative and creative community on reasonable terms, in order to recover our investment and operational costs.

74. AI tools need concerted joint efforts of all the Member States of WIPO in order to provide the diversity and amount of big data needed to train AI algorithms. With more clean data from the IP offices of WIPO Member States, WIPO AI will be able to be refined for the benefit of all IP stakeholders.



Global databases

75. PATENTSCOPE. PATENTSCOPE has become a truly global and valuable patent database, with an increasing number of national IP offices contributing their patent data to WIPO (53 national IP offices, in addition to three regional offices, the European Patent Office, the Eurasian Patent Office and the African Regional Intellectual Property Office). The national collection of India was a notable addition. WIPO has improved usability, security and training with regard to PATENTSCOPE, notably with respect to the user interface, which has been revamped with new features such as the side-by-side view. Search for chemical compounds has also been extended to support the search of substructures. PCT search reports are now published fully electronically and can be translated using WIPO Translate. The PATENTSCOPE team also provided training and software to 19 offices in 2018 to assist them in creating high-quality full text for the publication of their patent applications and grants. In this context, the national collections of Greece and Romania were added to PATENTSCOPE in 2018 with searchable full text for their front file publication in the Greek and Romanian languages, respectively.

76. Global Brand Database and Global Design Database.

The Global Brand Database holds trademark data from the Madrid System, appellations of origin data from the Lisbon System and emblems protected under Article 6*ter* of the Paris Convention, as well as 39 national trademark collections from 39 offices and the regional trademark collection of the European Union Intellectual Property Office. Twelve new national collections have been added during the past year.

77. WIPO Brand Image Search has been integrated and allows users to search for relevant trademark images from around the world. The algorithm is setting a new record in terms of accuracy and relevancy of the search results.

78. National IP offices that do not yet participate are invited to join the Global Brand Database project. An application programming interface (API) is being developed to offer the new search functionality to interested participating offices.

79. The last 12 months have also been a period of fast growth for the Global Design Database, with the addition of seven new national collections (including, notably, the national collection of China). The total number of records in the system now exceeds 10 million.

80. WIPO Lex. The recent development of the WIPO Lex legal information database has concentrated on the creation of a new platform hosted in the cloud. This platform became operational in December 2018. WIPO Lex is the first WIPO application to migrate to the cloud. As a result,

the responsiveness and the reliability of the database has increased. Currently, the focus is on re-building the administrative interface. The future mechanism should facilitate and allow the automation of data entry. In particular, it will allow the focal points of the Member States to enter data directly in the system, thus ensuring a much faster data transfer and a continuous control by Member States over the WIPO Lex content related to them.

81. The number of users of WIPO Lex grew to over 4.3 million in 2018, an increase of 13.1% compared to 2017.

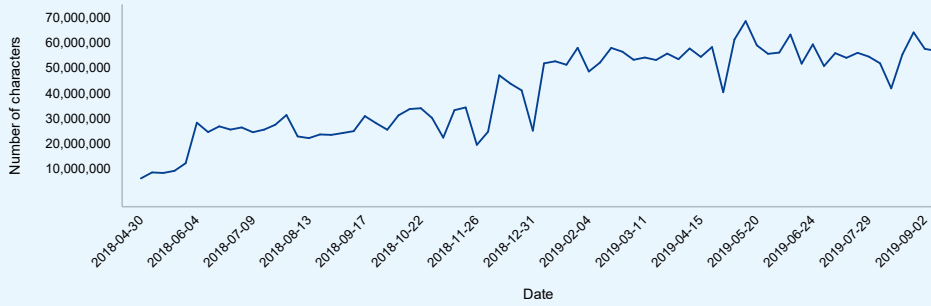
82. WIPO Lex continues to play a useful role as a development tool, supporting the activities aimed at implementing the Sustainable Development Goals, and is an ever more important source of legal information for developing countries. The WIPO Lex audience in developing countries constituted 80% of global users of the database in 2018 and maintained a higher pace of growth than the global average.

WIPO Lex top 10 countries of users' origin, 2018

	Country	Number of users	Number of sessions
1	Philippines	347,479	418,347
2	Mexico	318,609	379,583
3	Peru	246,354	296,605
4	Colombia	201,441	247,324
5	Indonesia	198,223	238,562
6	Ecuador	172,779	215,382
7	Venezuela	170,373	211,284
8	United States	161,378	209,327
9	India	138,662	180,803
10	Panama	120,180	159,177

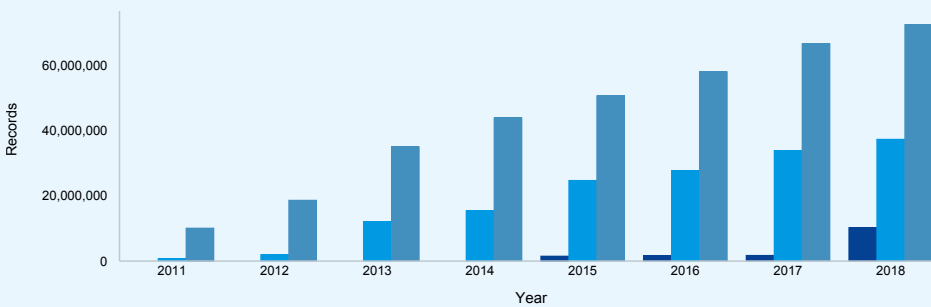
83. Through continuous cooperation with national focal points, WIPO Lex benefited from constant input from Member States. The database incorporated 787 new records, which brought the total number to 13,653. WIPO Lex contains 761 international treaties, with five treaties added in 2018, including the Agreement on the Visegrad Patent Institute. The growing volume and complexity of national legal information in WIPO Lex, distributed in individual national profiles, confirms that only an active engagement of the Member States can ensure that the database remains comprehensive and up to date.

Number of characters translated by WIPO translate by week, 2018–2019



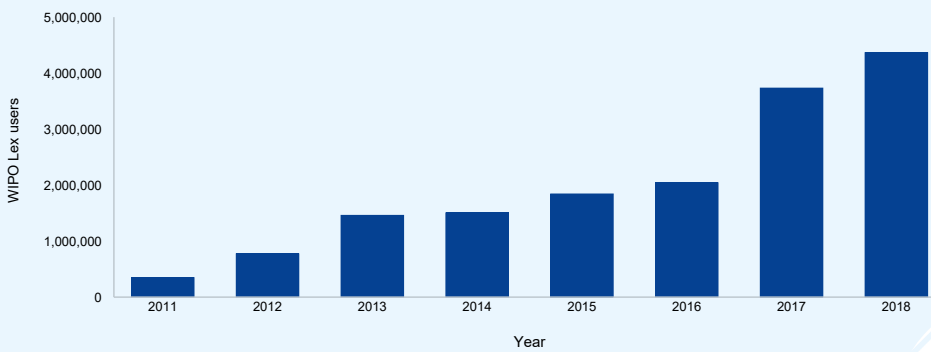
■ Number of characters translated per week

Evolution of records contained in the global databases, 2011–2018

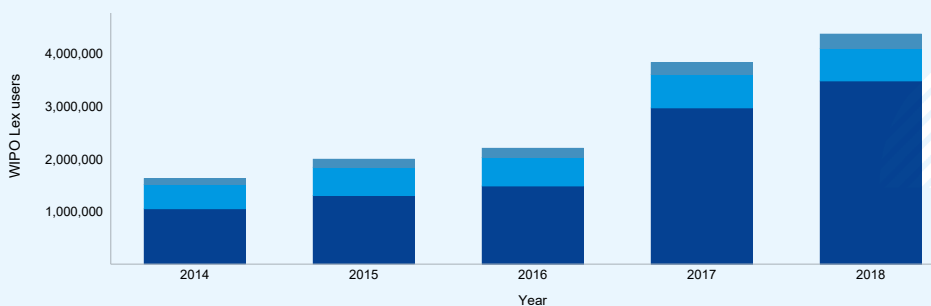


■ Global Design Database ■ Global Brand Database ■ PATENTSCOPE

WIPO Lex users, 2011–2018



WIPO Lex users by group of countries, 2014–2018



■ Developing countries ■ Industrialized countries ■ Transition countries

Technology and Innovation Support Centers (TISCs)

84. TISCs promote and support access to technological information and provide related innovation-support services, which range from basic technology searches to value-added analytical services to help inventors, researchers and entrepreneurs unlock their innovative potential. Since the WIPO TISC program was launched ten years ago in 2009, national projects are formally ongoing in 79 Member States. In 2018, 757 TISCs, hosted in institutions such as universities and research centers, received over 900,000 inquiries. Regional TISC networks continue to be developed, for further sharing and leveraging national innovation support service strengths and assisting others in the respective region. Regional networks have been established among the Association of South East Asian Nations (ASEAN) Member States and in the CATI-CARD network in Central America and the Dominican Republic, with a new network agreed to last year among Member States of the African Regional Intellectual Property Organization (ARIPO).

85. TISCs are financially and technically self-supporting institutions to which WIPO provides support and advice on demand. The sustainability of TISCs is measured by the following levels of maturity: maturity level 1 are those countries that have institutionalized the national network by signing agreements with WIPO and local host institutions; maturity level 2 are those countries which are operational, providing basic patent information searches, such as state-of-the-art patent searches; and maturity level 3 are countries that also provide a portfolio of services including value-added IP services, such as drafting patent landscape reports.

86. By the end of last year, 34 countries had reached some degree of sustainability, with 24 countries providing basic patent information search services and eight countries providing additional advanced value-added services.

Technical cooperation platforms

87. **WIPO CASE.** The WIPO CASE system enables patent offices to securely share search and examination documentation related to patent applications in order to facilitate work-sharing programs. WIPO CASE is linked to the IP5 Global Dossier system, to create a global network of IP offices sharing patent search and examination information.

88. The number of IP offices participating in WIPO CASE has increased to 33, of which 15 have agreed to operate as providing offices, sharing their patent dossier content with other offices. The system is now used to exchange

more than 100,000 documents per year between the participating offices. Since 2017, dossier content from several WIPO CASE providing offices has been made available to the public via the WIPO PATENTSCOPE service and via the Global Dossier.

89. **WIPO DAS.** The WIPO Digital Access Service (DAS) enables applicants and IP offices to meet the requirements of the Paris Convention for certification in an electronic environment. Traditionally, applicants have been obliged to request certified paper copies of documents from one office and then submit those documents to other offices. DAS allows applicants simply to request the first office (known as the depositing office or office of first filing) to make priority documents available to the system and then to request other offices (known as the accessing offices or offices of second filing) to retrieve those documents via the service. The exchange of documents then takes place electronically between the offices.

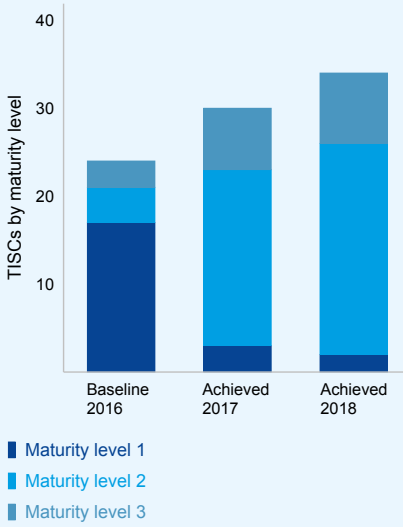
90. In the past year, the number of participating offices has increased from 15 to 23, and several other offices are now working with the International Bureau to implement the service. Several offices have started to use the DAS service for the exchange of industrial design priority documents, including eight offices as depositing offices and six as accessing offices.

91. **WIPO CONNECT.** WIPO has completed the development of the WIPO Connect system to enable collective management organizations (CMOs) to manage documentation and distribution of royalties for copyright musical works and for performers' rights. The system has been deployed in 12 CMOs, which have started to use it to record their documentation. The usage of the system is expected to increase progressively as CMOs adopt it for the management of licensing and distribution.

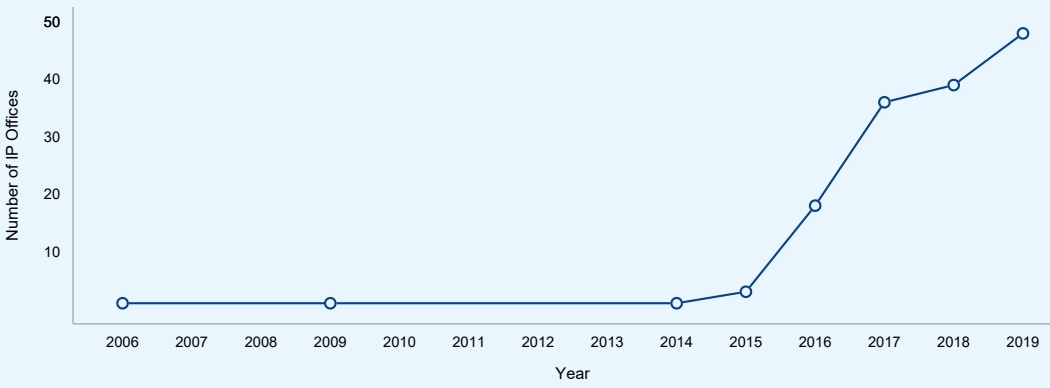
92. **IPAS Office Suite.** The IPAS Office Suite provides a complete solution for the business operations of IP offices, including modules for online filing (WIPO File), back-office administration (Industrial Property Administration System, IPAS), paperless processing (WIPO Scan and EDMS) and for online publication and dissemination of IP information (WIPO Publish). Deployment of the IPAS Suite enables IP offices to improve significantly the quality and timeliness of the services they provide to local and international business. A total of 84 IP offices now use IPAS and demand continues to grow.

93. During the past year, the program has focused on upgrading the service level of participating IP offices by enabling them to provide online and paperless services, including fully online filing and payment using the WIPO File

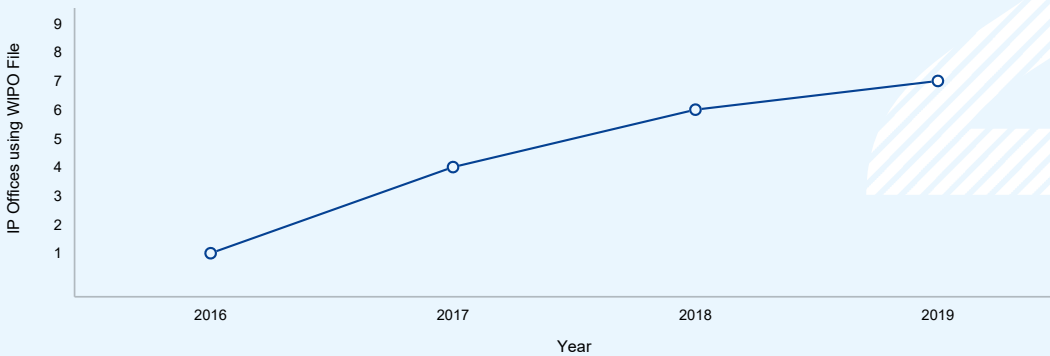
TISCs by maturity level



IP offices using WIPO Publish



IP offices using WIPO File



module, and online publication and dissemination of IP information using the WIPO Publish module. Many offices have benefitted from assistance in digitizing their paper files, enabling them to improve the quality and timeliness of search and examination and to disseminate their IP information online.

94. WIPO Publish has been deployed in 48 offices, of which around 20 use it for searching and dissemination of IP information through their national IP office web site. WIPO File has been deployed in seven offices, for online filing of patents, trademarks, designs and related transactions such as renewals or assignments.

WIPO Standards

95. IP data cannot be searched by machine-assisted search tools unless the data are recorded in accordance with common technical standards for format and structure, as developed through WIPO Standards. In the past year, Member States adopted several new and revised standards, including a WIPO Standard regarding the exchange of industrial design legal status data by IPOs.

96. The standardized format and structure of data sets is essential to the digital transformation of IP administration. WIPO Standard ST. 96 concerning XML is the key document to achieve these purposes. It is continuously updated and expanded and now also covers data on copyright orphan works.

97. The body responsible for developing WIPO Standards, the Committee on WIPO Standards (CWS), has also started to play a valuable role in technical cooperation for data exchange among Member States in emerging technologies, following recommendations made at the ICT Strategy and AI conference of IP offices in 2018. New Task Forces of the CWS now deal with questions on ICT strategy for standards, blockchain, 3D representation of IP subject matters, and digital transformation.

98. In April 2019, the CWS Task Force organized a first workshop on blockchain and provided blockchain specialists, IP experts, IP offices, academia and intergovernmental organizations with an opportunity to hold intensive and detailed discussions.

99. In the digital world, the identification of individuals and entities is complex. Another workshop on name standardization, held in May 2019, facilitated discussions among IP offices, IP data providers, industry standardization bodies and academia around possible name standardization and the creation of global and national identifiers for applicants.

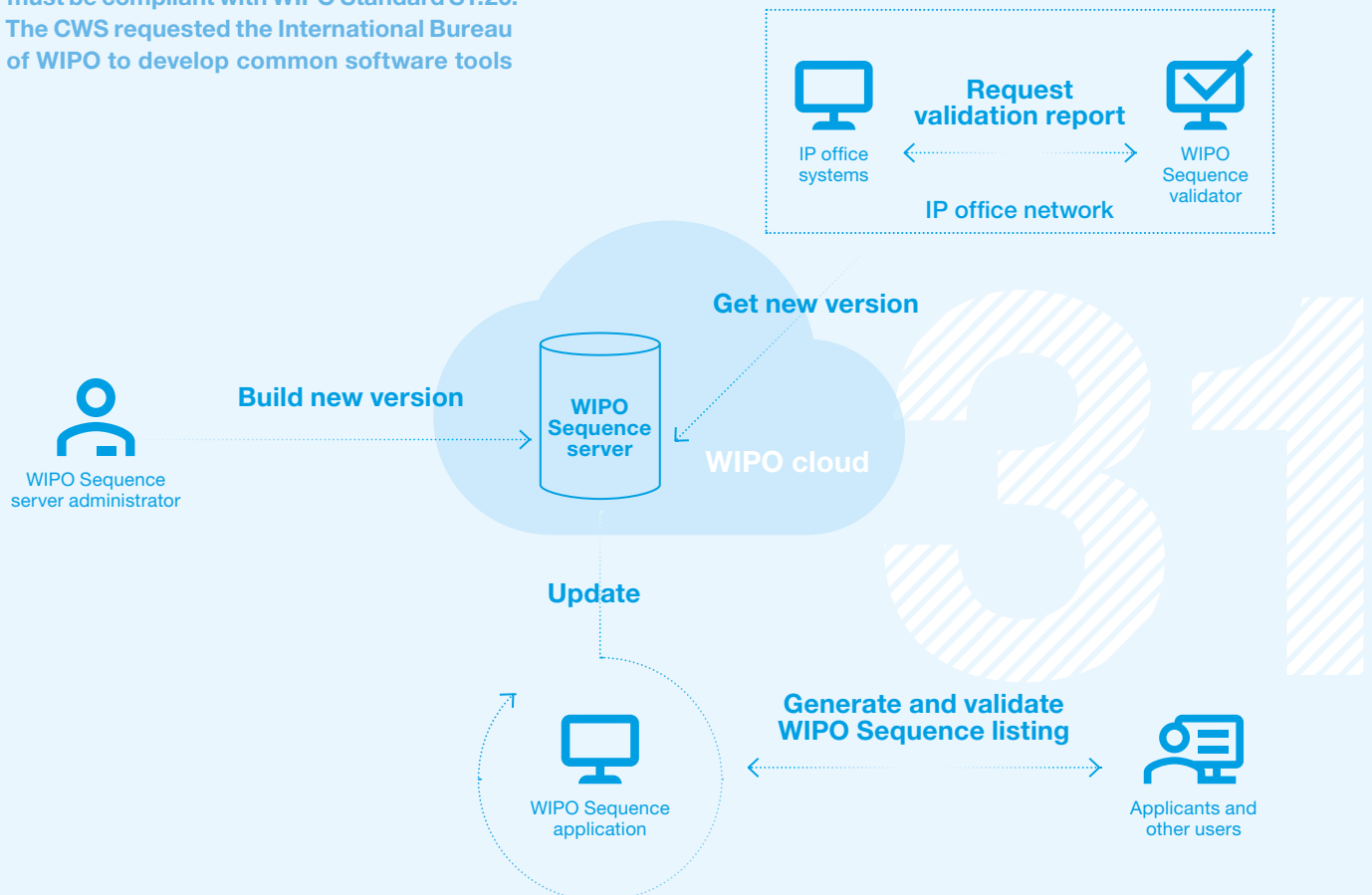
Digital data in biotechnologies and genomics

Sequencing and data analysis of nucleotide and amino acid sequence listings in bioinformatics is a key step in innovation in biomedical fields. Such data contained in patent applications, if presented in a standardized and digital format, represents a wealth of information for scientists and engineers in the field. In consultation with Member States, the International Bureau of WIPO has started to provide a software tool to disseminate such data to the world through the development of a new tool, WIPO Sequence.

In 2017, the CWS agreed on a ‘big-bang’ approach as the option to implement WIPO Standard ST.26 for patent applications at the national, regional and international levels. According to this approach, all patent applications containing sequence listings received by IP offices after January 1, 2022 must be compliant with WIPO Standard ST.26. The CWS requested the International Bureau of WIPO to develop common software tools

that would support applicants in both editing their sequence listings and validating them against WIPO Standard ST.26. The WIPO Sequence tools would also allow IP offices to validate a sequence listing forming part of a patent application, to ensure it was compliant with WIPO ST.26.

This is the first initiative in which WIPO has developed an IT tool to assist the use of WIPO Standards by applicants and IP offices in a harmonized manner across the globe. Additionally, WIPO will manage the update and release of new versions of the tools, when required, through WIPO Sequence Server. The delivery of WIPO Sequence software and its systems will be completed at the end of 2019.



International classifications

100. WIPO administers four international classifications established by WIPO treaties: the International Patent Classification (IPC), the International Classification for Goods and Services for the Purposes of the Registration of Marks (the Nice Classification), the International Classification of the Figurative Elements of Marks (the Vienna Classification) and the International Classification for Industrial Designs (the Locarno Classification). The international classifications have been continuously revised through discussions among Member States in order to keep pace with the recent acceleration in the development of technologies and with product life cycles.

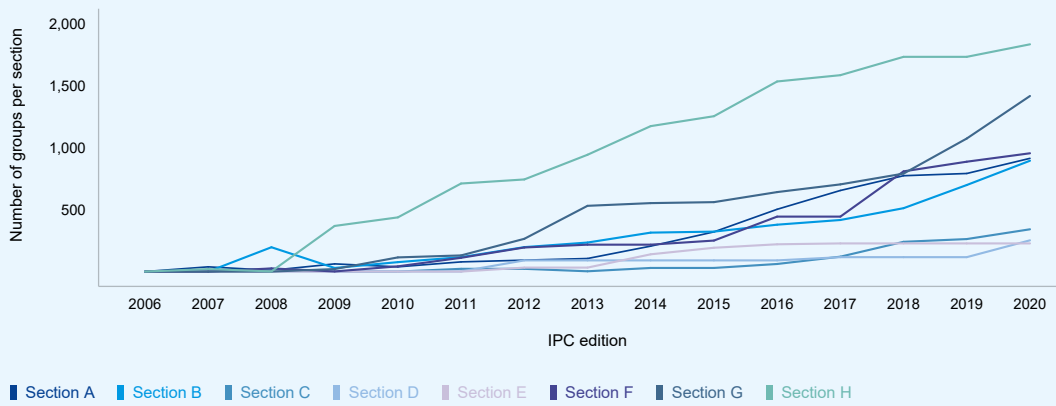
101. IPC. IPC2019.01 was published in a timely manner using the IPC Revision Management Solution (IPCRMS), which fosters cost- and time-effective publication. Working towards IPC2020.01, which will enter into force on January 1, 2020, Member States adopted 1,773 modifications, including 1,131 new subdivisions.

102. In response to the rise of new technologies, new IPC groups were added in the fields of the Internet of Things, autonomous vehicles, 3D printing, computer-aided design and natural language processing. Member States also agreed to create new classes for semi-conductor technology and the Expert Group on Semi-Conductor Technology started its work accordingly.

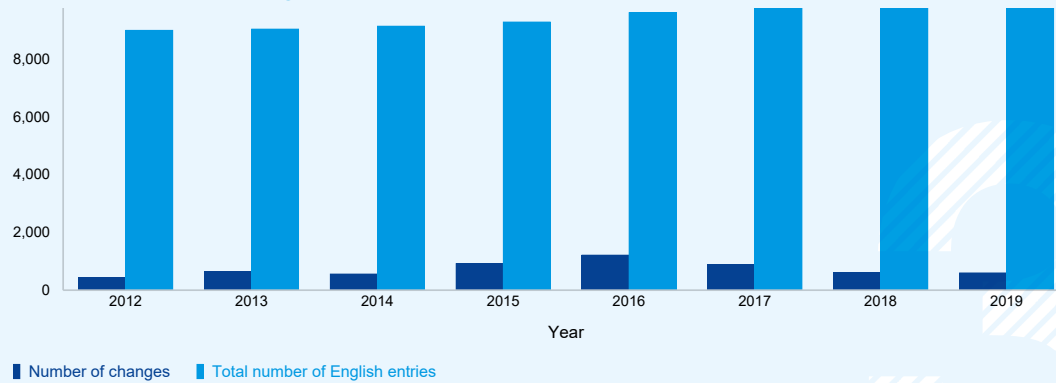
103. Nice Classification. The 2019 version of the 11th edition of the Nice Classification came into force on January 1, 2019. For the 2020 version of the 11th edition, Member States have adopted 627 modifications, including 402 new entries for improvement and clarification of the list of Goods and Services. The updating of this classification, taking into account developments in the market, is critical in order to enable harmonized classification practices across the globe, thus contributing to more efficient procedures for trademark protection. The Class Headings revision, which started in 2015, continued to be expanded to other classes (six classes were modified this year) and is expected to simplify the classification work by giving clearer guidance to users.

104. Locarno and Vienna Classifications. The Locarno Classification saw the 12th edition enter into force on January 1, 2019, reflecting 823 modifications and 19 new sub-classes. A survey on the future development of the Vienna Classification was conducted and the result was presented through the e-forum established for this classification.

Number of IPC groups, 2006–2020



Total number of changes made to the Nice Classification, 2012–2019



Development, Technical Assistance and Capacity Building

105. One of the objectives of the Development Agenda was to mainstream development across all programs of the Organization. This objective has largely been accomplished and all parts of the Organization are involved in the delivery of development services. This requires coordination between all sectors to ensure that their activities are mutually supportive in pursuit of the same results. For example, the programs relating to global infrastructure are delivered through the Global Infrastructure Sector. They are in strong demand from transition, developing and least developed countries. Effective delivery requires close cooperation between the Global Infrastructure Sector and the Development Sector, as well as the Transition and Developed Countries Department. Similarly, legislative advice is delivered through the various Divisions concern with substantive IP law and policy, but it cannot be effective without being placed in the context of the national strategies and plans that are supported through the Development Sector. The Development Sector, through its regional bureaux and the Least Developed Countries Division, plays a key role in coordinating the delivery of services from all other parts of the Organization to developing and least developed countries in areas concerned with innovation and what has traditionally been called industrial property. The Copyright and Creative Industries Sector coordinates and implements services to developing and least developed countries in the areas of copyright and related rights. The Transition and Developed Countries Department coordinates the delivery of services to transition countries.

106. Most other parts of this report have already described various forms of development cooperation. This part will focus particularly on technical assistance in the areas of national strategies and plans, and of human-resource capacity building.

107. In 2018, the number of technical assistance activities organized by WIPO increased by 12% compared to 2017, with 1,027 activities carried out in 132 developing and least developed countries.

Of these, the Development Sector organized 495 activities, which included awareness and training for IP administrations (29%), training for IP right-holders (22%), facilitation of policy dialogues, including on national IP strategies (11%), provision of business solutions/databases on IP rights (8%) and distance learning courses (21%). Such activities were spread across the full range of technical assistance IP fields.

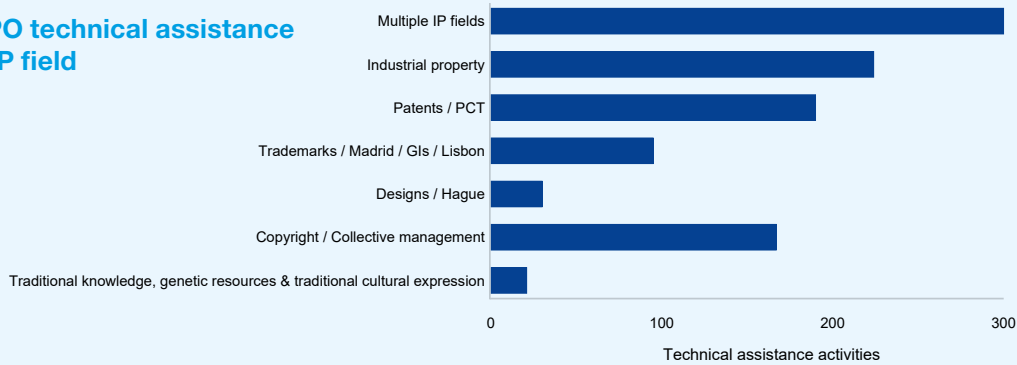
National IP strategies

108. The Secretariat continued to provide assistance to countries in the process of formulating, validating or implementing national IP strategies or plans. The development and implementation of national IP strategies and plans is increasingly considered as part of a fully structured results-based framework, with a view to ensuring greater coherence in development cooperation programming.

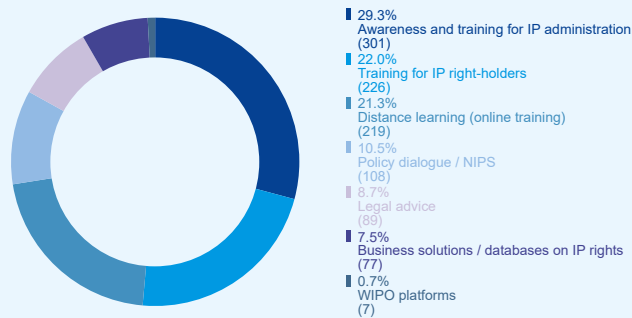
109. In 2018, a total of 78 developing countries overall, 23 of them least developed countries, had adopted national IP strategies or development plans. In the transition countries, Lithuania, Serbia and Slovakia adopted new national IP strategies, while Ukraine is finalizing its IP strategy. Bosnia and Herzegovina, North Macedonia and Uzbekistan are in the preliminary stages of assessing or developing new national IP strategies.

110. With a view to further assisting countries in the process of developing and implementing national strategies, a meeting of experts was convened to discuss possible improvements and updates of existing methodological tools provided by WIPO to interested Member States. A revised version of the current instruments, and a new tool on assistance in implementation, will be produced on the basis of the inputs, conclusions and recommendations of the expert meeting.

WIPO technical assistance by IP field



WIPO technical assistance by type of activity



Development Agenda

111. With the 10th anniversary of the Development Agenda, a large number of projects have come to fruition (32 Development Agenda projects were completed at the end of 2018). The substantive work triggered by these projects resulted in the mainstreaming of 22 Development Agenda projects in the work of the Organization. The project-based approach instituted by the Secretariat for the implementation of the Development Agenda recommendations has been well received by Member States, as demonstrated by the increasing number of new Development Agenda projects being proposed and accepted.

112. In 2018, the Committee on Development and Intellectual Property (CDIP) approved four new Development Agenda projects, namely: (i) Increasing the Role of Women in Innovation and Entrepreneurship, Encouraging Women in Developing Countries to Use the Intellectual Property System; (ii) Enhancing the Use of IP in the Soft-

ware Sector in African Countries; (iii) Revised Proposal for a Pilot Project on Copyright and the Distribution of Content in the Digital Environment; and (iv) Intellectual Property and Gastronomic Tourism in Peru and Other Developing Countries: Promoting the Development of Gastronomic Tourism through Intellectual Property.

113. In line with the Organization’s work on gender balance and increasing the role and participation of women in IP, an important decision on “Women and IP,” proposed by the Delegation of Mexico, was adopted in the framework of the CDIP under the agenda item on IP and Development.

114. The International Conference on IP and Development in May 2019, dedicated to the topic “How to Benefit from the IP System,” provided a high-level platform to discuss the views of international experts on the role of IP in assisting the development objectives of various developing countries, including promoting innovation and creativity and addressing global challenges. The

Conference was organized at the request of Member States and brought together some 250 participants, with another 260 viewers via webcast.

Least developed countries

115. Appropriate technology. The number of Member States already implementing, or interested in implementing, projects on the transfer of appropriate technology for development is steadily increasing. Currently, nine countries are at the stage of implementation. These projects proceed in accordance with the following steps: the establishment of a National Expert Group; the identification of development need areas; the preparation of patent search requests and reports; and the preparation of technology landscape reports to identify the most suitable appropriate technology for each identified need area. A number of initiatives are underway to create a center of excellence on the use of appropriate technology, including the documentation of success stories, and the preparation of a guide on the use of appropriate technology for development.

116. Specialized training for LDCs. Cooperation continued with the Government of Sweden, through the Swedish International Development Cooperation Agency (Sida) and the Swedish Patent and Registration Office (PRV), resulting in three new Training and Advisory Programs on IP Rights in the Global Economy for the Least Developed Countries (LDCs). In the period under review, these programs reached some 75 senior officials, representing ministries, universities and research centers, copyright collective management organizations, IP offices, judiciaries and the enterprise sector in LDCs, and resulted in 58 national projects, formulated and implemented by the participants.

Institutional cooperation in Africa

117. The signing of a tripartite agreement between WIPO, the *Organisation Africaine de la Propriété Intellectuelle* (OAPI) and the African Regional Intellectual Property Organization (ARIPO), was a milestone of inter-agency regional cooperation in sub-Saharan Africa. This strategic agreement allows WIPO to work coher-

ently with the two subregional organizations, which together represent 36 countries. This is expected to result not only in coordinated efforts, avoiding duplication, but also in more appropriate and comprehensive responses to Member States' technical assistance demands.

Small and medium enterprises (SMEs) and entrepreneurship support

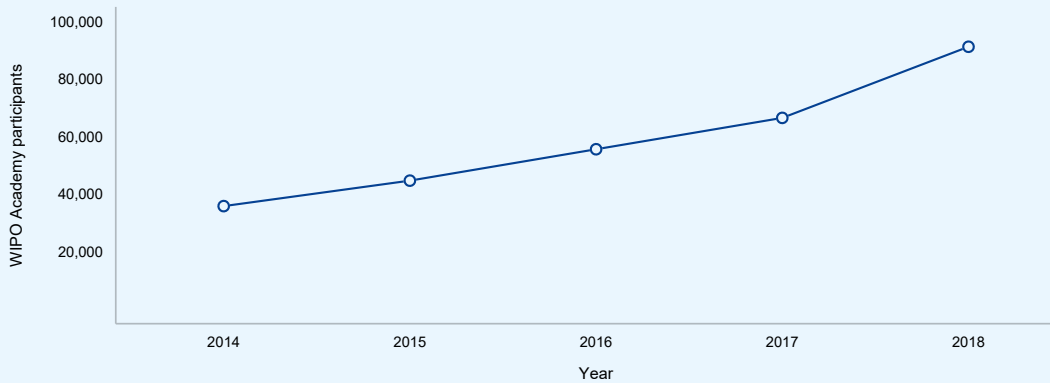
118. A series of programs and initiatives were conducted to address the specific needs of SMEs, the commercialization of government-funded research and development, the establishment of IP and licensing capacity in universities, and building linkages between research institutions and industry.

WIPO Academy

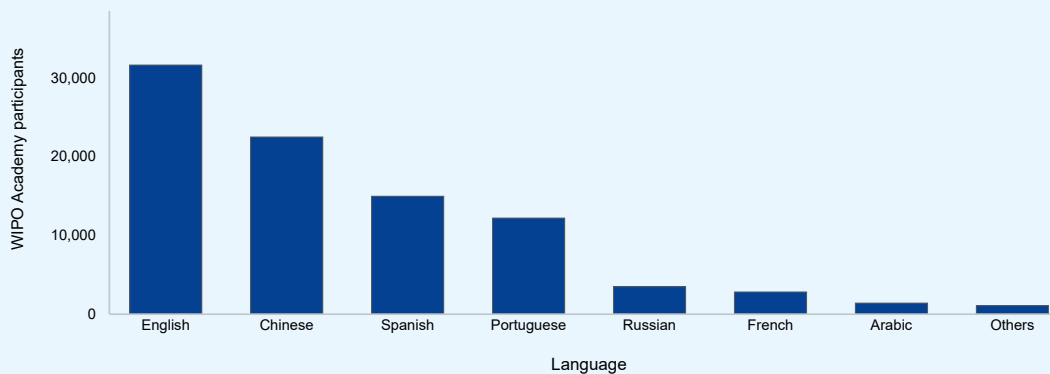
119. Over the last 12 months, the Academy has seen record levels of participation in its courses. Over 90,000 individuals participated in WIPO Academy courses in 2018, representing a 37% increase compared with 2017. The quality and accessibility of the Academy's Distance Learning Program continues to be the main driver of this unprecedented growth in demand for the development of human capacity in the field of IP. All of the Academy's courses are offered globally and in a diverse range of languages. Government officials from WIPO Member States continue to benefit from scholarships, fee waivers and the fee reductions that were introduced in 2016.

120. Also noteworthy are the achievements with respect to gender equality in the Academy's courses. In 2018, 52% of participants were women. In line with WIPO's commitment to gender equality in IP education, a blended learning course on IP and science was organized for female scientists from the L'Oréal-UNESCO For Women in Science Programme for the first time in 2018 and repeated again in 2019. Geographical diversity also continues to be an important parameter in ensuring the richness and relevance of the Academy's training programs. In 2018, the majority of the Academy's professional development training courses, Summer Schools and Joint Master's programs were offered in developing

WIPO Academy course participants, 2014–2018



WIPO Academy online course participants by language, 2018



countries, least developed countries and countries in transition.

121. With demand for places on its courses increasing by 155% since 2014, the WIPO Academy has had to be innovative in the way it responds. Partnerships with IP offices to support the delivery of distance learning courses is one example of new approaches. Cooperation Agreements with the *Instituto Nacional da Propriedade Industrial* (INPI) Brazil and the China Intellectual Property Training Centre (CIPTC) have enabled greater access to the Academy's distance learning courses and have helped contain costs. A new model for the hosting of WIPO Summer Schools also allowed increases in the number of Summer Schools and the level of participation in 2018, which rose from 389 participants to 575, an increase of nearly 50%. This was achieved without any increase to the resources deployed. In 2018, the Academy offered 22 professional develop-

ment-training courses in partnership with 22 partner institutions, of which 14 were institutions from developing countries and countries in transition.

122. Customization of the Academy's distance learning courses is another good example of responding directly to the IP education and training needs of WIPO Member States and finding innovative ways to manage demand. The same trend is confirmed by the Academy's work to support Member States in establishing their own national IP training institutions, empowering them to design and deliver their own training to meet their specific needs with the support of WIPO.

123. Aware that accessibility to IP education and training continues to remain a high priority, the WIPO Academy continued to study, together with WIPO's Advanced Technology Applications Center (ATAC), the possibility of introducing digital tutors for its online courses.

Global Reference Resources

Intellectual property statistics

124. IP statistics continue to be a key performance metric for a large variety of decision-makers. Patent and trademark offices worldwide rely on IP statistics to manage and plan their operations. Policymakers and researchers employ IP statistics to analyze the innovation performance of individual companies, industrial sectors, regions and economies at large.

125. WIPO has long devoted substantial efforts and resources towards collecting and reporting statistical information on IP activity worldwide. With the generous support of Member States, we have continuously expanded the geographical coverage of our statistics. For 2018, we received a record 140 responses to our annual statistics questionnaire – a notable jump on 2017.

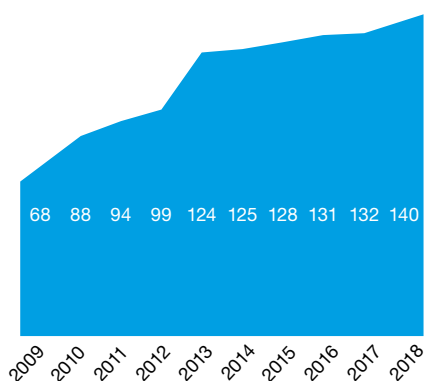
126. WIPO's statistical data are freely available to the public. The IP Statistics Data Center on the WIPO website provides raw data and offers customized downloads. Our flagship *World Intellectual Property Indicators* report and the shorter *IP Facts & Figures* publication discuss the latest statistical trends in IP use worldwide. The 2018 edition of the *World Intellectual Property Indicators* also provided a summary of available patent litigation statistics. Dedicated *Yearly Reviews* of the PCT, Madrid and Hague Systems discuss the main statistical trends in the use of WIPO's Global IP Systems.

127. Building on efforts from last year, we have expanded our statistical activities to the creative economy. Together with the International Publishers Association (IPA), we are planning to publish in 2019 the results of the second survey of global publishing activity. The survey covered the main publishing market segments and gathered statistical data on the number of titles published and the revenue generated by publishing activity in 2017. We were encouraged to see a notable increase in the number of responses to our survey – from 35 last year to 53 this year. While there are still important data gaps and discrepancies in statistical definition, we will strive to further expand the survey's coverage and harmonize the data collection methods.

Global Innovation Index

128. The release of the *Global Innovation Index* (GII) – which WIPO co-publishes with Cornell University and INSEAD – has evolved into a much-anticipated annual event. In 2019, we announced the latest ranking of innovation performance in New Delhi, at an event organized in cooperation with the Government of India and the Confederation of Indian Industry (CII). In addition to the CII, the National Confederation of Industry of Brazil, the Brazilian Service of Support to Micro and Small Enterprises and Dassault Systèmes provided valuable inputs as knowledge partners in the development of the GII.

Number of IP offices responding to annual Statistics Survey, 2009–2018



129. As in previous years, the innovation performance ranking of 129 economies was at the heart of the 2019 GII. A ranking of the world's top 100 science and technology clusters offers a complementary perspective on where innovation activity is most vibrant. The theme of this year's GII was "Creating Healthy Lives – The Future of Medical Innovation." It explored how medical innovation is contributing to better health outcomes and what might be some of the major technological trends shaping the future of healthcare.



130. Over the years, we have been glad to see many Member States embracing the GII to gain insight into the strengths and weaknesses of their national innovation systems. Based on the GII, governments have brought together the various national stakeholders that make up an innovation system, with a view to strengthening and refining the policy framework that promotes a vibrant innovation economy. Where we can, we have supported such initiatives and will continue to do so in the future.

131. The GII has evolved into a powerful vehicle to communicate the importance of innovation to future prosperity and human development. This is central to WIPO's mission. We plan to sustain and strengthen the GII's role in continuously evaluating innovation performance around the world.

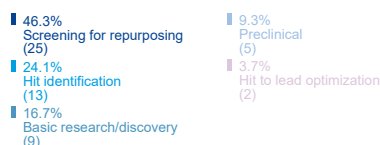
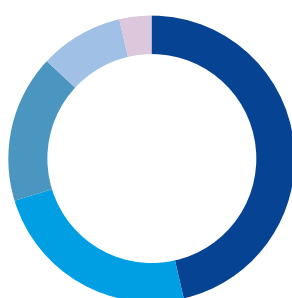
Economic studies

132. In addition to the collection and publication of statistics and international benchmarking, WIPO promotes evidence-based decision-making by conducting a variety of economic studies. Over the past 12 months, we completed a number of development-related studies for the CDIP. These included a detailed investigation into the use of industrial designs in Southeast Asia and a series of studies exploring the role of IP in the mining industry. We published the first studies under our new creative economy research pillar, which focused on the income situation of creative professionals in the digital age. Finally, the preparation of a new *World Intellectual Property Report* is under way, which will explore the global geography of innovation. It will be published in the fall of 2019.



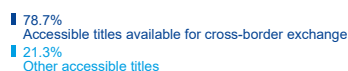
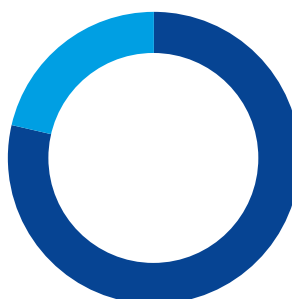
Public–Private Partnerships

Development stage of active WIPO Re:Search collaborations, 2019



Source: BVGH

Accessible titles available through the ABC and titles available for cross-border exchange, 2019



133. The public–private partnerships established and managed by the Organization continue to gather strength and to make valuable contributions, in particular, to the Sustainable Development Goals (SDGs).

WIPO Re:Search

134. WIPO Re:Search, a public–private partnership led by WIPO and BIO Ventures for Global Health (BVGH), mobilizes intellectual property to catalyze R&D for neglected tropical diseases, malaria and tuberculosis. By June 2019, it had 141 members from 41 countries, an increase of six members over the previous 12 months.

135. The consortium has established 152 collaboration agreements, including 56 active agreements and nine advancing agreements that have reached initial scientific milestones and are progressing to subsequent R&D stages.

136. Through a renewed Funds-in-Trust grant by the Government of Australia (FIT2), WIPO Re:Search placed scientists from developing countries and least developed countries at advanced research institutes in Australia and the United States for sabbaticals ranging from three to 12 months. Eight fellows from Bangladesh, Indonesia (3), Kenya, Madagascar, Papua New Guinea and the United Republic of Tanzania completed sabbaticals over the past year, bringing the total number of participants in the FIT2 WIPO Re:Search fellows program (2017–2019) to 14. The majority of fellowships focused on malaria research and development.

Accessible Books Consortium (ABC)

137. It has been five years since ABC was launched within the context of the SCCR by WIPO and its founding partners, the World Blind Union, the DAISY Consortium, the International Federation of Library Associations (IFLA), the International Authors Forum (IAF), the International Federation of Reproduction Rights Organisations (IFRRO) and the International Publishers Association (IPA). Since its founding, the consortium has produced excellent results.

138. The ABC Global Book Service makes books and published works in accessible formats available for international exchange. Sixty-one (61) authorized entities, which facilitate exchanges, have joined the service, an increase of over 60% since last year. ABC is currently in discussion with an additional 50 prospective authorized entities. The Book Service now has available a repertoire of over 540,000 titles in 76 languages, with 425,000 of those titles available for cross-border exchange free from clearance formalities under the conditions of the Marrakesh Treaty.

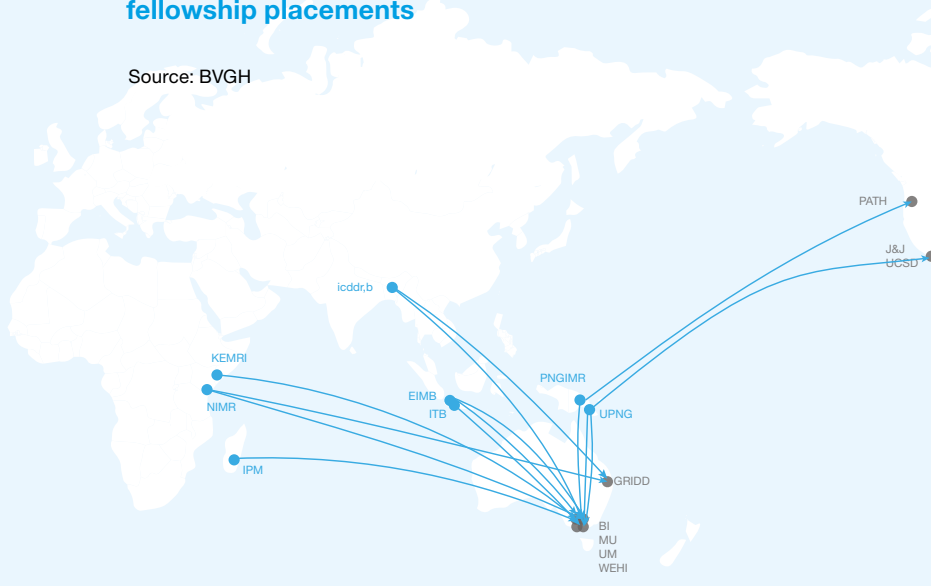


New WIPO Re:Search Members, June 2018–June 2019

Source: BVGH

WIPO Re:Search FIT 2 fellowship placements

Source: BVGH



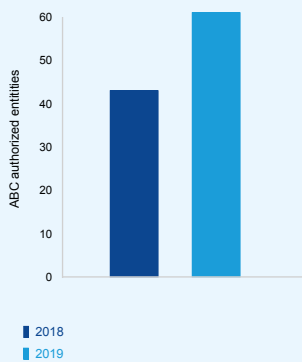
Fellow Institutes

- EIMB Eijkman Institute for Molecular Biology
- icddr,b International Centre for Diarrhoeal Disease Research, Bangladesh
- IPM Institut Pasteur de Madagascar
- ITB Institut Teknologi Bandung
- KEMRI Kenya Medical Research Institute
- NIMR National Institute for Medical Research
- PNGIMR Papua New Guinea Institute of Medical Research
- UPNG University of Papua New Guinea

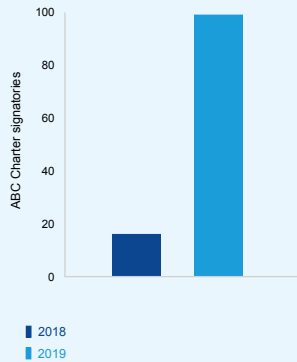
Host Institutes

- BI Burnet Institute
- GRIDD Griffith Institute for Drug Discovery
- J&J Johnson & Johnson
- MU Monash University
- UM University of Melbourne
- WEHI Walter and Eliza Hall Institute of Medical Research
- UCSD University of California, San Diego

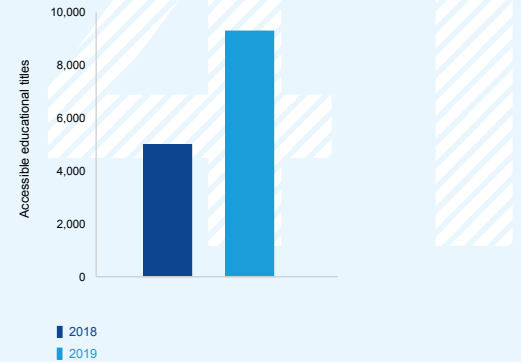
Authorized entities in the ABC Global Book Service, 2018–2019



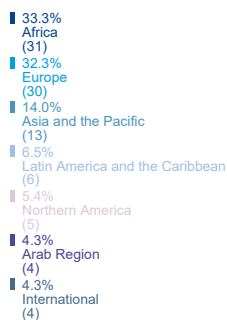
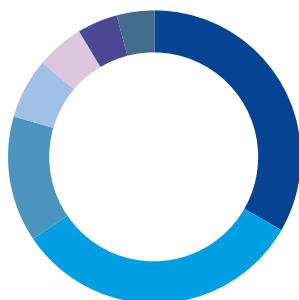
Signatories of the ABC Charter for Accessible Publishing, 2018–2019



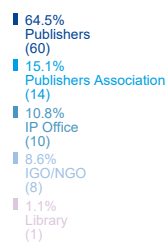
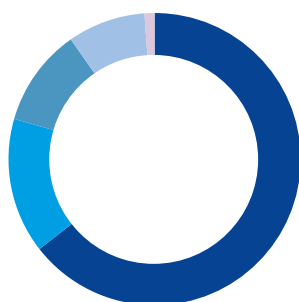
Educational titles produced in national languages in accessible formats through ABC training and technical assistance, 2018–2019



Publishers Circle signatories by region



Publishers Circle signatories by category



139. In the context of its capacity-building activities, ABC promotes the production and publication of educational titles in national languages in accessible formats. With the assistance of funding from the Government of Australia, a total of 9,300 such educational titles have been published in developing and least developed countries.

140. The third major focus of ABC is the promotion of accessible publishing (“born accessible”) through the ABC Charter for Accessible Publishing. Ninety-nine (99) publishers have signed the charter, with 57 publishers joining *en masse* through the Brazilian Publishers Association.

Publishers Circle

141. The Publishers Circle project was launched in 2018 as a public–private partnership to promote the transfer of knowledge, the development of capacity and the promotion of professional standards in the publishing sector in developing countries, based on a sound copyright legal framework. Ninety-one (91) entities have signed the Charter for the Publishers Circle and a number of projects are being formulated in several developing countries.

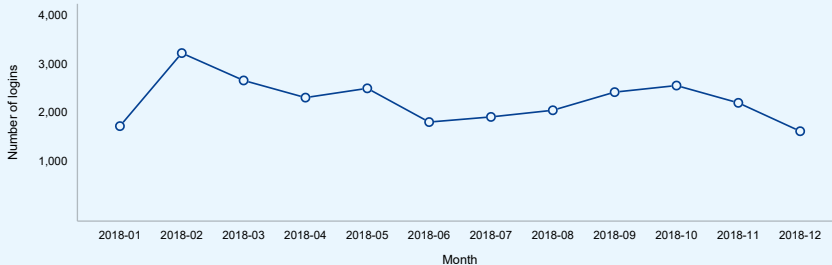
Access to Research for Development and Innovation (ARDI)

142. WIPO’s ARDI program aims to increase the availability of scientific and technical journals for free or at a low cost to developing and least developed countries through a public–private partnership with the publishing industry. The volume of content in the ARDI program continues to increase, with access to nearly 39,000 peer-reviewed journals, e-books and reference works, primarily in pure and applied sciences. The number of registered institutional users also continues to grow at a substantial rate, with over 1,800 institutions registered. ARDI is also part of the Research4Life partnership, which includes four other programs run by United Nations agencies that in total provide, for researchers in more than 9,000 institutions in over 120 low- and middle-income countries, free or low-cost access to nearly 100,000 leading journals and books in the fields of health, agriculture, environment, and applied sciences. ARDI continues to be widely used, with monthly logins during 2018 ranging between 1,611 and 3,224.

Access to Specialized Patent Information (ASPI)

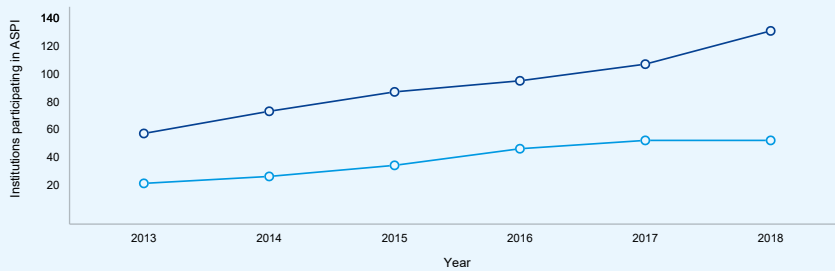
143. The number of institutions receiving free or low-cost access to commercial patent databases through the Access to Specialized Patent Information (ASPI) program has remained generally constant, with 52 active institutions. The number of institutions having requested to participate in ASPI has risen to 131 registered institutions, reflecting a high level of interest in the program. The number of providers contributing their commercial patent databases to ASPI increased to nine as of late 2018, including a new patent database specializing in traditional medicine, expanding the range of services from which potential beneficiaries of the program can select.

ARDI logins per month, 2018



ARDI logins in 2018

Number of registered and active institutions participating in ASPI, 2013–2018



Registered institutions Active institutions

Inventor Assistance Program

144. The Inventor Assistance Program (IAP) aims to level the playing field for inventors who have great ideas but struggle to secure patents due to a lack of funds. This public–private partnership helps those inventors to obtain professional support from patent experts who offer legal services at no cost to the inventors – a boost for individual innovators, as well as their countries’ economic development. The program operates in five countries: Ecuador, Colombia, Morocco, the Philippines and South Africa. Six inventors have now secured patents with assistance from the program and the number of beneficiaries grew by 88% in 2018. The IAP also welcomed its 100th volunteer patent specialist providing *pro bono* services.

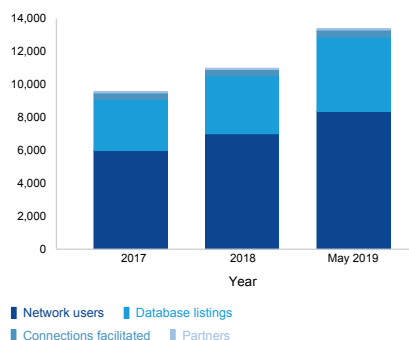
Inventor Assistance Program

88%
more inventors
selected in 2018

100th
volunteer
accepted in
the program

6
patents
granted with
IAP assistance

Expansion of the WIPO GREEN platform, 2017–2019



WIPO GREEN

145. WIPO GREEN is a global marketplace that promotes green technology innovation and diffusion, particularly in developing countries. In the past year, WIPO GREEN continued its rapid growth, counting 86 partners, over 8,370 network users in over 170 countries, more than 4,500 database listings of green technologies, needs and expertise, and over 400 connections facilitated.

146. A major accomplishment in 2018 was the culmination of three deals catalyzed by WIPO GREEN, resulting from WIPO GREEN’s Matchmaking Event at the Asia Clean Energy Forum (ACEF) in Manila, Philippines. Indonesian social enterprise, the Green School, joined forces with US-based startup Zero Mass Water to generate drinking water from sunlight and air using hydropanels; Okra Solar and *Entrepreneurs du Monde* distributed solar power systems to improve rural electricity access in rural Cambodia; and the GREEN School and Indonesian NGO IDEP Foundation will collaborate on a gray water filtration system.

147. WIPO GREEN released a *Matchmaking Impact Story* in June 2018, highlighting an important collaboration between companies Cubo Environmental Technologies and Susteq that will make safe drinking water more accessible in rural Kenya and Nigeria. This was published in a newly launched series that will feature deals facilitated by WIPO GREEN.

148. In February 2019, WIPO GREEN launched its Strategic Plan 2019–2023, which sets forth clear goals and objectives for the public–private partnership and provides a roadmap that will enable WIPO GREEN to advance its mission in the coming five years. Some of the key elements of the ambitious new plan involve upgrading the database, reaching a critical mass of green technologies listed on the database and strengthening the communications and marketing functions.

External Offices

149. Following the decision of the Member States in 2016 to establish two new External Offices in Algeria and Nigeria, and further to the approval by the WIPO Coordination Committee in 2017 of the Host Country Agreements for these two new offices, the Secretariat continued to engage closely with both host countries to see these new offices open as soon as possible. The Government of Algeria has provided a new building to house the External Office, which fully meets WIPO's functional requirements and UN security requirements. The competition to select a Director for the Algeria Office was completed in late 2018 and the Director deployed to the new office in February 2019. Since that time, the Director has been engaging with officials in Algiers to settle on a plan of work for the office in accordance with WIPO's results framework and Algeria's needs. In addition, there has been much for the Director to do to make the office functional in as short a time as possible, particularly with respect to integration of the office with WIPO's IT network. As the year proceeds, we anticipate that the tempo of mandate implementation will increase as these establishment issues are dealt with. In the case of Nigeria, the Secretariat has been engaged in discussions with the Government and suitable premises have now been secured. We fully expect to commence with mandate implementation in Nigeria by the end of the year.

150. Meanwhile, the existing network of WIPO External Offices – in Rio de Janeiro (covering Brazil), Beijing (covering China), Tokyo (covering Japan), Moscow (covering the Russian Federation) and Singapore (covering the countries of ASEAN) – continues to deliver notable outcomes. Brazil acceded to the Madrid Protocol in July 2019 and this was preceded and facilitated by significant support on request over a considerable period of time from the WIPO Brazil Office (WBO), explaining the operation, functionality and benefits of the international trademark system to the numerous stakeholders in the country. The WIPO Japan Office (WJO) and the WIPO Office in China (WOC) continued to devote attention to providing tailored information and advice on the operation of WIPO's Global IP Services to users and potential users. These efforts contributed to the rises in usage of the Services in both markets over the reporting period. The WIPO Office in the Russian Federation (WRO) has engaged with relevant organs of the Government over several years to develop a Model WIPO IP Policy Template for Universities and Research Institutions. This culminated in the approval of the policy and its distribution to more than 1,000 academic and research institutions, to assist

them identify, protect and utilize the IP that they generate. The WIPO Singapore Office (WSO) has developed a very close and productive network of relationships with private sector associations throughout ASEAN, including national and regional IP associations and national chambers of commerce and industry, and these were leveraged during the reporting period to promote WIPO's Global IP Services as well as the platforms and tools that the Organization offers.



Photo: WIPO Algeria Office

The new WIPO Office in Algeria opened its doors in February 2019.

151. Looking ahead, a priority will be to ensure that all systems and infrastructure are in place in the new Offices in Algeria and Nigeria so that they are able to contribute fully to mandate implementation as the first presence of the Organization on the ground in Africa. The Secretariat will continue to backstop Member States negotiations on any additional new WIPO External Offices and implement any decisions on this matter that may be forthcoming. It is anticipated that Member States in the Program and Budget Committee in 2020 may discuss the terms of reference for the evaluation of the WIPO External Office network, which is mandated for 2021. The Secretariat will be ready to respond as appropriate to any developments.

Communications

152. Integrated, multi-channel communications campaigns continued to increase the visibility of WIPO's work and enhance its reputation. In the last year, innovative approaches again helped set all-time records on key engagement metrics, and investment in modern platforms such as the "virtual library" is laying the foundation to increase WIPO's visibility even more in the future.

153. Ensuring that Member States are informed about WIPO's latest developments remains a key priority. The WIPO Delegate App, released in the last quarter of 2017, now has a solid base of 1,815 registered users.

154. The WIPO e-newsletter mailing platform, including the Member State-focused WIPO Wire, delivers 22 topic-specific newsletters in multiple languages to subscribers worldwide. Since the last Assemblies, the platform sent a total of 918 newsletters, which were opened 1.6 million times and which generated 256,000 click-throughs to additional WIPO content. WIPO Wire, published in all six official languages, reaches the widest newsletter audience of 18,000 subscribers in 170 countries.

155. World IP Day has, over the past 19 years, developed into a powerful campaign for educating the general public about the role and value of IP in today's world. Through strong collaboration with Member States, civil society and academia, the campaign peaked again in 2019 with the participation of over 136 countries. Nearly 630 events were held during the campaign period; some Member States sponsored extended celebrations over several days and some later in the year, all using the current year's theme. This is a positive trend that helps solidify the awareness built by the campaign.

156. This year's theme, Reach for Gold: IP and Sports, generated strong

engagement in events and content that explored the full mix of IP rights underpinning the sports industry. Global digital engagement activity across all WIPO channels helped the campaign achieve a new peak, delivering more than 1.75 million impressions; web page views reached another all-time record of 110,000; Twitter delivered 750,000 impressions, and LinkedIn generated over 130,000 impressions (an 18% increase).

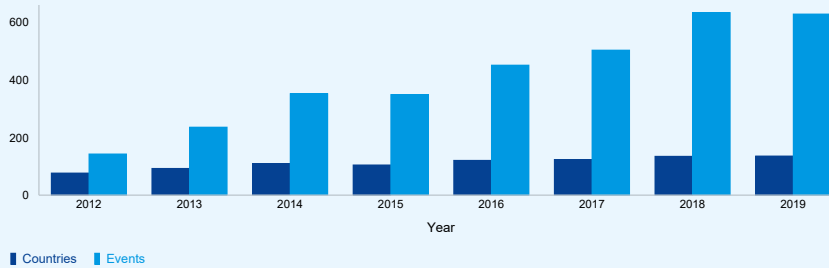
157. Media organizations across the globe published thousands of articles on World IP Day, supported by a press release featuring new data on the top sports-related PCT applications.

158. The *WIPO Magazine* targets the general public audience with IP-focused articles carefully curated by WIPO. Published six times a year, it reaches 22,830 subscribers through both digital and print formats. An additional special issue was published for the International Conference on building respect for IP in South Africa in October 2018. Up until July 2019, the *WIPO Magazine* has been published in English, French and Spanish. To reach an even wider global readership, the magazine will be published in all the official languages of the Organization as of the present Assemblies.

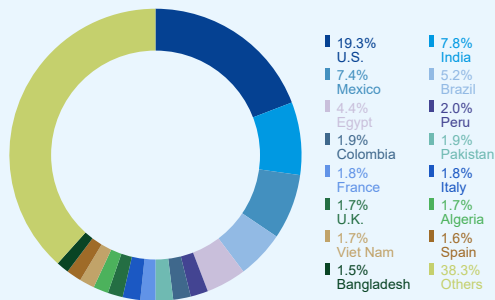
159. The WIPO website generated 143.8 million page views, up 26% since the last Assemblies, through the use of more images on the home page, as well as embedded videos, graphics and other content formats. The *WIPO Technology Trends* webpage featured an innovative, pre-designed search index of AI technologies, helping introduce visitors to the power of the PATENTSCOPE database. To keep pace with industry developments, a visitor survey and benchmarking exercise was completed, resulting in recommendations to modify layouts on key pages of the website and to replace the



Countries and events celebrating World IP Day 2019



WIPO Facebook fans by country, 2019



13-year-old web content management system. Updating the platform will provide a cutting-edge web experience for WIPO’s external audiences while enabling a more efficient content management model.

160. On Twitter, WIPO’s 67,400 followers engaged with WIPO’s messages, generating some 9.6 million impressions, 16,271 retweets and 27,740 likes over the reporting period.

161. WIPO’s Facebook presence was expanded beyond its historical World IP Day-only focus and successfully established a geographically diverse community of followers, reaching 55,000 in 2019 so far.

162. Organizational use of LinkedIn intensified: engagement with WIPO content rose, generating nearly 2.4 million impressions since the last Assemblies. A LinkedIn Life page – which focuses on the Organization’s culture and em-

ployee experiences – has been launched for the 2019 Assemblies, in cooperation with the Human Resources Management Department. Other features in LinkedIn such as “private groups” are being leveraged to create dialogue forums for specific WIPO programs such as the WIPO Academy.

163. The WIPO Flickr site, populated with 12,345 photos, presents visual snapshots of the full range of WIPO events and stakeholders. The platform delivered more than 2.5 million new views in the past year, while lifetime views exceeded 9.4 million.

164. The WIPO YouTube channel continues to serve as the home of all WIPO videos. Since the last Assemblies, WIPO videos on its YouTube channel were viewed 2.7 million times, driven by the addition of 250 new videos covering news, explanations of new IP services and products, and more. Lifetime views of WIPO videos passed the 18 million mark.



Photo: WIPO / B. Apercé

WIPO's newly designed exhibition stand at INTA 2019, in Boston, MA.

165. Video content in the past year focused on organizational news coverage, such as treaty accessions, that underscored Member States' strong multilateral engagement with WIPO.

166. Media coverage delivered over 55,000 media hits, of which 95% were either positive or neutral. WIPO quotes, photos, data and graphs featuring content from flagship publications and other organizational news were picked up in high-profile outlets in every geographic region. The media releases were complemented by a wide range of images, graphics and data visualizations which were cross-promoted on WIPO's digital channels.

167. WIPO's knowledge products were increasingly leveraged, by increasing their distribution, to reinforce WIPO's position as the world's leading authority and reference source on global IP information and issues. Over 1,800 publications, up 10% over the last year, were available under WIPO's Open Access Policy and were downloaded more than 2.9 million times; 1,000 titles were made available via Google Books; and the number of national IP repositories with collections of core WIPO publications grew to 124. To further increase the availability of these organizational assets, a multi-phase initiative has begun to digitize the reference library, using state-of-the-art technologies to catalogue WIPO's holdings and present the collection through a cloud-based digital platform. The expansion from a "physical-

only" to a "virtual" library will raise WIPO's visibility among IP knowledge brokers and practitioners worldwide.

168. Six flagship reports were published since the last Assemblies, all of which were enriched with multimedia content. Executive summaries of the *Yearly Reviews* documenting the performance of WIPO's Global IP Services were published in the six official languages to ensure reach into a wider global audience.

169. The creative look of WIPO's communication products continued to evolve, focusing on presenting bright, clean, modern designs, clear messaging and easy-to-read formatting. WIPO's presence at trade fairs was revitalized with a new visual identity and supporting digital elements. Launched at the 2019 International Trademark Association (INTA) Annual Meeting, the new look presents a consistent WIPO brand image at key events.

170. The implementation of Organization-wide principles and standards continued to guide customer service engagement. A new, aligned, customer satisfaction model was finalized and is being incorporated into the 2019 satisfaction surveys for the PCT and Madrid Systems. Consistent treatment of incoming email and phone inquiries was ensured across the Organization, and approximately 40,000 inquiries were managed since the last Assemblies.

Administrative Support Services

Procurement and travel

171. Resources outside the Secretariat provide valuable additional skills and expertise to support the implementation of work plans. The recourse to external contractors, whether companies or individuals, requires transparent, fair and compliant procurement processes as established in previous years, but also agility and flexibility to ensure timely completion of projects.

172. As more than a third of WIPO expenditure is IT-related, an experienced procurement team is now dedicated to IT-related projects. Overall, procurement staff skills continued to be enhanced, as all buyers have now completed specialized training in public procurement and the procurement managers have participated in conferences on digitization, artificial intelligence and cloud solutions.

173. Following the trend begun in 2017, the number of long-term agreements (LTAs) increased in 2018, with 58% of WIPO's procurement expenditure (CHF 119,969,579) spent through LTAs. This shift has reduced the time-to-procure from several months for a typical tender to a few weeks under an LTA, increasing our agility and reducing the need for alternative procedures to competition. The WIPO e-tendering tool has also been integrated with the United Nations Global Marketplace (UNGM), to reinforce UN cooperation and facilitate suppliers' access to our tenders. Of WIPO strategic suppliers, 87% were subject to a vendor performance assessment. In 2018, the savings derived from negotiations equaled CHF 4.6 million.

174. As announced last year, the efforts undertaken to reduce travel costs delivered very positive results. After a stabilization in travel costs in 2017, further savings were achieved on the travel service fee (the cost of the travel agency), the average ticket fare and the total travel expenditure. These savings come from an extremely high adoption rate of the online booking tool (74% of tickets outside those issued through the United Nations Development Programme), corporate fare negotiations, and a higher proportion of travel authorizations submitted on time, resulting from stricter monitoring of the advance purchase policy implemented. WIPO compliance rate to the 16 days advance purchase rule increased from 70% in 2017 to 83% in 2018. In 2018, WIPO developed a new travel and meeting tool, integrated in our enterprise resource planning (ERP) system, which went live in 2019 and will enable further administrative efficiency gains.

Travel costs, 2014–2018

Year	Average service fee (CHF)	Average ticket fare (CHF)	Total travel expenditure (CHF millions)	Compliance rate to the 16 days advance purchase rule
2014	119	1,598	20.3	–
2015	95	1,481	21.4	–
2016	92	1,315	18.6	68%
2017	94	1,333	20.3	70%
2018	71	1,269	19.3	83%



Premises infrastructure

175. WIPO has placed its environmental responsibility at the level of a strategic objective and is actively “walking the talk” in its premises management, upkeep and future renovation planning. Based on the model introduced several biennia ago, all building infrastructure-related maintenance, upgrading and renovations are examined through an environmental lens in order to identify those items that would contribute to reducing the Organization’s energy consumption and therefore its carbon footprint.

176. Two significant illustrations of this principle were implemented in 2019. The first was the replacement of the neon tubes in the AB Building by new technology (LED) light fixtures, consuming considerably less energy and producing almost no heat, which is particularly advantageous in the summer period. The second was the renovation of the insulation of the façade of the PCT Building, which will avoid the need to overheat the office floors in order to provide warmer temperature levels in the winter period.

Security and information assurance

177. WIPO continues to prioritize the security of its staff, information and physical assets in the light of evolving cyber and security risks. Investments continued in improving WIPO’s information security posture through the implementation of a number of information assurance strategies. These strategies included enhanced training and awareness of staff on information security threats and acceptable behaviors. WIPO’s 24/7 Information Security Operations Center (ISOC) is now fully operational and effectively monitors WIPO’s ICT environment for malicious activity, periodically scans WIPO’s information systems for vulnerabilities and responds to information security incidents in a timely manner.

178. Over the course of 2018, no physical harm occurred to WIPO staff, property or assets. As staff and non-staff travelled on capacity-building and technical assistance missions, WIPO, as part of its duty of care, provided security support to a total of 139 activities in 66 countries, where 21 security incidents required follow-up with staff to ensure their safety. The Organization also established a Threat and Risk Service that constantly assesses risks to all WIPO offices, conferences and events. WIPO supported the safe, secure and successful delivery of 164 conferences and 168 events hosting 23,100 guests without any major incidents.

Conference and general services

179. Our conference services are critical to the Organization’s capacity to provide a forum for multilateral dialogue and negotiation between Member States. In 2018, some 9,200 participants were registered for 297 days of WIPO committees and meetings in our Geneva conference premises. Delegates’ satisfaction rate with conference services remained high at 98%.

180. Quality and efficiency are twin drivers of our work on conference and general services. The focus on efficiency and streamlining delivered an 18% cut in the cost per printed page by our printing services compared to 2017, and saw the staff costs of our mailing services reduced by 30%.



Photo: WIPO / Berrod

A traditional sake barrel-cracking ceremony during the Africa Japan Night cultural event celebrating the 10th anniversary of Japan Funds-in-Trust for Africa & Least Developed Countries.

The inaugural Intellectual Property Judges Forum was held at WIPO headquarters in November 2018.

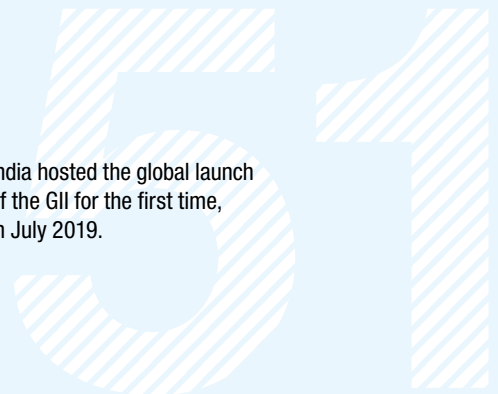


Photo: WIPO / Berrod



Photo: WIPO / H. Chawla

India hosted the global launch of the GII for the first time, in July 2019.



Human Resources

181. WIPO's most important asset is its workforce. It forms the core of the Organization and is responsible for delivering its programs and activities.

182. WIPO must ensure that it remains competitive and keeps up with emerging technologies. In this respect, the workforce must remain agile, and providing it with the necessary skills set through learning and training is essential. Hence, staff development is crucial to the renewal and updating of skills. At the same time, WIPO recognizes the importance of effective talent sourcing to maintaining a diverse and agile workforce. In this regard, engagement with unrepresented Member States through the Focal Point Initiative has resulted in a significant increase of applications from their nationals and in five previously unrepresented Member States being represented among WIPO staff since July 2018.

183. WIPO is implementing its organizational Gender Action Plan 2019–2021. The action plan focuses on six strategic areas: (i) leadership and accountability, (ii) recruitment and selection, (iii) talent management/staff development, (iv) creating an enabling environment, (v) communication and advocacy, and (vi) monitoring and reporting. In respect of recruitment and selection, recent data show positive changes relating to female candidates. In the last three years from 2016 to 2018, the percentage of female candidates who were selected for vacant positions (P4 to D2) has been increasing and in 2018, 42% of those selected for appointments at these grade levels were women, compared with 22% in 2016. The Organization is striving to establish and sustain this trend.

184. The WIPO Rewards and Recognition Program continues to demonstrate WIPO's culture of appreciation of the contributions of its staff at the individual and collective levels, which make possible the achievement of our mandate. In 2019, a new category of non-monetary reward was added to recognize special contributions, through voluntary service, to the internal functioning of the Organization. Such voluntary service includes service on the WIPO Appeal Board and the Joint Advisory Group, two administrative bodies with staff participation that advise the Director General on staff appeals and on personnel and administrative matters, respectively. Furthermore, we have ensured that our Rewards and Recognition Program is aligned with the principles and guidelines issued by the International Civil Service Commission.

185. WIPO participated in the UN system-wide Safe Space: Survey on Sexual Harassment in our Workplace, in 2018, and launched a series of initiatives as part of an Organization-wide campaign on a Respectful and Harmonious Workplace. The latter campaign aims to raise awareness of what is appropriate behavior and what is not, as well as to ensure that personnel can easily find information on what to do and where to obtain advice and assistance in case any issue arises. This started with my message on the outcome of the survey, reminding WIPO personnel of the Organization's zero tolerance towards sexual or any other form of harassment. We will be engaging managers, staff and non-staff personnel as part of the training and awareness-raising component of the campaign. A new mandatory online training, Working Together Harmoniously, was launched in May 2019, and mandatory in-person training sessions are also being held. In parallel, the Organization's legal and policy framework will be reviewed to make any necessary adjustments.

186. Staff well-being remains very much at the heart of new initiatives and activities, and I strongly believe in the principle of work–life balance. The Organization strives to provide an enabling environment in order for staff to manage time effectively by balancing private commitments with career goals. In particular, based on a proposal to the Program and Budget Committee in September 2018, the Organization assessed the prospective needs and the scope of services that could be offered to staff with respect to the provision of daycare for pre-school age children. On the basis of the findings of a working group established for this purpose, including the results of staff surveys conducted in February and March 2019, a pilot program will be launched in September 2019 with a crèche located near the WIPO campus in Geneva. A limited number of places will be assigned on a first-come, first-served basis to interested WIPO staff members, and WIPO will provide a financial contribution to the crèche for places assigned to its staff, based on their gross family income, in line with a model already in place at the International Labour Organization (ILO).

187. A new Policy on Time Management and Flexible Working Arrangements was launched on January 1, 2019. It was established following recommendations made by a working group with staff participation. In line with this new policy, the historical clocking system was abolished and staff members can now request to follow two types of flexible working arrangements, subject to organizational needs: staggered working hours, with flexible times of arrival at and departure from work, and/or compressed working hours, which allow them to have a half-day or full day off on a regular basis by working up to one more hour per day during a predefined period.

188. In July 2018, the Medical Services Section of the United Nations Office at Geneva (UNOG-MSS) ceased providing medical services to WIPO. The Organization recruited a Senior Medical Adviser who provides advice and services to the WIPO Administration on occupational health and medical issues, including in relation to the medical fitness of staff and occupational health issues. The Senior Medical Adviser manages the WIPO Medical Unit (WMU), which also includes an Occupational Health Nurse and a Secretary. To ensure more efficient and confidential data management, a new medical database, EarthMed, was introduced at WIPO in July 2018. Previously, staff's medical information was kept on paper files at UNOG-MSS. These files are now with WIPO and will be digitized and stored in EarthMed.

189. I warmly commend WIPO's staff for their committed service to the Organization, without which the achievement of organizational goals would not have been possible.



Human resource highlights

1. WIPO staff is high performing. In 2018, a large majority (74.6%) were effective performers while nearly one-fifth (18.4%) were outstanding performers.
2. WIPO staff is rich in diversity.
 - 123 nationalities represented from all the regions of the world;
 - Near gender parity in the total number of staff (54% female and 46% male);
 - Average age of 48 is the result of an intergenerational mix of Baby Boomers, Generation X and Millennials among staff.
3. WIPO's workforce continues to be characterized by flexibility with a 70% and 30% proportion between core (i.e., fixed-term, continuing and permanent staff) and flexible (i.e., temporary staff and non-staff) resources.
4. WIPO recruitment – in 2018, WIPO advertised 151 vacancies (106 fixed-term and 45 temporary) for which it received 16,401 applications, continuing the overall trend of a steadily increasing number of vacancies and applications.
5. WIPO training – in 2018, the total number of participants in training was 6,266 and 5,435 days of training for staff.
6. WIPO marks the 20th anniversary of its Internship Program in 2019 – the program has provided well-structured training opportunities to nearly 650 young professionals worldwide (63% female and 37% male), typically between 22 and 30 years old, in the course of these two decades.



Photos: WIPO / Berrud



The Year in Numbers

Financial situation

CHF 42.5 million
budget surplus 2018

CHF 430.6 million
total revenue 2018

Administration and management

9,200 participants
in WIPO meetings

332 conferences
and events secured

Global reference sources

129 economies
in Global Innovation Index

140 IP offices
taking part in Statistics
Survey

International legal framework

61 accessions
to WIPO treaties

16 Marrakesh
accessions

192
Member States

Communications

144 million
page views of WIPO
website

136 countries
supporting
World IP Day

67,000
Twitter followers

Human resources

123 Member
States
represented on staff

Development

90,000 participants
trained by WIPO Academy

79 Member States
hosting TISCs

100th volunteer
joined Inventor Assistance
Program

**1,027 technical
assistance**
activities

Public-private partnerships

540,000 titles
available through ABC
Global Book Service

**152 research
collaborations**
through WIPO Re:Search

**400 partner
connections**
through WIPO GREEN

Global IP Systems

253,000 PCT
applications

61,200 Madrid
System applications

3,447 disputes
on domain names
referred to AMC

5,429 Hague
System applications

Global infrastructure

10 million records
in Global Brand
Database

**11 UN
organizations**
using WIPO Translate

4.3 million users
of WIPO Lex



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