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PROGRAM PERFORMANCE REPORT FOR 2000

Document prepared by the Secretariat

I. INTRODUCTION

1. This document (hereinafter referred to as the "Report") is the third program performance report prepared by the Secretariat in the context of results-based programming and budgeting. The first two reports on program performance, issued in July 1999 and August 2000, were respectively the mid-biennium report on program implementation during 1998 (document A/34/6) and the final report for the 1998-1999 biennium (document A/35/2). The present Report reviews the mid-biennium status of program implementation for the year 2000.
2. The compilation of this Report is in accordance with the criteria established in the WIPO 2000-2001 Program and Budget, approved by Member States in September 1999, which laid the basis for the work program of the Organization, defining objectives, expected results and performance indicators for each Main Program and Sub-program. Those factors in turn became the framework guiding the Secretariat in the use of input resources for the implementation of activities in the year 2000.
3. This Report provides an account of results achieved or progress made during the first year of the biennium and follows the presentation of the Program and Budget for 2000-2001 by reporting on each of the Main Programs 02 through 18 sequentially. Certain structural changes in reporting methodology have been introduced to enable Member States to clearly ascertain the progress achieved. The text for each Main Program includes a summary performance assessment, followed by performance tables for each corresponding

Sub-program. The tables summarize the *Objectives, Expected Results* and *Performance Indicators*, as well as *Results Achieved* or the progress made towards their achievement.

4. It should be noted that during the implementation of a biennial program and budget some flexibility is required in redefining program priorities due to the considerable time span between the adoption of a Program and Budget and the submission of the relevant program performance reports. New emerging issues on the world intellectual property stage also require the Secretariat to refocus its resource-deployment priorities, enabling management to respond adequately and timely to such external factors. Consequently, this Report introduces some new *Expected Results* and *Performance Indicators* (specified with [New ER] and [New PI], respectively) in the Sub-program tables, when a revision has been deemed necessary by the Secretariat to reflect changes in program priorities as described above. Furthermore, for some performance indicators, no data is available at this stage of the biennium due to the fact that work had either not commenced or was still in progress at the time of preparing this Report. Full data on such indicators will be provided in the report which will be submitted to the WIPO Assemblies in September 2002. It will contain a complete assessment of program performance in the 2000-2001 biennium, including the extent to which the program objectives for the whole biennium were met, in light of the actual results achieved.

5. The Annex to this Report provides a List of Acronyms used in this document.

II. GENERAL ASSESSMENT AND HIGHLIGHTS IN THE YEAR 2000:

6. For the 2000-2001 biennium the Director General, along the lines of the *Vision and Strategic Direction of WIPO*, and in the framework of the *WIPO Digital Agenda*, presented many dynamic and innovative initiatives, concentrating on the implementation of substantive work programs through three sectors: cooperation with Member States, the international registration of intellectual property titles, and intellectual property treaty formulation and normative development.

7. WIPO also continued focusing resources and expanding the scope of the programs on traditional knowledge, genetic resources, folklore and electronic commerce. Upon the mandate of the Member States, the Director General initiated the means to address concerns about the use and beneficial exploitation of intellectual property by small and medium-sized enterprises (SMEs). Work continued on all the major IT projects for the benefit of Member States, namely new interconnected networks (e.g., WIPONET), and other stakeholders (e.g., PCT-EASY), and for WIPO staff, in response to the increasing workload.

8. WIPO's substantive work continued to receive the strong support and guidance from the various Committees. The four Standing Committees, namely: the Standing Committee on the Law of Patents (SCP); the Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT), the Standing Committee on Copyright and Related Rights (SCCR) and the Standing Committee on Information Technologies (SCIT), all achieved significant results in the year 2000. In addition, the Permanent Committee on Cooperation for Development related to Intellectual Property (PCIPD) and the Program and Budget Committee (PBC) have highlighted concerns and priorities of constituent Member States through their meetings in the year 2000, helping WIPO in the planning of future activities.

9. With regard to the area of cooperation for development, the year 2000 witnessed intense activity in all aspects and regions covered by the relevant Program, while WIPO's technical assistance was tailored to meet specific needs and focussed on creating lasting institutions, in line with the *Vision and Strategic Direction of WIPO*.

10. Some distinct events can be highlighted which demonstrate the achievements of WIPO as a modern international organization, responding to the needs of its stakeholders. Among the most noteworthy events in the year 2000 were the following:

- Two milestones for the Organization came in February and March when, respectively, the Hague System for industrial designs attained its 50,000th registration, and the Patent Cooperation Treaty (PCT) recorded its 500,000th application. Such numbers indicate the increasing interest by users that seek protection through WIPO while taking on larger markets through international trade. Confirmation of that analysis comes from knowledge that PCT applications doubled in less than four years, since its 250,000th application was recorded in February 1996.
- From May 11 to June 2, 2000, Member States of WIPO met at a Diplomatic Conference in Geneva, during which the Patent Law Treaty (PLT) and its Regulations on patent formalities and procedures were negotiated. On June 1, 2000, the PLT was adopted by consensus. The PLT simplifies formalities and streamlines procedures for national and regional patent applications and patents. Users of the patent system will thus be able to rely upon predictable and simple procedures for filing national and regional patent applications and for the maintaining of patents in all Contracting Parties. The PLT incorporates by reference the formality requirements of the Patent Cooperation Treaty (PCT), thus ensuring that, once the PLT has entered into force, the same formal requirements will apply to national, regional and international applications, and patents.
- The Working Group on Constitutional Reform presented to the WIPO Assemblies of Member States in September 2000 the most far-reaching constitutional and structural reform since the establishment of WIPO. This was achieved by streamlining WIPO's governance structure through the reduction of the number of WIPO governing bodies from 21 to 16.
- Ease of use and accessibility of information remains crucial to WIPO's mission, and a central aspect of that is displayed on WIPO's web sites (www.wipo.int) that, including the 15 subsidiary sites, received 22.35 million 'Successful Requests for Pages' in 2000.¹ In March 2000, WIPO received the inaugural First Prize in the competition *Toile du Plurilinguisme* (for multilingual Web sites), established by the *Organisation Internationale de la Francophonie* (OIF) for having the best multilingual Internet site among intergovernmental organizations (IGOs). Included in the criteria judged were the number of languages presented and the parity of both content displayed and updates undertaken between each of those languages. In April 2000, WIPO launched its Arabic Web version, thus expanding access to WIPO information on treaties, conferences and

¹ In this Report, public access to the various WIPO Internet websites has been measured in some cases by numbers of *user sessions* (i.e.: Sub-program 06.1), *page views* (i.e.: Sub-programs 05.1, 06.1, 12.1), *visitor sessions* (i.e.: Sub-program 06.1) and in others, by *number of hits* (i.e., Sub-programs 03.3, 05.1, 06.1 and 12.1). The number of hits is used to measure computer access to websites, but is not equal to the number of user sessions. A visit to a single page on a website can generate multiple hits, and the numbers of hits per page visited depends on the configuration of the web page. Reference to any of these designators, such as the number of hits, provide valuable information when used comparatively over time, because they indicate trends in access to a particular website.

other subjects. In September 2000, the newly-redesigned WIPO Web site family was launched, with an improved look-and-feel, ease of access, and reliability of data retrieval.

- In May 2000, the Secretariat signed an agreement with the University of Turin for the granting of WIPO's first joint post-graduate diploma in intellectual property law to jointly design and launch the Post-Graduate Specialization Course on Intellectual Property Law. The targeted audience included professors and professionals with a grounding in intellectual property law who wished to acquire advanced knowledge and skills for the teaching and practice of international legislative aspects of intellectual property law. Half of the 40 students admitted to the course each year will come from developing countries and be sponsored by WIPO; the other 20 students will be selected from industrialized countries. Facilities were provided in collaboration with the International Training Center of the International Labour Organization (ILO).
- Another outstanding achievement for WIPO in the year 2000, was the mandate it received from Member States, in September 2000, to further explore those issues that derive from economic exploitation of genetic resources, traditional knowledge and folklore. This mandate included the organization, and convening of the "Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore." Intense work took place in 2000, in preparation for the first session scheduled in the spring of 2001. The focus was set on three intellectual property themes: (i) access to genetic resources and benefit-sharing; (ii) protection of traditional knowledge, innovations and creativity, whether or not associated with those resources; and (iii) the protection of expressions of folklore, including handicrafts.
- In December 2000, WIPO convened a Diplomatic Conference on the Protection of Audiovisual Performances, as Member States entered the final negotiations for an international instrument to safeguard the rights of performers against the unauthorized use of their performances in audiovisual media. Adopting this instrument would have strengthened the position of performers in the audiovisual industry by providing a clearer legal basis for the international use of those audiovisual works, both in traditional media and in digital networks. Negotiating delegations from over 120 countries provisionally agreed on a set of rules aimed at strengthening the rights of audiovisual performers; agreement was reached on 19 of the treaty's 20 provisions, which would have included the first occasion for audiovisual performers to be accorded moral rights, against any distribution or modification of their performances that would be prejudicial to their reputations. In spite of the significant progress, agreement could not be reached on the fundamental question relating to the transfer of right, namely the question of how, whether by law or agreement, performers' rights are acquired by producers. Noting provisional agreement reached on those 19 articles, the Conference was concluded with a recommendation to the WIPO Assemblies to reconvene the Diplomatic Conference at a later stage.
- Following architectural submissions for expansion of the WIPO premises, and having appointed an international jury to compare and select a winning entry, the First Prize was awarded in March 2000, to a firm from Germany, which was chosen from a pre-screened final round of 27 submissions representing work from some 18 countries. The selection criteria included "the most suitable architectural, environmentally-friendly and operationally efficient proposals." The winning firm will consult in the construction of the new building complex, which will provide WIPO with a new conference room for up to 600 delegates, some 500 work places, several meeting rooms, a 300-vehicle parking

facility (simultaneous enlargement of the existing facility should accommodate guests and delegates parking) and a new cafeteria.

III. MID-BIENNIUM PROGRESS REPORT, BY MAIN PROGRAM

MAIN PROGRAM 02 – Strategic Planning and Policy Development

11. The Office of Strategic Planning and Policy Development (OSPPD) continued to provide assistance in planning and policy formulation, including necessary front-office support, to the Director General. Among its efforts were the facilitation of decision-making processes regarding Main Program 01 (Constituent Organs of the Member States and Office of the Director General). It also rendered a variety of services to meetings such as the Assemblies of the Member States of WIPO, built on the improved relations with other international organizations established in the previous biennium, while upgrading and focusing on external and internal coordination efforts, and contributing to the refinements of the Secretariat structure.

12. In 2000, the OSPPD concentrated on maintaining or improving internal and external consultative processes to assist the Director General in addressing certain substantive issues and priorities of Member States, of various Agencies of the United Nations system and of other international organizations, as to how intellectual property is perceived in relation to their concerns. A number of formal or informal consultations developed the nexus between intellectual property issues and policies, on the one hand, and economic and social development, on the other. Consideration was given to the viewpoint of government policy makers, private business-dominated sectors, particularly in reference to small and medium sized enterprises (SMEs), as well as international organizations such as the UN Secretariat, the WTO, the UN Regional Commissions and regional development banks, among others. Notably, the focus on external issues enabled the Director General to take proactive steps to respond to emerging needs, such as the proposal to establish a substantive new Program concerning the use of intellectual property systems by SMEs, which was approved in September by the WIPO Assemblies for inclusion in the coming 2002-2003 biennium.

13. More efforts were made to improve the prototype of the “Management Parameters” system, a project initiated to allow monitoring of program implementation progress at the executive level. Furthermore, preparation of planning and policy guidelines set in motion the collaborative and consultative process for the formulation of the draft Program and Budget for the 2002-2003 biennium.

14. Positive experience within the Secretariat led to increased appreciation of the concepts and methodologies of evaluation and their integration into WIPO’s result-based management, budgeting and performance reporting system. In this context, a significant step in the strengthening of the program evaluation process was achieved through the undertaking of WIPO’s first in-depth evaluation of an activity carried out within the Cooperation for Development area. The findings were detailed in the document: “Evaluation of a WIPO Cooperation for Development Activity: Presentation of the In-Depth Evaluation Report Concerning the Annual WIPO Regional Meeting of Directors of Industrial Property Offices of Latin America,” (See document PCIPD/2/8) presented to the Second Session of the

Permanent Committee on Cooperation for Development Related to Intellectual Property in February 2001.

15. The smooth functioning of the protocol aspect of major events held at WIPO headquarters was assured, namely for the 35th Series of Meetings of the Assemblies of WIPO, the two Diplomatic Conferences, the meetings of the Policy Advisory and Industry Advisory Commissions, as well as numerous Committee or Working Group events. The positive and progressive image of the Organization was maintained in connection with the official visits of high-ranking representatives of governments and other personalities, and during the various functions hosted by the Director General. In total, the Director General received the visits of 12 Heads of State or Vice-Heads of State and Heads of Government and Parliament, 68 Ministers or Vice-Ministers and Parliamentarians and 4 former Heads of State and Former Ministers or Vice-Ministers. Other eminent visitors included 10 Heads of Organizations and 143 visits of Ambassadors representing 68 countries. In addition, protocol arrangements were coordinated for the visits of the Director General to Australia, Bulgaria, China, Costa Rica, Cuba, Egypt, Mexico, Nigeria, Oman, Russian Federation, Sweden, United States of America and Uzbekistan.

Sub-Program 02.1 – Program Coordination

Objectives:	<p><i>- To increase the coherence and the integration of WIPO's programs.</i> <i>- To strengthen coordination and cooperative arrangements with those international, regional and other organizations whose activities are complementary to the work of WIPO.</i></p>	
Expected results	Results Achieved	Selected Performance Indicators
<i>Better integrated work program that exploits the existing synergies between WIPO's activities.</i>	Coherent set of programmatic and budgetary guidelines for the formulation of the draft Program and Budget for 2002-2003.	<p><i>Number of activities identified as complementary to each other and brought to the attention of program managers:</i></p> <ul style="list-style-type: none"> - Fully coordinated approach in terms of policy direction, budgetary principles and priorities for the formulation of the draft Program and Budget for 2002-2003. - Fully coordinated and approved work plans, activity timetables and operational budgets for 2000 for all 18 Main Programs and 58 Sub-programs.
	<p>Centralized review and adjustment of work plans and budgets with maximum use of staff and non-staff resources on a shared basis and optimum timing of implementation to reduce overall costs and achieve greater and mutually-reinforcing outputs and effects across various programs.</p> <p>Rationalization of WIPO's assistance to the use of intellectual property systems by SMEs.</p> <p>Clear policy directives and operational guidelines for program managers on current program implementation issues and priorities, and resource allocation decisions, through the deliberations of the Senior Management Team (SMT).</p>	<p><i>Number and nature of activities consolidated and/or jointly executed within WIPO:</i></p> <ul style="list-style-type: none"> - Decision on nine new nationally-focused action plans (NFAPs) that represent full in-house horizontal collaboration through the deliberations of the Project Appraisal Board. - Decision by the Director General, and subsequently its approval by the Assembly in September 2000, to establish a substantial new program of activities for SMEs on the use of the intellectual property system for enhancing their competitiveness. - Eight meetings of the SMT chaired by the Director General with clear executive decisions and policy directives concerning coordination issues, questions dealing with new program directions, and the practicality and effectiveness of certain policies, and the required budgetary allocations. - Two quarters of data and analysis of more than 30 key indicators relevant to selected program activities in 1999-2000 made available to the Director General and the SMT for program implementation monitoring and planning for 2001 and beyond. - A series of Question and Answer (Q&A) monographs prepared for the Director General and circulated internally to senior management and staff containing the analysis of emerging issues and important discoveries from WIPO missions concerning some 15 special topics or areas of concern (e.g., traditional knowledge, e-commerce, genetic resources, domain name dispute resolution, business method patents, promotion of WCT and WPPT, etc).

	<p>Development of a "Management Parameters" prototype, a statistical data collection and reporting system for executive monitoring of program implementation and results. Routine monitoring of strategic research, analyses and assessment of key developments in relevant IP related fields, and elaboration of internal reports and policy proposals regarding IP related concerns and emerging trends in the various regions.</p> <p>Greater and more harmonized understanding of current programmatic and administrative issues and priorities among senior management and staff, and improved working relationship across different programs and offices, and quality participation of staff in program planning, implementation and monitoring.</p>	<p>- 32 sessions of the Professional Information Meetings (PRIM) held in 2000 (with an average attendance of 100 staff members, mainly in the professional and higher categories) which effectively facilitated the sharing of important information, including yearly reports, the coordination of program activities, discussion and decision on policies within the Secretariat.</p> <p>- Greatly improved and more efficient working relationship within the Secretariat revolving around the popular use by nearly 100 per cent of all senior management and staff of the internal email and Intranet services for information dissemination, official communication and document distribution.</p>
<p><i>Increase in the scope and intensity of contacts and cooperative relations with international, regional, national, IGOs and non-governmental organizations (NGOs).</i></p>	<p>Facilitated and improved consensus-building among Member States through more transparent information briefing and informal consultation procedures.</p> <p>Closer cooperation promoted between WIPO and the WTO, ITC, UNCTAD and UPOV on intellectual property related matters.</p>	<p><i>Nature and content of efforts to ensure better coordination and content of documentation or communication exchanged on this matter, including promptness of the follow-up action taken:</i></p> <p>- Significant number of briefing meetings and informal dialogue and consultations with regional groups and regional coordinators on a wide array of issues and concerns both programmatic and administrative.</p> <p>- Stronger cooperation between WIPO and WTO promoted (two meetings were held between the Directors General of WIPO and WTO on enhancement of cooperation, with the Heads of the International Trade Center (ITC) and the United Nations Conference on Trade and Development (UNCTAD) present during the second meeting, and followed by two cabinet level meetings of the four institutions). WIPO also participated in various WTO meetings: 11 General Council (regular and special sessions), four TRIPS Council, six Committee on Trade and Development (CTD), three Committee on Trade and Environment (CTE), four Sub-Committee on LDCs and the Geneva Week 2000. In addition, WIPO was represented and gave lectures during the workshops at the African Trade Ministers' Conference held in Libreville, Gabon, organized by the Government of Gabon with the assistance of WTO, and provided resource persons to WTO training courses and seminars.</p>

		<p><i>Number and nature of joint activities and initiatives undertaken with intentional, regional, national IGOs and NGOs:</i></p> <ul style="list-style-type: none"> - Close coordination with UPOV on issues of plant variety protection and on the related areas of biotechnology and traditional knowledge, leading to further cooperation as to the implementation of the relevant programs of the two Organizations. Provision of WIPO assistance continued on organization of UPOV training courses and seminars, and various other technical assistance activities. - Cooperation Agreement with the Secretariat of Ibero-American Cooperation (SECIB) signed on November 8, 2000 as approved by the Assemblies of Member States.
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Sub-Program 02.2 – External Relations and Cooperation with the United Nations Headquarters

<p>Objectives:</p> <ul style="list-style-type: none"> - <i>To strengthen WIPO's links in general with governments of Member States, the intellectual property community, industry, professional bodies, including the United Nations and the diplomatic community in New York.</i> - <i>To increase awareness and practical understanding of the intellectual property system and available expertise at WIPO within the above-mentioned governments, organizations and professional bodies.</i> 		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Greater recognition of the importance of the intellectual property system among the diplomatic community and in other multilateral international centers and professional bodies.</i></p> <p><i>Greater understanding of the role of WIPO in promoting the intellectual property system.</i></p>	<p>Wider appreciation and greater understanding within the diplomatic communities in Geneva, New York, Washington D.C. and other cities of the important role of intellectual property in all spheres of economic and social activities.</p>	<p><i>Number and nature of statements made in multilateral international centers and professional bodies relating to intellectual property:</i></p> <p><i>Number and nature of communications received from the diplomatic community or professional bodies suggesting greater recognition of the importance of the intellectual property system:</i></p> <p><i>Number and nature of communications received requesting greater involvement of WIPO in related issues dealt with in other international centers and professional bodies:</i></p> <ul style="list-style-type: none"> - Approximately 425 items of correspondence were received from the UN and its agencies, and some 125 replies, which included contributions to reports and responses to queries and policy statements, were furnished in order to clarify WIPO's substantive work in relation to the work program and administration of other agencies of the UN system.

<p>Objective:</p> <p><i>To keep WIPO abreast of developments of concern in the legislative and other organs of the United Nations and within the diplomatic community at the United Nations Headquarters and other interested parties.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Better knowledge among WIPO program managers of the implications and the relation of the work of legislative bodies and that of other organs of the United Nations to WIPO's activities.</i></p>	<p>Substantial exposure of program managers and senior staff to the on-going work of various organs of the United Nations in the different spheres of economic and social activities, and to the implications of such work on WIPO's programs and strategies.</p>	<p><i>Number of instances where particular concerns raised in international fora and the United Nations were reflected in WIPO's programmed activities:</i></p> <p><i>Material and briefings received by program managers highlighting the interest expressed by legislative bodies of the United Nations with issues of intellectual property:</i></p> <ul style="list-style-type: none"> - WIPO participation, <i>inter alia</i>, in UNCTAD X, the XIII International AIDS Conference, the World Summit on Social Development, the Commission on Human Rights, the spring and fall meetings of the Administrative Committee on Coordination (ACC). - Preparation by a WIPO panel of experts of issues pertaining to intellectual property and information technology (IT) for, and attendance of, the meeting of the Economic and Social Council of the United Nations (ECOSOC) High-Level Segment.

Sub-Program 02.3 –Performance Evaluation

Objective: <i>To strengthen program management in the Organization.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Systematic monitoring and evaluation of performance by program managers.</i>	Approval by Member States in September 2000, during the WIPO Assemblies, of the 1998-1999 Program Performance Report.	<i>System in place at the program level for the regular and systematic tracking of work program and assessment of results:</i> - Integration at the program level of the evaluation logical framework (Objectives, Expected Results and Performance Indicators) in the Program and Budget for 2000-2001.

Objective: <i>To increase the coherence and the integration of WIPO's programs.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater use of performance indicators to measure achievements in relation to objectives.</i>	Systematic use by program managers of Performance Indicators in the preparation of the 2000-2001 mid-biennium Program Performance Report.	<i>Periodic feedback received from program managers, suggesting that performance measurement is being used as a management tool and that corrective action is taken as appropriate:</i> - Submission by Program Managers of their inputs for the 2000 Program Performance Report on their respective programs, in line with the logical evaluation framework contained in the Program and Budget.

Objective: <i>To enhance the relevancy and effectiveness of the Organization's activities in relation to their objectives.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased relevancy of the activities undertaken in relation to the objectives of the program.</i>	Assessment of performance submitted by program managers showed greater consciousness of the linkage between the activities implemented and the related program objectives.	<i>Stronger relation between the activities proposed and the results expected and the objectives under the program and budget:</i> - Adoption and widespread use of the logical evaluation framework in the program performance assessment.

Sub-Program 02.4 –Strategic Research and Analysis

Objective: <i>To establish a capability to effectively undertake strategic research and analysis pertinent to the protection, management and use of intellectual property rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Better understanding of trends in the use of intellectual property systems and a meaningful basis for forecasting future developments.</i>	Interaction, via the Internet, with professionals or experts working in the related aspects of intellectual property rights (IPRs) who are new to the work of WIPO and to whom the new agenda of WIPO on the social, cultural and economic impact of intellectual property rights is of interest.	<i>Database developed, information gathered, and reports issued pertaining to strategic research and analysis:</i> - Increased interest in the work of the Secretariat manifested by governments, researchers and other organizations and entities, as evidenced by 18 new proposals for research under the Sub-program. - Of five projects commissioned in the preceding year, preliminary drafts for four have been received by the Secretariat, while one continues to be implemented. - Three new projects were commissioned during this period, including one involving a team of nine researchers.

<p><i>Enhanced ability to take into account the implications of socio-economic and technological developments in the work of WIPO.</i></p>	<p>Significantly broader information base, and more productive interaction with economists, sociologists and other experts, including from the UN Regional Commissions and regional development banks, specializing on research into the question of IPRs and its impact on social, cultural and economic issues.</p>	<p><i>Changes in approach, method of work, and/or level of skills suggesting such an enhanced ability:</i></p> <ul style="list-style-type: none"> - 14 missions undertaken in 2000 to participate in and contribute to conferences or other fora where discussions on the impact of IPRs protection were held among conference participants of diverse economic, legal, technological and cultural/social backgrounds. - Holding of the first two of a series of workshops on the Business and Contractual Dimensions of Acquisition and Transfer of Intellectual Property jointly with the International Trade Center (ITC). - Establishment of a bibliographic data base on economics of intellectual property, mostly on patents, with over 2,000 references. - Publication of a book on the Socio-Economic Benefits of Intellectual Property Protection in Developing Countries.
<p><i>Greater capability to forecast future trends and developments in the field of intellectual property and their impact on the work of WIPO.</i></p>	<p>This area of work was discontinued due to a change in Sub-program priorities.</p>	<p><i>Specific mechanisms and systems in place suggesting that a greater capability has been developed:</i></p> <p style="text-align: center;">—</p> <p><i>Speedy and systematic response to demands for such forecasts:</i></p> <p style="text-align: center;">—</p>
<p>Total expenditure for Main Program 02 in 2000:</p>		<p>Sfr6,216,000.-</p>

MAIN PROGRAM 03 – Legal and Organization Affairs

In 2000, the Office of Legal and Organization Affairs contributed noteworthy achievements in its efficient performance of depositary functions and significant progress in streamlining the governance structure of the Organization, through the processes culminating in the decision by the General Assembly to eliminate five of the Organization's 21 governing bodies. This recommendation constituted the most far-reaching constitutional and structural reform since the establishment of WIPO. WIPO's position as the leading provider of Internet domain name dispute resolution services was further developed: WIPO received 1,841 cases from 74 different countries, from which WIPO-appointed panels issued 1,012 decisions; trademark owners obtained transfer of the domain name in 80 per cent of cases. On internal issues, its focus enhanced transparency and accountability in the Organization's contractual practice, through legal advice and support with respect to over 150 contracts and other matters, valued in excess of 145 million Swiss francs, at the request of over 35 units within the Organization. Its examination of the evolving relationship between electronic commerce and intellectual property encompassed many activities, including the promotion and further expansion of its domain name resolution service to administrators of country-code Top-Level Domains (ccTLDs), the coming expansion that includes seven new generic Top Level Domains (gTLDs), and other associated matters.

Sub-program 03.1 – Legal and Constitutional Affairs

<p>Objectives:</p> <ul style="list-style-type: none"> - To advise the Director General, the Secretariat and the Member States on the legal aspects of the work of the Organization, including questions of administrative and constitutional law. - To provide information and advice to Member States in connection with the legal aspects of the work of the Organization, including the resolution of intellectual property disputes. - To strengthen Secretariat services in relation to the international legal, administrative and constitutional elements of the meetings of the Assemblies, Standing Committees and other bodies of the Member States and of diplomatic conferences. 		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Timely quality advice and assistance to Member States, the Secretariat and other entities on a wide range of legal issues relating to the work of the Organization.</i></p>	<p>Timely provision of accurate information, advice and assistance in response to all inquiries and requests.</p> <p>Increasing acceptance of the amendment to Article 9(3) of the WIPO Convention.</p> <p>Reduction of the number of Governing Bodies, from 21 to 16.</p>	<p><i>Number, nature and date of requests received for advice and number and timeliness of responses prepared:</i></p> <ul style="list-style-type: none"> - Responded, in a quick and efficient manner, to internal and external requests on various constitutional, administrative and other procedural questions relating to the legal aspects of the work of the Organization; rapidly responded to over 300 requests for authorization, and provided legal advice, to staff members, Legal Counsels of the UN system and private and public entities on the use of the Organization's name, acronym and logo. - In 2000 alone, there were 27 acceptances of the amendment to Article 9(3) of the WIPO Convention. <p>In response to recommendations of the Working Group on Constitutional Reform:</p> <ul style="list-style-type: none"> - Approval by the Member States reduced the number of WIPO governing bodies from 21 to 16. <p>(The Paris Union Conference of Representatives and the Lisbon Union Council each decided not to meet in the future, and each requested the Director General not to be convened; The Berne Union Conference of Representatives, the Hague Union Conference of Representatives and the Nice Union Conference of Representatives each resolved to dissolve itself).</p>

<p>Objective:</p> <p><i>To enhance the Director General's effectiveness as depositary of WIPO-administered conventions and agreements.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Significant reduction of the backlog in the registration of WIPO-administered treaties with the United Nations Secretariat in New York.</i></p>	<p>The backlog has not yet been entirely reduced.</p> <p>Timely registration of State actions to treaties (ratifications, accessions, notifications and other activities) with the UN Secretariat was achieved.</p>	<p><i>Number of WIPO-administered treaties and subsequent actions registered with the United Nations Secretariat, and number of notifications of adherence and other treaty actions handled:</i></p> <ul style="list-style-type: none"> - Received and processed 68 instruments of ratification or accession, issued 92 notifications of treaty actions (adherences, declarations, special territories), prepared 119 certified copies of treaties, 59 model instruments of accession and 23 notes on the advantages of accession to WIPO-administered treaties.
<p><i>More efficient management and ready widespread availability of user-friendly statistical information about WIPO-administered treaties.</i></p>	<p>Progress on the proposed database was deferred due to the dramatic increase in requests relative to the servicing of treaty actions and the concurrent reduction in its staffing levels.</p>	<p><i>Number of consultations of the treaty database:</i></p> <p>—</p>

Objective: <i>To improve measures aimed at the prevention and resolution of staff grievances.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Improved functioning of the institutional mechanisms for due process, and clearer policies and procedures governing the staff, in particular their rights, duties and obligations.</i>	Potential staff conflicts were prevented and resolved through negotiation and provision of legal advice, limiting the need to resort to formal appeal mechanisms.	<i>Number and nature of improvements in the institutional mechanisms and in the policies and procedures governing the work of the Secretariat:</i> - Only one case was brought before the WIPO Internal Appeal Board, and no case was appealed to the ILO Administrative Tribunal.

Sub-program 03.2 – Non-Governmental and Enterprise Affairs

Objectives: - <i>To enhance the relevance of WIPO and its program to industry and the market sector;</i> - <i>To improve channels of communication between the Secretariat and representatives of industry and the market sector.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Strong and stable membership in the IAC that is both representative of a broad range of industrial sectors and geographically representative, and efficient annual meetings of the IAC.</i>	The IAC met for its third meeting in May 2000. The membership reflected both stability and geographical representation.	<i>Reports of meetings of the IAC and its subsidiary bodies (if any subsidiary bodies are established) that take place and implementation of any follow-up action recommended in such reports:</i> - Whereas the Report of the second (September 1999) meeting had resulted in a recommendation in support of WIPO's work in respect of Internet domain names and guidance for the Organization's plans for the use of famous personalities in support of intellectual property protection, the Report of the third (May 2000) meeting resulted in recommendations concerning the cost of obtaining and maintaining patent protection and the importance of addressing the appropriate application of patentability standards in the field of biotechnology.
<i>Improved relations between WIPO and industry and the market sector.</i>	Greater understanding on the part of the Secretariat of the needs and priorities of industry in the field of intellectual property protection.	<i>Increased frequency and relevance of contacts between the Secretariat and representatives of industry and the market sector:</i> - While the IAC has not met more frequently in plenary session, its existence has facilitated frequent contacts between the Secretariat and industry representatives in order for the Secretariat to gain a better understanding of the practical problems confronting industry.
<i>Increased focus by the Secretariat on activities that improve intellectual property protection to support industry and the market sector in the creation of jobs and wealth.</i>	The IAC's recommendations have enabled the Secretariat to focus the administration of domain name disputes in response to practical needs and have inspired reflection on the future framework of the international patent system.	<i>Increased frequency and relevance of contacts between the Secretariat and representatives of industry and the market sector:</i> - Industry response to WIPO services and, in particular, the positive response of users to the WIPO Arbitration and Mediation Center's administration of domain name disputes.

<p>Objective: <i>To provide an oversight process that helps ensure the Organization enters into contractual obligations that are in its best interests substantively and legally and comply with its internal regulations and applicable law.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Contracts entered into by the Organization will be of a high standard of drafting and compliance with internal regulations and applicable law, with as a result fewer disputes and greater cost savings.</i></p>	<p>Undertook the provision of accurate and timely legal advice, allowing successful determination of the issues presented by a wide variety of contracts comprising many disciplines.</p>	<p><i>Number, nature and date of requests received for contract review and number and timeliness of responses prepared:</i></p> <ul style="list-style-type: none"> - Reviewed and provided legal support for the conclusion of contracts representing a total value of 145.5 million Swiss francs in 2000. Contracts received were reviewed in English, French and Spanish; legal advice returned was given in all three languages. <p><i>Number and nature of legal problems concerning the interpretation and application of the contracts that are entered into by the Organization:</i></p> <ul style="list-style-type: none"> - A number of claims and other matters, with respect to which legal support or legal advice were given, included: a series of denial of service attacks; general legal issues relating to use of the WIPO name; a legal claim against the Arbitration and Mediation Center; legal advice concerning various aspects of WIPO's arrangements with interpreters, including tax treatment; advice on legal aspects of internal policies of WIPO; and legal support to the WIPO logo competition.
<p><i>Harmonized contracting practice in the Organization using simplified standard agreements, whenever possible.</i></p>	<p>By developing the described draft general standard contract conditions, the Secretariat considerably enhanced contract harmonization in meeting its general supply and IT-associated contracts needs, as well as standardizing its approach to copyright issues with contractors.</p>	<p><i>Number, nature and quality of standard agreements and improvements in new agreements; number and timeliness of new agreements drafted and the subject matters covered:</i></p> <ul style="list-style-type: none"> - Developed draft internal guidelines respecting a proposed approach with external contractors on copyright policy, to be applied in contracts entered into by the Organization; - Gave legal advice as to the development of a data dissemination policy; - Supported the development of a data dissemination policy; and, - Provided legal support to the development of security and Web-casting policies of the Organization. <p><i>Reduction of time and consequent costs in the procurement process:</i></p> <ul style="list-style-type: none"> - Developed general conditions for the purchase of goods; developed general conditions for the purchase of computer hardware and software; developed standard umbrella agreement for the purchase of computer hardware and software.
<p><i>Framework for vetting new and, in particular, complex contractual obligations.</i></p>	<p>The major projects contracts WIPO entered into in the year 2000, were successfully negotiated and will have a measurable impact on the next phase of WIPO's history.</p>	<p><i>Number, nature, quality and timeliness of new agreements drafted and the subject matters covered:</i></p> <ul style="list-style-type: none"> - WIPO had three major areas of contracting activity in the year 2000, related to the topics of automation of the PCT (IMPACT), WIPONET and buildings. In 2000, these major projects related to contracts valued at over 102 million Swiss francs, which accounted for 70 per cent of the total contractual, financial value of instruments for which negotiation, review and/or conclusion were sought. - Major Projects contracts, along with contract value in Swiss francs, include: <ul style="list-style-type: none"> <i>PCT Automation:</i> supported the negotiation and review of contracts relating to the first Communication on Request Phase (2.7 million Swiss francs), and the lease of hardware and software (9.2 million Swiss francs), for a total value of 11.9 million Swiss francs. <i>WIPONET:</i> led extensive negotiations with a company for the deployment of equipment and network services to 65 intellectual property Offices (IPOs) worldwide (and contracted network maintenance) and provided legal review leading to signature of contracts valued at 11 million Swiss francs; led extensive negotiations with a company for the deployment and operation of central services facility for WIPONET; and provided legal support and review towards the signature of other associated contracts valued at 27 million Swiss francs.

		<p>The total value of WIPONET contracts was 38 million Swiss francs.</p> <p><i>Building projects:</i> provided legal support to the conclusion of the international architectural competition (for the Steiner lot to extend the WIPO headquarters). Provided support in collaboration with outside counsel for the negotiation of contract for renovation of the former WMO building (the site renovations and re-construction), valued at 51 million Swiss francs (including first phase of contract valued at 8 million Swiss francs). The total value of WIPO construction contracts was 51 million Swiss francs.</p> <p>Legal support was given to the negotiation (on an as required basis) of, and legal review was provided for additional contracts amounting to a total value of over 43 million Swiss francs, in response to requests from over 30 units within the Organization. The subject matter of those contracts varied widely.</p> <p><i>Number and nature of legal problems concerning the interpretation and application of the contracts that are entered into by the Organization:</i></p> <ul style="list-style-type: none"> - An issue was resolved, of Swiss work permits for outsourced personnel working on the PCT IMPACT Project, which required an interpretation of the relevant contract documents, to determine whether the documents required the external contractor to obtain those permits, which was the case. That resulted in savings of administrative costs to the Organization. - A second contract issue, within the working relations of WIPO and its on-site travel agency, which had requested a renegotiated commission structure, was successfully resolved in WIPO's favor.
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Sub-program 03.3 – WIPO Arbitration and Mediation Center

Objective: <i>To offer expanded dispute resolution services, by traditional and electronic means.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Larger caseload, including domain name coverage and institutional use.</i>	The Center established domain name dispute resolution services that were adopted for the generic top-level domains (gTLDs: .com, .net and .org) and by administrators of 17 country-code top-level domains (ccTLDs). As such, WIPO became established as the leading provider of Internet domain name dispute resolution services.	<p><i>Caseload:</i></p> <ul style="list-style-type: none"> - The Center received 1841 gTLD cases, representing 65 per cent of all cases from the Internet Corporation for Assigned Names and Numbers (ICANN); 1286 (70 per cent) of these cases were resolved, through 1007 decisions by WIPO-appointed panels and 279 terminations. - The Center received 16 ccTLD cases; seven of these cases were resolved, through five decisions of WIPO-appointed panels and two terminations. - WIPO domain name cases involved parties from 74 countries worldwide. <p><i>Number of requests for appointment of neutrals:</i></p> <ul style="list-style-type: none"> - The Center received one case under the WIPO Arbitration Rules, one case under the WIPO Mediation Rules, and 25 further requests for appointment assistance from the WIPO roster of neutrals.
<i>Acceptance of the on-line dispute resolution system.</i>	WIPO online dispute resolution facilities have met with immediate and full acceptance by the parties.	<p><i>Use of the on-line system:</i></p> <ul style="list-style-type: none"> - All 1,857 domain name cases were processed using the Center's on-line case facilities.

Objective: <i>To strengthen the Center's position as resource center for the mediation and arbitration of intellectual property disputes.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Larger exposure of dispute resolution services.</i>	Responded to a full range of information requests, operated its high-capacity web site and produced greater exposure of WIPO's dispute resolution activities.	<i>Information requests, including conference and workshop attendance:</i> The Center: - Handled some 5,000 information requests; - Registered over 7 million hits for its web site; - Welcomed 72 participants who attended Center arbitration and mediation workshops; and - Received 300 participants, who attended the Center's International Conference on Dispute Resolution in Electronic Commerce.
<i>Administer a process by which an independent panel establishes whether certain famous/well-known marks are to be excluded from registration as domain names (provided such exclusion is adopted by certain Internet domain name authorities).</i>	No such exclusion policy was adopted by the relevant Internet domain name authorities.	<i>Number of applications for exclusions received by WIPO:</i> — <i>Number of such applications processed:</i> —

Sub-program 03.4 – Electronic Commerce and Intellectual Property

Objective: <i>To define the issues arising out of the impact of electronic commerce on intellectual property that need to be addressed and to promote awareness of those issues on the part of the Member States, industry, practitioners and the general public.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased understanding of the impact of electronic commerce on the IP system.</i>	Increased understanding was made possible, along with increased awareness among administrators of ccTLDs of the importance of IP protection.	<i>Number and nature of conferences and meetings addressing electronic commerce and IP issues:</i> - Organization of regional consultations on electronic commerce and IP in Brazil, Jamaica, Jordan, Poland, and Thailand; - Organization of a SIECA-WIPO special meeting on intellectual property issues in the country code top-level domains (ccTLDs), to raise awareness among administrators of ccTLDs of the importance of IP protection in several national domains. <i>Number and nature of any innovations or work and assistance by WIPO or other actors resulting from such conferences and meetings:</i> - Publication of the Primer on Electronic Commerce and Intellectual Property Issues, and which has been appreciated as a useful general introduction to the subject matter.

Objective: <i>To enhance the protection of intellectual property on the Internet and, in particular, in relation to electronic commerce.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Timely high-quality advice, training and assistance to Internet domain name authorities.</i>	<p>Contacts for the purpose of increasing awareness among TLD administrators were enhanced, to establish better domain name protection systems.</p>	<p><i>Number, nature and relevance of contacts with Internet domain name authorities seeking advice from WIPO:</i></p> <ul style="list-style-type: none"> - Initiation of the WIPO ccTLD Program aimed at providing intellectual property assistance to the administrators of ccTLDs; - Established contact and started providing intellectual property advice to the sponsors of seven new generic top-level domains (gTLDs) approved by ICANN; - Invited by the administrator of .NL to be a member of a project team conducting a process to investigate the need for the introduction of alternative dispute resolution in its domain (such process being based on the first WIPO Internet Domain Name Process); - Provided advice on IP dispute prevention and resolution in relation to non-roman character domain names. <p><i>Number of Internet domain name authorities expressing satisfaction with the assistance received and other feedback:</i></p> <ul style="list-style-type: none"> - Provided IP advice to the administrators of more than 40 ccTLDs.
<i>Greater adherence by Internet domain name authorities to policies and procedures facilitating the protection of and the resolution of disputes related to IPRs.</i>	<p>Significant reduction in the potential for abusive domain name registrations in the gTLDs.</p> <p>Greater consistency was demonstrated by an increase in IP-compliant domain name registration procedures.</p> <p>Greater awareness of the practice of cybersquatting identifiers other than trademarks, which may form the basis for enhanced protection of the publication of the Final Report of the Second WIPO Internet Domain Name Process.</p>	<p><i>Greater consistency among domain name registration policies:</i></p> <ul style="list-style-type: none"> - Increased use of the Uniform Domain Name Dispute Resolution Policy (UDRP, which resulted from the first WIPO Internet Domain Name Process), and the WIPO AMC; - The UDRP has achieved recognition as the standard for alternative dispute resolution in cases of conflicts between domain names and IPRs. <p><i>Number and type of domain name registration authorities reforming their registration practices and adopting WIPO recommendations:</i></p> <ul style="list-style-type: none"> - Some 18 ccTLD administrators have retained the WIPO Arbitration and Mediation Center as dispute resolution service provider on the basis of their adoption of the UDRP or a variation thereof; - Several other administrators of ccTLDs have introduced or are contemplating the introduction of alternative dispute resolution based on the UDRP (e.g., UK). - Measures were taken to curb rights infringements at the level of the ccTLDs, and were slowly being introduced; - Undertook initial preparations for the Second WIPO Internet Domain Name Process, aimed at addressing certain IP issues relating to Internet domain names that remain to be considered after the first WIPO Internet Domain Name Process. <p><i>Number and nature of domain name disputes between private parties resolved by alternative dispute resolution procedures (instead of court litigation):</i></p> <ul style="list-style-type: none"> - Some 1,300 domain name disputes were resolved by the WIPO Arbitration and Mediation Center.

Objective: <i>To develop and implement projects providing timely assistance for protecting intellectual property rights in the digital environment.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Establishment of a process leading to improvements in the protection and methods for licensing digital images protected by IP.</i>	Contrary to what was understood at the time of drafting the Program and Budget for 2000-2001, there appeared, during the period covered by this Report, not yet to be a sufficient need for WIPO to undertake work within this area.	<i>Set of draft rules, standards or practices that address these issues.</i> - Advice and assistance provided to States for protection of IPRs in the digital environment. <i>Adoption of such rules, standards or practices by relevant entities and institutions:</i> - WIPO conducted extensive preliminary discussions with rights management systems providers to understand such systems with a view to possibly providing appropriate support, as a neutral third party, to the development of interoperability between them. - Mission to Oman and Egypt to provide IP advice to national cultural heritage institutions on the on-line exploitation of such heritage.
<i>Establishment of a process to investigate the need or desirability of a role for WIPO in providing depository and management services and systems for electronic commerce in IP.</i>	The anticipated process has not yet received sufficient support from industry or Member States.	<i>Report containing analysis of such investigative process:</i> — <i>Response from Member States and the private sector to the conclusions concerning the provision of services by WIPO in relation to the deposit or management of electronic commerce in IP:</i> - Indications demonstrate that a demand for WIPO action or support in the area concerned may materialize in the future, borne out by the fact that WIPO was increasingly referred to by the most important rights management initiatives concerned (e.g., DOI, INDECS, MPEG-21, W3C).

Objective: <i>To coordinate WIPO's program of work in relation to electronic commerce issues, so that WIPO can continue to play a leading role in the review and modification of existing rules, and the establishment of new rules governing the use of intellectual property in electronic commerce.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Report from the Steering Committee regarding WIPO's program of work in relation to e-commerce issues.</i>	Work in this field was undertaken without the convening of the Steering Committee, as market trends dictated a vital role for WIPO in developing the UDRP, outlined above.	<i>Quality of the Steering Committee's assistance in prioritizing WIPO's work in relation to electronic commerce issues:</i> - The intended purpose of the Steering Committee essentially was to assist the Secretariat in identifying the electronic commerce issues on which it should concentrate its attention. However, it appeared very quickly that market reality itself highlighted what those issues should be (e.g., domain names), thus obviating the need for the Steering Committee. <i>Publication of the analysis and report on electronic commerce issues:</i> - Publication of the Primer on Electronic Commerce and Intellectual Property Issues.
<i>WIPO leadership and coordination with other international and national governmental or non-governmental institutions concerning the protection of IPRs in relation to electronic commerce.</i>	WIPO became well positioned as the leading international institution in the area of IP and electronic commerce.	<i>Implementation of measures for coordination among such institutions.</i> <i>Nature of assistance and support provided by WIPO, including in relation to any process that may address revisions to TRIPS on issues involving IP and electronic commerce:</i> - WIPO liaised in the area of electronic commerce with such diverse entities as national governments, IGOs, ICANN, administrators of ccTLDs, sponsors of gTLDs, the leading initiatives in the area of electronic rights management and other private sector forces.
Total expenditure for Main Program 03 in 2000:		Sfr5,480,000.-

MAIN PROGRAM 04 – Program Planning, Budgeting, Financial Control and Audit

16. In the framework of this Main Program, efforts continued to be directed towards the streamlining and rationalization of the budget cycle, the establishing of reserve levels according to operational considerations of the Unions, and the establishment of a policy on budget surpluses according to WIPO's specific needs. Specific issues on WIPO's budget were also addressed, including the further reduction in PCT fees, effective January 1, 2001, the revised budget for the renovation of the ex-WMO building and the reappropriation of elapsed budget authority for IT projects.

17. Financial control and monitoring continued to be ensured, through certification of specific proposals and periodic income and expenditure reviews, in the framework of management decentralization measures established in April 2000. The continued use of annual work plans and the introduction of annual allotments and of an activity-based control system facilitated the implementation of this new management framework. However, the obsolete financial platform (FINAUT) on which they are run, prevented having fully satisfactory results: it is expected that the deployment of an Automated Information Management System (AIMS) will eliminate current shortcomings.

18. The full-time internal audit function became operational in May 2000, with the designation of a Senior Internal Auditor, supervising the newly established Internal Audit and Oversight Division. This Division, reporting directly to the Director General, is also responsible for the program performance evaluation function.

Sub-Program 04.1 – Program Planning and Budgeting

Objective: <i>To coordinate the preparation of the Director General's Program and Budget and facilitate its approval by Member States</i>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Budget and planning documents reflect directives of the Director General, and are submitted on time.</i></p> <p><i>Budget and planning documents are presented with appropriate justifications and in a transparent format.</i></p>	<p>Member States approved by consensus the budget and planning proposals. Proposal of the Secretariat (A/35/6) approved by the WIPO Assemblies (A/35/15, paragraph 151 (a), (b), (c) and (d)).</p> <p>Proposal of the Secretariat (PCT/A/29/1) approved by the PCT Assembly (PCT/A/29/4, para 10).</p>	<p><i>Documents are considered appropriate by the Director General; documents are submitted on time:</i></p> <ul style="list-style-type: none"> - Documents were considered appropriate by the Director General. <p><i>Approval of the budget and planning proposals by Member States by consensus:</i></p> <ul style="list-style-type: none"> - Adjustment of the budget process (see documents WO/PBC/2/2 and A/35/6) to enhance consultations with Member States. - Adjustment of the policy on reserve and working capital funds (see WO/PBC/2/2 and A/35/6) according to the percentage of biennial expenditure (PBE factor). - Adjustment of the policy on budget surplus (see WO/PBC/2/2 and A/35/6) according to an expanded concept of budgetary balance, including proposed implementation approach. - Reappropriation of elapsed budget authority 1998-1999 (see WO/PBC/2/3 and A/35/9) for IT projects. - Approval of revised budget for the renovation and modernization of the ex-WMO building (see WO/PBC/2/4 and A/35/11). - Information to Member States about the premises plan 2000-2007, the new construction and a study on the energy station (see WO/PBC/2/5 and WO/GA/26/8). - Proposal of additional reductions in PCT fees, effective January 1, 2001 following revised income projections for 2000-2001 (see PCT/A/29/1). - Started preparation of draft Program and Budget for 2002-2003, including request for advice from Member States.

<p><i>Financial and Budgetary issues addressed in the context of the United Nations system are fully taken into account.</i></p>	<p>UN documentation on price increases for 2002-2003 took into account WIPO's views.</p> <p>Positive feedback received from Member States and other Specialized Agencies.</p>	<p><i>Reflection of the Director General's directives in the decisions of UN/CCAQ (FB):</i></p> <ul style="list-style-type: none"> - Attendance in relevant ACC and CCAQ meetings. - Presentation to ACC of WIPO's experience in results-based budgeting.
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Sub-Program 04.2 – Financial Control and Monitoring

<p>Objective: <i>To manage WIPO's decentralized and integrated system for program budget implementation.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Timely presentation of program monitoring reports of the Director General with appropriate information and in a transparent format for consideration by Member States.</i></p>	<p>Financial control of WIPO according to available resources. Modification of program implementation in view of financial information.</p>	<p><i>Meeting of deadlines; reports are considered appropriate by Member States:</i></p> <ul style="list-style-type: none"> - Presentation of quarterly financial progress reports to the Director General containing specific management proposals.
<p><i>Successful and timely introduction of the decentralized and integrated system for program budget implementation.</i></p>	<p>Annual workplans became a main stream management tool at WIPO. Approval and certification of expenses in view of approved workplan.</p>	<p><i>Meeting of deadlines; new system is fully adopted and utilized by program managers:</i></p> <ul style="list-style-type: none"> - Full introduction of annual workplans as management tool for program implementation in a decentralized management system.
<p><i>Decentralized and integrated system for program budget implementation provides adequate authority and information to program managers for achieving program objectives in a cost effective and timely manner.</i></p>	<p>System introduced and operational, however it suffers from severe shortcomings owing to the financial platform on which it operates (see description of AIMS, WO/PBC/3/3).</p>	<p><i>Experience of improved control over program implementation by program managers; program budget adjustments permitted and facilitated by the system results in improved ratio between use of resources and program delivery:</i></p> <ul style="list-style-type: none"> - Introduction of Activity-Based Costing and annual allotments to support follow-up of annual workplans.

Sub-Program 04.3 – Audit

<p>Objective: <i>To ensure accountability for the proper, economic and efficient use of resources.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Compliance with WIPO's regulations, rules and procedures is ensured.</i></p>	<p>Regular interaction with Finance, Control, Human Resources and Procurement on questions relating to compliance with existing regulations, rules and procedures.</p>	<p><i>Adequate report by External Auditors and acknowledgment by the Director General.</i></p> <ul style="list-style-type: none"> - External Auditors' report covering the year 2000 was not available at the time of publishing this Program Performance Report.

<i>Administrative and management procedures are improved.</i>	Contributed to the improvement of administrative and management procedures.	<i>Implementation of office instructions aimed at improving procedures; acknowledgment by the Director General and program managers of WIPO:</i> - Participation in various task forces entrusted with the review and improvement of procedures.
<i>Cost savings are achieved.</i>	No quantifiable savings could be identified for the period under review.	<i>Amount of savings in Swiss francs identified:</i> —
Total expenditure for Main Program 04 in 2000:		Sfr1,471,000.-

MAIN PROGRAM 05 – Global Communications and Public Diplomacy

19. In pursuing the goal of demystifying intellectual property (IP), resources of this Main Program in 2000 were concentrated on totally revamping the WIPO web site, creating new information products and varied materials explaining the nature and contributions of IP, particularly audio-visual ones, expanding solid links with the media, contacting new dialogue partners, such as civil society interest groups and engaging in dialogue with non-governmental organizations (NGOs), as well as with the general public. WIPO's image as an innovative, dynamic and future-oriented organization continued to be developed, refined and disseminated. This Program also made a contribution to the Organization's revenue from the marketing and sale of WIPO information products, in spite of a small decrease in revenue compared to 1999, because more publications were either given away free of charge or more liberal discounts were offered especially for developing countries.

20. The redesign of the WIPO web site and its launching in September 2000 can be considered one of the significant mid-biennium results achieved. In fact, the new, more attractive, and user-friendly presentation of information on the site, in four languages, makes it one of the Organization's most effective and efficient tools for communicating with a worldwide audience and ensuring a better understanding of WIPO's activities, and of general and topical IP issues. The interest and the appreciation for the new site is demonstrated by the significant increase in the number of hits or pages viewed as compared to 1999, and by the first prize which WIPO was awarded for the best multilingual web site. The WIPO corporate image continued to evolve and was applied to a wide range of new and revised/updated information products as well as to specialized products (such as posters, note pads, pamphlets, books, CD-ROMs, banners, binders, etc.). Furthermore, the evolution in the Organization's corporate image took another major step with the approval in September 2000 by WIPO's General Assembly of the proposal to create a new WIPO logo, which will be chosen following an international competition to be launched in 2001. The new logo is expected to become an integral part of WIPO's image, contributing to the demystification of IP.

21. Significant progress was made in the biennium towards the development of a higher media profile in the national and international media, for WIPO and IP issues in general, as well as in the area of public outreach. Through the organization of IP-related exhibitions, the sponsoring of artistic and cultural events and via briefings given to specific groups of persons (such as students, business people and government officials), WIPO endeavored to enhance the diffusion of its message to those general and specific audiences.

22. Noteworthy progress was made with respect to the further development of the WIPO Intranet site. The resulting more attractive layout offered an increased quantity of information for staff on the Intranet site, specifically of an administrative and organizational or logistic nature. One example of this was the improved dissemination of information achieved with the finalization, in April 2000, of the project "Practical pages of WIPO," which indexed information or added to that which was already offered in the different Divisions' homepages.

23. The WIPO Library increased and diversified its holding of relevant reading and reference materials by over 1,000 items, with major efforts undertaken to provide materials in electronic form. Also, an electronic version of the Library's catalogue was placed on the WIPO web site via the joint UNCAPS (United Nations Shared Cataloguing and Public Access System) catalogue.

Sub-program 05.1 – Corporate Communications (Internet/Intranet)

Objective:	<i>To increase the coverage and usefulness of the information on the WIPO Internet web site and on the Intranet site in a user-friendly, timely and efficient way.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>More attractive Internet and Intranet sites and home pages with a wider coverage of subjects and comprehensive easily accessible information.</i>	<p>A newly restructured main WIPO web site was launched in September. The new site has a cleaner, more attractive, and more efficient graphic/technical interface and information is available in four languages. In addition, content for new web pages intended for the general public was developed.</p> <p>More attractive layout and increased quantity of information provided to staff via Intranet.</p>	<p><i>Quantity and range of information available on the Internet web site and the Intranet site in six languages:</i></p> <ul style="list-style-type: none"> - Number of documents on the main web site: 7,321 (English), 3,782 (French), 2,431 (Spanish), 1,452 (Arabic) with a total of about 55,000 pages. - In March, WIPO was awarded the first prize in the first <i>Toile du Plurilinguisme</i> competition organized by the <i>Organisation Internationale de la Francophonie</i> to reward the best multilingual Internet sites. - In April, WIPO launched an Arabic version of its main web site. During the year, preparations began for a Russian language version of the main site. <p><i>Frequency with which new material is added and existing information updated:</i></p> <p>On the Internet site: daily; on the Intranet site: weekly.</p> <p>[New PI]: <i>Number of Intranet pages viewed by staff:</i></p> <ul style="list-style-type: none"> - About 1.15 million, with a monthly average of 190,000 pages viewed and an average of 10 pages viewed per user/per day (these statistics refer to the period July-December 2000).
<i>Lower costs for the Secretariat of disseminating information including reducing the number of hard copies.</i>	<p>Progressively greater use was made of the Internet and of the Intranet, resulting in much speedier accessibility to information, a reduction in paper copies and lower distribution costs.</p>	<p><i>Decreased number of hard copies:</i></p> <ul style="list-style-type: none"> - A number of information circulars, listings and other material previously distributed in paper form were made available only in electronic form on the Intranet.

Objective: <i>To further develop the understanding of and the commitment to WIPO's mission internationally and within the Secretariat.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Better understanding of WIPO's activities and of topical IP issues by the international community; quicker information within the Secretariat about on-going activities.</i>	The increasing demand for information on WIPO's activities and topical IP issues was more than adequately met through the information material made available on the redesigned WIPO Internet web site.	<i>Number of file requests:</i> - Number of hits: 80.5 million; - Number of pages viewed: 23.3 million. <i>Nature of links with other organizations and institutions:</i> - Links were established with all the IPOs with sites on the Internet.

Sub-program 05.2 – Media Relations and Public Affairs

Objective: <i>To increase the media's interest in and knowledge of intellectual property issues in general and WIPO's role in particular.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Higher media profile for WIPO and IP issues in general in the national and international media, together with more accurate reporting on WIPO.</i>	<p>WIPO links with the international and Swiss-based press were expanded and consolidated.</p> <p>WIPO's involvement in cutting-edge issues, in particular electronic commerce and copyright on the Internet, resulted in significant press interest around the world.</p> <p>New information material about WIPO was developed, intended to make press coverage more accurate.</p>	<i>Number of press interviews or conferences given and of articles relating to WIPO and its activities appearing in the international and national press:</i> - Number of press interviews: 405; - Number of press releases and updates issued: 86; - Number of articles relating to WIPO and its activities appearing in the international and national general interest press: 1,940; - Number of people on mailing list to receive press releases and updates: 700; - Preparation of a comprehensive set of draft guidelines on contacts with the media, to assist members of the Secretariat during press interviews.

Objective: <i>To strengthen WIPO's outreach to IGOs, NGOs, other interest groups and civil society, including the local Geneva community.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Increase in the total number of regular recipients of information generated by WIPO.</i></p> <p><i>Greater interest in and better understanding of IP issues and of WIPO's activities among target audiences.</i></p>	Successful implementation of the information strategy aimed at disseminating information to diverse audiences, including IGOs, NGOs and the Geneva community.	<i>Range and quantity of information materials diffused by WIPO to the press and interested groups or individuals:</i> - A newspaper clippings compilation issued weekly in paper form, called "Intellectual Property in the News," was started and distributed to all the Permanent Missions accredited to the UN in Geneva: 50 issues of this compilation were produced and distributed; - Number of copies distributed of the WIPO Magazine and IP Laws and Treaties: 79,000; - Number of electronic mailing list subscriptions: 9,076 (for 47 lists). - Three WIPO events were filmed and broadcasted via Eurovision to 68 national TV stations and news agencies, as well as by satellite to cable TV news network Euronews. <i>Number and type of participants attending special WIPO events serving as vehicles for diffusion of IP messages:</i> - Number of exhibitions organized at WIPO headquarters: 8 (attended by 4,055 people in Geneva and 32,000 at the UN headquarters in New York); - A new exhibition at the WIPO Information Center, "Music in the Digital Age", opened in September, targeting a younger audience. The exhibition received 3,000 visitors and was featured on an international music site which received over one million hits from September through December.

		<p><i>Number of visitors to the WIPO Information Center: 22,068</i></p> <p><i>Volume of sales generated by the Center: 70,432 Swiss francs.</i></p> <p><i>Number and type of information requests received compared to the past:</i> - Number of general inquiries handled: some 5,500, as compared to 4,500 in 1999.</p> <p><i>Number and scope of public outreach activities undertaken:</i> - 54 briefings were organized addressing a total of 1,655 people. Target groups covered: university students, business people and government officials; - A two-week regional training course, which focussed on public outreach and demystification of IP, was organized by WIPO jointly with the IP Office of Singapore and was attended by 25 trainees; - Two cultural events were co-sponsored by WIPO: <i>Journées du Cinéma Africain</i> and <i>Le Festival de la Bâtie</i>; - One art event <i>Diplomats paint for Children in the World</i> was sponsored by WIPO jointly with the UN.</p>
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Sub-program 05.3 – General Information Products

Objective:	<i>To further develop WIPO's corporate image and harmonize the presentation of general and specialized information products.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>More attractive and user-friendly information materials on a greater variety of subjects and in different forms.</i>	<p>WIPO's new corporate image was further amplified through its systematic inclusion in new or revised specialized information products.</p> <p>The approval by the WIPO Assemblies of the creation of a new WIPO logo in 2001.</p>	<p><i>Number and range of information products and the different subjects covered:</i> - Number of multimedia productions: 14 video clips on WIPO events, 12 video reports, five multimedia presentations (four were for the <i>Music in the Digital Age</i> exhibition). Number of downloads of multimedia products from the WIPO web site: 1,755; - A new project was begun for the production of a film series on famous creators, some of whom reacted favorably to the initiative; - Number of new/revised printed products to which corporate image was applied: 164; - Preparations for the launching of an international competition for the creation of a new WIPO logo in 2001. - The start of production of audio-visual materials embodying WIPO's new corporate image and WIPO's efforts to diversify and make more attractive information material; - Number of specialized products to which the corporate image was applied: 75 (these specialized products are promotional materials: pens, binder covers, banners, programs.</p>

Objective:	<i>To meet the needs of different users and target audiences by widening the range of information products on intellectual property as well as on the mission and activities of WIPO.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>More attractive and user-friendly information materials on a greater variety of subjects and in different forms.</i>	<p>New, more varied and user-friendly information material was made available.</p>	<p><i>Number and range of information products and the different subjects covered:</i> - Number of new titles: 66 (including different language versions); - A new reference work entitled <i>WIPO Guide to Intellectual Property Worldwide</i> was finalized and printed in July; - The contents of the popular publication <i>Intellectual Property Reading Material</i> were uploaded onto WIPO's web site, thereby making them more accessible to an international audience;</p>

		<ul style="list-style-type: none"> - Two cooperation agreements were concluded, respectively with the IPO of one Member State and the collective management society of another State, to produce information materials for teenagers and artistic creators; - New information brochures were created, e.g., <i>At Home with Invention</i>, <i>What is the Patent Law Treaty?</i>, <i>WIPO Internet Treaties</i>.
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Objective: <i>To enhance the efficiency of sales and distribution of WIPO's information products.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>More efficient sales management.</i></p> <p><i>Increase in the sales revenue of publications.</i></p>	<p>A new marketing plan was developed, including the creation of a new Sales Agent Agreement, the establishment of a new discount policy, promotional material for individual publications, as well as the launching, in September, of the E-bookshop in three languages.</p> <p>There was a small decrease in revenue compared to 1999 because more publications were either given away free of charge or offered with more liberal discounts, especially for developing countries.</p>	<p><i>Average time taken for processing an order and the dispatch of an information product; number of paying orders and subscribers; survey of customer satisfaction:</i></p> <p><i>Number of recipients; quantity and range of products sold compared to those provided free of charge; number of new titles; participation in book and trade fairs:</i></p> <p>During the year 2000, WIPO:</p> <ul style="list-style-type: none"> - Distributed some 230,321 free information products including some 165 English titles; - Participated in 8 book and trade fairs; - Had in inventory a total of 317,614 product items; - Sold a total of 28,858 publications; - Had subscriptions from some 4,322 paying subscribers; - Maintained a paid-sales to free-distribution ratio of 1:8 (for every product sold, approximately eight products were distributed free of charge); and, - Generated 4.6 million Swiss francs and some 425,000 Swiss francs in income from the sale of publications and advertisements, respectively.

Sub-program 05.4 - WIPO Library, Archives and Research Services

Objective: <i>To increase and diversify the Library's holdings of relevant reading and reference materials and to enhance its services to meet the research needs of various users.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Increase in the number and variety of materials acquired or made available in the Library.</i></p>	<p>Extension of the Library's holdings through acquisition of new reference materials in the fields of industrial property and copyright as well as in new areas of interest such as the economic aspects of intellectual property, small and medium-sized enterprises (SMEs), traditional knowledge, folklore, indigenous peoples, human rights, biotechnology, electronic commerce, domain name and other cyber issues, and arbitration.</p>	<p><i>Number, range and forms of materials available in the Library:</i></p> <ul style="list-style-type: none"> - Some 1,075 items were added to the Library's collection including books, journals, serials, videos and CD-ROMs, and in particular: 725 monographs, loose-leaves, or documents, 280 journal articles, 40 journal titles and 30 Videos & CD-ROMs. <p><i>New networking arrangements with other libraries and institutions:</i></p> <ul style="list-style-type: none"> - WIPO Library Catalogue available via UNCAPS (United Nations Shared Cataloguing and Public Access System), and Intellectual Property Digital Libraries (IPDL). <p>In addition, electronic links were established with the following institutions:</p> <ul style="list-style-type: none"> - The American Library of Congress (USA), <i>la Biblioteca Nacional</i> (Spain), <i>la Bibliothèque nationale</i> (France), the British Library (UK), <i>le Réseau des bibliothèques de suisse occidentale</i> and the United Nations Library (Geneva).

<p><i>Enhancement of services, inter alia, by electronic means, to facilitate research.</i></p>	<p>Greater accessibility to more information available worldwide for staff members of the Secretariat and external researchers through the creation of new electronic services.</p> <p>A document delivery service was introduced in-house to provide, where possible, journal articles in electronic form. This resulted in a faster distribution of the journals and a gradual reduction of the circulation of their print copy.</p> <p>The Library provided special, tailor-made research services to users in-house, using the resources available in the Library such as OPAC, Lexis-Nexis and Internet, for dissemination via e-mail, fax and traditional postal service.</p>	<p><i>Quality of innovative information systems introduced to improve access to information; number and type of users of the library and archives and of the services provided to them:</i></p> <p>Creation of the Library's homepage on the WIPO web site with links providing:</p> <ul style="list-style-type: none"> - Public access to the Library's catalogue via UNCAPS (United Nations Shared Cataloguing and Public Access System); - Access to certain online book shops. <p>In addition, the Library welcomed and/or provided certain services to users of the library:</p> <ul style="list-style-type: none"> - Some 1,600 visitors and reference requests; - Some 2,500 e-mails received requesting information; - Some 47,365 hits on the Library homepage; - Over 100 in-house requests for inter-library loans; - Approximately 25 in-house requests satisfied via electronic document delivery services; - The number of well-known IP journals for which "Table of Contents" were distributed electronically increased from 20 to 39; - The number of "Table of Contents" forwarded in-house by e-mail: 175. - Some 50 Lexis-Nexis in-house research requests; and, - Some 25 bibliographies were sent to meet in-house and external requests. <p><i>-Survey of level of usage and overall satisfaction of users:</i></p> <ul style="list-style-type: none"> - A survey will be undertaken in 2001.
<p><i>Maintenance of visual and audiovisual records; production of special reference publications.</i></p>	<p>Except for audiovisual records, visual and special reference publications were produced and made available.</p>	<p><i>Number, range and quality of visual and audiovisual information materials and special reference publications:</i></p> <ul style="list-style-type: none"> - A PowerPoint presentation in English, French and Spanish on the Library's services was prepared and used for the Induction sessions addressed to newly recruited staff and for visitors to WIPO; - Four bibliographical lists were prepared in paper form and sent out to all permanent missions of WIPO Member States in Geneva as well as to other 110 recipients such as public and private institutions, libraries and legal firms.
<p><i>Better library facilities in those developing countries which receive assistance.</i></p>	<p>Certain assistance was made available to requesting library facilities in developing countries.</p>	<p><i>Quantity and quality of study and reference materials provided to developing countries:</i></p> <ul style="list-style-type: none"> - A number of reference materials, including 10 bibliographies, were prepared and sent out via electronic mail to meet requests from developing countries.

<p>Objective: <i>To strengthen the institutional memory of WIPO.</i></p>		
<p>Expected results</p>	<p>Results Achieved</p>	<p>Selected Performance Indicators</p>
<p><i>Identification, storage and access to the historical papers and records of WIPO.</i></p>	<p>Limited resources delayed finalization of the EDMS Project.</p>	<p><i>Accessibility and frequency of access of the papers and records:</i></p> <ul style="list-style-type: none"> - A project proposal was formulated by year end for the first phase of an electronic document management system (EDMS), with archives being an integral component.
<p>Total expenditure for Main Program 05 in 2000:</p>		<p>Sfr6,303,000.-</p>

MAIN PROGRAM 06 - Cooperation with Developing Countries

24. Activities of this Main Program focused on the provision of technical assistance for the modernization of national IP legislation, including the implementation of the TRIPS Agreement, institution building, and sustainable development of IP administration and development of the use of the IP systems in developing countries, including least developed countries (LDCs).

25. In the implementation of Main Program 06, the Sector of Cooperation for Development made significant progress towards achieving the expected results in the first year of the biennium by continuing to maximize every possible opportunity to respond to increasing needs for technical assistance for developing countries and to deal more effectively with the promotion of institution building and a sustainable development of IP administration aimed at providing better services. In addition, in the framework of the program for cooperation in the African, Arab, Asia and the Pacific and Latin American and the Caribbean region, WIPO's strategy of providing legal technical assistance in a "package" with other cooperation activities through tailor-made Nationally and Regionally Focused Action Plans (NFAPs and RFAPs) was further developed: between January and December 2000, 74 NFAPs were in various stages of implementation. As in the previous biennium, feedback received from Member States proved that NFAPs were effective in sustaining national efforts at strengthening operational and human resources capacities in the legislative, administrative and enforcement areas, and therefore continue to be a very adequate cooperation tool.

26. During 2000, the activities implemented through this Program benefited some 135 countries and reached more than 4,700 men and women, fostering a wider awareness and clearer understanding by developing countries of the economic, technical and social dimensions of IP, including its implication on a certain number of emerging global issues. Such issues as the preservation of biological diversity, the protection of traditional knowledge and expressions of folklore and electronic commerce, reached an enlarged number of users, rights owners, interested groups and other individuals of civil societies at all levels, who were in position to encourage the most effective use of IP for development and sustainable economic growth. Along the same line, cooperation activities carried out in the area of the collective management of copyright and related rights resulted in a wider acknowledgment of the importance and relevance of this issue to the social, economic and cultural development of developing countries, as well as in an increased genuine awareness of both right owners and users of the usefulness of the collective management of copyright and related rights.

Sub-program 06.1– Modernization of the Intellectual Property System including Implementation of the TRIPS Agreement

Objective:	<i>To strengthen the capacity of developing countries, including LDCs, in formulating policy and modernizing legislation concerning intellectual property, taking into account relevant international standards and trends, including the TRIPS Agreement.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>Deeper understanding by developing countries of policy implications of IP issues and how a national IP law</i>	Substantial progress made in the process for the enactment, in developing countries, of modernized intellectual property legislation complying	<i>Tangible indication through communications received and/or statements made suggesting a deeper understanding by developing countries of the issues of concern:</i> WIPO provided upon request: - 38 draft laws (to 25 countries) on IP (on copyright and related rights and on industrial property matters including one or more of the following: patents, trademarks, industrial designs, topographies of

<p><i>meets relevant international standards and trends, including the TRIPS Agreement.</i></p>	<p>with TRIPS Agreement and other international standards.</p> <p>Better understanding of the policy implications of intellectual property and of the application of the TRIPS Agreement standards in the national legislation.</p>	<p>integrated circuits, geographical indications and protection against unfair competition) to developing countries;</p> <ul style="list-style-type: none"> - 53 comments (to 27 countries) on compatibility of existing/draft legislation with TRIPS Agreement and other international standards; - 32 other forms of legislative advice (to 25 developing countries). <p><i>Demonstrable evidence that officials from developing countries who have followed the relevant WIPO training courses have indeed acquired deeper understanding and knowledge of the problems:</i></p> <ul style="list-style-type: none"> - 12 study visits on policy formulation and modernization of IP legislation; 30 expert missions on IP issues, or TRIPS and its implementation; 23 consultations with governments; 20 national seminars on TRIPS and its implementation; and 10 Regional and Sub-regional Seminars on policy matters related to IP and TRIPS.
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<p>Objective: <i>To promote the institution –building and sustainable development of intellectual property administrations with a view to providing more efficient and relevant services to the intellectual property user community.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Strengthening of national intellectual property administrations in developing countries by technical assistance through WIPO.</i></p>	<p>An increasing number of IPOs were moving towards greater autonomy, broadening of functions and service-oriented activities.</p> <p>An increasing level of automation of IPOs helped to improve office administration and develop patent or trademark databases, to simplify and streamline operations.</p>	<p><i>Number of stronger and more efficient IP administrations in developing countries:</i></p> <p>Initiatives aimed at strengthening IP administrations in developing countries, included:</p> <ul style="list-style-type: none"> - 54 NFAPs under implementation, 8 new NFAPs started and 12 NFAPs completed. - Some 61 study visits for IP administration and on the job training; - Some 80 expert missions on IP administration including automation of operations; - Approximately 46 national administrations were provided with IT equipment; - Some 33 automation projects and other initiatives (both within NFAPs and not).

<p>Objective: <i>To enhance the operation of systems of the enforcement of intellectual property rights in developing countries, including LDCs.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Reinforcement of administrative mechanisms in developing countries for the enforcement of intellectual property rights on the basis of information, advice, training and equipment received from WIPO.</i></p>	<p>Improved knowledge of national officials to effectively deal with enforcement issues, including piracy and counterfeiting of IP assets.</p>	<p><i>Number of administrative or other measures for the effective enforcement of intellectual property rights:</i></p> <ul style="list-style-type: none"> - Implementation in four countries of anti-piracy security devices as an enforcement tool for sound recordings. - Some 13 national seminars on enforcement of IPRs organized for judges, customs and police officials, totaling 870 participants; - Various regional seminars on enforcement of IPRs were organized for judges, customs and police officials for a total of 299 participants; - one orientation program 12 customs officials.

<p>Objective: <i>To facilitate and promote the dissemination of intellectual property information including access to an up-to-date collection of intellectual property legislative texts in the form of published texts and a computerized database.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Topical information of users on current IP legislation through the WIPO CLEA and other reference material.</i></p>	<p>Conversion of legislative texts into electronic format, and preparation of bibliographic data entries for updating the Collection of Laws for Electronic Access (CLEA) on the Internet.</p>	<p><i>Utilization of the WIPO CLEA, as indicated by the number of file requests:</i></p> <ul style="list-style-type: none"> - Number of hits on in the CLEA web site: 2.3 million; - Number of page views: 36,484; - Number of visitors sessions: 49,537; - Number of visitors: 19,591.

	Monthly publication in paper form of the periodicals <i>Intellectual Property Laws and Treaties</i> (IPLT) and <i>Lois et traités de propriété intellectuelle</i> (LTPI), as well as preparation and publication of the new bilingual version of the IPLEX CD-ROM.	WIPO also produced a wide range of assorted information: - Publication of 48 legislative texts in the inserts of IPLT (758 pages) and in the inserts of LTPI; (789 pages) - A number of IP legislative texts were published on the new version of IPLEX CD-ROM (399 in English and 324 in French); - Some 700 external requests for information on IP legislation serviced.
<i>Utilization of services provided for under the WIPO/WTO Cooperation Agreement.</i>	Provision of legislative texts and lists of legislation, to the WTO upon request, under Article 2(3)(a) of the WIPO/WTO Cooperation Agreement, for purposes of notifications under Article 63.2 of the TRIPS Agreement.	<i>Frequency of services rendered to developing countries in the context of the notification of intellectual property legislation under Article 63.2 of the TRIPS Agreement:</i> - Some 55 legislative texts and three lists of legislation were provided, on request, in respect of six developing countries.

Sub-program 06.2 – New Global Intellectual Property Challenges

Objective: <i>To strengthen the capacity of developing countries to timely assess the overall scope and potential benefits of the intellectual property implications of a certain number of emerging global issues and to elaborate policies thereon.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Wider awareness and clearer understanding by developing countries of the legal, economic, technical, social and ethical dimensions of IP protection in relation to the preservation of biological diversity, the protection of traditional knowledge, the protection of expressions of folklore and electronic commerce.</i>	A deepening interest in and awareness of these issues has arisen, as revealed by questions and observations raised in the meetings and staff/expert missions organized by WIPO. National IPOs have also taken steps to elaborate these emerging global IP issues to other relevant agencies and interest groups at national levels.	<i>Number of developing countries requesting and receiving related information.</i> — <i>Number of related reference material, policy studies, symposia, policy-development meetings and other events organized by WIPO in, or for, developing countries:</i> In the context of emerging global IP issues, WIPO undertook: - Two national meetings with a total of 120 participants; - One interregional meeting for 23 participants; - Nine regional and sub-regional meetings, including the e-commerce topic, for a total of 678 participants; and, - Some 11 expert and staff missions.
<i>Wider integration of policy-makers of developing countries in the on-going international debate on the above issues.</i>	Increased interest from developing countries to participate in meetings on new global issues and to keep abreast with developments in on-going international debates in IP, e.g., e-commerce, Traditional Knowledge as reflected in requests received.	<i>Frequency of attendance, by developing country officials, of international events on the above issues:</i> - Some 14 officials from developing countries participated in diverse interregional meetings on these issues. <i>Inclusion, in the agenda of such events, of issues that are particularly relevant from a developing country perspective:</i> —

Sub-program 06.3 – Promotion and Development of the Use of the Intellectual Property System

Objective: <i>To increase the use of the intellectual property system in developing countries by improving public knowledge of the system.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Enhanced image of IP in developing countries on the basis of information, know-how and advice provided to IPOs and other concerned institutions, as well as to the general public.</i>	Increased number of countries using WIPO tools for public information and awareness, as well as countries launching national IP information campaigns. The number of countries requesting assistance through country projects or NFAPs in developing public outreach campaigns also grew.	<i>Frequency of intellectual property information campaigns and other programs launched by developing country IPOs and other relevant institution:</i> - 14 training seminars and courses organized at national and regional levels to promote the use of IP system (patents, trademarks, information technologies, copyright and related rights, as well as geographical indications), with 757 total participants.

Objective: <i>To facilitate the use of the intellectual property system by relevant industrial, trade, research, social and cultural institutions with special emphasis on innovation and creativity, the access to, and use of, industrial property information and the collective management of copyright and related rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Development of sustainable structures and programs for the promotion of innovation and creativity on the basis of information, know-how and assistance provided by WIPO.</i>	Requests for national seminars on innovation received from IPOs revealed an increasing awareness of the role they can play in promoting innovation.	<i>Number of guidelines and reference material and number of special projects carried out by WIPO with respect to the promotion of innovation and creativity:</i> - Links were being established with Science and Technology institutions, innovations centers and inventors societies at the national level. - Some 10 seminars and courses at national, regional and interregional levels on IP, trademarks, promotion of innovation and creativity for a total of 364 participants.
<i>Facilitation of access to, and use of, industrial property information to interested users in developing countries, including the development of services for the search of industrial property information.</i>	Effective use of industrial property information services.	<i>Utilization of WIPO industrial property information, as indicated by the number of file requests, and frequency of services rendered to developing countries in this context:</i> - 1,315 search requests, including search and examination reports of applications for patents under the ICSEI Program, were received from 39 developing countries; - 631 requests for on-line searches made by WIPO were received from 24 developing countries; - 206 requests from 26 developing countries for a total of 5,416 copies of patent documents made by WIPO.
<i>Establishment of legal and technical support to societies for collective management of copyright and related rights in developing countries.</i>	Several collective management societies have been established, or have benefited from WIPO's assistance and shown improvement in their operations.	<i>Number of collective management organizations established and operational:</i> - Five collective management organizations established. <i>Number of officials successfully trained:</i> - 57 officials successfully trained. - Nine national and regional meetings organized for a total of 390 participants. <i>Number of guidelines, reference material and special projects in relation to the establishment or strengthening of societies for the collective management of copyright and related rights:</i>

		<ul style="list-style-type: none"> - Implementation of a RFAP for the Establishment of a Regional System of Collective Management of Copyright in the Caribbean region (five collective administration societies received equipment, two meetings of the Caribbean Regional Committee of CRRR, official launch of the Caribbean Copyright Link (CCL)); - General Cooperation Agreement with SGAE on software development for a regional system.
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Sub-program 06.4 – Cooperation among Developing Countries and with Other Organizations

Objective: <i>To facilitate cooperation among developing countries.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>More and better opportunities for cooperation among developing countries in all fields of IP.</i>	Sub-regional cooperation frameworks have produced very specific activities and new initiatives. Existing bilateral cooperation agreements have received very good feedback from partners.	<i>Data on progress with respect to existing cooperation and number of new cooperation arrangements, programs and schemes among developing countries:</i> <ul style="list-style-type: none"> - Some 19 regional and sub-regional meetings on IP, trade, technological innovation, creativity, copyright and other IP-related matters where cooperation among developing countries in those areas was a relevant issue; - Three WIPO Regional Seminars (in the Arab, Asia and Africa regions) on the modernization of the IP system for LDCs, with 228 participants from 43 LDC countries.

Objective: <i>To strengthen cooperation with intergovernmental organizations (IGOs), non-governmental organizations (NGOs) and other organizations.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater participation of IGOs, NGOs and other organizations in WIPO's programs and activities, and vice versa.</i>	Increased interrelation between WIPO and a number of IGOs, NGOs and other organizations.	<i>Number of IGOs and NGOs attending WIPO meetings and vice versa:</i> <ul style="list-style-type: none"> - Participation of WIPO officials in the following events: Annual Consultative Conference of SADC, OUA Ministerial Level Meeting, Regional Consultation of the UN Economic Commission for Africa, Africa Committee Meeting of CISAC, General Assembly of OAPI, Round Table on UPOV, XIX Congress on the Inter-American Association of Industrial Property (ASIPI), and the 35th Conference of the Inter-American Bar Association.
Total expenditure for Main Program 06 in 2000:		Sfr28,748,000.-

MAIN PROGRAM 07 - Cooperation with Certain Countries in Europe and Asia

27. Significant progress was made in the implementation of Main Program 07. Consultations on IP issues were held with a number of governments of the region, particularly concerning the ratifications, or accessions to WIPO-administered treaties, TRIPS Agreement implementation or the modernization of national IP legislation. In-depth comments were provided on IP legislation of some countries, as well as on the model copyright legislation for the Interparliamentary Assembly of CIS Member States. Considerable attention was devoted to the issue of IPRs enforcement and, in connection with this issue, the increased cooperation between WIPO and the specialized NGOs played an essential role. WIPO also actively cooperated with several governments in the development and implementation of Nationally

Focused Action Plans (NFAPs), the bilateral cooperation programs and country projects aimed at taking priority action on the authorities' goals for improving the IP systems and promoting their use. Three implemented country projects in the area of collective management of copyright and related rights achieved results aimed at capacity building, in the area of copyright and related rights. Also in the copyright field, the successful organization of the first Meeting of Heads of Copyright Offices of Caucasian, Central Asian and Eastern European Countries, saw discussions on a wide range of issues relating to the implementation of, and accession to the WCT and WPPT and to collective management of copyright and related rights, while focusing on the regional situation.

28. The successful organization of four regional and four national awareness events generated attendance by a considerably high number of participants, ranging from government officials, entrepreneurs, managers, inventors, researchers, attorneys and academics to representatives of user organizations. The presentations and discussions on such issues as the use of modern technical means to search patent information, technology transfer, commercialization, valuation and management of industrial property assets, as well as feedback received, created a positive impact as they enabled the participants to recognize the value of IPRs and their importance in key areas of economic activity and competitiveness. Other topical issues and subjects included electronic commerce, biotechnological inventions and geographical indications.

29. The enhancement of regional and international cooperation was further highlighted by: the fifth anniversary of the establishment of the Eurasian Patent Organization (EAPO), and the International Conference on the Role of Regional Patent Offices in the Creation of a Worldwide Industrial Property Protection System (jointly organized in Moscow by EAPO, WIPO and the European Patent Organization (EPO)). A key role was played by IP issues at the policy and strategy level, presented during the Moscow Intellectual Property Forum, which was attended by participants from 20 developing and 12 Caucasian, Central Asian or Eastern European countries. Other significant regional and international cooperation events to which WIPO participated included the meetings of the Interparliamentary Assembly of CIS Member States, the Steering Group established by the UN/ECE Advisory Group on the Protection and Implementation of Intellectual Property Rights for Investment, and the Business Forum organized by the European Bank for Reconstruction and Development (EBRD).

Sub-program 07.1 – Modernization of the Intellectual Property System including Implementation of the TRIPS Agreement

Objective:	<i>To strengthen national policy and legal frameworks of intellectual property, taking into account relevant international standards and trends, including the TRIPS Agreement.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>Full compliance of national laws of the countries concerned with relevant international standards and trends, including the TRIPS Agreement.</i>	Greater conformity of national legislation of the countries concerned with the WIPO administered treaties and the TRIPS Agreement. 18 instruments of accession to, or ratification of, WIPO-administered treaties were deposited, including the WCT (3), the WPPT (2), and the Madrid Protocol (2).	<i>Increase in the number of national laws and draft laws that are in conformity with the requirements of relevant international standards and trends, including the TRIPS Agreement:</i> - Comments on draft IP legislation provided to six countries, as well as to the Interparliamentary Assembly of CIS Member States on the model copyright legislation; - Consultations concerning the ratification of, or accession to, WIPO-administered treaties and the modernization of IP legislations, the implementation of WIPO-administered treaties and the TRIPS Agreement, as well as on other legal matters, were undertaken with officials from eight countries through missions or visits to WIPO.

Objective: <i>To strengthen intellectual property administration.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater efficiency of IP administrations.</i>	IP administrations of 19 countries were enabled to strengthen their infrastructures and increase their efficiency.	<p><i>Number of officials successfully trained:</i></p> <ul style="list-style-type: none"> - 220 officials from 15 countries attended four meetings organized by WIPO: a) The Forum on Intellectual Property Issues at Policy and Strategy Level; b) The first Meeting of Heads of Copyright Offices of Caucasian, Central Asian and Eastern European Countries; c) The International Conference on the Role of Regional Patent Organizations in the Creation of a Worldwide Protection System of Industrial Property; and, d) The Sub-regional Seminar on the Implementation of the Budapest Treaty; - 20 officials from five countries participated in study visits. - Three NFAPs, one country project and four cooperation programs were elaborated or implemented. - Positive feedback was received from numerous participants with regard to the high quality of the presentations and documents, as well as to the effective and result-oriented manner of discussions. - Five expert missions and 10 staff missions were undertaken on modernization of IP infrastructures. <p><i>Number of industrial property rights granted, and the possible delays in granting such rights.</i></p> <p style="text-align: center;">—</p>

Objective: <i>To develop the institutional framework for the administration and collective management of copyright and related rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Establishment of and legal or technical support to societies for collective management of copyright and related rights.</i>	A significant contribution was made to the establishment and/or strengthening of seven administrations for collective management of copyright and related rights.	<p><i>Number of collective management organizations duly established and operational:</i></p> <ul style="list-style-type: none"> - Assistance was provided to the collective management organizations of seven countries, through the implementation of country projects, legal and technical support and the training of officials. <p><i>Number of officials successfully trained:</i></p> <ul style="list-style-type: none"> - Study visits were organized for 14 officials from four countries. <p><i>Number of guidelines, reference material and special projects in relation to the establishment or strengthening of societies for the collective management of copyright and related rights:</i></p> <ul style="list-style-type: none"> - Three country projects aimed at capacity building were implemented on the modernization of collective rights management systems.

Objective: <i>To enhance systems for the enforcement of intellectual property rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Reinforcement of administrative mechanisms for the enforcement of IPRs.</i>	Improved knowledge of national officials, and strengthened administrative mechanisms for the enforcement of IPRs.	<p><i>Number of administrative or other measures for the effective enforcement of IPRs:</i></p> <ul style="list-style-type: none"> - 430 officials from industrial property and copyright administrations, the judiciary, the legal profession, police, customs and other law enforcement agencies of 10 countries received training in two sub-regional and three national seminars to effectively deal with piracy and counterfeiting of IP assets at the national, administrative and individual levels.

Sub-program 07.2 – Promotion and Development of the Use of the Intellectual Property System

Objectives: <ul style="list-style-type: none"> - <i>To increase the use of the intellectual property system by improving the public knowledge of the system.</i> - <i>To stimulate creativity and innovation.</i> 		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased awareness of the value of IPRs and recognition of their importance in key areas of economic activity and competitiveness.</i>	Increased awareness of the participants about the value of IPRs and the recognition of their importance in key areas of economic activity and competitiveness in their respective countries; improved knowledge and skills in the use of the IP system for market competitiveness, economic, technological and social development; improvement of the capacity for commercialization of IPRs.	<p><i>Number of persons successfully trained:</i></p> <ul style="list-style-type: none"> - Some 900 participants from government and market sectors of 30 countries were trained in eight awareness events (four regional and four national) on various subjects (including use of modern technical means of patent information, technology transfer, commercialization, valuation and management of industrial property assets, electronic commerce, biotechnological inventions, geographical indications). <p><i>Number of guidelines and reference material and number of special projects carried out by WIPO with respect to the promotion of innovation and creativity:</i></p> <ul style="list-style-type: none"> - Assistance was provided in the translation of various WIPO publications and WIPO-administered treaties into Azerbaijani, Georgian (Five treaties) and Russian (WIPO documents for one seminar). <p><i>Feedback received from beneficiaries:</i></p> <ul style="list-style-type: none"> - Positive feedback was received from a number of governments and numerous participants in the awareness events.
Total expenditure for Main Program 07 in 2000:		Sfr2,820,000.-

Main Program 08 – The WIPO Worldwide Academy and Human Resources Development

30. In 2000, the WIPO Worldwide Academy (WWA) promoted its activities dedicated to the training and development of targeted groups, such as decision-makers, policy advisors, development managers, administrators, law enforcement officers, intellectual property Offices (IPOs) staff, etc., through various pedagogical content-delivery means. The WWA re-oriented its internship program into a more formal Summer School, with an internally developed curriculum that attracted a higher number of participants. The WWA also launched joint diploma courses with institutions of excellence in Italy and Sweden.

31. Institutional networking was strengthened: one leading example of WWA initiatives in 2000 was the launching of the first post-graduate specialized course on IP, offered in cooperation with the University of Turin and with the assistance of the Government of Italy and the International Training Center of the International Labour Office (ILO) in Turin.

32. Important developments were achieved with regard to the Distance Learning program, through improvements made in Internet and other delivery mechanisms as well as amplifying the tutors networks' geographic and linguistic diversity. The scope of IP subjects was broadened through a careful process of course-material development for advanced subjects, expected to go on-line in 2001.

33. Under the Professional Training and Policy Training Sub-programs, many nationals of developed and developing countries, as well as those representing certain countries in Europe and Asia, were offered training in both introductory and/or various specialized aspects of either industrial property or copyright and related rights topics. These sessions were presented in many different for a and languages. A leading example of these activities would be the training of academicians in the teaching of IP law in universities or other institutions through the International Conference on Intellectual Property Education for Business, co-organized by WIPO in cooperation with the Government of Bulgaria and the University of National and World Economy in Sofia, Bulgaria.

Sub-program 08.1 – Distance Learning

Objective: <i>To increase the number of beneficiaries, and strengthen the effectiveness of WIPO's human resources development program.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Creation of technology-supported Distance Learning teaching materials for different target groups.</i>	New teaching materials were introduced, and the creation of additional course modules was initiated.	<i>Number of Distance Learning training modules produced:</i> - Three additional modules of introductory course DL-101 entered final stages of development; - Completed the writing of the advanced course on Copyright and Related Rights; - Began developing four other advanced courses: a) Traditional Knowledge; b) Electronic Commerce; c) Biotechnology; and, d) Patent Agents Practice (estimated delivery time was 18 months).
<i>Expansion of institutional networking to strengthen impact of Distance Learning programs.</i>	A cooperation agreement was concluded and other forms of cooperation were established with several institutions.	<i>Number of partnerships established and joint programs launched:</i> - For the adoption of the WWA Distance Learning program in the teaching/training programs of universities and IPOs, a cooperation agreement was signed with the China State Intellectual Property Office and various forms of cooperation were developed with the Indian Institute of Technology, Delhi; the University of Ljubljana, Slovenia; the Kharkov State Polytechnic University, Ukraine; and the University of Valparaiso, Chile.
<i>Strengthening of regional training capacities and the expansion of the target groups reached by Distance Learning.</i>	Regional training capacities were strengthened and expanded, and a pilot project with an institutional partner (University of South Africa (UNISA)) began operations.	<i>Number of regional networks established and the number of target groups reached by Distance Learning:</i> - The WWA network of tutors grew in numbers, representing the three languages in which the active courses are presented: - English tutors network: 20 professors; French tutors network: 4 professors; Spanish tutors network: 12 professors. - The WIPO/UNISA joint diploma program was launched on a pilot basis for students and professionals of English-speaking African countries, with the inclusion of jointly developed new modules: Copyright, Trademark, Patent and Competition Law.
<i>Increased use of the WWA home page as an efficient and effective learning platform.</i>	Strong increase of participants in the DL-101 course. DL technical platforms and facilities were upgraded to respond to increased urgent needs. Satisfactory evaluations by participants on the DL instruction medium.	<i>Number of users of WWA homepage and number of programs available through it:</i> - The DL-101 course, the only one available in 2000, counted 1,729 registered participants (English, French and Spanish). This represents a substantial increase compared with the 481 registrations for the period June-December 1999. <i>Feedback received from users:</i> - Of the 350 evaluations received in 2000, 98 per cent considered the course as satisfactory.

<p><i>Availability of Distance Learning infrastructure facilities at WIPO headquarters.</i></p>	<p>The WWA Distance Learning training facilities, located at Chambésy, became operational in mid-2000.</p>	<p><i>Number of users and events making use of such Distance Learning facilities:</i></p> <ul style="list-style-type: none"> - Some 100 students benefited from the DL facilities, including WIPO staff members, Summer School students and visiting students; - Two sessions of DL-101 were organized in cooperation with the Staff Development Section and offered to 32 WIPO staff members as part of their continuing professional training. <p><i>Feedback received from users:</i></p> <ul style="list-style-type: none"> - Most users expressed their satisfaction with respect to the possibility of following DL courses at WWA's training facilities.
<p><i>Information on the desirability and feasibility of the establishment of a "WIPO Worldwide Creativity Center."</i></p>	<p>The feasibility study was postponed due to other priorities in the work of the Academy.</p>	<p><i>Completed desirability and feasibility study on establishment of a "WIPO Worldwide Creativity Center:</i></p> <p style="text-align: center;">—</p>

Sub-program 08.2 – Professional Training

<p>Objective: <i>To enhance professional training in introductory and specialized areas of intellectual property, including internships and other supported student research at WIPO.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Increased number of developing country nationals trained by WIPO in introductory and specialized aspects of IP.</i></p>	<p>The number of sponsored participants from developing countries, who attended the WIPO introductory and specialized IP courses, showed a slight decline from the preceding year, which was compensated by higher participation in more policy-level training activities and through the Distance Learning program.</p>	<p><i>Number and nature of training activities undertaken in cooperation with national and regional institutions:</i></p> <ul style="list-style-type: none"> - Some 362 sponsored participants attended a total of 24 national and interregional courses, seminars and practical training, which were conducted through cooperation with various national IPOs in locations that included: Algiers, Aachen, Berne, Budapest, Cairo, Casablanca, Copenhagen, Geneva, The Hague, Helsinki, Hull, Jerusalem, Lisbon, Ljubljana, London, Luxembourg, Madrid, Munich, Paris, Prague, Rio de Janeiro, San José de Costa Rica, Sofia, Strasbourg, Stockholm, Stuttgart, Vienna, and Zurich; - Officials were trained in subjects related to copyright and related rights or industrial property; - Specialized courses were also organized for enforcement officials such as judges and for decisions makers; <p><i>Feedback received from persons trained:</i></p> <ul style="list-style-type: none"> - Participants expressed their satisfaction with the training programs. They appreciated the opportunity for practical training at WIPO and in the national IPOs of the various offices/institutions visited.
<p><i>Increased opportunities for internships and other support for student research at WIPO.</i></p>	<p>The number of participants at the Internship/Summer School increased considerably in 2000.</p> <p>The interns undertook research under the supervision of WIPO officials. The results of their research are available in the WIPO Information and Documentation Center.</p>	<p><i>Number of internships and specialized research studies conducted at WIPO:</i></p> <ul style="list-style-type: none"> - Some 33 interns (21 in 1999) from 29 countries were hosted at the WWA in July 2000. <p><i>Feedback received from managers and other WIPO staff, interns and researchers:</i></p> <ul style="list-style-type: none"> - The interns in 2000 generally indicated that they benefited from the training program. Some of those with more advanced knowledge of IPRs appreciated the opportunity to come to WIPO to experience the work of the organization first hand. Those less familiar with the field indicated that their knowledge had increased tremendously. Students expressed a desire to undertake more extensive research.

	The internship program was renamed the Summer School to reflect its more theoretical curriculum.	
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Objective: <i>To develop teaching capacity and curricula in the field of intellectual property in developing countries.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Curricula for the teaching of IP made available to teaching institutions in developing countries.</i>	Increased teaching capacity in the field of IP in developing countries and countries in transition, through assistance provided to university professors and post-graduate students.	<p><i>Number of curricula made available:</i></p> <ul style="list-style-type: none"> - Development of an intensive curriculum for the Summer School Program. - Participation in the organization of four events concerning, <i>inter alia</i>, the teaching of IP: <ul style="list-style-type: none"> (a) Conference on the teaching of IP for business (Sofia, Bulgaria); (b) Intensive post-graduate course on copyright law for university professors (Mérida, Venezuela); (c) Post-graduate specialization course on intellectual property law (Turin, Italy); and, (d) ATRIP 2000 Congress (Santorini, Greece). <p><i>Feedback received from teachers and teaching institutions:</i></p> <ul style="list-style-type: none"> - The challenge and importance of creating sound curricula for the teaching of IP was a major point emphasized in all of the above-mentioned events. The program in Turin in particular was favorably endorsed and highly praised by all students, both with regard to its organizational structure and support provided and its rich curriculum and content. Some 77 per cent of the students felt the objectives of the Turin course were achieved. The overall quality of the resource persons who taught in the course was rated satisfactory, at 79 per cent. Some 66 per cent thought the course would help them reach their professional objectives.

Sub-program 08.3 – Policy Level Training

Objective: <i>To increase information sharing, orientation and training activities in the field of intellectual property for policy advisors and other target groups.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Deeper understanding of the importance of IP and its role in the new global context among policy-makers.</i>	Enhanced national capacity to analyze and implement new policy directions for IP and economic development, and related policy directions.	<p><i>Number of policy-makers attending Academy sessions:</i></p> <ul style="list-style-type: none"> - WIPO organized four general Academy sessions for policy advisers: <ul style="list-style-type: none"> (a) in Arabic and English with 19 participants representing 14 countries and the League of Arab States (LAS); (b) in English with 23 participants from 21 countries; (c) in Russian and English with 11 participants from 10 countries and the Interparliamentary Assembly of the CIS Member States (in Geneva); (d) in Portuguese and Spanish with 22 participants from 22 countries and some local participants (in Havana). - Seven special Academy sessions were organized for special target groups including professors, judges, customs officers and other senior enforcement officials. - Total number of participants: Some 164, of which 75 attended the four general academy sessions.

<i>Strengthened capacity of policy-makers to make and implement new policy regarding IP legislation, administration and enforcement.</i>	Enhanced capacities to analyze and implement new policy directions for IP issues, including enforcement, and the role of technology in copyright.	<p><i>Feedback by participants:</i></p> <p>The following events were positively evaluated by most of the participants as being relevant, informative and useful for their work:</p> <ul style="list-style-type: none"> - An international symposium was organized, on the effect of technologies on copyright and related rights in English, with 17 participants from 17 countries, in Washington, D.C.; - Organization of two special Academy sessions (in Arlington, United States of America) on the enforcement of IPRs in English, with 24 participants from 22 countries, and one session (in Paris) with 19 participants (judges) from 19 countries.
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Objective: <i>To promote research and dissemination of intellectual property policy information in developing countries.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased capacity in developing countries for human resources development in the field of IP.</i>	Greater awareness and increased capacity of professors from developing countries and countries in transition to better instruct their students in IP issues.	<p><i>Number of beneficiaries of WIPO diploma programs:</i></p> <ul style="list-style-type: none"> - One conference on the teaching of IP for business, in English, with 20 professors from 19 countries and some local participants (Sofia, Bulgaria); - One intensive post-graduate course on copyright law for university professors, in Spanish, at the University of Los Andes, with nine law professors from nine Latin American countries (Mérida, Venezuela); - One post-graduate specialization course on IP law, in English, with 19 professors and trainers from 19 countries (Turin, Italy); - Sponsorship of 16 professors from developing countries and countries in transition in attending the ATRIP 2000 Congress (Santorini, Greece); and, - Twenty-three long-term fellowships granted for studies leading to Master-level degree or diploma in IP including three for the newly launched Master's program on IP and human rights at the Lund University (Sweden). <p>- All participants were of the view that the sessions provided useful and practical information, knowledge or skills. They suggested that WIPO organize them more regularly.</p>
<i>Increased research on IP in developing countries.</i>	One six-month research fellowship was granted by WIPO to a national of a developing country.	<p><i>Number and quality of research programs carried out in developing countries:</i></p> <ul style="list-style-type: none"> - A text book on IP for law students in Vietnamese was developed on a six-month research fellowship from WIPO. <p><i>Number and quality of research materials published:</i></p> <ul style="list-style-type: none"> - Collection of Documents on IP and Collection of Papers presented at the Annual Meeting of the International Association for the Advancement of Teaching and Research in Intellectual Property (ATRIP) were edited and published by WIPO and provided to many universities in developing countries and Members of the ATRIP.
Total expenditure for Main Program 08 in 2000:		Sfr6,823,000.-

MAIN PROGRAM 09 – Development of Industrial Property

34. Following five years of constructive efforts, WIPO Member States adopted, by consensus, the Patent Law Treaty (PLT) on patent formalities on June 1, 2000. On June 2, 2000, the PLT was signed by 43 Member States. The successful conclusion of the PLT paved the way for the beginning of discussions, at the fourth session of the Standing Committee of Patents (SCP) in November 2000, on the harmonization of substantive patent law, based on documents submitted by the Secretariat. Throughout the year, the Secretariat also proceeded with promotion activities designed to increase Member States' adherence to the various treaties within the sphere of industrial property. Other Program activities that merit reference include the process undertaken by the Standing Committee on Trademarks, Industrial Designs and Geographical Indications.

Portions of their work culminated with the adoption of the Joint Recommendation Concerning Trademark Licenses by the Paris Union Assembly and the WIPO Assemblies, at their Thirty-Fifth series of meetings (September 25 to October 3, 2000). As well, WIPO convened the initial session of the Advisory Committee on Enforcement of Industrial Property Rights (ACE/IP), which gathered together in the spirit of determining the Committee's scope and prioritizing the order of studies to be undertaken, in order to meet the growing needs of Member States to more fully address these global enforcement issues.

Sub-program 09.1 – Law of Patents

Objective: <i>To increase the awareness of Member States and other concerned parties of the importance and benefits of harmonizing patent law.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater awareness of the importance and benefits of harmonizing patent law.</i>	Agreement of the SCP to start the work on substantive harmonization of patent law, along with a mandate to the Secretariat to draft first provisions for a future legal instrument on that subject.	<i>Feedback on meetings of the Standing Committee on the Law of Patents (SCP) regarding the harmonization of patent law:</i> - Discussions started on a certain number of issues related to substantive harmonization of patent law, based on the document <i>Suggestions for the Further Development of International Patent Law (SCP/4/2)</i> ; - Mandate to the Secretariat to draft first provisions for a future legal instrument on substantive harmonization of patent law, to be discussed at the fifth session of the SCP (May 14–19, 2001); - Decision by the SCP to address further issues related to substantive harmonization of patent law at later sessions of the SCP.
<i>Convening of a Diplomatic Conference for the adoption of the PLT</i>	The Diplomatic Conference on the Adoption of the PLT adopted the PLT on June 1, 2000. The PLT aims at harmonizing procedures and formalities related to national and regional patent applications and patents among Contracting Parties	<i>Feedback from Member States on the convening and administration of the Diplomatic Conference:</i> - Adoption by consensus of the PLT at the Diplomatic Conference convened May 11 to June 2, 2000; - Signature of the PLT by 43 countries.

Objectives: - <i>To investigate the desirability and feasibility of establishing rules relating to the impact on patentability of disclosures on the Internet.</i> - <i>To study the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications.</i> - <i>To investigate the desirability and feasibility of a system for the deposit of DNA sequence listings referred to in patent applications.</i> - <i>To provide information on current issues relating to the law of patents.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater level of awareness and understanding of current issues in the law of patents.</i>	Agreement by the SCP on the formulation of a questionnaire on the question of the disclosure of patent information on the Internet, and the related impact on patentability. Continuing work undertaken on DNA sequence listings by the SCP.	<i>Quality of studies and guides published on current issues in the law of patents:</i> Progress of discussions was made on the basis of the document: <i>Disclosure of Technical Information on the Internet and its Impact on Patentability (SCP/4/5)</i> ; - Mandate to the Secretariat to draft a questionnaire on this issue, for discussion at the fifth session of the SCP (May 14–19, 2001); - Consideration by the SCP on the issue of the desirability and feasibility of establishing a system for the deposit of DNA sequence listings referred to in patent applications; - Work performed on preliminary study on the deposit in a database of DNA sequence listings.

Objective: <i>To promote adherence to and implementation of the WIPO-administered patent treaties.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased awareness of the benefits of adherence to the WIPO-administered patent treaties.</i>	<p>Increased number of Member States to all patent-related WIPO treaties:</p> <ul style="list-style-type: none"> - Three countries joined the Paris Convention. - One country and one IGO joined the Budapest Treaty. - One country joined the Washington Treaty on Intellectual Property in Respect of Integrated Circuits. - 43 States have signed the PLT. <p>Effective administration of the Budapest Treaty.</p>	<p><i>Number of missions, meetings and workshops to promote the treaties, and feedback on new adherence.</i></p> <ul style="list-style-type: none"> - Some 23 staff missions were undertaken, legal advice was given to Member States and numerous meetings held with national delegates, WIPO officials participated as speakers in numerous seminars or workshops organized in Geneva by the WWA. <p>[New PI]: <i>Administration of the Budapest Treaty:</i></p> <ul style="list-style-type: none"> - Preparation of notifications, notes, list of IDAs; - Updating the Guide on the Budapest Treaty; - Advice to governments; - Organization of two seminars, participation in four meetings for the promotion of acceptance of the Treaty; - Establishment of two new International Depository Authorities; and, - Preliminary study on the revision of the Budapest Treaty.

Sub-program 09.2 – Law of Trademarks, Industrial Designs and Geographical Indications

Objective: <i>To increase the awareness and build consensus among Member States and other concerned parties on the necessity for harmonizing certain principles and rules of the law of trademarks, industrial designs and geographical indications.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater awareness of the necessity of harmonizing certain principles and rules of the law of trademarks, industrial designs and geographical indications and consensus for action in this regard.</i>	<p>The Joint Recommendation Concerning Trademark Licenses was adopted by the Paris Union Assembly and the WIPO Assemblies, at their Thirty-Fifth series of meetings.</p>	<p><i>Feedback and reports of the SCT regarding the necessity for the harmonization of certain principles and rules of the law in these areas:</i></p> <p>The work of the SCT, in two sessions during 2000, was based on the following documents on trademark licensing, prepared by the Secretariat:</p> <ul style="list-style-type: none"> - <i>Draft Provisions on Trademark Licenses</i> (Document SCT/4/3); - <i>Proposed Joint Recommendation Concerning Trademark Licenses</i> (Document SCT/5/4).

Objective: <i>To provide information on current issues relating to the law of trademarks, industrial designs and geographical indications.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater level of awareness of current issues in the law of trademarks, industrial designs and geographical indications.</i>	<p>Adoption by the SCT of substantive draft provisions concerning trademarks on the Internet.</p> <p>Increased awareness achieved through presentation of current issues of the law of trademarks, industrial designs and geographical indications.</p>	<p><i>Quality of studies and guides published on current issues in the law of trademarks, industrial designs and geographical indications:</i></p> <ul style="list-style-type: none"> - Progress was made by the SCT on the issue of protection of marks on the Internet, on the basis of the following documents: <ul style="list-style-type: none"> (a) Provisions of the Preliminary Draft Convention on Jurisdiction and Foreign Judgements in Civil and Commercial Matters (Document SCT/4/3); (b) Draft Provisions Concerning Protection of Trademarks and Other Distinctive Signs on the Internet (Document SCT/4/4); (c) Protection of Industrial Property Rights in Relation to the Use of Signs on the Internet (Document SCT/5/2 and Annex to document SCT/5/5); (d) a study on ways to effectively combat acts of unfair competition, (with reference to Article 10bis of the Paris Convention) through the use of signs on the Internet, was undertaken and led to inclusion of such article in the draft document, "Provisions Concerning Protection of Industrial Property Rights in Relation to the Use of Signs on the Internet (SCT/5/2)";

		(e) a study on possible solutions for conflicts between trademarks and geographical indications, and for conflicts between homonymous geographical indications was prepared and presented to the fifth session of the SCT (Document SCT/5/3).
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Objective: <i>To promote adherence to and implementation of the benefits of adherence to the WIPO-administered treaties in the areas of the law of trademarks, industrial designs and geographical indications.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased awareness of the benefits of adherence to the WIPO-administered treaties in the law of trademarks, industrial designs and geographical indications.</i>	<p>Substantive contribution by the Secretariat to awareness building including through technical assistance to Member States.</p> <ul style="list-style-type: none"> - Three countries joined the Paris Convention; - One country joined the Trademark Law Treaty; <p>Effective administration of Article 6ter of the Paris Convention.</p>	<p><i>Number of missions, meetings and workshops to promote the treaties and feedback on their follow-up:</i></p> <ul style="list-style-type: none"> - Twenty-two staff missions were undertaken to the following countries: Belize, Bulgaria, Burkina Faso, Croatia, France, Germany, Guinea, Haiti, Luxembourg, Netherlands, Niger, Russian Federation, Senegal, Switzerland and the United States of America; - Numerous meetings were held with national delegates, representatives of non-governmental organizations and parties from the private sector; WIPO officials participated as speakers in numerous seminars or workshops organized in Geneva by the WWA, legal advice was given to Member States; - Implementation of the Provisions on Well-Known Marks by India, Hong Kong, Special Administrative Region of the People's Republic of China, the Andean Group (Colombia, Venezuela, Peru, Bolivia, Ecuador); - Adoption of a Recommendation towards the acceptance of the Provisions on Well-Known Marks by the Asia-Pacific Economic Cooperation Organization (APEC); - Nine communications under Article 6ter(3) of the Paris Convention (two concerning countries and seven concerning intergovernmental organizations), as well as preparation of the third edition of a CD-ROM, containing a searchable database of all signs communicated under 6ter(3) through December 31, 2000.

Sub-program 09.3 – Protection of Industrial Property Rights

Objective: <i>To contribute towards enhancing the protection and enforcement of industrial property rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater recognition and awareness among Member States and other concerned parties of the importance of developing appropriate measures to protect and enforce industrial property rights.</i>	<p>Preparations, convening and establishment of the Advisory Committee on Enforcement of Industrial Property Rights (ACE/IP), as a forum to address enforcement issues with regard to industrial property rights.</p> <p>Promotion of the understanding of the international principles relating to the enforcement of industrial property rights.</p>	<p><i>Feedback on the meetings of the ACE/IP:</i></p> <ul style="list-style-type: none"> - The ACE/IP met in its first session October 19-20, 2000. At that session, it determined and prioritized what studies and activities should be initiated; - The feedback of the ACE/IP was presented in WIPO document ACE/IP/1/3, "Summary by the Chair," which was adopted in lieu of a formal report. Therein the ACE/IP reaffirmed, without dissent, the need for such an enforcement committee at WIPO and, again without dissent, determined and prioritized what studies and activities should be initiated prior to the second session of the ACE/IP in 2001. <p><i>Quality of studies published on the enforcement of industrial property rights:</i></p> <ul style="list-style-type: none"> - The preparation of studies on enforcement of industrial property rights will be taken up at a later date. <p><i>Nature of advice given:</i></p> <ul style="list-style-type: none"> - Provided legal advice, answered correspondence, and participated in WIPO activities (under other Sub-programs) and non-WIPO activities (forums, seminars) as requested or invited.
Total expenditure for Main Program 09 in 2000:		Sfr5,482,000.-

MAIN PROGRAM 10 – Development of Copyright and Related Rights

35. The implementation of this Main Program focused both on the continuing promotion of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT), as well as on the extensive preparations necessary to the holding of the Diplomatic Conference for the Protection of Audiovisual Performances, from December 7 to 20, 2000. As to the first topic of focus, nine countries acceded to or ratified the WCT and seven countries acceded to or ratified the WPPT, bringing the total number of countries party to those treaties as of December 31, 2000, to 21 and 18, respectively. The Audiovisual Performances Diplomatic Conference was, however, unable to come to a consensus: it was formally concluded with a Recommendation noting that provisional agreement had been reached on 19 of 20 articles, and recommending to the Assemblies of WIPO Member States to reconvene the Diplomatic Conference at a later date. Such an action would be necessary in order to reach agreement on the outstanding issue, namely that of the fundamental question relating to the transfer of right, or how performers' rights are acquired by producers, whether by law or agreement. The Conference had considered a number of different proposals, but divergence between negotiating Member States could not be reconciled. A number of seminars and other interactive consultations or mission-related activities were designed and undertaken with a purpose to further the efforts and work of both the Secretariat and the Member States, in promoting States' adherence to the WCT and WPPT, as well as the extensive preparations that allowed the Diplomatic Conference to make the substantial progress it accomplished.

Sub-program 10.1 – Implementation of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT)

Objective: <i>To promote adherence to and appropriate implementation of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT).</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Adherence to the above-mentioned treaties so that they may enter into force in 2001 or 2002.</i>	Increased adherence to the WCT and the WPPT treaties showed significant progress towards their entry into force.	<p><i>Number of Member States which have adhered:</i></p> <ul style="list-style-type: none"> - Nine countries adhered to the WCT in 2000. The total as of December 31, 2000, was 22, of the 30 States necessary for its entry into force; - Seven countries adhered to the WPPT in 2000, bringing its year-end 2000 total to 20 of the 30 States necessary for its entry into force. <p><i>Specific actions taken by Member States indicating their readiness to adhere:</i></p> <ul style="list-style-type: none"> - Concrete implementation preparations are under way in a significant number of countries preparing to adhere to the treaties.
<i>Appropriate implementation of the treaties at national level.</i>	Generally appropriate national implementation.	<p><i>Number of national laws duly implementing the treaties:</i></p> <ul style="list-style-type: none"> - Apart from the countries already party to the treaties, an almost similar number of countries not yet party have legislation in preparation, or in place, showing progress toward their due implementation of the treaties. <p><i>Feedback on actions taken by governments of Member States to implement the treaties:</i></p> <ul style="list-style-type: none"> - Feedback received by the Secretariat indicates that treaty implementation is under active consideration in a large number of countries and implementation has been initiated in a sufficient number of countries to enable the treaties to enter into force.

<i>Increased awareness of the benefits of adherence to the treaties.</i>	Promotion of awareness activities will be carried-out mainly in 2001.	<i>Feedback and reports of studies, meetings and workshops to promote the treaties:</i> - One Regional Workshop organized by WIPO in Montevideo and 13 WIPO staff missions to Australia, Brazil, Egypt, France, India, Israel, Lesotho, Malaysia, Mexico, Mozambique, Spain, Sweden and Thailand.
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Sub-program 10.2 – Protection of Audiovisual Performances, Protection of the Rights of Broadcasting Organizations and Protection of Databases

Objective: <i>To adopt a new instrument on audiovisual performances and to provide guidance as to the implementation of the new instrument.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Adoption of an instrument on audiovisual performances and progress in the promotion of adherence to and implementation of it.</i>	An understanding was reached concerning all the substantive provisions, except for one clause on the transfer of right.	<i>Successful adoption of the new instrument and the number of signatories thereof:</i> - The Diplomatic Conference on the Protection of Audiovisual Performances, Geneva, held from December 7 to 20, 2000, reached an understanding on 19 of 20 articles and concluded its report in recommending that the Assemblies of WIPO Member States approve the reconvening of a second Diplomatic Conference, in order to reach an agreement on the remaining issues, including the transfer of right. <i>Specific actions taken by Member States indicating their readiness to adhere:</i> - Expected to be taken after the adoption of the treaty.

Objective: <i>To make progress towards the adoption of a treaty on the protection of the rights of broadcasting organizations and of distributors of cable-originated programs.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Substantive progress towards the adoption of a treaty on the rights of broadcasting organizations and of distributors of cable-originated programs.</i>	This work was deferred during the preparation and holding of the Diplomatic Conference on the Protection of Audiovisual Performances, and is expected to resume in 2001.	<i>Identification of the issues to be covered by the new treaty:</i> — <i>Availability of draft texts or proposals in treaty language:</i> —

Objective: <i>To make progress towards a possible harmonization of the protection of databases.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Progress in the discussion on possible harmonization of the protection of databases.</i>	Progress on this issue is dependant on the study currently in development.	<i>Agreement on the form in which such harmonization should take place (recommendations, guiding principles or a treaty):</i> - Work was initiated on a study on the economic impact of the protection of databases, expected to be finalized in 2001 or early 2002. <i>Availability of draft texts or proposals for the purpose of such harmonization:</i> —

Sub-program 10.3 – Copyright and Related Rights and Digital Technology

Objective: <i>To increase the knowledge and awareness, both of the WIPO Member States and of other interested groups, of the issues raised by digital technology, particularly as they relate to global networks such as the Internet, as regards the protection, exercise, collective management and enforcement of copyright and related rights and to make progress towards the establishment of accepted standards to be applied in this field.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Appropriate increase in the knowledge and understanding of the above-mentioned issues by all parties concerned</i>	The process of expanding knowledge and awareness of these issues only began in the last quarter of 2000 and further activities are foreseen in 2001.	<i>Recommendations, documentation and information in this field:</i> <p style="text-align: center;">—</p> <i>Feedback received regarding the recommendations, documentation and information provided by WIPO:</i> <p style="text-align: center;">—</p> <i>Activities undertaken to increase knowledge and understanding:</i> - One Regional Seminar on the Protection and Management of Copyright in Digital Networks, Seoul, October 25 to 27, 2000.

Objective: <i>To clarify the challenges, and the possible responses thereto, raised by the existence of copyright and/or related rights protection for objects of rights that may also be protected by industrial property rights.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Clarification of the issues raised by possible overlap between copyright and related rights, on the one hand, and industrial property rights, on the other.</i>	In order to avoid overlapping with NGOs' initiatives, this activity will not be undertaken during the biennium. When appropriate, activities will be considered by the Copyright or Industrial Property Law Divisions at a later stage.	<i>Identification of these issues and the options available for national legislation:</i> <p style="text-align: center;">—</p> <i>Feedback received regarding the above-mentioned options and the consideration of these issues at national level:</i> <p style="text-align: center;">—</p>

Objective: <i>To study the relationship between collective management of copyright and related rights and anti-trust policies.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater awareness of the need to establish and operate harmonized systems of exercise and management of copyright and related rights, and availability of the necessary standards.</i>	Work in this regard will be undertaken in 2001.	<i>Recommendations, documentation and information in this field:</i> <p style="text-align: center;">—</p> <i>Feedback received regarding the recommendations, documentation and information provided by WIPO:</i> <p style="text-align: center;">—</p>
Total expenditure for Main Program 10 in 2000:		Sfr2,703,000.-

MAIN PROGRAM 11 – Global Intellectual Property Issues

36. The setting in which this Main Program was conceived evolved rapidly in the year under review due to changing demands from Member States and other stakeholders in the field comprising Global Intellectual Property Issues. This was in particular reflected during the discussion on genetic resources at the Standing Committee on the Law of Patents (September 1999), in the results of the Working Group on Biotechnology (November 1999), and during the meeting on Intellectual Property and Genetic Resources (April 2000) and the subsequent consultations. As a result, the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore was established at the September 2000 Assemblies of the Member States of WIPO. At the same time, ongoing discussions on related areas in other fora intensified.

37. These developments required the Secretariat to readjust its priorities accordingly: a number of unanticipated activities (e.g.: the preparation of a first-ever WIPO meeting on Intellectual Property and Genetic Resources and preparatory work related to the establishment of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore) were carried out, while other activities originally planned for the year 2000, notably activities related to selected issues on Intellectual Property and Development (Sub-program 11.4), could not be pursued.

38. In addition to the successful organization of the WIPO meeting on Intellectual Property and Genetic Resources and the establishment of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore highlights of the year included: the publication of a Report on WIPO Fact-finding Missions on Traditional Knowledge; and the publication, in cooperation with the United Nations Environment Programme (UNEP), of three case-studies on the Role of Intellectual Property Rights in the Sharing of Benefits Arising from the Use of Traditional Knowledge and Associated Biological Resources.

39. Furthermore, to better reflect that folklore is an integral part of traditional knowledge, the objectives, expected results and performance indicators for Sub-program 11.3 were merged with the program framework for Sub-program 11.1. This change has been reflected, for the purposes of this Report, in the appropriate tables below.

40. In response to several requests, activities were carried out to explore the role of IP in access to healthcare. WIPO officials thus participated in a number of meetings, including the XIII International AIDS Conference (July 2000) in Durban (South Africa), the European Commission's High Level Round Table on Accelerated Action Targeted at Major Communicable Diseases within the Context of Poverty Reduction - HIV/AIDS-Malaria-TB (September 2000) in Brussels (Belgium), Intellectual Property Rights and Global Health, Challenges for Access and R&D (December 2000) in Hinxton (United Kingdom). WIPO also hosted a Roundtable on HIV/AIDS Treatment Access Consensus (Geneva, June 2000).

Sub-program 11.1 – Protection of Traditional Knowledge, Innovations and Creativity

<p>Objectives:</p> <ul style="list-style-type: none"> - <i>To promote the protection, preservation and benefit-sharing in traditional knowledge, innovations and creativity, through use of the intellectual property system.</i> - <i>To make progress towards the development of effective intellectual property-based standards, mechanisms and practices for the protection of folklore at national, regional and international levels.</i> - <i>To examine the possibilities for greater use of the intellectual property system for protection, sustainable use and beneficial commercialization of folklore.</i> - <i>To examine possible systems for the preservation, protection, commercial enhancement, and equitable sharing, of folklore.</i> 		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Enhanced insight into views, expectations and perceptions concerning possible need for evolution of the IP system to protect traditional knowledge, innovations and creativity.</i></p> <p><i>Progress towards the development of standards, mechanisms and practices for the protection of folklore.</i></p> <p><i>Wider integration into national legislation of the IP system as a tool for the protection of expressions of folklore.</i></p>	<p>Increased WIPO participation and involvement in relevant venues and opportunities where it could contribute to enhance insights, perceptions and expectations on the role of IP in the protection, preservation and benefit-sharing in traditional knowledge, innovations and creativity, including folklore.</p>	<p><i>Feedback and reports on meetings involving all stakeholders and policy-makers on protection of traditional knowledge, innovations and creativity:</i></p> <p>Participation in meetings organized by WIPO and other organizations:</p> <ul style="list-style-type: none"> - Seville, Ad Hoc Open-Ended Inter-Sessional Working Group on the Implementation of Article (8)j and related Provisions, Convention on Biological Diversity (CBD) (March 2000); - Moscow, 10th Anniversary Celebrations of the Russian Association of Indigenous Peoples of the North (RAIPON) (May 2000); - Beijing, High Profile Symposium “Protecting Intellectual Property in China - Challenges and Opportunities in the 21st Century” (July 2000); - Hanover, Expo 2000 Global Dialogue-Fighting Poverty: Social Innovations and New Coalitions (July 2000); - Geneva, Working Group on Indigenous Populations, UNHCHR, (July 2000); - Moscow, Intellectual Property Forum (October 2000); - Stockholm, International Federation of Reproduction Rights Organization (IFRRO) Annual General Meeting (October 2000); - Munich, Max-Planck-Institute Seminar on Indigenous and Traditional Resources (November 2000); - Geneva, Expert Meeting on Systems and National Experiences for Protecting Traditional Knowledge, Innovations and Practices (UNCTAD) (October/November 2000); - Chiang Rai, WIPO Inter-regional Meeting on Intellectual Property and Traditional Knowledge (November 2000); - Bangkok, WHO Interregional Workshop on Intellectual Property Rights in the Context of Traditional Medicine (December 2000). <p>Feedback received from participants in the above meetings and processes included great appreciation for the provision of technical IP information by WIPO. Given the interdisciplinary nature of the work, WIPO was also able to understand better the imperatives and dynamics of related policy areas.</p> <p><i>Number of countries requesting advice of and reviewing legislation to reflect the use of the IP system in the protection of expressions of folklore.</i></p> <p style="text-align: center;">—</p>

<p><i>Wider appreciation of the use of the IP system to protect traditional knowledge, innovations and creativity.</i></p> <p><i>Wider awareness of the use of the IP system for the sustainable use, management and beneficial commercialization of expressions of folklore.</i></p>	<p>Due to other identified priorities, the activities foreseen to achieve this result could only be implemented at the preparatory level or postponed</p>	<p><i>Number of those attending the workshops, training seminars and conferences.</i></p> <p>—</p> <p><i>Number of studies published and pilot projects undertaken on implementing a system for protecting traditional knowledge; number of recipients:</i></p> <ul style="list-style-type: none"> - Commissioned a feasibility study on the use of IP law or practice to protect traditional knowledge and folklore; - Preparatory work done regarding the commissioning of a study to take place in the North American region on customary law and regulatory systems for the protection of knowledge, innovations and creativity in local traditional communities; - Preparatory work done regarding a pilot project on collective acquisition, management and enforcement of IPRs in traditional knowledge; - Preparatory work done regarding a project to study the IP implications of traditional knowledge documentation and the integration of TK-documentation into searchable prior art; - Ground work concerning the organization of workshops on the protection of traditional knowledge, innovations and creativity to take place in 2001. <p><i>Number of countries, IGOs and institutions receiving information and advice on the protection of traditional knowledge, innovations and creativity.</i></p> <p>—</p>
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<p>Objective: <i>To strengthen the understanding of intellectual property rights in and WIPO's relations with, other fora dealing with questions concerning the protection of traditional knowledge, innovations and creativity.</i></p>		
<p>Expected results</p>	<p>Results Achieved</p>	<p>Selected Performance Indicators</p>
<p><i>Better understanding of the IP system as it relates to traditional knowledge, innovations and creativity.</i></p>	<p>Increased awareness of traditional knowledge-related issues through the publication, including on the WIPO web site, of the results of an extensive and in depth fact finding work carried out by WIPO.</p> <p>Other planned activities could only be implemented at the preparatory level, due to other priorities identified on the basis of developments which took place in 2000 concerning this Program.</p>	<p><i>Number of studies published on the use of the IP system in protecting traditional knowledge, innovations and creativity; number of recipients:</i></p> <ul style="list-style-type: none"> - Publication online, for public comment, of a 340 page report on fact-finding missions on traditional knowledge conducted by WIPO in 1998 and 1999; <p><i>Number and type of informational and teaching materials disseminated on the protection of traditional knowledge, innovations and creativity:</i></p> <ul style="list-style-type: none"> - In conjunction with the WWA, preparation of training materials on the protection of traditional knowledge, innovations and creativity and folklore.

Sub-program 11.2 – Biotechnology and Biodiversity

Objective: <i>To achieve a clearer understanding of the social, economical and ethical dimensions of intellectual property protection as applied to biotechnological inventions and genomics.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Clearer understanding of the ethical dimensions of IP protection in relation to biotechnological inventions and genomics.</i>	Progress was not as rapid as anticipated; time and other resources were refocused to other identified priorities.	<p><i>Number of expert meetings on these issues and feedback thereon.</i></p> <p><i>Number of countries requesting and receiving related information.</i></p> <p><i>Number of related publications:</i></p> <ul style="list-style-type: none"> - Preparation and issuance of a questionnaire on the protection of biotechnological inventions through the patent system and plant variety protection systems, and compilation of information from the responses received. - In addition, work was done to collect and compile information on the protection of biotechnological inventions through the patent system and plant variety protection systems.

Objective: <i>To enhance understanding of the role of intellectual property and the intellectual property system in the preservation, conservation and dissemination of biological diversity.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Wider understanding of the role of IP in the preservation, conservation and dissemination of biological diversity.</i>	Governments, including those of WIPO Member States, IGOs, NGOs and relevant institutions became more aware and informed of the role of IP in the preservation, conservation and dissemination of biological diversity.	<p><i>Number and type of training materials and modules prepared for promoting the understanding of biodiversity:</i></p> <p style="text-align: center;">—</p> <p><i>Number of organizations, institutions and countries advised on the relationship between IP and the protection of biodiversity:</i></p> <ul style="list-style-type: none"> - Organization of the first WIPO meeting on Intellectual Property and Genetic Resources (Geneva, April 2000). The meeting was attended by the delegates of 123 WIPO Member States and 13 IGOs. - Publication, in cooperation with UNEP, of three case studies on the use of IPRs in benefit sharing in respect of biological resources, including their submission to the Fifth Conference of the Parties (COP5) of the Convention on Biological Diversity (Nairobi, May 2000).

Objective: <i>To examine the potential role of intellectual property rights in promoting access to genetic resources and in sharing the benefits from use of such resources in biotechnological inventions.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>More widely accessible information on the use of IPRs in promoting access to genetic resources and in sharing the benefits from the use of such resources in biotechnological inventions.</i>	Increased awareness of the potential role of IPRs in promoting access to genetic resources and in sharing the benefits from use of such resources in biotechnological inventions.	<p><i>Number of organizations, institutions and countries advised on the use of IPRs in promoting access to genetic resources and in sharing the benefits from the use of such resources in biotechnological inventions:</i></p> <p>Participation by WIPO officials, upon request, in meetings (national, regional) organized by other organizations, UN bodies and WIPO Member States:</p> <ul style="list-style-type: none"> - Bellagio: The Intellectual Property and Global Biotechnology Conference (March 2000); - Nairobi: Fifth Meeting of the Conference of the Parties to the Convention on Biological Diversity (May 2000); - Teheran: Third Meeting of the Contact Group of the Commission on Genetic Resources for Food and Agriculture (August 2000); - Rome: Second Session of the Intergovernmental Technical Working Group on Animal Genetic Resources for Food and Agriculture (September 2000); - Geneva: Committee on Trade and Environment (CTE) of the World Trade Organization (WTO) (October 2000); - Neuchatel: FAO 4th Inter-sessional Meeting of the Contact Group on Genetic Resources for Food and Agriculture (November 2000).

Sub-program 11.3 – Protection of Folklore

Merged with Sub-program 11.1

Sub-program 11.4. – Intellectual Property and Development (Selected Issues)

Objective: <i>To explore the role of intellectual property in the transfer of environmentally sustainable technology and in electronic commerce relating to cultural heritage, as an element of strategies for economic, social, cultural and technological development.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Heightened appreciation and understanding of how IP may contribute to economic, social, cultural and technological development.</i>	Due to other identified priorities, the activities foreseen to achieve this result were not pursued.	<i>Number and type of informational materials, studies and reports prepared, on the roles of IP in promoting sustainable development.</i> — <i>Number of participants at meetings to discuss these issues and evidence of increased understanding.</i> —
Total expenditure for Main Program 11 in 2000:		Sfr1,747,000.-

MAIN PROGRAM 12 – Information Technology and Intellectual Property Information Services

41. To implement this Main Program effectively, the Secretariat adopted the principles of Project Life Cycle methodology, which led to a refined Information Technology (IT) management structure, encompassing three main areas: business management, projects and services. That new structure has already shown clear and measurable benefits by increasing levels of cooperation between all IT areas, including the sharing and better utilization of resources, knowledge and technical expertise; it was supported by the introduction of a common management approach as well as practical tools such as standards for documentation. Stability and robustness of the network infrastructure and services were significantly improved by upgrading system components, desktop workstations and minimizing single-points of failure. Over 1,200 users were supported; system up-time was sustained at around 99.5 per cent, with over 9,000 e-mail messages being processed per day.

42. Significant progress was achieved in preparation for the implementation of the global intellectual property information network (WIPONET), as conceived by WIPO in 1998 and approved by Member States. In December 2000, WIPO signed contracts with two companies, for the provision of the necessary infrastructure and components of the WIPONET CENTER and the WIPONET KIT, respectively. As envisaged, WIPONET CENTER facilities will be made available to all Internet-connected national IPOs; the provision of the WIPONET KIT (Internet connectivity, computer hardware and software) would allow those WIPO Member State IPOs with no present connection to the Internet to acquire the interconnectivity tools necessary to better reap the benefits of the global IP system. With regard to the Secretariat's IT infrastructure, existing administrative financial systems were further developed for better accounting and expenditure reporting. Major improvements were made in the development of new Intranet services and the redesign of the WIPO Internet web site, which was launched in September. The internal network was extended to the Procter and Gamble (P&G) building

and the *Centre International de Conférences de Genève* (CICG), and, as part of the FOCUS Project, 400 workstations were migrated to Fast Ethernet.

43. The Intellectual Property Information Services undertook the support to the Standing Committee on Information Technologies (SCIT), which met in July 2000, and agreed to begin a restructuring process involving its organization, activities and working methods. The meeting was followed by a series of consultations that allowed WIPO to provide draft proposals to Member States for their comments, through electronic means. Central to the SCIT reform effort was a desire for closer monitoring of the Organization's IT activities and the need for a decision-making mechanism that is flexible and dynamic enough to cope with a fast-changing technological environment. The Secretariat also provided active support to the work to elaborate a technical standard for electronic filing and coordinated two task forces handling the revision of 11 WIPO Standards. 149 Annual Technical Reports were processed and published on the WIPO web site and statistics for 1997 and 1998 were provided on CD ROM, paper and the Internet. Extensive amounts of IP data were also made available via the JOPAL and GlobalPat databases and the International Patent Classification (IPC) system.

Sub-Program 12.1 – WIPONET

Objective: <i>To provide the necessary information network infrastructure for the globally networked intellectual property community.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Progress towards the establishment and operation of networking infrastructure between intellectual property.</i>	The SCIT Plenary, at its meeting in July 2000, agreed to a new strategy for the scope and phasing of the WIPONET Project. Such a revision was necessary after it became clear that the initial budget was insufficient. The result has	<i>Number of IPOs interconnected through the phased implementation of WIPONET (provision of basic network connectivity to almost all IPOs in the WIPO Member States should be accomplished by mid-2000):</i> - Contracts were signed in December 2000 with two companies, for the deployment and maintenance of the WIPONET.
<i>offices (IPOs) of WIPO Member States, the Secretariat and other members of the global intellectual property community.</i>	been a delay in the implementation of the project but project deliverables are now clearly defined, well understood by the Secretariat, Member States and the two contractors, and are achievable within the appropriated budget. Deployment to IPOs was re-scheduled to begin in June 2001.	
<i>Effective and beneficial utilization of WIPONET by the global IP community.</i>	Not achieved; deployment delayed until June 2001.	<i>Data collections and networked information services accessible on WIPONET; higher ratio of electronic versus paper-based data interchanges under the Global Protection Systems:</i> —

<p><i>Enhancement of WIPO's support for the use of WIPONET by IPOs in WIPO Member States.</i></p>	<p>Not achieved; deployment delayed until June 2001.</p>	<p><i>Number of IPOs provided with equipment support packages and software and number of staff receiving IT-related training under the WIPONET SP program.:</i></p> <p style="text-align: center;">—</p> <p><i>Number of local support staff attaining the minimum IT training level standard:</i></p> <p style="text-align: center;">—</p>
<p><i>Enhancement of IT capabilities at the International Bureau.</i></p>	<p>Improved capabilities of the Secretariat to function in an increasingly electronic environment.</p>	<p><i>Improved performance of internal International Bureau IT systems and services:</i></p> <ul style="list-style-type: none"> - Some 1200 workstations were supported, and the following new equipment items were deployed: 450 PCs, 350 local printers, 35 network printers and 34 laptops; - Training of 665 participants in IT tools such as Windows NT, MS Office and Internet publishing. - The internal help desk received and processed over 19,000 calls; - Server availability of 99.5 per cent was sustained and the new Internet e-mail gateway was available 24/7, with over 9,000 messages being sent or received per day; - The United Nations International Computing Center (ICC) communications were improved to a central availability level of around 99.56 per cent; - A new on-line system for electronic payments was put into production and 14,400 pay slips were produced on-time without error; - Over 2 million Internet/ Intranet pages were requested per month and Internet traffic from WIPO rose to 100 Gigabytes per month; - The internal network was extended to the whole of the P&G building and the <i>Centre International de Conférences de Genève (CICG)</i>; - Multi-lingual workstation and browser support extended to the Japanese and Chinese languages; and, - As part of the FOCUS Project, migration of over 400 workstations to Fast Ethernet and the design, procurement and start of implementation of the WIPONET computer room.

Sub-Program 12.2 – Intellectual Property Information Systems

<p>Objective: <i>To enhance access to, and to promote the use of, intellectual property information.</i></p>		
<p>Expected results</p>	<p>Results Achieved</p>	<p>Selected Performance Indicators</p>
<p><i>More effective use of, and greater access to, intellectual property information.</i></p>	<p>Use and access to IP information was enhanced, with the publication, on WIPO's website, of 14 technical standards and guidance material relating to IP information.</p>	<p><i>Development of an effective Intellectual Property Digital Library (IPDL) Program, and extent and utilization of IPDL services provided by the IPDL Program in proportion to data available for use in electronic systems:</i></p> <ul style="list-style-type: none"> - Publication of the 1999-2000 issue of the WIPO Handbook CD-ROM (<i>WIPO Handbook on IP Information and Documentation</i>, the authoritative source for WIPO Standards, Recommendations and Guidelines). - Processing and publishing on the WIPO web site of 149 Annual Technical Reports on patent, trademark and industrial design information activities in 1998-1999, as provided by IPOs. - Preparation of annual statistics for publication in electronic and paper format: The final Statistics for 1997 were published on CD-ROM; the provisional statistics for 1998 were published on paper and the Internet.

		<ul style="list-style-type: none"> - The JOPAL database on the Internet (a collection of non-patent literature references suitable for search or examination of patent applications) was updated monthly through the processing of contributions from IPOs (some 600 entries per month). A review of the current usage of the database, which also focuses on alternative sources of NPL and possible improvements to the JOPAL service, is being carried out. - Various actions, including discussions with the EPO, were undertaken to arrange WIPO's participation in the production of GlobalPat. This is a CD-ROM series, using the MIMOSA software, which is highly appreciated by IPOs and other users in its role to support the search and retrieval of patent documentation.
<p><i>Increased use of international classification systems.</i></p>	<p>Two new States became members of the IPC Union.</p> <p>The Secretariat promoted increased use by offering free Internet access to the IPC seventh edition, as well as making available to Member States a free multilingual CD-ROM offering IPC editions. Work was also undertaken for the revision and production of the eighth edition, which in sum also combined to increase the efficient use of the IPC.</p> <p>Work advanced towards the preparation of the eighth edition of the Nice Classification.</p> <p>Technical requirements for the new IPC management system (IBIS) were elaborated.</p>	<p><i>Number of IPOs and database vendors using international classifications as research tools:</i></p> <ul style="list-style-type: none"> - Some 97 IPOs and seven major database vendors use the IPC as a classification and search tool; - Nearly 100 free copies of the IPC:CLASS CD-ROM were distributed to Member States of the IPC Union as well as some developing countries and countries in transition. <p>The efficiency of the International Patent Classification (IPC) as a patent information classification and search tool was increased and continuation of the IPC reform were effected, as follows:</p> <ul style="list-style-type: none"> - IPC editions in English, French, German, Russian and Spanish were published on the IPC: CLASS CD-ROM (Version 4.1). - 85 IPC revision projects were considered, out of which 24 projects were completed in both English and French versions. - Policy guidance to carry out the IPC reform provided by the Strategic Plan. 12 tasks of the IPC reform were considered, of which two were completed. - The IPC Revision Working Group started preparation of the eighth edition. - The Strategic Plan for the development of the IPC was prepared and approved by the IPC Committee of Experts. The IPC Reform Working Group continued elaboration of the tasks of the IPC reform. - The tender procedure for the IBIS project was initiated - In preparation of the eighth edition of the Nice Classification, the Committee of Experts of the Nice Union, at its 18th session, considered all proposals that were submitted by the Preparatory Working Group during the revision period 1996-99, and adopted a number of changes for introduction into the Alphabetical List of the current (seventh) edition of the Classification. On request of various IP Offices the IB prepared some 100 classification reports under the Nice Classification.

<p>Objective: <i>To promote international cooperation between WIPO Member States and other relevant organizations and standardization for data interchange in the area of intellectual property information.</i></p>		
<p>Expected results</p>	<p>Results Achieved</p>	<p>Selected Performance Indicators</p>
<p><i>Promotion and adoption of international standards in the implementation of IPDLs resulting in improvements in user searching, and easier (and secure) data interchange, across the Internet</i></p>	<p>The Secretariat coordinated the work of two task forces handling the revision of 11 WIPO Standards.</p> <p>Preparatory work for IPDL technical standards Working Group involving Member States and industry experts.</p>	<p><i>Development of WIPO standards that reflect a common understanding of the technological requirements of effective, secure data transfer and storage, and coordination of these standards development activities with similar activities in the commercial and governmental sectors:</i></p> <ul style="list-style-type: none"> - Publishing on WIPO's web site of 14 WIPO Standards, an updated summary regarding numbering systems and date formats introduced or planned to be applied by IPOs for their patent documents with regard to the arrival of the year 2000, as well as a revised list of PCT periodicals. - Development of the current IPDL prototype, which supports planned search and retrieval tasks through both human and machine interfaces. The current machine interface uses a set of standards

	<p>Preliminary coordination efforts to establish SCIT IPDL electronic Task Force.</p> <p>Evaluation and implementation of Member State-developed and adopted standards (Singapore) on the WIPO IPDL site.</p>	<p>proposed by the IP Office of Singapore and adopted by information dissemination sites established by several offices. Those services were to be maintained and expanded through the simple addition of new electronic data collections.</p>
<p><i>Increased international cooperation in the area of international property information.</i></p>	<p>The Secretariat took steps to increase the provision of information to Member States.</p>	<p><i>Number and types of agreements reached among members of the SCIT with respect to international coordination and cooperation:</i> No concrete data was available, as the Secretariat provided the following to Member States:</p> <ul style="list-style-type: none"> - Comments to the IPO of Uruguay on the contents and layout of their Official Gazette and first page publication of UY patent documents. - Participation in more than 20 missions (e.g., to Belarus, the Czech Republic, Islamic Republic of Iran and Turkey) to provide expertise, train office staff, or to represent WIPO at conferences, meetings and exhibitions of the EPO, ISO and the Patent Documentation Group, relating to industrial property information, statistics and international classifications. - New versions of two standards on data exchange to cater for Year 2000 (Y2K) changes that became effective from January 1, 2000. - A presentation was given to participants of the WIPO/EPO Training Seminar "Streamlining Search and Examination Procedures," focussing on IT in the field of IP.
<p>Total expenditure for Main Program 12 in 2000:</p>		<p>Sfr24,261,000.-²</p>

MAIN PROGRAM 13 – Patent Cooperation Treaty (PCT) System

44. Continuously faced with an ever-increasing workload, which in 2000 far exceeded expectations, the Office of the PCT processed some 91,000 international applications, which was 9,000 or 11 per cent more than had been originally planned (82,000). Despite the across-the-board increases (with the exception of the applications filed with the IB as a Receiving Office), and the correspondingly increased workload, all international applications were processed on time and within the budget allocation. The PCT System grew with the accession of three new Contracting States to the PCT during the year 2000, all of which are developing countries (Belize, Colombia and Mozambique). Early in 2000, the PCT Assembly addressed and adopted a series of amendments; these involved four new and eight amended Rules, eight new and three modified sections of Administrative Instructions, covering a variety of issues touched on within the accompanying Tables. A very significant indication of greater participation in the PCT by developing countries can be seen from the strong increase in the percentage of international applications received from Contracting Parties that are developing countries; this measurement rose from 2.35 per cent in 1999 (1,745 out of 74,023 applications) to 3.2 per cent in 2000 (2,926 out of 90,948). Utilization of the electronic filing software (PCT-EASY) for assisting in the filing of international applications also increased; overall in 2000, 27.4 per cent of all international applications received and processed used EASY software. The use of EASY

² This amount includes an expenditure of SFr10,873,000.- for IT projects (WIPONET, IMPACT), financed from the Special Reserve Fund (SRF).

reached 31 per cent in the month of December, and future increasing percentages of filing parties may be expected.

Sub-program 13.1 – Operation of the PCT System

Objective:		<i>To provide in a swift, reliable and cost-effective manner the services entrusted to the International Bureau under the PCT.</i>
Expected results	Results Achieved	Selected Performance Indicators
<i>Processing in a swift, reliable and cost-effective manner of up to 82,000 international applications in 2000 and 90,000 in 2001; up to 61,000 demands under Chapter II in 2000 and 67,000 in 2001; up to 2,600 international applications in the International Bureau acting as Receiving Office in 2000, and 2,900 in 2001; and publishing up to 76,000 pamphlets in 2000 and 84,000 in 2001.</i>	<p>In nearly every aspect, the Office of the PCT strongly met or exceeded its defined and budgeted goals or benchmarks, while staff increased at a rate slower than actual growth, showing clear efficiency gains.</p> <p>The processing of international applications received by the Receiving Office/Secretariat (RO/IB) was carried out in a timely manner. No reportable backlogs, outside the normal or seasonal fluctuations in processing of international applications.</p> <p>PCT publications were all produced in a timely manner.</p>	<p><i>Number of international applications and demands received and processed, and number of pamphlets published:</i></p> <p>In the year 2000:</p> <ul style="list-style-type: none"> - 90,948 international applications were received and processed, representing 8,948 (10.9 per cent) more than budgeted figure of 82,000 for 2000, and showing a 22.8 per cent increase compared to actual 1999 figures; - Demands (Chapter II) received in 2000 were 64,243, displaying a 20.6 per cent increase in comparison to 1999; - International Preliminary Examination Reports (IPERs) received in 2000 were 58,630, sustaining a 23 per cent increase when compared to 1999; - Progress made in establishment of electronic filing system for receipt and processing; - As Receiving Office (RO), the Secretariat received and processed 2,045 international applications in the year 2000, or 21.3 per cent below the budgeted figure of 2,600; however, as such it stayed virtually unchanged compared with 1999 (2,097); - Number of Communications on Request received from designated/selected offices in 2000 was 55,396, or 53.8 per cent increase compared to 1999; - Pamphlets published in 2000 were 79,858, representing 3,858 more than budgeted figure of 76,000 for 2000 (5 per cent increase). (plus 12,678 republications, or 17.4 per cent increase compared to 1999 (67,979)). <p><i>Timeliness of processing (including publications and under Chapter II) of the international applications:</i></p> <ul style="list-style-type: none"> - All applications were processed, and all publications were distributed in a timely manner; - Some 52 issues of the PCT Gazettes were published in 2000 (plus 2 special issues in paper and electronic form).
<i>Improved productivity in translation on the basis of greater usage of computer-assisted translation.</i>	<p>The normal translation activities achieved improved quality and increased efficiency through automation, IT systems and staff deployment/training.</p> <p>Work continued toward greater use of computer-assisted translation.</p>	<p><i>Number and nature of translations effected:</i></p> <ul style="list-style-type: none"> - Number of abstracts translated in 2000 was 102,844, i.e., a 21.2 per cent increase compared to 1999 (84,830); - Number of IPERs translated in 2000 was 11,644, i.e., a 5.6 per cent increase compared to 1999 (11,029). <p>Activities related to computer-assisted translation included:</p> <ul style="list-style-type: none"> - Continuation of the development of Translation Tools and Computer Assisted Translation (CAT) Systems; - Completion of first phase (evaluation) of Terminology Extraction Project with Xerox; - Papers on computer assisted translations were presented by the Secretariat at three international conferences.

Objective: <i>To enhance the International Bureau's capacity to process the increasing number of international applications by pursuing office automation, particularly in connection with electronic filing.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increase in the productivity of PCT operations in the International Bureau.</i>	Increased productivity in PCT operations.	<p><i>Ratio between the total number of PCT staff and the number of international applications:</i></p> <p>- The ratio between the total number of international applications and the total number of PCT staff under Sub-program 13.1 was 342.5 to 1 in the year 2000.</p> <p><i>Comparison between the growth in the total PCT expenditures and the growth in the number of international applications:</i></p> <p>- Compared to 1999, PCT expenditure increased by 8.3 per cent, while the number of PCT applications increased by 22.8 per cent.</p>
<i>Increase in the percentage of international applications prepared using the PCT-EASY software.</i>	A sharp increase in the use of the PCT-EASY software.	<p><i>Number of international applications filed using the PCT-EASY software:</i></p> <p>- 24,881 or 27.4 per cent of all international applications received in 2000 used EASY software, compared to 9,610 or 13 per cent of all international applications received in 1999.</p>

Objective: <i>To improve the dissemination on paper or in electronic format of information on international applications and related information.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Establishment of electronic links between the International Bureau's PCT computer systems and those of other industrial property offices.</i>	The electronic link established with the European Patent Office (EPO), allowed a regular and bi-directional flow of vital data, facilitating both parties processing of their received inputs.	<p><i>Number of national and regional industrial property offices with which the International Bureau exchanges data electronically:</i></p> <p>- The only established electronic link is the one to the EPO, which is networked through a dedicated line (between the ICC, Geneva, and The Hague).</p> <p><i>Extent of use of electronic means for the exchange of data between those offices and the International Bureau:</i></p> <p>- Via the dedicated line to the EPO, data was sent to the EPO on a weekly basis (publication data and forms data), while the Secretariat received data on a daily basis from EPO, which was then loaded into WIPO's database.</p>

Sub-program 13.2 – Legal Framework, Informational and Promotional Activities and Cooperation for Development in Relation to the PCT System

Objective: <i>To increase awareness and knowledge of the operation and benefits of the PCT system among its users, industrial property agents, governments and intergovernmental organizations.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increase in the number of international applications and applicants.</i>	Very strong increase, both in numbers of international applications and PCT applicants.	<p><i>Number of international applications:</i></p> <p>- 90,948 in 2000 compared to 74,023 in 1999, or a 22.8 per cent annual increase.</p> <p><i>Number of PCT applicants:</i></p> <p>- Some 125,000 in 2000 compared to approximately 99,000 in 1999, or a 26 per cent annual increase.</p>

Objective: <i>To increase the number of Contracting States to the PCT and enlarge participation in the PCT system by users.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increase in the number of PCT Contracting States.</i>	As of December 2000, PCT Contracting States numbered 110, showing an increase of 3 for the year.	<p><i>Number of new PCT Contracting States:</i></p> <ul style="list-style-type: none"> - Three additional countries deposited instruments of accession in 2000: Belize, Colombia and Mozambique. <p>Activities undertaken to promote PCT adherence:</p> <ul style="list-style-type: none"> - The Secretariat continued to engage in an active seminar program, in cooperation with national and regional Offices, professional associations and commercial seminar organizers, and substantially increased the amount of PCT information available on WIPO's Internet site.

Objective: <i>To improve the PCT legal framework, and simplify and render more economical obtaining patent protection worldwide by use of the PCT.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Improved legal framework for obtaining protection for inventions under the PCT that, in particular, facilitates electronic filing of international applications.</i>	Significant improvements to the PCT legal framework resulted in lower costs for applicants due to a revised fee structure and in procedural simplification for applicants.	<p><i>Adoption of the necessary amendments to the PCT Regulations and Administrative Instructions:</i></p> <ul style="list-style-type: none"> - Significant improvements were made to the PCT legal framework, as follows: <ul style="list-style-type: none"> (a) Fee reductions: a 17 per cent reduction in the international fee was approved to 66 per cent of PCT applicants, by reducing the maximum number of designated countries for which payable fees were due from 10 to 8; (b) PCT Regulations: implementation of amendments adopted by the PCT Assembly on March 17, 2000 (concerning PLT, national phase declarations, applicant and agent reference numbers, priority document translation), which entered into force on March 1, 2001. These amendments involve four new and eight amended Rules, eight new and three modified sections of Administrative Instructions, substantial revision of Request and Demand forms and creation of three new forms, with corresponding modifications to the PCT Applicant's Guide, Receiving Office Guidelines and seminar materials, and involving the drafting of seven circulars for consultation and promulgation; (c) New procedures: to provide for receipt and processing in electronic form of international applications containing large sequence listings. After consultation, creation of six new sections of Administrative Instructions, extensive modification of request form and fee calculation sheet, and revision of two receiving Office forms and corresponding modifications to PCT Applicant's Guide, Receiving Office Guidelines, Preliminary Examination Guidelines and seminar materials. - Consultations were held on a new layout of pamphlet front page and announcement of implementation of new layout on November 30, 2000. - Substantial progress on electronic filing legal provisions and technical standards. In addition to discussion at the two informal consultation meetings (March and July 2000: to draft legal provisions and draft standards for electronic filing, processing, storage and records management), revised documents were issued for comment in August 2000 and further drafts prepared for issuance in January 2001.

Objective: <i>To enhance cooperation with developing countries on PCT matters, with a view to increasing the efficiency of their systems for the protection of inventions.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater reliance among developing countries on the PCT for their legal framework and in the processing of patent applications.</i>	The PCT Contracting States that are developing countries appear to be receiving real benefits from their PCT membership and are relying on the PCT to a great extent in their national patent systems. Advice in regard to these issues was provided to a number of governments of developing countries and to a regional organization.	<p><i>Number of new Contracting States which are developing countries:</i></p> <ul style="list-style-type: none"> - The three new Contracting States that joined the PCT in 2000 are all developing countries: Belize, Colombia and Mozambique. <p><i>Number of staff in Offices of developing countries trained on the PCT:</i></p> <ul style="list-style-type: none"> - A total of 336 IPO staff members from eight developing countries were trained. Also, 1,610 participants attended regional and national seminars from 73 developing countries and two regional organizations; - The governments of 73 developing countries individually, and two regional organizations (OAPI and ARIPO, comprising 15 and 11 PCT Contracting States respectively), were provided with advice and assistance concerning the PCT and its particular benefits for developing countries. <p><i>Extent of integration of the PCT into national and regional patent systems in developing countries:</i></p> <ul style="list-style-type: none"> - Draft PCT provisions and/or legal advice for implementing the PCT were provided to 11 developing countries and a regional organization in 2000.
Total expenditure for Main Program 13 in 2000:		Sfr54,124,000.-

MAIN PROGRAM 14 – Madrid System for the International Registration of Marks, Hague System for the International Deposit of Industrial Designs, and Lisbon System for the Protection of Appellations of Origin and their International Registration

45. The number of international trademark registrations for protection under the Madrid System increased in 2000 by some 15 percent, in sharp contrast with the stagnation in registrations experienced in 1999, to reach a figure close to 23,000. Similarly, the number of renewals in 2000 increased by 20 percent to almost 6,900. While those increases reflect a general trend which can be observed internationally, they were also a result of prior efforts that led to the widening of the membership of the Madrid Union. During the year, nine States became bound by the Madrid Protocol (one of which joined the Madrid Agreement at the same time), bringing the total number of States party to the Protocol to 49 and the total membership of the Madrid Union to 67. Throughout the year, the International Bureau continued promoting the Madrid System, notably through participation in seminars and other meetings organized with or by interested government institutions and non-governmental organizations. With a view to making the Madrid system more user-friendly and responsive to the needs of administrations of Member States, a Working Group was convened to consider proposals for modifications of the Common Regulations under the Madrid Agreement and Protocol, that could be submitted for approval by the Assembly of the Madrid Union in September, 2001. Other activities included improvements made to both the Madrid computerized system and certain electronic information products. In this respect, work was

undertaken to enhance the electronic communications infrastructure and a contract was concluded for the redevelopment of the ROMARIN CD-ROM.

46. Under the Hague Agreement, registration activity increased significantly in the year 2000: the number of deposits and renewals of industrial designs went up by 8 percent, and reached a total of 7,300. As indicated in paragraph 11 above, the 50,000th application under the 1960 Act of the Hague Agreement was filed in February, a milestone that shows strong evidence of the System's increasing use. Further, information material on the Geneva (1999) Act of the Hague Agreement was produced and published and a number of seminars and briefings were organized both in Geneva and in interested countries to provide information on the functioning of the Hague System and on the innovations introduced by the new Act of the Hague Agreement.

47. A Working Group was established and convened in July 2000 to review the Regulations under the Lisbon Agreement with a view to proposing modifications of those Regulations to the Assembly of the Lisbon Union in September, 2001. While the mandate of the Working Group was limited to reviewing the Regulations, its first session provided an opportunity to elucidate and comment upon the scope of a number of provisions of the Agreement itself.

Sub-program 14.1 – Operation of the Madrid, Hague and Lisbon Systems

Objective:	<i>To provide in a swift, reliable and cost-effective manner the services entrusted to the International Bureau under the Madrid Agreement and the Madrid Protocol, under the Hague Agreement, and under the Lisbon Agreement.</i>	
Expected results	Results Achieved	Selected Performance Indicators
<i>Processing in a swift, reliable and cost-effective manner, without any fee increase, of up to the following numbers of transactions under the Madrid and Hague Systems:</i>	Under the Madrid system, the number of international registrations and of renewals increased by 15 per cent and 20 per cent respectively over the preceding year.	<i>Number of international registrations, renewals and other entries in the International Registers of marks and industrial designs actually effected:</i>
<i>- under the Madrid System:</i> <i>Int. registrations : 21,000</i> <i>Renewals: 5,500</i> <i>Total 26,500</i> <i>Sub. Designations: 6,500</i> <i>Other changes: 44,000</i> <i>Refusals (and related notifications): 70,000.</i>		<i>Timeliness and unit cost of international registrations and renewals:</i> - No significant backlog reported, beyond normal fluctuations due to the variable nature of application submissions.
		Madrid System 2000 statistics:
		Int. registrations: 22,968
		Renewals: 6,869
		Total: 29,837
		Sub. Designations: 6,086
		Other changes: 39,750
		Refusals (and related notifications): 83,698

<p>- under the Hague System: <i>International deposits:</i> 4,200 <i>Renewals:</i> 2,700 <i>Total:</i> 6,900 <i>Number of designs contained in deposits:</i> 20,300 <i>Changes:</i> 2,150</p>	<p>For the Hague System, the number of international deposits and that of renewals increased by 6 per cent and 12 per cent respectively over the preceding year. The number of changes recorded increased by over 40 per cent.</p>	<p>Hague System 2000 statistics:</p> <table border="0"> <tr> <td>International deposits:</td> <td>4,334</td> </tr> <tr> <td>Renewals:</td> <td>2,966</td> </tr> <tr> <td>Total:</td> <td>7,300</td> </tr> <tr> <td>Number of designs contained in deposits:</td> <td>21,160</td> </tr> <tr> <td>Changes:</td> <td>2,732</td> </tr> </table>	International deposits:	4,334	Renewals:	2,966	Total:	7,300	Number of designs contained in deposits:	21,160	Changes:	2,732
International deposits:	4,334											
Renewals:	2,966											
Total:	7,300											
Number of designs contained in deposits:	21,160											
Changes:	2,732											
<p>- under the Lisbon System: <i>No estimate can be made of the expected small number of requests for registrations of appellations of origin in 2000 and 2001.</i></p>		<p>Lisbon System 2000 statistics: International registrations: 2</p>										

<p>Objective: <i>To improve access by Offices of Contracting Parties and by the general public to the data contained in the international registers of marks and of industrial designs.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>A significant increase in the number of Offices of Contracting Parties receiving notifications from the International Bureau in electronic form and transferring international applications and other communications to the International Bureau in electronic form.</i></p>	<p>A significant increase in the number of Contracting Party Offices receiving information electronically.</p>	<p><i>Number of Offices of Contracting Parties receiving notifications from the International Bureau in electronic form, and the number of Offices of Contracting Parties transferring international applications and other communications to the International Bureau by electronic means:</i></p> <ul style="list-style-type: none"> - Two new Contracting Parties (Estonia and Japan) started receiving electronic communications from the Secretariat; - Tests have been conducted to transmit electronic communications to Australia; - Altogether there are at present 13 countries (as compared to seven in 1999) receiving electronic communications from the Secretariat (Additions of Estonia, Spain, France, Hungary, Japan and Singapore).
<p><i>Availability to the public of new information products on the contents of the international registers.</i></p>	<p>An updated information product was made available.</p>	<p><i>Number of new information products made available and any feedback about their usefulness:</i></p> <ul style="list-style-type: none"> - A new, more complete version of the ROMARIN CD-ROM was released and a contract for its entire redevelopment was signed with an external provider.

Sub-program 14.2 – Legal Framework, Information and Training Activities and Cooperation for Development in Relation to the Madrid, Hague and Lisbon Systems.

<p>Objective: <i>To increase awareness and knowledge of the international registration systems, their operation and benefits among users, potential users, industrial property agents, governments and intergovernmental organizations.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Increase in the number of international applications under the Madrid and Hague systems.</i></p>	<p>Numbers of international applications under the Madrid and Hague systems showed notable increases.</p>	<p><i>Rate of increase of the number of international applications:</i></p> <ul style="list-style-type: none"> - The Madrid System: increase of 19.5 per cent as compared to 1999; - The Hague System: increase of 6 per cent as compared to 1999. <p>Awareness and knowledge of the Madrid and Hague systems were promoted through the following activities:</p>

	Expanded awareness and knowledge of the international registration systems.	<ul style="list-style-type: none"> - Organization of three two-day seminars (two in English and one in French) on the procedures under the Madrid system, which were attended by over 55 participants, and of a one-day seminar on the procedures under the Hague system. The participants to the above seminars came mainly from the private sector; - Organization of six one-week study programs in the International Registrations Department for officials from Antigua and Barbuda, Bhutan, Greece, Japan, the Republic of Moldova and the United Kingdom; - Briefing of officials of 39 Industrial Property Offices or other national or international bodies who were received in the International Registrations Department; - Organization of missions to 32 countries by officials of the International Registrations Department in order to hold training and promotional activities; - Participation by officials of the International Registrations Department in five seminars organized by the WIPO Academy and concerning, <i>inter alia</i>, the Madrid and Hague systems.
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Objective: <i>To make the international registration systems better suited to the needs of their users by expanding their geographical coverage and improving their procedures.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Significant increase in the number of Contracting Parties to the Madrid System and steps by a number of States to accede to the new Act of the Hague Agreement.</i>	<p>Substantial increase in the number of Madrid States.</p> <p>No States acceded to the Hague Agreement.</p>	<p><i>Number of new Contracting Parties in the Madrid Union and the number of States reporting steps to accede to the new Act of the Hague Agreement:</i></p> <ul style="list-style-type: none"> - Nine States became bound by the Madrid Protocol (one of which joined also the Madrid Agreement: Antigua and Barbuda, Armenia, Bhutan, Greece, Italy, Japan, Latvia, Singapore and Ukraine); - While no country joined the Hague Agreement, a number of States showed interest and were briefed on the 1960 Act and on the Geneva Act of the Hague Agreement.
<i>Improved legal framework for obtaining protection for trademarks under the Madrid Agreement and Protocol and for appellations of origin under the Lisbon Agreement.</i>	<p>Revisions of the Common Regulations under the Madrid System and the Lisbon Agreement Regulations will be submitted to the respective Assemblies at their September 2001 session.</p>	<p><i>Adoption of amendments to the Common Regulations under the Madrid Agreement and Protocol by the Assembly of the Madrid Union:</i></p> <ul style="list-style-type: none"> - A Working Group was convened to consider proposals for modifications of the Common Regulations under the Madrid Agreement and Protocol that were to be submitted for approval to the WIPO Assemblies at their September 2001 session. <p><i>Adoption of new implementing Regulations under the Lisbon Agreement by the Assembly of the Lisbon Union:</i></p> <ul style="list-style-type: none"> - A Working Group was convened to consider proposals for modifications of the Regulations under the Lisbon Agreement that will be submitted for approval to respective Assemblies at their September 2001 session.
Total expenditure for Main Program 14 in 2000:		Sfr14,395,000.-

MAIN PROGRAM 15 - Human Resources Management Division

48. The reform process initiated in the last biennium has stabilized, enabling the Human Resources Management Division (HRMD) to focus on improvement of its procedures and the running of its activities. A major accomplishment was achieved with the completion of the first phase launching of the Personnel Management Information System (SIGAGIP) pertaining to payroll purposes, a system that enables WIPO to prepare and carry out

independently all entitlements administration and payroll-related activities. Further development of the Human Resources Access (HRM) module relating to personnel recruitment had, however, to be postponed due to a new strategy redefining the use of IT resources in the HR domain. Micro applications were, nevertheless, successfully developed which allowed increased efficiency and streamlining in the areas of recruitment and the administration of benefits and entitlements.

49. During the year 2000, an important effort was made to ensure the efficient recruitment of high level staff, to streamline policies and procedures for the recruitment and administration of short-term employees and improve their working conditions. The cost-effective performance of the administration of social security and services deserves particular mention, since it continued to be carried out in an efficient and timely manner, notwithstanding the significant increase of the beneficiaries of social security entitlements (staff members, retirees and dependents) and the fact that the staffing level of the social security section remained constant. WIPO staff were also reportedly very satisfied with the improvements related to specific insurance benefits, the containment of social security costs, as well as with the introduction of new insurance options. These were made available further to the recommendations of the WIPO Medical and Accident Insurance Management Committee. Activities relating to formulation of general human resources management policies in keeping with development and trends within the common system of the United Nations continued in 2000, and included several post classification exercises based on the standards established within the common system of the United Nations.

50. Further efforts were pursued to improve staff welfare services to existing staff members and to newcomers while, in the area of staff development, the scope of training activities were expanded. In addition to information technology training, coordinated by the Staff Development Section in conjunction with the IT Services Division, emphasis for new training was placed on providing staff with better ways of handling the demands of the workplace and courses such as time management and stress management. Another development was the forging of closer ties with the WIPO Worldwide Academy (WWA) resulting in the possibility given to staff of following on-line training in intellectual property. In total, 79 per cent of WIPO staff participated in at least one training activity and the time devoted to training was, on average, 2.3 per cent of the total of working time.

51. The work of WIPO Medical Unit (WMU) intensified significantly as the number of interventions alone increased approximately 50 per cent over the previous year. The WMU also implemented ergonomic and anti-stress programs and launched important prevention campaigns including screening for the most frequent cancers and tobacco consumption cessation. Improved healthcare services were made available to WIPO staff further to the successful negotiations concluded by the WMU with additional Geneva-based healthcare providers such as pharmacies, laboratories and medical centers.

Sub-program 15.1 – Engagements

<p>Objectives:</p> <ul style="list-style-type: none"> - <i>To recruit staff of the highest level of competence, efficiency and integrity.</i> - <i>To enhance gender-equitable recruitment within the Organization.</i> - <i>To enhance geographical distribution in WIPO.</i> 		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Timely and efficient recruitment of high-caliber staff, reflecting gender equity and geographical distribution.</i></p>	<p>Recruitment processes pertaining to the advertising of posts, the organization of the Appointment and Advisory Boards (AAB), the interviewing and recruitment of potential candidates were improved and made more efficient. This resulted, in particular, in a faster response time of the Engagement Section while maintaining due process, a more flexible recruitment approach of the Section where possible, and adequate managing of the negotiation process with prospective and promising candidates so that they may accept WIPO's offer and, finally, a drive towards service orientation shared by the members of the Engagement Section team.</p> <p>Enhanced gender-equitable recruitment within the Organization.</p> <p>Slight increase in the level of the geographical distribution of staff.</p>	<p><i>Number of applications processed and staff recruited to meet the needs of the Organization within established time frames:</i></p> <ul style="list-style-type: none"> - 100 competitions were announced (46 at P and 54 at GS level respectively) and 59 new staff were appointed (29 at P and 30 at GS level); - A total of 3,730 applications were received: out of this, 2,920 applications were registered for competitions advertised in the Professional category; and a total of 810 applications were received for competitions advertised in the General Service category. All applications were registered, acknowledged, evaluated and processed by the Engagements Section within the AAB mechanism; - 23 Professionals were appointed under the Direct Recruitment scheme; - Approximately 2,320 spontaneous applications, not related to specific competitions, were received. All of them were registered, acknowledged and evaluated; - With regard to short-term Professional level recruitment, 16 Consultants, 8 Special Labor Contract (SLC) and 34 Special Service Agreement (SSA) holders were identified and recruited through local and international advertisement campaigns; - The Short Term Unit issued 152 new General Service short-term assistance contracts and processed approximately 950 contract extensions and 4,300 attestations; - The Short Term Unit conducted approximately 189 interviews and 94 typing tests were held (a single typing test requires 1 to 1 and a half hours to be completed). - 13 interns were accepted under the WIPO ad hoc internship program, following 34 interviews and the processing of approximately 190 applications. <p><i>Feedback from Divisions within the Organization on recruitment efficiency.</i></p> <p>The Engagement Section enjoys general positive feedback from within the Organization, but particularly from the employing offices with whom there is close collaboration and with whom joint recruitment projects have been undertaken.</p> <p><i>Degree of compliance with United Nations system-wide targets and policy goals of gender equity:</i></p> <ul style="list-style-type: none"> - Of the 23 Professionals appointed under the Direct Recruitment scheme, 8 were women; - Of the 59 new staff appointed through competitions, 30 were women (10 at P and 20 at GS level respectively). <p><i>Level of improvement in geographical distribution of staff:</i></p> <ul style="list-style-type: none"> - At the end of December 2000 there were 84 different nationalities represented by staff members, compared to 82 at the end of 1999.

Objective: <i>To strengthen recruitment and personnel administration of temporary employees in order to support program activities.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Streamlined policies and procedures for the recruitment and personnel administration of short-term personnel.</i>	A new procedure was developed and adopted and progress was made for a better definition of specific types of employment contracts.	<p><i>Number of policies and procedures developed and implemented:</i></p> <ul style="list-style-type: none"> - A new form of contract, the Special Labor Contract (SLC) was designed, formulated and approved in order to better serve in the recruitment and administration of short term professional assistance. - Consultations within WIPO were conducted to improve the contractual status of translators holding T-type contracts. <p>Feedback received on recruitment efficiency from Divisions within the Organization, indicated that employing offices have expressed their appreciation of the efforts made to analyze and introduce, where appropriate, new contractual arrangements of temporary personnel in order to meet the evolving demands of the Organization.</p>

Sub-program 15.2 – Benefits and Entitlements

Objective: <i>To administer the benefits and entitlements of the various categories of staff in accordance with the WIPO Regulations and Staff Rules.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Timely and efficient administration of the benefits and entitlements of all staff.</i>	The administration of benefits and entitlements of staff was carried out in an efficient and timely manner.	<p><i>Feedback from staff on the administration of their benefits and entitlements:</i></p> <ul style="list-style-type: none"> - Regular e-mails were received, which indicated the appreciation of staff for timely and accurate and well substantiated answers to queries, including handling of special cases and exceptions. <p>Benefits and entitlements were administered for 732 staff members, as well as for 399 consultants, short-term employees and holders of SSA/SLC contracts. This included:</p> <ul style="list-style-type: none"> - processing of 617 reports related to contracts, calculations for 166 promotions, analysis of 27 requests for the granting of language allowances - which were studied on the basis of the relevant job descriptions, calculating and processing of 396 dependency declarations, payment of 105 advances and indemnities related to education grant, payment of 465 rental subsidies, administration of 17 requests for maternity leave, 38 requests for part-time work, 81 requests for home leave, 24 requests for education grant travel, 31 formalities upon departure or separation, 64 transfers, 630 attestations, 100 UN laissez-passer, 505 new requests and renewals for Swiss legitimation cards; - the registration of 21,500 requests for annual, credit and compensatory leave, recording of approximately 12,000 requests for sick leave control and the payment of 41,870 hours of overtime were also carried out for all staff employed and employees of the organization.

Objective: <i>To implement an efficient Personnel Management Information System and develop a new and more efficient Flexitime system.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Introduction of an efficient Personnel Management Information System for the Division.</i>	Initial efficiency gains expected from the application of SIGAGIP/CS system materialized only in the fourth quarter of 2000, since debugging and stabilization of the system was only completed by then.	<p><i>Extent of improvement in efficiency, precision and speed with which this Sub-program as a whole is carried out:</i></p> <ul style="list-style-type: none"> - The SIGAGIP/CS system was put into production and exhaustively tested; data errors and processing anomalies were tracked, examined and corrected.

<i>Greater efficiency, precision and speed with which tasks under this Sub-program are carried out, through use of the new Personnel Management Information System.</i>	The automation and streamlining of routine tasks/processes related to salary administration was attained. The timely award of salary increases due and the confirmation of administrative action taken through correct and precise personnel action advices (PADS), resulted in a decrease of the need for retroactive corrections by finance/payroll.	<i>Feedback from program managers and other staff:</i> - The Program Managers and the staff concerned expressed satisfaction for the timeliness of salary administration.
<i>Development and implementation of a new and more efficient Flexitime system.</i>	New Flexitime system rules were defined and introduced. Database transferred from legacy system to the new system. The implementation and the full operation of the new Flexitime system is foreseen for 2001.	<i>Extent to which administration of the Flexitime system is improved:</i> - The Flexitime data (weekly clockings) previously distributed manually on paper format to each staff member using the flexible working hours facility, were made available on the Intranet.

Objective: <i>To inform and advise staff members of their rights and obligation vis-à-vis the Organization and the host country's authorities.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Provision of timely and accurate information and advice to staff members on their rights and obligations vis-à-vis the Organization and the host country's authorities.</i>	More efficient and cost-saving ways of making relevant information available to staff, in particular through Intranet for ready on-line consultation.	<i>Feedback from staff on the information and advice provided to them:</i> - The new version of the Administrative Manual and its availability on Intranet was very much appreciated by staff members. Information given and advice provided to staff members: - Some 73 induction briefings were carried out; - All the relevant information was made accessible on the Intranet site of the Personnel Resources Management Division; - The Administrative Manual was re-issued in a new and more practical paper format resulting in a less-time consuming printing and distribution of amendments process. A major portion of the Manual was also made available on the Intranet site of the Personnel Resources Management Division.

Sub-program 15.3 – Social Security and Staff Welfare

Objective: <i>To improve conditions of service for staff and to administer appropriate social security coverage and social services to staff, short-term employees, consultants and other employees of the Secretariat and their families.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Timely and efficient provision and administration of social security and services.</i>	The administration of social security and services continued to be carried out in an efficient and timely manner, notwithstanding the significant increase of the holders of social security entitlements (staff members, retirees and dependents) whereas the number of	<i>Feedback from staff and other beneficiaries on the provision and administration of social security and services:</i> - Staff are satisfied with the prompt and permanent availability of the staff administering social security to provide advice and assistance and deliver, in adequate delays, all the services within their competence. The number and kind of social security services administered and provided by the Secretariat: - 149 new staff members and employees joined the United Nations Joint Staff Pension Fund (UNJSPF), bringing the total number of participants to 1,048; - 240 WIPO staff and their families joined the group medical insurance scheme, bringing the total number of insured to 2,364;

	<p>staff of the section administering social security services had not increased for some years.</p>	<p>- 109 accident declarations, 126 requests for medical insurance repayments for short-term employees, 58 UNJSPF separation settlements or withdrawal settlements and 245 miscellaneous certificates were processed during the year; - The WIPO (closed) Pension Fund Management Committee considered the 1999 accounts, documents relating to the pension supplements paid to retired staff, and issues relating to the management of the Fund's real estate, namely the preparation of the actuarial study of the Fund as of December 31, 1999.</p>
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<p>Objective: <i>To improve the coverage of existing insurance schemes and negotiate the development of others, such as life insurance and loss-of-earnings insurance.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Introduction of new insurance schemes and improvements in the existing schemes.</i></p>	<p>More advantageous insurance conditions were introduced and new insurance options were made available further to the recommendations of the WIPO Medical and Accident Insurance Management Committee (created in 1998).</p>	<p><i>Number and quality of new insurance schemes and number of improvements in existing schemes.</i> The following policies were implemented: - A change in the Organization's contribution to the payment of part-time employees' medical insurance premiums; - The premium for the medical insurance was frozen; - The Organization continued to contribute to the medical insurance premiums for children aged from 21 to 25, provided they study and remain financially dependent on the staff member; - A new optional group life insurance was introduced in January 2000, and 113 staff have joined the scheme; - An optional life insurance for staff members' spouses was also approved and will be implemented in 2001.</p> <p>Implementation of the mentioned insurance plans provoked positive feedback from staff and other beneficiaries, especially as to the initiative introducing an optional life insurance scheme, which was much appreciated.</p>

<p>Objective: <i>To contain the costs of social security while improving the quality of services.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Containment of social security costs and improvement of quality of social security.</i></p>	<p>Freeze of medical insurance premiums for the third consecutive year and improved benefits offered, such as dental and optical treatment; A few places have been secured in the day-care center for WIPO staff at their own cost.</p>	<p><i>Costs of social security and quality of social security coverage:</i> - On the basis of the WIPO Medical and Accident Insurance Management Committee recommendations, improvements were obtained in relation with specific treatments' benefits while social security costs did not increase. - Consultations with the International Labour Organization (ILO) concerning the day-care center project continued and opportunities for WIPO staff to benefit from the ILO's day-care center, although at their own costs, were opened. The question of a subsidy from WIPO was postponed.</p>

Objective: <i>To provide appropriate social welfare services to staff of the Secretariat and their families, as well as retired staff members, involving family and work-related problems.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Faster and smoother integration of staff into WIPO, and staff and their families into the Geneva environment.</i>	Effective and pro-active services were made available to facilitate newcomers integration and assist staff in overcoming personal and professional difficulties.	<p><i>Feedback from staff and their families.</i></p> <ul style="list-style-type: none"> - After the installation period, newcomers often contacted the Unit in charge of staff welfare to report their satisfaction with the results of the assistance received. <p>The following activities were undertaken for staff and their families:</p> <ul style="list-style-type: none"> - Newcomers received pre-arrival information and regular guidance in the installation period, particularly guidance on school systems existing in the area for families with children; - New information documents were prepared and regularly updated: they include a letter to newcomers, information on housing and installation, a short glossary of real estate terminology in English and French, information on education, as well as children camps activities in France and Switzerland; - An Intranet site has been developed offering practical information to the staff; - About 600 private meetings were held with staff, upon their request, which have helped prevent spillover effects of family-related or personal problems into work performance; - Occasional interventions with some institutions in Switzerland and neighboring France have enabled the Organization to find satisfactory solutions to difficult situations.

Sub-program 15.4 – Classification and Procedures

Objective: <i>To increase the compatibility of the WIPO Staff Regulations and Rules with the United Nations Common System taking into account organizational changes in WIPO.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Improved compatibility of the WIPO Staff Regulations and Rules with the United Nations Common System.</i>	The revision process of WIPO Staff Regulations and Staff Rules has continued bringing them in closer conformity to those of the United Nations Common System.	<p><i>Number of amendments made to the WIPO Staff Regulations and Rules:</i></p> <ul style="list-style-type: none"> - 35 Staff Regulations and Rules were amended.

Objective : <i>To introduce an improved Organization-wide Performance Management System.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Introduction of an improved Performance Management System.</i>	The Performance Appraisal System has not yet been introduced.	<p><i>Feedback from Program Managers and other staff:</i></p> <ul style="list-style-type: none"> - Steps were taken for the design of an improved Performance Appraisal (Management) System. However, its introduction was postponed to allow for further consultations on the matter at the senior management level.

Objective: <i>To improve standards of recruitment, placement and promotion of staff and temporary employees.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Classification of all posts in accordance with the standards used within the United Nations Common System.</i>	The process of classification was further pursued in order to reflect the important changes in the organizational structure that took place in 2000.	<i>Number of posts so classified in 2000:</i> - Out of the 36 posts presented to the Classification Committee during the year 2000, 35 were reclassified; - A total of 275 post descriptions were prepared and/or revised.
<i>Improved standards of recruitment, placement and promotion of staff and temporary employees.</i>	Implementation of the Guidelines on Promotion of Staff, issued in 1999. The results concerning recruitment standards improvements are reported under Sub-program 15.1.	[New PI] <i>Number of staff members promoted in 2000:</i> - 134 staff members (including Professional and General Services categories). <i>Feedback from program managers and other staff and employees.</i> —
<i>Scanning of "Post History" files (providing background documentation on former and present job descriptions) into a computerized system resulting in a substitution of archives.</i>	Due to other priorities, the procurement of such equipment, foreseen for 2000, was postponed.	<i>Degree of computerization of "Post History" files:</i> - This process depends on the availability of a computerized scanning equipment. It is, however, intended to start the Scanning of "Post History" files as soon as the equipment will be available.

Sub-program 15.5 – Staff Development

Objective: <i>To strengthen the competency and efficiency of WIPO staff in management techniques, information technologies and languages, in line with the Organization's objectives.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased productivity and efficiency through the organization of training programs on management and development.</i>	Ad hoc training courses on management and development were provided whenever needed. A broad training program for all managerial staff was designed; however, its launching had to be postponed.	<i>Degree to which modern management techniques are implemented in each sector:</i> - A total of 83 staff members benefited from management training such as: - One change management workshop; - 26 time management courses (based on a personalized approach); - Two effective team workshops; - One seminar on change and organizational stress for the Senior Management Team of WIPO; - A total of 115 staff members participated in 12 stress management seminars organized in cooperation with the Medical Unit.
<i>Improved work performance through the increased use of Electronic Data Processing applications and new information technologies.</i>	An increased number of staff mastered and used electronic applications and new IT techniques.	<i>Number of staff mastering IT:</i> A number of various courses were provided: - In-house and external training courses on information technology, on standard MS Office applications, the use of Internet, Internet publishing and specialized technical IT training were offered, amounted to 1047 training days; - Number of staff trained in IT in 2000: 668 staff members participated in training activities related to IT.

<p><i>Enhanced staff communication skills through ad hoc training in communication and the mastery of working languages recognized by WIPO.</i></p>	<p>Communication skills were effectively enhanced.</p>	<p><i>Number of staff members mastering two or more working languages recognized by WIPO:</i> - In 2000, around 100 staff members sat for various Language Proficiency Examinations at either the ILO or the UN: 60 were successful.</p> <p><i>Number of sectors in which additional communication techniques are implemented:</i> - Two sectors benefited of training in presentation skills.</p> <p>The following language training were organized: - 740 participants attended language courses in one of the following: Arabic, Chinese, English, French, German, Japanese, Russian and Spanish; - WIPO sponsored one participant to the annual "French as a foreign language" seminar, organized in Paris by the Government of France; - Three staff members attended an intensive language course abroad; - 153 participants were enrolled in special courses in French and English (oral and written expression, intensive summer courses) offered through a private language school.</p>
<p><i>Improved expertise in technical fields.</i></p>	<p>Specific training activities improved staff expertise in specific and technical fields.</p>	<p><i>Feedback from participants:</i> - Course evaluation received from staff members indicated that 90 per cent were very satisfied with the training received.</p> <p>The following training was organized in specific or technical fields: - two sessions of on-line IP training, which were offered in collaboration with the Distance Learning Section of the WWA, with the participation of 34 staff members; - other specific and ad-hoc training, which included strategic public negotiation, protocol, security, fire fighting, etc., with the participation of a total of 87 staff members.</p>

<p>Objective: <i>To enhance communication and dissemination of information among staff members.</i></p>		
<p>Expected results</p>	<p>Results Achieved</p>	<p>Selected Performance Indicators</p>
<p><i>Fostering a sense of purpose and a collective identity among WIPO staff through group participation in training activities.</i></p>	<p>More efficient dissemination of information on topics of interest to all staff, as well as further increase of staff's awareness about WIPO mission, structure and activities.</p>	<p><i>Feedback from staff attending training events such as induction programs, lunchtime learning, fora, etc.:</i> - An average of 150 participants followed the presentations made during the lunchtime learning sessions, some sessions had up to 300 participants. The feedback received showed growing interest and appreciation for this form of training.</p> <p>The following initiatives were undertaken to improve dissemination of information: - Finalization and implementation of the Practical Pages project, which made available on Intranet an extensive index of practical information on WIPO; - Four lunchtime learning sessions were organized; - 17 induction sessions were conducted for which 305 staff members were invited to participate.</p>

Sub-program 15.6 – Healthcare Services

Objective: <i>To provide healthcare services to WIPO staff, retirees and foreign delegates.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Prompt and adequate healthcare for staff, retirees and foreign delegates.</i>	<p>More effective healthcare management and pro-active response to the organization's healthcare needs through significant increases in the range of services provided by the WMU.</p> <p>Pre-travel briefing and post-travel debriefing of staff members travelling abroad (travel medicine).</p>	<p><i>Number of staff, retirees and delegates making use of the WMU:</i></p> <ul style="list-style-type: none"> - 6086 medical interventions including: 24 medical emergencies, 82 medical clearances for short-term staff, 48 medical exams for WWA interns, 144 delegate consultations, 105 consultation for retirees and 424 vaccinations (against the flu and others); -157 consultations including distribution of travel kits, travel vaccinations and chemoprophylaxis.

Objective: <i>To improve the health-related aspects of the physical working conditions of staff.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Increased access to and awareness of the benefits of health management techniques and a healthy working environment.</i>	<p>Improvement of hygiene and occupational medicine measures in WIPO working environment conducive to better staff working conditions.</p>	<p><i>Number of sick days taken by staff:</i></p> <p style="text-align: center;">—</p> <p>The following initiatives were undertaken for the improvement of staff working conditions:</p> <ul style="list-style-type: none"> -Some 15 staff were transferred for medical reasons; - Working environment controls: regular inspections and monthly quality control tests performed for two WIPO restaurants; - One air quality control test for all of WIPO premises; - An ergonomic program, under which a specialist has examined 250 working stations and advised their users, and resulted in 35 ergonomic chairs and three flat PC monitors were distributed; - Health prevention programs: 11 stress management seminars have been organized and a total of 124 staff members participated; 12 anti-smoking courses were conducted by a specialist; an anti-aging presentation was given to staff members for maximizing health and longevity; a screening campaign for the detection of most frequent cancer diseases for male and female was launched.

Objective: <i>To contain the costs of medical care incurred by WIPO and its staff.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Savings for the Organization and its staff by containing the costs of medical care.</i>	<p>Significant cost savings were obtained.</p>	<p><i>Costs to the Organization and staff of medical care:</i></p> <ul style="list-style-type: none"> - Net saving for WIPO amounting to 720,000 Swiss francs annually of which 360,000 Swiss francs for the organization and 360,000 for the staff. - Freezing of health insurance premiums in 2000; - Enhanced and diversified WIPO healthcare providers' network by adding 3 new medical partners.
Total expenditure for Main Program 15 in 2000:		Sfr7,674,000.-

MAIN PROGRAM 16 – Administrative Support Services

52. The Administrative Support Services staff continued to provide high quality and efficient services to Member States and to all other market sector and public users, and to the staff of the Secretariat. Financial Operations were professionally managed, with accurate income and expenditure records, and monthly and annual accounts that were maintained in accordance with the Financial Regulations and Rules of the Organization. The accounts for the 1998-1999 biennium were all properly closed (for WIPO, UPOV, UNDP projects, funds-in-trust (FITs), and the WIPO (Closed) Pension Fund) and audited by the External Auditors. The Financial Management Report for the 1998-1999 biennium was produced, and included additional information on expenditures by Main Program and for funds in trust. Distribution of the Madrid Union supplementary and complementary fees and the Hague Union State fees for 1999 (totaling 23.9 million Swiss francs) were processed on time, as well as the monthly distributions of the individual fees related to the Madrid Protocol (totaling some 33.8 million Swiss francs) for 2000. Modernizing available IT brought a number of significant improvements: the Budget Expenditures Tracking System (BETS) was further developed, along with a redesign of the accounting system, to accept expenditure information by activity; the new payroll system was successfully implemented; and a new electronic payments system was put in place for all payments of invoices and travel expenses to staff. As concerns the Investment Services and Management of Funds, all available funds continued to be fully invested; the Investment Advisory Committee met and reviewed WIPO's investments, and ongoing discussions also took place between Finance Division staff and bankers.

53. In the year 2000, the Language Service oversaw the production of 57 translations (into one or several languages) that were delivered of laws, regulations, model laws or draft laws received from, or prepared for, 32 countries. Moreover, documents for 42 meetings, as well as lectures for seminars or training courses organized by the Secretariat, were translated, revised or edited, all while maintaining high quality levels and timely delivery. Translation efficiencies were enhanced through the greater use of IT, including more comprehensive terminology databases, as well as through increased use of tools and resources available on the Internet. The Conference, Communications and Records Management Services undertook logistical and servicing arrangements and interpretation needs for conferences and meetings, and distribution of documents, with over 200,000 packages of documents being sent; many of the documents were also published on the Internet, ensuring speedy access by delegates. There was a reduction in the volume of PCT mailings, in spite of increased numbers of PCT pamphlets published, through having waivers permitting communication on request and through sending pamphlets by other than paper media. This resulted in a slight decrease in the overall volume of outgoing mail (397,000 kg compared with 420,000 kg in 1999), which permitted considerable savings of mailing costs, amounting to over 550,000 Swiss francs. New lower long distance tariffs were negotiated and introduced in March 2000, allowing the Secretariat to reduce total telecommunications usage charges for calls through the WIPO switchboard, despite greater overall usage to 643,000 Swiss francs (compared with 715,000 Swiss francs in 1999). In the Publications Production Service, the workload of the internal printing plant continued to demonstrate both reliability and efficiency; the Xerox Corporation continued referring to the WIPO print shop as the most modern Xerox site in Europe. In 2000, some 93.2 million face prints were made and 82,291 PCT pamphlets (compared to 64,752 in 1999) were printed. The weekly PCT Gazette was insourced with a cost-saving of 200,000 Swiss francs.

Sub-Program 16.1 – Financial Operations

Objective: <i>To further modernize the financial information systems.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Greater efficiency of operations, better security, and increased staff productivity.</i>	Two new modules of the existing finance information system have been successfully implemented.	<i>Successful development and implementation of modules of the new finance information system:</i> - New payroll system and a new electronic payments system for all payments of invoices and travel expenses to staff have been successfully implemented, within the existing Finance system. No progress was made on the development of a new finance information system due to the lack of resources.

Objectives: - <i>To ensure that all income due to WIPO is properly received and all expenditures are paid in a correct and timely manner.</i> - <i>To ensure that the accounting conforms with applicable regulations, rules and standards, and that the accounts are correctly maintained.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>All financial operations will continue to be executed with accuracy, integrity and probity.</i>	All financial operations were conducted with accuracy, integrity and probity in a timely manner.	<i>Accurate undertaking of all financial operations with satisfactory report by External Auditors:</i> - Satisfactory Audit Report received from External Auditor for the 1998-1999 biennium.

Objective: <i>To provide clear and relevant financial information to Member States and to Program Managers in the Secretariat.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Satisfactory financial reporting will be provided to Member States and to Program Managers within the Secretariat, thereby promoting transparency, accountability and effective use of resources.</i>	Satisfactory financial reporting was provided to Member States and to Program Managers within the Secretariat.	<i>Timely production of financial reports and timely delivery of financial information to internal and external users:</i> - Financial Management Report for the 1998-1999 biennium, including additional information on expenditure by Main Program and for FITs, was distributed, with the Audit Report, on July 31, 2000. The BETS, which provided financial management information to Program Managers, was further developed to accept expenditure information by activity. <i>Timely distribution to Member States of fees collected under the Madrid and Hague Systems:</i> - Distribution on-time of the Madrid Union supplementary and complementary fees and the Hague Union State fees for 1999 (totaling 23.9 million Swiss francs), and timely monthly distributions of the individual fees related to the Madrid Protocol (totaling some 33.8 million Swiss francs for 2000).

Sub-Program 16.2 – Investment Services and Management of Funds

Objective: <i>To strengthen the capability of the Secretariat for the investment of its funds and to obtain the maximum returns consistent with the need to safeguard WIPO's financial resources.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Funds available for investment will be safeguarded and maximum return will</i>	All available funds continued to be fully and satisfactorily invested.	<i>Return obtained on invested funds (recognizing that this depends largely on the situation of the market):</i> - An investment return of 13.5 million Swiss francs was obtained

<i>be achieved, based on expert investment advice.</i>		in 2000. Extensive consultations continued to be undertaken with the main banks. The Investment Advisory Committee agreed that, at present and with capital safeguarded, there were no alternatives better than the placement of funds with the <i>Banque Nationale Suisse</i> .
<i>Management of funds will be clearly reported to the Member States.</i>	Clear reporting of the management of funds in the Financial Management Report for the 1998-1999 biennium.	<i>Feedback from Member States:</i> - Positive feedback was received on the 1998-1999 Financial Management Report.

Sub-Program 16.3 – Language Services

Objective: <i>To facilitate understanding among Member States and with the Secretariat, and to make information widely available, by translating publications, documents and other material into as many languages as possible, with high quality standards in the translation process, aiming for a goal of zero defects.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>High quality translations of documents in more working languages will make meetings and discussions more effective as documents and other material will be made available in more languages.</i>	Maintained high quality of translations, editing and revisions of documents, and submitted them in a timely manner to the end users. Demand for translations was globally higher, resulting in a higher total output compared with 1999.	<p><i>Satisfaction of delegates with the quality of translations:</i></p> <ul style="list-style-type: none"> - Delegates were generally satisfied with the quality of the translations. <p><i>Timely production of translations:</i></p> <ul style="list-style-type: none"> - Documents were submitted in a timely manner to the end users. <p><i>Volume of translations produced:</i></p> <ul style="list-style-type: none"> - Fifty-seven translations (into one or several languages) were delivered of laws, regulations, model laws or draft laws received from, or prepared for, 32 countries. Documents for 42 meetings as well as lectures for seminars or training courses organized by the Secretariat were translated, revised or edited. <p><i>Output in translator days:</i></p> <ul style="list-style-type: none"> - Arabic 853; Chinese 428; English 651; French 1,658; Russian 516; Spanish 1,320; Total 5,426.

Objective: <i>To increase the use of information technology, including more comprehensive terminology databases and the possible use of computer-assisted translation and voice recognition systems.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>If considered feasible and cost-effective, the introduction of computer-assisted translation and voice recognition systems will increase productivity in certain fields.</i>	<p>Terminology databases continued to be enriched, and their utilization increased.</p> <p>Voice recognition software was tested.</p>	<p><i>Number and range of pilot projects:</i></p> <ul style="list-style-type: none"> - The efficiency of translation was enhanced through the greater use of IT, including more comprehensive terminology databases, accessible by each translator, as well as through increased use of tools and resources available on the Internet; - Voice recognition systems for English, French, and Spanish have been tested but found not yet convincing for the type of work of the Language Service.

Sub-Program 16.4 – Conference, Communications and Records Management Services

Objective: <i>To provide delegates and the Secretariat with efficient services for the smooth functioning of conferences and other meetings.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Provision of efficient conference and other meetings services to delegates and the Secretariat.</i>	Conference support services were provided efficiently.	<p><i>Satisfaction of delegates with the conference services provided:</i></p> <ul style="list-style-type: none"> - Very positive feedback was received from delegates and Secretariat staff. <p>Number and range of services provided:</p> <p>Conference support services, including preparation of cost estimates, reservation of facilities, engagement of interpreters, servicing of the conferences and meetings were provided for:</p> <ul style="list-style-type: none"> - Fifty-nine meetings with 5,500 participants in Geneva including two Diplomatic Conferences and some 207 meetings held elsewhere; - For these activities, some 600 interpreters were recruited, for a total of 3,460 workdays; - A small computer system for the administration of interpreters was developed; - The Conference Service contributed to the Internet-based daily agenda of meetings in Geneva being prepared by United Nations Office at Geneva.
<i>Availability of meetings documents on Internet and use of print-on-demand and electronic digital archiving systems for documents, and using Intranet for in-house material will result in faster access, printing of less documents, less storage of documents and savings of postage.</i>	<p>Meeting documents and official circulars were distributed in time.</p> <p>Many documents were made available to the public and delegations on the Internet as well as to staff on WIPO's Intranet.</p>	<p><i>Timely and accurate distribution of documents, mail and internal correspondence:</i></p> <ul style="list-style-type: none"> - Over 200,000 packages of documents were prepared for mailing; - Many documents were published on the Internet, which facilitated access by delegates.

Objectives: <i>- To provide reliable and cost-effective telecommunications, mail and messenger-driver services. - To provide effective central records management for official correspondence in paper and electronic form.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Overall charges for telecommunications usage should remain at about the level of the 1998-1999 biennium, despite greater usage; allocation of long-distance telephone costs to programs/units.</i>	Overall charges for telecommunications usage remained at about the level of 1999, despite greater usage.	<p><i>Cost-effective use of telecommunication services and accurate allocation of costs by programs/units:</i></p> <ul style="list-style-type: none"> - New lower tariffs for long distance calls were negotiated and introduced in March 2000; - A new system for the automatic allocation of long-distance calls to individual programs was introduced; - The WIPO telephone directory is now available to staff in electronic form on the Intranet; - Total telecommunications usage charges for calls through the WIPO switchboard amounted to 643,000 Swiss francs (compared with 715,000 Swiss francs in 1999); - Greater usage was made of mobile telephones, whose operational costs amounted to 294,000 Swiss francs (compared with 198,000 Swiss francs in 1999).

<p><i>Effective and efficient records management, mail and messenger-driver services</i></p>	<p>The mail and messenger-driver services were provided very efficiently. Substantial reductions were negotiated for bulk mailing costs (mainly for the PCT mailings) and in rates for registered letters (mainly for the International Trademark Registry).</p> <p>Effective and efficient records management services were provided</p>	<p><i>Timely and responsive operation of records management systems:</i></p> <ul style="list-style-type: none"> - Virtually all mail (in paper and electronic forms) was processed within one day of receipt; - A project proposal was formulated for the first phase of an electronic document management system (EDMS) aiming to modernize the processing of correspondence and to support network printing on demand. <p><i>Cost-effective use of mail and other delivery services:</i></p> <ul style="list-style-type: none"> - Savings of 500,000 Swiss francs were obtained for long-distance bulk mailings of PCT documents. A 20 per cent reduction in registered mail rates was obtained which saves 56,000 Swiss francs per annum. There were increased numbers of mailings of notifications under the Madrid system and of mailings for the WIPO Arbitration and Mediation Center. The overall volume of outgoing mail weighted 397,000 kg.
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Sub-program 16.5 – Publications Production Services

<p>Objective: <i>To provide the Organization with all its printing and publishing requirements in paper form, as well as publishing in electronic form.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Capacity to print increasing volume of PCT pamphlets, publications and documents without increasing staff</i></p>	<p>Timely and high-quality printing of all documents to service meetings or other needs, and various publications, with no increase in staff.</p>	<p><i>Increasing the capacity of the internal printing plant without increasing the staff:</i></p> <p>All documents and publications produced on time with high-quality printing:</p> <ul style="list-style-type: none"> - Some 93.2 million face prints were made; - Altogether, 82,291 PCT pamphlets (1999: 64,752) containing 64.3 million face prints were printed; and - With no increase in staff, the weekly PCT Gazette was in-sourced, with cost-savings of 200,000 Swiss francs. - No dissatisfaction was expressed by end users.

<p>Objective: <i>To improve and make more cost-effective the printing services, through the introduction of new technologies.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Cost-effective production of high-quality publications in paper form as well as in electronic form.</i></p>	<p>Cost-effective production of high-quality publications in paper form was ensured.</p> <p>Color printing engine installed to allow in-house color printing to further reduce costs from outside suppliers. A similar system to the one put in place in 1999 to print PCT pamphlets by destination is being implemented in tandem with the Conference Service to streamline the printing and distribution of WIPO documents.</p>	<p><i>Timely delivery of publications, documents and other printed matter:</i></p> <ul style="list-style-type: none"> - All publications, documents and other printed matter were delivered on time. <p><i>Cost-effective outsourcing of published material:</i></p> <ul style="list-style-type: none"> - Outsourcing during 2000 reached a new high level with 387 purchase orders placed with outside suppliers.
<p><i>Introduction of networked print-on-demand system.</i></p>	<p>Preparatory work on the Electronic Document Management System (EDMS) pilot project, of which the print on demand system is an essential element, is underway. The technical problem of print shop connectivity had not yet been resolved.</p>	<p><i>Reduction of storage space necessary for WIPO documents:</i></p> <p style="text-align: center;">—</p>
<p>Total expenditure for Main Program 16 in 2000:</p>		<p>Sfr25,303,000.-</p>

MAIN PROGRAM 17 – Premises

54. A number of projects entered into the implementation phase during the year 2000, which resulted in a strong augmentation of the workload of this Main Program. This was due to several factors; one being the steadily-increasing number of WIPO staff, another being the state of, and need to modernize, WIPO's existing facilities. At the same time, the preparatory work in connection with the renovation of the ex-WMO buildings was undertaken. The above efforts have all been directed towards the goal of maintaining a very modern, networked and viable working environment for WIPO staff, as well as for the delegates and guests received from around the world.

55. Achievements for the year included the smooth expansion efforts allowing WIPO's utilization of the P&G building, via a signed lease with P&G for the quasi-totality of space available. Relocation of staff was made progressively, taking into account the need to adapt the new offices to WIPO's needs: all staff moves were finished by November 2000, increasing WIPO staff presence within that building to 420. This allowed some necessary flexibility in the main building, and gave 'breathing room' for certain divisions to expand.

56. The proper maintenance of the Organization's building facilities is the best way to preserve their value and enhance working conditions. It also enables the Organization to avoid deterioration of the main building, which was inaugurated in 1978. Throughout the year 2000, important maintenance projects were carried out touching nearly every sector of the buildings. This meant an effective management of the WIPO buildings with systemic cost-reductions and conformity to revised local requirements as side benefits. Specific work efforts included: the installation of a digital air-conditioning management system; the upgrading of components required to increase the performance of the forced cold water conditioning system necessary for the Arpad Bogsch (AB) and Georg Bodenhausen (GB) structures; the installation of new sound and voice recording and transmitting interpretation equipment within WIPO's various meeting room facilities. Furthermore, an effective response was provided for the needs provoked by the move of hundreds of staff-members, which included coordination of phone connections, computer networking and furniture-moving functions, ensuring at the same time minimal disruptions in the work of the Secretariat.

57. The WIPO Worldwide Academy, relocated to the Chambésy facilities, had two rooms transformed into a study hall for interns and a conference room with capacity for simultaneous interpretation. Efforts were also directed towards the renovation of the premises of WIPO's New York Coordination office.

58. In the year 2000, the project for a new building moved from the architectural competition and award phase, into the negotiation of necessary contracts and fulfillment of formalities with the relevant local governmental entities. The proposal of a new 600 person conference room, which will connect the existing and new buildings, was reviewed favorably by the Commission of Architecture of DAEL (*Département de l'Aménagement, de l'Équipement et du Logement*, Canton of Geneva). In December, 2000, WIPO also progressed in its contract negotiations with the firm that won the architectural competition, and undertook necessary steps to receiving bids on the civil and mechanical engineering contracts.

59. Beginning in December 1999, and throughout 2000, the partial demolition (which included asbestos abatement work) and consequent site preparations necessary for the

transformation of the WMO building site into modern and structurally sound facilities were undertaken. Commencing in September 2000, the older part of the structure on the WMO site was demolished, as were the interior and exterior non-structural parts of the two, more recent, portions of the site. With regard to maintaining the costs within the approved budget, the work schedule was modified, and a request to the local authorities seeking their official complementary approval was deposited in December 2000.

Sub-Program 17.1 – Provision of Office Space

Objective: <i>In accordance with the decisions of the WIPO General Assembly, to manage the construction of a new building and the renovation of the WMO building.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Effective management of the renovation of WMO building and the construction of the new building.</i>	<p>a) <u>Renovation of the WMO building.</u> The analysis of offers received after WIPO's Call for Bids resulted in the engagement of a local consortium as the winning general contractor.</p> <p>b) <u>New building project.</u> The design by an architectural firm from Germany was chosen in March 2000, following the international competition.</p>	<p><i>Renovated WMO building and the progress of the construction within time and budget constraints imposed:</i></p> <ul style="list-style-type: none"> - The demolition work on the older part of the WMO building began in September 2000; - The additional request authorizing approval of the modifications to the initial project was submitted in December 2000. - A Letter of Engagement was sent to the winning architectural firm, with the necessary conditions for the undertaking of this project. - The project was presented to the local authorities, who gave a preliminary favorable opinion for its scope. - The preliminary design for the building, to comprise 500 workspaces, a conference room for 600 delegates, parking space for 300 cars and additional underground areas, was completed. - A Request For Proposals from specialized engineering firms was prepared for distribution in December 2000.

Objective: <i>To rent office space, parking, storage space at the best prevailing rates in the vicinity of WIPO's own premises.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Timely and cost-effective provision of office space, parking, storage and meeting rooms.</i>	<p>A sufficient quantity of offices rented to permit the expansion of WIPO within the proximity of its headquarters building.</p> <p>An additional storage facility was rented within the WIPO-occupied buildings.</p> <p>Greater, yet still inadequate, number of parking places for staff was made available.</p>	<p><i>Occupancy rate and number of reserve, frequency of relocation of the staff, number and proximity of renting premises, cost of renting space:</i></p> <ul style="list-style-type: none"> - The lease of additional space in the P&G building expanded the number of workspaces to 420, for PCT staff, and with some 20 additional offices in reserve. - A dozen additional offices were rented in the Union Carbide/HCR building. - An underground storage area of 300 m², complete with loading dock, was rented at the Sogival location. - The parking capacity for the Organization, was increased by an additional 170 places available in the P&G building.

Sub-Program 17.2 – Maintenance of the Existing Premises

Objective: <i>To maintain and modernize the existing premises, facilities and equipment.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Continued management and further improvement of the existing premises, facilities and equipment.</i>	Maintained all locations of WIPO offices in good working order, with improvements as necessary, while safeguarding that all installation works were effectively handled with use of modern techniques.	<i>Degree of satisfaction of the staff, participants in WIPO meetings and other users of the premises, responsiveness (lead time) to making necessary changes and responding to any new needs, operational cost of premises, facilities and equipment.</i> - Maintenance techniques assured, while providing centralized management of the modernized facilities and improved working conditions for personnel. - The equipment provided to interpreters was updated, and the light and air conditioning systems for Salle A were renewed. - A scanning service for all incoming mail was installed and made operational.

Objective: <i>To enhance security at the existing premises.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Enhanced security at premises owned or rented by WIPO.</i>	A very high security standard was maintained, through the implementation of improved access-control and upgrading of the fire-detection systems.	<i>Number of incidents and cost for security measures:</i> - An access-control system was put in place, at buildings AB, GB, Chambésy, P&G and Sogival, with assignment of an access card to each staff member, permitting access to controlled-entry areas; a video camera system was installed to monitor high traffic areas in buildings AB and GB. - Strict control standards were maintained around the clock for all sites. The guard duties were reorganized to a 24 / 7 standard for the Chambésy and P&G facilities. Augmented the guard service during large WIPO meetings. - The central fire-alarm system for all buildings was upgraded to comply with new standards; the installation of smoke detectors and sirens was accomplished, including for the elevator cabins. Adequate annual evacuation exercises were administered, as well as the holding of a class in the use of fire extinguishers.
Total expenditure for Main Program 17 in 2000:		Sfr28,090,000.-³

Main Program 18 – Procurement, Contracts and Travel Services

60. The Procurement and Contracts Service (PCS) contributed towards continued improvement and maintenance of effective and transparent procurement activities. Its activities, consisting of providing the Organization with the most suitable goods and services, as required, especially with regard to the large construction and IT projects, effectively contributed to the successful integration of WIPO's expansions and the implementation of IT solutions.

61. In the year 2000, PCS was actively involved in the Organization's review and selection of: (a) the General Contractor for the implementation of the remodeling and construction of the former WMO Building; (b) the Architectural firm chosen from a worldwide competition based on submissions from 27 architects from 17 countries; (c) the supplier for the implementation of the PCT IMPACT Project, which included a review of the replies WIPO received from a total of 42 Expressions of Interest; (d) the suppliers for the implementation of the WIPONET Project, in the framework of which a contract was awarded to two firms for the provision of Telecommunications services and for the provision of the necessary hardware. PCS has also undertaken, for each of these major projects, all possible efforts to increase the number of

³ This amount includes an expenditure of SFr1,119,000. for the renovation of the ex-WMO building, financed from the Special Reserve Fund.

suppliers, as well as their respective countries of origin, by preparing tenders inviting submissions from a broader range of countries and subsequently processing the incoming applications.

62. PCS also made progress in improving internal procedures for the inventory of the Organization's physical assets, by elaborating a draft document of internal rules and procedures for WIPO procurement activities. Also, PCS expeditiously processed the many requests for visas (internal requests from staff members going on missions and external requests from delegates attending WIPO seminars).

Sub-program 18.1 – Procurement and Contracts

Objective: <i>To insure effective and transparent procurement and contracts of goods and services.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Delivery of the highest of possible quality material, equipment and services at the lowest possible cost in a timely manner.</i>	Increase in the speed, efficiency and flexibility of the procurement process, through standardization of specifications, consolidation of daily requirements and increase in blanket/volume purchase orders.	<i>Quality, cost and timeliness of procurements:</i> Several large repetitive products or services contracts were offered to tender: - 95 per cent of all purchase orders were issued by the PCS; the remaining 5 per cent were prepared by other WIPO divisions or services and received PCS approval. - Savings, through consolidation of purchases, oscillated between 15 and 30 per cent, when compared to prior unconsolidated purchasing activity.
<i>The best prices and conditions from the maximum possible number of foreign suppliers through international procurement with a diversified source of suppliers to ensure the widest competition</i>	Better prices and contractual conditions, as well as greater geographical distribution and diversification of suppliers were achieved.	<i>Prices and conditions:</i> - WIPO participation, use and promotion of: UNCSDB (United Nations Common Supply Database), IAPWG (Inter-Agency Procurement Working Group), United Nations Joint Purchase Service; - Process of larger number of requisitions by bidding procedure; - Advertisement of a larger number of RFP/ITB; - Obtained better prices and contractual conditions due to the increased competitiveness; - Larger database of potential suppliers; increase of 80 per cent in registered suppliers, now currently at 1,800; - Purchases were made from 49 countries; - Increase of 15 per cent of purchases made locally, in developing countries and countries in transition.
[New ER] <i>Ensure that all WIPO physical assets are properly inventoried.</i>	Identification and location, through bar coding of the Secretariat's assets.	[New PI] <i>Number and value of items included in the inventory:</i> - 35,000 items identified and bar-coded for a total estimated value of 40 million Swiss francs.

Sub-program 18.2 – Travel Services

Objective: <i>To ensure that the travel policies of the Organization are applied in a consistent manner.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Cost-effective travel arrangements that are satisfactory and in conformity with standard practices of the Organization.</i>	Increased cost-effectiveness as more and more travel is done at special reduced rates while keeping in conformity with WIPO standard practices.	<i>Reduction of costs associated with travel procured by the Organization:</i> - Cost savings in 2000 were of 589,142 Swiss francs as compared to 356,800 Swiss francs in 1999 (up 61 per cent from 1999). Special reduced rates were applied to 20 per cent of travel tickets provided, as compared to 7 per cent in 1999.

		The Travel and Mission Support section handled some 3,100 travel authorizations, representing approximately 11 million Swiss francs of travel costs.
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Objective: <i>To ensure that the missions of the Organization are carried out in accordance with accepted standards of security.</i>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Avoidance of exposing WIPO staff or third parties to situations that could endanger their safety.</i>	All missions undertaken by the Director General were monitored and coordinated with the Protocol services in Geneva and other places, in conformity with the high standard of service and in accordance with accepted standards of security. All missions undertaken by staff members or third parties were carried out safely.	<i>Reduced incidence of situations in which the safety and security of staff of WIPO or third parties arises:</i> - No accidents or incidents are reported.
Total expenditure for Main Program 18 in 2000:		Sfr5,126,000.-

IV. CONCLUSION

63. This Report clearly substantiates the conclusion that the progress made in the year 2000 towards achieving the expected results, foreseen in the Program and Budget, can be considered satisfactory. In several areas expected results have already been achieved and in some, even exceeded. The Report also shows that work related to a limited number of expected results was postponed due to reasons explained under the Main Programs concerned. In such cases, there is good reason to believe that the circumstances causing the postponement will change to allow the achievement of the expected results by the end of the biennium. In light of the above, it is reasonable to assume that at the end of the 2000-2001 biennium most program objectives will be fully attained. In the few cases where program priorities have changed due to external factors, and consequently work will not be pursued in this biennium, the non-achievement of the expected results is considered to be fully justifiable.

64. Finally, the feedback received from WIPO's stakeholders at the national, sub-regional and regional level shows that WIPO's performance generated a high-level of interest, genuine expectations and, above all, wide support.

65. *The Assemblies of the Member States of WIPO are invited to review and approve the contents of this document.*

[Annex follows]

ANNEX

ACRONYMS USED IN THE PRESENT DOCUMENT

AAB	Appointment and Advisory Boards
AB	Arpad Bogsch (WIPO Tower Building)
ACC	Administrative Committee on Co-ordination of the United Nations system
ACE/IP	Advisory Committee on Enforcement of Industrial Property
AIMS	Automated Information Management System
AMC	WIPO Arbitration and Mediation Center
APEC	Asian-Pacific Economic Cooperation Organization
ARIPO	African Regional Industrial Property Organization
ATRIP	International Association for the Advancement of Teaching and Research in Intellectual Property
BETS	Budget Expenditure Tracking System
CBD	Convention on Biological Diversity
CCAQ (FB)	See UN/CCAQ (FB), below
CCL	Caribbean Copyright Link
CCTLD	Country code top-level domains
CICG	<i>Le Centre International de Conférences de Genève</i>
CIS	Commonwealth of Independent States
CISAC	International Confederation of Societies of Authors and Composers
CLEA	Collection of Laws for Electronic Access
COP5	Fifth Conference of the Parties; the Convention on Biological Diversity
CTD	Committee on Trade and Development; WTO

CTE	Committee on Trade and Environment; WTO
DNA	Deoxyribonucleic Acid
DOI	Digital Object Identifier System
EAPO	Eurasian Patent Organization
EBRD	European Bank for Reconstruction and Development
ECOSOC	United Nations Economic and Social Council of the United Nations
EPO	European Patent Office
FAO	Food and Agriculture Organization
FINAUT	Financial Operations System
GB	Georg Bodenhausen (WIPO Building; formerly <i>BIRPI</i>)
GTLDs	Generic top-level domains
IAC	WIPO Industry Advisory Commission
IAPWG	Inter-Agency Procurement Working Group of the United Nations Joint Purchase Service
ICANN	Internet Corporation for Assigned Names and Numbers
ICC	International Computing Centre of the United Nations system
ICSEI	International Cooperation on Search and Examination of Inventions
IDA	International Depository Authorities
IFRRO	International Federation of Reproduction Rights Organization
IGO	Intergovernmental Organization
ILO	International Labor Organization
IMPACT	Information Management for the <u>P</u> atent Cooperation Treaty
INDECS	Interoperability of Data in E-Commerce Systems (professional coalition)

IOM	International Organization for Migration
IPA CIS	Interparliamentary Assembly of the Commonwealth of Independent States
IPC	International Patent Classification
IPDL	Intellectual Property Digital Library
IPER	International Preliminary Examination Report
IPLEX	Intellectual Property Legislative Texts (WIPO CD-ROM)
IPLT / LTPI	<i>Intellectual Property Laws and Treaties / Lois et traités de propriété intellectuelle</i> (WIPO periodicals)
IPO	Intellectual Property Office (variant: Industrial Property Office)
IPRs	Intellectual Property Rights
IT	Information Technology
ITC	International Trade Center
LAS	League of Arab States
LDCs	Least Developed Countries
MPEG-21	Moving Picture Experts Group (Digital Audiovisual Framework)
NFAP	Nationally-Focused Action Plan
NGO	Non-Governmental Organization
OAPI	African Intellectual Property Organization
OAU	Organization of African Unity
OIF	Organisation Internationale de la Francophonie
PAC	WIPO Policy Advisory Commission
PBC	WIPO Program and Budget Committee
PCIPD	Permanent Committee on Cooperation for Development Related to Intellectual Property
PCT	Patent Cooperation Treaty

PCT-EASY	PCT Electronic Application System
PCT-IMPACT	Information Management for the PCT
PLT	Patent Law Treaty
PRIM	Professional Information Meeting
RAIPON	Russian Association of Indigenous Peoples of the North
RBB	Results-Based Budgeting
RFAP	Regionally-Focused Action Plan
RO	Receiving Office
SADC	Southern African Development Community
SCCR	Standing Committee on Copyright and Related Rights
SCIT	Standing Committee on Information Technologies
SCP	Standing Committee on the Law of Patents
SCT	Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications
SECIB	Secretariat of Ibero-American Cooperation
SGAE	General Authors' Society of Spain
SIECA	Permanent Secretariat of the General Treaty on Central American Economic Integration
SIGAGIP	Personnel Administration and Payroll System
SLC	Special Labor Contract
SMEs	Small and medium-sized enterprises
SSA	Special Service Agreement
TK	Traditional Knowledge
TRIPS Agreement	Agreement on Trade-Related Aspects of Intellectual Property Rights
UDRP	Uniform Dispute Resolution Policy

UN/CCAQ (FB)	Consultative Committee on Administrative Questions (Financial and Budgetary Questions) of the United Nations system
UN/CCAQ (PER)	Consultative Committee on Administrative Questions (Personnel and General Administrative Questions) of the United Nations system
UNCSD	United Nations Common Supply Database
UNCTAD	United Nations Conference on Trade and Development
UN/ECE	United Nations Economic Council for Europe
UNEP	United Nations Environment Programme
UNHCHR	United Nations High Commission for Human Rights
UNJSPF	United Nations Joint Staff Pension Fund
UPOV	International Union for the Protection of the New Varieties of Plants
W3C	World Wide Web Consortium
WCT	WIPO Copyright Treaty
WHO	World Health Organization
WIPONET	WIPO Global Information Network
WMO	World Meteorological Organization
WPPT	WIPO Performances and Phonograms Treaty
WTO	World Trade Organization
WWA	WIPO Worldwide Academy

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