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#### PROGRAM PERFORMANCE REPORT FOR THE 2000-2001 BIENNIUM

*Document prepared by the Secretariat*

#### I. INTRODUCTION

1. This document (hereinafter the "Report"), covering the 2000-2001 biennium, is the second biennial program performance report prepared by the Secretariat in the context of results-based programming and budgeting. The first biennial report was submitted for the 1998-1999 biennium in September 2000 (document A/35/2). Two mid-biennium reports on program performance have also been submitted to the Assemblies: in September 1999, for the year 1998 (document A/34/6), and in September 2001, for the year 2000 (document A/36/4).
2. This Report is compiled in line with the criteria established in the 2000-2001 Program and Budget, which had been approved by Member States in September 1999, and established the basis for the work program of the Organization. It should be noted that during the implementation of the biennial program and budget, program priorities in some areas had to be redefined, due to the considerable time span between preparation, adoption and actual implementation of the Program and Budget.
3. This Report presents the achievements of objectives and expected results during the biennium, and is structured to follow the 2000-2001 Program and Budget, by reporting on each of the Main Programs 02 through 18 sequentially. Certain structural changes in reporting methodology introduced for the mid-biennium report concerning the year 2000 were retained, which should enable Member States to clearly ascertain the achievements made in

the biennium. Thus, text concerning each Main Program offers evaluative assessments on the achievements of objectives at the level of each of its sub-programs, followed by performance tables summarizing information on *Objectives, Expected Results, Results Achieved* and *Performance Indicators*, at the sub-program level.

4. Occasionally, new *Expected Results* and *Performance Indicators* (specified with [New ER] and [New PI] respectively) have been introduced in the tables, where deemed necessary by the Secretariat to reflect any changing or new priorities.
5. The Annex to this Report provides a List of Acronyms used in this document.

## II. GENERAL ASSESSMENT AND HIGHLIGHTS OF THE 2000-2001 BIENNIUM:

6. In the 2000-2001 biennium the Director General continued building on the momentum established under his *Vision and Strategic Direction of WIPO*, and the *WIPO Digital Agenda*, by presenting various new, dynamic and innovative initiatives, which included the new Agenda for Development of the International Patent System (*WIPO Patent Agenda*), approved by Member States in September 2001. At the same time, much effort continued to be concentrated on implementation of substantive work programs through the Secretariat's main priorities: demystification of intellectual property, modernization of IP infrastructures, the *Digital Agenda*, responses to new challenges and actions undertaken to strengthen the functioning of the Secretariat.

7. WIPO continued to expand the scope of the programs on traditional knowledge, genetic resources and folklore, electronic commerce and assistance to small and medium-sized enterprises (SMEs). The deployment of resources devoted to the major IT projects also continued. Each project, when implemented, should present outstanding benefits to Member States (e.g., WIPONET) and other stakeholders (e.g., PCT-EASY), and to the Secretariat, by increasing efficiency in response to increasing workloads.

8. WIPO's substantive normative activities received continued strong support and guidance from the relevant Committees, namely: the Program and Budget Committee (PBC), the Permanent Committee on Cooperation for Development related to Intellectual Property (PCIPD), 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). Through their regularly scheduled sessions, the Standing Committees continued to build on their significant results achieved earlier in the biennium, while addressing new issues. The Permanent Committee on Cooperation for Development related to Intellectual Property (PCIPD) and the Program and Budget Committee (PBC) each addressed and prioritized certain concerns and issues of constituent Member States, helping in the guidance of future WIPO activities.

9. With regard to the area of cooperation for development, an increased level of activities in all regions was implemented in this biennium by the relevant Programs. The technical assistance offered by WIPO was further fine-tuned to meet specific Member State requests and focused on creating the type of long-lasting institutions that are in line with the *Vision and Strategic Direction of WIPO*.

10. Certain salient events or activities highlight how WIPO has continued to evolve as a leading international organization, fulfilling its mandates. While only a brief selection of such highlights could be included, the following demonstrate major achievements of the Secretariat:

#### Demystification

11. WIPO's efforts to demystify the use and protection of Intellectual Property (IP) were enhanced through various modalities:

- The Director General of WIPO enjoyed the opportunity to meet, in the 2000-2001 biennium, with a higher number of Heads of State or Government, or highly ranked Ministers, as well as more than twice as many visiting Ambassadors as compared to the prior biennium. These important reunions served to demystify the vision of WIPO, as well as to address specific issues of common concern.
- Member States in September 2000 approved the proposal, submitted to the WIPO Assemblies, to launch a new program of activities to promote better awareness and wider use of the intellectual property system by SMEs. The aim of this new initiative was to enhance the competitiveness of SMEs worldwide and to help them better exploit their niche positions, including via electronic commerce. The subsequent Milan Forum on Intellectual Property and Small and Medium Sized Enterprises (SMEs) (February 2001), jointly organized by Italy's Ministry of Industry and Foreign Trade and WIPO, launched a plan of action to ensure that SMEs are better able to capitalize on the potential of the intellectual property system for their commercial development. The plan recommended that WIPO work closely with governments and relevant organizations to raise awareness of the intellectual property system and the opportunities for SMEs. WIPO was also called upon to advise governments to take into account the specific needs of SMEs in their intellectual property policies. As part of the implementation of this new Program, the Secretariat developed a new home page for SMEs ([www.wipo.int/sme](http://www.wipo.int/sme)), and participated in a range of conferences throughout 2001. They included the International Conference on Technology Transfer for SMEs (Washington, April 2001) and two one-day Conferences on Intellectual Property Rights for SMEs (Bangalore and Jaipur, India: August, 2001).
- Cooperation for development activities included the presentation to over 19,000 participants in events, organized or co-organized by WIPO, of very specific and innovative programs that promoted the exchange of views on intellectual property issues and increased awareness.
- To aid demystification and enhance outreach, public access to information concerning WIPO underwent major improvements. In the 2000-2001 biennium, WIPO issued and published on the Web 173 topical press releases or updates. Ease of use and accessibility of information was enhanced through WIPO's redesigned web sites ([www.wipo.int](http://www.wipo.int)), including the 15 subsidiary sites, which received 58 million 'Page views' during the biennium.<sup>1</sup> In March 2000, WIPO received the inaugural First Prize in the competition

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<sup>1</sup> In this Report, public access to the various WIPO Internet web sites has been measured in some cases by numbers of *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-program 12.1). The number of hits is used to measure computer access to web sites, but is not equal to the number of visitor sessions. A visit to a single page on a web site 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 web site.

*Toile du Plurilinguisme* (for multilingual web sites). In April 2000, WIPO launched its Arabic version of the web site, thus expanding access to WIPO information on treaties, conferences and other subjects.

### Modernization of the Intellectual Property Infrastructure

12. The importance of implementing improvements to the relevant IP infrastructural components was a major priority during the 2000-2001 biennium, especially the assistance to LDCs towards compliance with the Agreement on Trade-Related Aspects of Intellectual Property Rights (the TRIPS Agreement):
- At a ceremony held in June 2001, the Directors General of WIPO and the World Trade Organization (WTO) launched a new initiative to help least-developed countries maximize the benefits of intellectual property protection. This initiative was widely welcomed by the Ambassadors representing those States that have until 2006 to meet the requirements established under the TRIPS Agreement. The Director General of WIPO at that occasion stressed that intellectual property was a tool for technological advancement, economic growth and wealth creation, especially for least-developed countries.
  - In February 2001, a High Level Interregional Roundtable on Intellectual Property for the LDCs agreed to an Action Plan, to identify their special needs and develop corresponding strategies.
  - In September 2001, the first WIPO Member State ratified the new Patent Law Treaty (PLT). Upon the receipt of another nine State ratifications or accessions, the PLT and its Regulations shall enter into force. The PLT was adopted by consensus on June 1, 2000, and once it enters into force it will harmonize and streamline formal patent procedures for national and regional patent applications and patents, thereby reducing the cost of patent protection and making the process more user-friendly and widely accessible.
  - The end of 2001 was an important landmark in the history of WIPO, when statistics revealed that filed PCT applications surpassed the mark of 100,000 per year (around 104,000 filed in 2001, representing a 14.3 per cent increase from 2000). Since the 250,000<sup>th</sup> PCT application was received in February 1996, the number of applications doubled in four years, when the Patent Cooperation Treaty (PCT) recorded its 500,000<sup>th</sup> application in 2000. This unprecedented growth confirms the increasing interest by users that seek patent protection through the global protection systems administered by WIPO, while taking on larger markets through international trade. Another milestone was attained when the Hague System for industrial designs recorded its 50,000<sup>th</sup> registration in the year 2000.
  - The success of the PCT implies that this vital system should be improved in step with advancing technology, so as to provide even higher levels of information access, protection and modern interfaces. Patent applications jumped globally from 1.7 million in 1990 to approximately 5.8 million in 1998; this trend has severely tested the capacity of patent Offices to address the rising number of applications in a timely and efficient manner. Coupling that aspect with a growing call to develop, through greater harmonization, a more efficient worldwide patent system that could reduce patent protection costs, prompted the establishment of the Committee on Reform of the PCT. Initial recommendations by that Committee were developed and presented to the PCT Assembly in September 2001, which granted approval to proceed with the establishment of a Working Group aimed at examining the outstanding issues on the agenda.

- In May 2000, the Secretariat signed an agreement with the University of Turin for the joint design and launch of the Post-Graduate Specialization Course on Intellectual Property Law, WIPO's first joint post-graduate diploma in intellectual property law, organized jointly by the University of Turin and the WIPO Worldwide Academy. Facilities were provided in collaboration with the International Training Center of the International Labour Organization (ILO).

### Digital Agenda

13. The WIPO Digital Agenda established a framework for a number of initiatives by the Secretariat:

- The WIPO Arbitration and Mediation Center administered over 3,300 Internet domain name cases in the biennium, which established the Secretariat as the leading institution to offer rapid, non-litigious solutions to disputes between alleged cybersquatters and holders of established trademark rights. The success of this form of dispute resolution produced parallel increases: a greater number of non-domain name cases and requests for referrals to the list of neutral arbitrators maintained by WIPO were received by the Center, as well as a strong response to the promotion of wider usage of the Uniform Dispute Resolution Procedure (UDRP) by both new Top-Level Domain administrators and an increasing number of Country Code Domain administrators.
- The WIPONET global information network, offering a secure link between WIPO's constituencies and the WIPO Secretariat, became operational in 2001. The initial necessary facilities were brought online at WIPO Headquarters (the WIPONET CENTER) in November, while the first 19 installations to Intellectual Property Offices in developing countries were successfully implemented by the end of the biennium. To smooth the transition to operations, two WIPONET Helpdesks went operational to offer assistance. Upon the delivery of training materials, still in development at the end of the biennium, training was forecasted to begin in early 2002.
- On December 6, 2001, a Member State notified WIPO of its accession to the WIPO Copyright Treaty (WCT), and became the 30<sup>th</sup> State to adhere to this international agreement, thus paving the way for its entry into force. The WCT updates and improves protection available of the rights of authors within the digital environment. The normative aspects provided for in the WCT are vital for the further development of the Internet and electronic commerce, thereby directly benefiting the culture and information industries. As the biennium closed, the Secretariat had sound reasons to envisage that the WIPO Performers and Phonograms Treaty (WPPT) would also receive its 30<sup>th</sup> ratification or accession shortly into the next biennium.
- In December 2000, WIPO convened a Diplomatic Conference on the Protection of Audiovisual Performances, to establish international norms for protecting performers against the unauthorized use of their performances in audiovisual media. Negotiating delegations from over 120 countries provisionally agreed on a set of rules aimed at strengthening the rights of audiovisual performers, that is 19 of the draft treaty's 20 substantial provisions. In spite of the significant progress, no consensus could be reached on the question relating to the transfer of right. The Conference concluded with a recommendation to the WIPO Assemblies to reconvene a Diplomatic Conference at a later stage.

Response to New Challenges

14. Challenges are often presented to WIPO in addressing new technological or legal evolutions that require adjustments in resource commitments and priority setting:

- In January 2001, the SCIT took a decision to reform itself, creating two separate Working Groups as a means of streamlining the future committee work sessions. A Standards and Documentation Working Group (SDWG), as well as an IT Projects Working Group (ITPWG), were established, as a proper means of fine-tuning the work of the Committee. It was decided that the mandate and operations of the Committee be concentrated, in future sessions, on issues of policy guidance and technical advice.
- In September 2001, WIPO Member States gave full support to the *WIPO Patent Agenda* initiative, announced by the Director General, pushing the development of a strategic blueprint for the future evolution of the international patent system. The *WIPO Patent Agenda* promotes discussions among Member States both on broader, long-term objectives and on finding solutions to more immediate problems, most notably the crisis facing a number of patent offices in managing excessive workloads. The vision of the Director General takes account of the strong leadership role that WIPO should play in developing the patent system to facilitate the process of harnessing creative potential for economic benefit in all countries. As the biennium closed, WIPO awaited responses to a prepared survey on these issues, and undertook the preparations to hold an international symposium in Spring 2002. The Director General also emphasized that the *WIPO Patent Agenda* would complement and strengthen such on-going projects as PCT reform and the substantive patent law harmonizations, both now currently underway. This process was also endorsed in October 2001, by the Policy Advisory Commission (PAC) of WIPO, a select group of current and former Heads of State, as well as other eminent persons.
- In December 2001, the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC) concluded its second meeting by approving a range of specific tasks and supporting further work to advance discussions on the intellectual property aspects of the themes under discussion by the Committee. This includes the establishment of model intellectual property clauses for contractual agreements regulating access to and benefit sharing in genetic resources, and the documentation of public domain traditional knowledge and its inclusion in the patent examination process as part of searchable prior art. Interim reports on traditional knowledge and folklore were discussed, containing empirical information on the extent to which the intellectual property system is currently sufficient in addressing these forms of knowledge. The IGC confirmed that WIPO should continue to address these issues in collaboration, as appropriate, with the secretariat of the Convention on Biological Diversity (CBD) and the Food and Agricultural Organization (FAO) and its Commission on Genetic Resources, as well as the United Nations Educational, Scientific and Cultural Organization (UNESCO).

### Improved Functioning of the Secretariat

- The Working Group on Constitutional Reform presented to the WIPO Assemblies, in September 2000, far-reaching constitutional and structural reforms through the reduction of the number of WIPO governing bodies from 21 to 16.
- In the process of review and approval of the WIPO Program and Budget for the 2002-2003 Biennium, Member States requested the Federal Audit Office of the Swiss Confederation to conduct an evaluation of the project of the construction of a new building, in cooperation with the Secretariat. This evaluation process was expected to be completed by mid-2002.

### III. BIENNIUM PERFORMANCE REPORT, BY MAIN PROGRAM

#### **MAIN PROGRAM 02 – Strategic Planning and Policy Development**

15. During the biennium 2000-2001, two important new initiatives were launched, the SME program and the WIPO Patent Agenda, upon approval by Member States. Also, a significant number of briefing meetings and informal dialogue and consultations took place with regional groups and regional coordinators on a wide array of issues and concerns, both programmatic and administrative. This facilitated and improved consensus-building among Member States through more transparent information briefing and informal consultation procedures.

16. WIPO's overall strategy for 2000-2001 consisted of a consolidation of program activities launched in the previous biennium. Programmatic discussions to identify priority activities took place (sub-program 02.1), in the process of the preparation of the Program and Budget 2002-2003, with a focus on strategic and programmatic links between different program areas. The Program and Budget 2002-2003 was unanimously approved at the meetings of the Assemblies in September 2001 after extensive consultations with Member States.

17. Assistance continued to be provided for the coordination of interrelated program activities, including necessary front-office support to the Director General. Such support consisted, *inter alia*, of assistance in servicing the Constituent Organs of the Member States and the Office of the Director General (Main Program 01) and in formulating policies and preparing strategic plans in various program areas, including special projects to study emerging and interdisciplinary issues and to analyze the feasibility and implications of possible new activities.

18. The cooperation between WIPO and WTO was enhanced at all levels of the two Secretariats, through the second joint initiative and the follow-up of the first joint initiative, both launched by the Directors General of WIPO and WTO. Equally, coordination between WIPO and UPOV was increased.

19. Concerning external relations and cooperation with the United Nations Headquarters (sub-program 02.2), significant contributions were made towards the strengthening of WIPO's links with the governments of Member States, the intellectual property community, industry and professional bodies, including the United Nations and the diplomatic community in New York. To that end, WIPO was present at, or organized, a wide range of international meetings, both in New York and Geneva, through which it was able to make personal contact with members of all the above-mentioned groups, thereby strengthening links and improving cooperation and collaboration.

20. WIPO attendance at the most significant high-level international gatherings in the biennium, including world conferences, ensured that the Organization was visible, listened to and better understood by all constituents and relevant entities. It furthermore contributed to an increased awareness and better understanding of the intellectual property system among governments, organizations and professional bodies. To that end, an efficient and comprehensive system for replying to communications requesting WIPO input was put in place.

21. An important in-house information service ensured that WIPO was fully cognizant and up-to-date on all developments in the international arena, through the attendance of meetings and the relaying of information back to WIPO staff, through the processing and circulation of incoming documents and communications and replies prepared to those communications, as well as through responsiveness to in-house queries.

22. The smooth functioning of the protocol aspect of major events held at WIPO headquarters was assured, namely for the 35<sup>th</sup> and 36<sup>th</sup> Series of Meetings of the Assemblies of WIPO, the two Diplomatic Conferences, the meetings of the Policy Advisory and Industry Advisory Commissions, the 2<sup>nd</sup> International Conference on Electronic Commerce and Intellectual Property, numerous Committees or Working Group events, as well as art exhibitions, vernissages and other cultural events. The 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 20 Heads of State, Vice-Heads of State and Heads of Government and Parliament, 126 Ministers or Vice-Ministers, Parliamentarians, Judges, a Senator and three First Ladies. Other eminent visitors included 30 Heads of Organizations and 337 visits of Ambassadors representing 85 countries.

23. In addition, protocol arrangements were coordinated for the visits of the Director General to Australia, Bulgaria, China, Costa Rica, Cuba, Egypt, Italy, Kazakhstan, Kyrgyzstan, Mexico, Mongolia, Nigeria, Oman, Portugal, Republic of Korea, Romania, Russian Federation, Slovakia, South Africa, Spain, Sudan, Sweden, United States of America, Uzbekistan and Zimbabwe, as well as the European Commission and other inter-governmental and non-governmental organizations. During the Director General's visits abroad, he was received by 24 Heads of State, Vice-Heads of State, former Heads of State and Heads or Acting Heads of Governments.

24. Concerning performance evaluation (sub-program 02.3), the evaluation framework in place at WIPO since the adoption of a result-based management system, was consolidated with the introduction of an internal WIPO Evaluation Strategy, providing a strategic framework for the use of evaluations in the management of WIPO's activities.



25. Program managers increasingly appreciated and used evaluation concepts in the annual and biennial performance assessment exercises. This included an enhanced focus on outcomes, thereby ensuring the relevance of program activities in relation to program objectives.

26. WIPO's first in-depth evaluation of an activity within the Cooperation for Development area was carried out. The findings, conclusions and recommendations 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.

27. Upon approval by the WIPO Assemblies in September 2000, a new program on Intellectual Property (IP) and SMEs was created by re-directing activities under sub-program 02.4: Strategic Research and Analysis. For the purposes of this report, work related to the latter is therefore included in results table 02.4a, whereas activities and results of the SME program is included in results table 02.4b, which is based upon the results framework included in the 2002-2003 Program and Budget (WO/PBC/4/2).

28. The adoption of the Milan Plan of Action, the strengthening of cooperation with national and international SME support institutions, regional bodies, financial institutions and certain IGOs, as well as the creation of a comprehensive SME web site, resulted in an enhanced awareness and appreciation of the importance and relevance of IP for SMEs.

### Sub-program 02.1 – Program Coordination

<p><b>Objectives:</b> - <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p><i>Better integrated work program that exploits the existing synergies between WIPO's activities.</i></p>	<p>Coherent set of programmatic and budgetary guidelines for the formulation of the draft Program and Budget for 2002-2003.</p> <p>Better coordination between, and integration of, a number of horizontal or new activities.</p> <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</p>	<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"> <li>- Fully coordinated approach in terms of policy direction, budgetary principles and priorities for the formulation of the draft Program and Budget for 2002-2003.</li> <li>- Fully coordinated and approved work plans, activity timetables and operational budgets for 2000 and 2001 for all 18 Main Programs and 58 sub-programs.</li> <li>- As a front-office of the Director General, coordinated numerous activities in the course of processing proposals from program managers.</li> <li>- Some 10 major program activities needed extensive coordination between different Main Programs, including the SME program, the WIPO Patent Agenda, IP Office automation, WIPO security, consultation and planning of the new construction project, and updating and publishing of WIPO's strategy and vision (including web site messages of the Director General and a monograph).</li> </ul> <p><i>Number and nature of activities consolidated and/or jointly executed within WIPO:</i></p> <ul style="list-style-type: none"> <li>- Numerous activities were jointly executed by more than one sector. Certain programs culminated in the creation of new organizational units with a view to consolidating activities: SME program, WIPO Patent Agenda and patent policy making, IP office automation. To</li> </ul>

	<p>outputs and effects across various programs.</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>reinforce WIPO security measures, a task force was set up in 2001 to enhance coordination between various programs.</p> <ul style="list-style-type: none"> <li>- Data and analysis of more than 30 key indicators relevant to selected program activities in 2000-2001 made available to the Director General and the SMT for program implementation monitoring and planning.</li> <li>- 63 sessions of the Professional Information Meetings (PRIM) (with an average attendance of 100 staff members, mainly in the professional and higher categories) which effectively facilitated the sharing of important information, including annual reports, the coordination of program activities, discussion and decision on policies within the Secretariat.</li> </ul>
<p><i>Increase in the scope and intensity of contacts and cooperative relations with international, regional, national, intergovernmental (IGOs) and non-governmental organizations (NGOs).</i></p>	<p>Enhanced cooperation between WIPO and WTO at all levels of the two Secretariats. A closer coordination through the second joint initiative and the follow-up of the first joint initiative, both launched by the Directors General of WIPO and WTO.</p> <p>Increased coordination between WIPO and UPOV and a better understanding among Member States of the two Organizations.</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> <ul style="list-style-type: none"> <li>- The Directors General of WIPO and WTO signed a joint communication to all least-developed countries' governments, informing them of the second joint initiative launched by WIPO and WTO and inviting active participation. The communication underscores the two organizations' commitment to help least-developed countries comply with the TRIPS Agreement on time and to use the intellectual property system to promote their development.</li> <li>- Cooperation Agreement with the Secretariat of Ibero-American Cooperation (SECIB) signed on November 8, 2000.</li> </ul> <p><i>Number and nature of joint activities and initiatives undertaken with international, regional, national IGOs and NGOs:</i></p> <ul style="list-style-type: none"> <li>- Forging stronger cooperation, the Directors General of WIPO and WTO launched a second joint initiative on June 14, 2001, to assist the least-developed countries, particularly those WTO Members with their obligation to meet the general time limit of January 1, 2006. The two Directors General also met on two occasions to enhance cooperation and to better coordinate the follow-up of the first joint initiative launched in July 1998 for the benefit of developing countries. At the second meeting, the heads of ITC and UNCTAD were also present. These meetings were followed by two meetings at the cabinet level of the four institutions. To the numerous requests received from developing countries based on the first joint initiative, particular attention was given to providing individual responses, either through the ongoing WIPO programs or jointly with WTO. WIPO participated in various WTO meetings: the 4<sup>th</sup> WTO Ministerial Conference, the Libreville Conference of the African Trade Ministers, the Geneva Week, twenty-one General Council sessions, eight TRIPS Council meetings, two special sessions of the TRIPS Council on IP and public health, and numerous meetings of the WTO bodies such as the Committees on Trade and Environment, the Committee on Trade and Development, the Sub-Committee on LDCs, and Accession working groups. WIPO also continued to provide resource persons to WTO training courses and seminars.</li> <li>- WIPO increased its cooperation with UPOV based on greater demands by Member States on issues of plant variety protection, as well as on the related areas of biotechnology and traditional knowledge. These requests necessitated further coordination on implementation of the relevant programs of the two Organizations. Coordination with UPOV took place as regards various meetings and actions to be taken by UPOV, such as at the UN Department for Economic and Social Affairs, FAO, UNEP, and Conferences of the</li> </ul>

		<p>Parties to the Convention on Biological Diversity, and the WTO TRIPS Council. Numerous meetings with the staff of UPOV were held concerning the topics of common interest, administrative matters and UPOV meetings. In addition, WIPO assisted and sponsored several training courses, seminars, and various technical assistance activities of UPOV.</p> <p>- In July 2000, in an attempt to explore opportunities for wider cooperation, WIPO organized a meeting with the Executive Secretaries of ECOSOC's five regional commissions to take advantage of their participation in the general segment of the ECOSOC's 2000 session in Geneva. This meeting subsequently enabled Regional Bureaus of WIPO to follow up with its corresponding commission by undertaking joint IP awareness program activities.</p>
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## Sub-program 02.2 –External Relations and Cooperation with the United Nations Headquarters

<p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- <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></li> <li>- <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></li> </ul>		
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>Greater recognition and understanding within the United Nations system and the diplomatic communities in Geneva, New York, Washington, D.C., and other cities of the important role of intellectual property, and its protection where possible, 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> <ul style="list-style-type: none"> <li>- The WIPO Office in New York organized training programs for diplomats to the UN in New York, as well as for UN staff members, including: two-day workshops on IP, jointly conducted by WIPO and UNITAR; four regional briefings for diplomats from developing countries on WIPO activities; a lecture on "IP and Human Rights" for UN diplomats on the occasion of the first World Intellectual Property Day; a lecture on IP and Development; a lecture on IP and Traditional Knowledge; and a lecture on Protecting the Emblems of Intergovernmental Organizations. Numerous statements were made before professional bodies, including: the International Intellectual Property Society (IIPS) on WIPO's Domain Name Dispute Resolution Service; the Conference on Technology Transfer for SME's held in Washington, D.C.; and lectures at nine universities to approximately 350 students (WIPO University Lecture Series).</li> <li>- Staff of the WIPO Office in New York attended multiple meetings of the General Assembly (including the Second and Sixth Committees), ECOSOC and other relevant bodies of the UN in New York.</li> <li>- Representatives of WIPO from Geneva attended meetings of, <i>inter alia</i>, FAO, ILO, ITU, UNESCO, UNCTAD, UNEP, UNOPS, WHO, UNHCHR and ECOSOC, as well as the EBRD and the Inter-Parliamentary Union.</li> <li>- WIPO participated in the Major Conferences of the UNCTAD X, the XIII International AIDS Conference, the World Summit on Social Development, the World Conference on Racism and LDC III, the opening session of the UN ICT Task Force, and all regular sessions of the ACC and its new organs the HLCM and HLCP.</li> <li>- WIPO organized a panel of experts on issues pertaining to IT for an ECOSOC High-Level Segment.</li> </ul> <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> <ul style="list-style-type: none"> <li>- WIPO received requests for its contribution to several major reports being prepared by the UN Secretary General for dissemination to the General Assembly, ECOSOC or other high-level bodies.</li> </ul>

		<p>- Important documents received mentioning the importance of IP issues (several of which WIPO contributed to) included the UN Secretary General's new International Development Strategy for 2001-2010, the Millennium Declaration, the Government of the United Kingdom's White Paper "Eliminating World Poverty: Making Globalisation Work for the Poor," and UNDP's "Human Development Report 2001: Making New Technologies Work for Human Development."</p> <p>- The WIPO Office in New York received numerous invitations to discuss WIPO and IP, including from: the U.S. Department of State's International Visitor Program for briefing of five visiting delegations of officials from several countries; the New York City Bar Association; the Center for Strategic and International Studies; and the Georgetown University Capital Technology Summit.</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> <p>- Approximately 850 items of correspondence was received from the UN, its agencies and other international organizations, and corresponding replies, including contributions to reports and responses to queries and policy statements, were prepared in order to clarify WIPO's substantive work in relation to the work program and administration of other agencies of the UN system.</p> <p>- The WIPO Office in New York dealt with requests for WIPO to participate in programs of: the World Bank; the UN Office for Project Services; the UN Office of Legal Affairs; the UN Institute for Training and Research; the International Intellectual Property Society; the International Intellectual Property Institute; and the Washington Area Trade Association.</p>
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<p><b>Objective:</b> <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>Enhanced exposure of program managers and senior staff to the ongoing 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>- Relevant issues raised in international fora included globalization, public health issues, traditional knowledge and related areas including genetic resources, and implementation of the TRIPS Agreement. Relevant sectors within the Secretariat were kept fully informed of communications received which touched upon these matters in order to increase their ability to enhance their programs where desirable.</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> <p>- 125 queries from WIPO staff pertaining to the cooperation and collaboration between WIPO and the UN and other International Organizations were answered.</p> <p>- On average, some 60 official records, reports and publications were received per week from the UN and other international bodies, all of which were processed and redistributed, as appropriate, to relevant sectors within the WIPO Secretariat.</p> <p>- The WIPO Office in New York prepared over ten reports on IP-related discussions in New York for the WIPO Secretariat in Geneva.</p>

### Sub-program 02.3 –Performance Evaluation

<b>Objective:</b> <i>To strengthen program management in the Organization.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Systematic monitoring and evaluation of performance by program managers.</i>	Approval by Member States of the Program Performance Reports for the biennium 1998-1999 and the year 2000, in September 2000 and 2001 respectively during the WIPO Assemblies.	<i>System in place at the program level for the regular and systematic tracking of work program and assessment of results:</i> - Integration of results frameworks at the program level (objectives, expected results and performance indicators) in the 2000-2001 Program and Budget. - Support to Program Managers in the review of the results frameworks contained in the draft Program and Budget 2002-2003. - Regular exchange of information and experience with other UN agencies and international organizations, through the UN Interagency Working Group on Evaluation (IAWG) and other fora, on evaluation practices and methodologies, with specific emphasis on its integration into a results-based management framework.

<b>Objective:</b> <i>To increase the coherence and the integration of WIPO's programs.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Greater use of performance indicators to measure achievements in relation to objectives.</i>	Systematic assessment of program performance on the basis of the Program and Budget results frameworks.	<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> - Submissions by Program Managers of inputs for the 2000 and 2000-2001 Program Performance Reports were in line with the Program and Budget results framework.

<b>Objective:</b> <i>To enhance the relevancy and effectiveness of the Organization's activities in relation to their objectives.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased relevancy of the activities undertaken in relation to the objectives of the program.</i>	Enhanced relevance of program activities in relation to program objectives.	<i>Stronger relation between the activities proposed and the results expected and the objectives under the program and budget:</i> - Performance assessments by program managers were increasingly focusing on outcomes. - Consolidation of the evaluation framework within WIPO through the introduction of the WIPO Evaluation Strategy.

### Sub-program 02.4a - Strategic Research and Analysis

<b>Objective:</b> <i>To establish a capability to effectively undertake strategic research and analysis pertinent to the protection, management and use of IPRs.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Better understanding of trends in the use of the intellectual property systems and a meaningful basis for forecasting future developments.</i>	A mutually beneficial relationship with those professionals working in the field of social, cultural and economic aspects of intellectual property rights has been established.  Empirical evidence was gathered on issues relevant to the relationship between IP and economic growth.	<i>Database developed, information gathered, and reports issued pertaining to strategic research and analysis:</i> University researchers and professionals from research institutions undertook commissioned work on different aspects of intellectual property: - Study on "Parallel Importation in Pharmaceuticals: Implications for Competition and Prices in Developing Countries." - Study on the "Role of IPR in Biotechnology Transfer-Corporate Views." - Study on "Developing a Scale of IP Rights Effectiveness of National Patent Systems." - Study on "Application of IPR by Public Agricultural Research Institutes in Developing Countries."

		<ul style="list-style-type: none"> <li>- Study on "The Importance of Intellectual Property Rights in the International Spread of Private Sector Agricultural Biotechnology."</li> <li>- Joint WIPO/UNCTAD project entitled "Developing Countries Becoming Global Players: Opportunities in the Music Industry" by a team of national researchers.</li> <li>- STEP Group study on the use of intellectual property by SMEs in Norway.</li> <li>- Study of the Copyright Related Economic Activities in Mercado Común Del Sur (MERCOSUR) countries (Argentina, Brazil, Paraguay and Uruguay) and Chile by a team of researchers.</li> <li>- Establishment of a bibliographic data base on economics of intellectual property, mostly on patents, with over 2,000 references.</li> </ul> <p>Ongoing projects/studies:</p> <ul style="list-style-type: none"> <li>- Preparation of a Manual on Negotiating Technology License Agreement.</li> <li>- Study on "The Performance of Copyright Industries in Five Selected Arab Countries" (Egypt, Jordan, Lebanon, Morocco and Tunisia) by a team of researchers.</li> <li>- Study on "Indicators of International Patenting: A Time Series Analysis".</li> </ul>
<i>Enhanced ability to take into account the implications of socio-economic and technological developments in the work of WIPO.</i>	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><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"> <li>- Introduction of professionals in the field of social, cultural and economic aspects of intellectual property rights to the work of WIPO, including the new WIPO agenda on the social, cultural and economic impact of intellectual property.</li> <li>- Fourteen missions undertaken to participate in and contribute to conferences or other fora where discussions on the impact of the protection of IPRs were held among conference participants of diverse economic, legal, technological and cultural/social backgrounds.</li> <li>- Publication of a book on the Socio-Economic Benefits of Intellectual Property Protection in Developing Countries.</li> </ul>
<i>Greater capability to forecast future trends and developments in the field of intellectual property and their impact on the work of WIPO.</i>	This area of work was discontinued due to a change in sub-program priorities.	<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>

### Sub-program 02.4b - Small and Medium-Sized Enterprises (SMEs) and Intellectual Property

<b>Objective:</b> <i>To strengthen the capacity of governmental, private and civil institutions worldwide to formulate and implement policies and strategies for meeting the intellectual property needs and concerns of SMEs.</i>		
<b>Expected Results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Strengthened capacity of governments and SMEs support institutions to</i>	Enhanced awareness and recognition by SME support institutions, inter- and non-governmental	<p><i>Level and nature of assistance provided in response to requests by governmental, private and civil society institutions worldwide:</i></p> <ul style="list-style-type: none"> <li>- Contacts were established and cooperation was strengthened with national and international SME support institutions, such as ICC, WASME, SBA (US), SIDO (India), UNICE and ESBA (Europe), as</li> </ul>

<p><i>provide intellectual property-related services to SMEs</i></p>	<p>institutions and SMEs of the important role that IP plays in enhancing the competitiveness of SMEs.</p> <p>Increased appreciation by ITC and the business community of the importance and relevance of IP for SMEs and identification of synergies and joint undertakings.</p> <p>Milan Plan of Action adopted.</p> <p>General increase of interest on matters related to IP and SMEs as indicated by hits to the SMEs web site.</p> <p>Greater dissemination of IP materials for SMEs by SME support institutions.</p>	<p>well as with regional bodies, financial institutions and certain IGOs, such as the AsDB and IADB, ECA, EU, G-15, ESCAP, ECE and different sectors of the European Commission.</p> <ul style="list-style-type: none"> <li>- 169 responses were received to a circular letter by December 2001, providing information on national SMEs coordinating authorities.</li> <li>- Participated in the Virtual World Congress of Entrepreneurs and SMEs.</li> <li>- One regional and two national workshops on Business and Contractual Dimensions of Acquisition and Transfer of Intellectual Property jointly organized with the International Trade Centre (ITC).</li> <li>- Prepared and discussed strategy and action plan on IP and SMEs with representatives of governments, IGOs and NGOs.</li> </ul> <p><i>Number and nature of publications, including teaching and training modules for distance learning, produced or contributed to:</i></p> <ul style="list-style-type: none"> <li>- Creation of the SMEs web site (English and Spanish versions launched in June and December 2001 respectively). The SMEs brochure is available in all WIPO official languages.</li> <li>- A considerable number of SME support institutions, such as WASME and ESBA, have made references to the SMEs web site in their communication to their constituencies. Many other institutions have added the SMEs web site in the list of links in their web sites, and downloaded the whole brochure on IP and SMEs on their web sites.</li> <li>- Publication and dissemination, via e-mail updates and through the web site, of best practices aimed at supporting SMEs to benefit from the use of the IP system and of case studies on activities of other SME support institutions in encouraging SMEs to make effective use of IP. At the end of the biennium, there were around 700 subscribers worldwide to the free monthly e-mail update service.</li> <li>- Publication of articles in the WASME monthly magazine and other publications.</li> </ul>
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<p><b>Objective:</b> <i>To reach out to a maximum number of SMEs</i></p>		
<p><b>Expected Results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Increased IP awareness and use of IP by SMEs.</i></p> <p><i>Broadened scope of understanding and level of IP use by SMEs.</i></p>	<p>An increase in the number of SMEs which have participated in WIPO activities.</p> <p>SMEs enabled to take informed decisions on IP matters.</p>	<p><i>Number and nature of assistance directly provided to SMEs:</i></p> <ul style="list-style-type: none"> <li>- Participated in the first two, out of a total of 14, IP sensitization and training-of-trainers workshops for SMEs in India.</li> <li>- Eight missions undertaken to participate in, and contribute to, an International Forum on IP and SMEs as well as conferences and seminars on the important role that IP can play in enhancing the competitiveness of SMEs.</li> <li>- Guiding SMEs and addressing their specific concerns in IP matters.</li> <li>- Eleven missions on SMEs issues undertaken by other WIPO sectors in close cooperation with the SME Division.</li> <li>- Creation of SMEs web site as a major means for reaching out to a maximum number of SMEs at a low cost.</li> </ul>
<p><b>Total expenditure for Main Program 02 in the 2000-2001 biennium:</b></p>		<p><b>Sfr18,478,000.-</b></p>

## MAIN PROGRAM 03 - Legal and Organization Affairs

29. The biennium 2000-2001 saw a wave of 124 new adherences to the treaties administered by WIPO, reflecting the importance of intellectual property today. Some 51 per cent of the new adherences (accessions or ratifications) came from developing countries and some 44 per cent from countries in transition to a market economy.

30. Effective secretariat services were provided (sub-program 03.1) to ensure the efficient performance of depositary functions and continuing progress towards streamlining the governance structure of the Organization. Among the landmark events that took place in the biennium were: the deposit of the 30<sup>th</sup> instrument of accession to the WIPO Copyright Treaty (WCT), which paved the way for entry into force of this Treaty in March 2002; the increase in WIPO membership to 178; and the process that resulted in the decision by the General Assembly to reduce by five the number of the Organization's governing bodies. This constituted the most significant constitutional and structural reform of the Organization to date. Significant progress was made by the Working Group on Constitutional Reform with a view towards finalizing its recommendations for submission to the General Assembly in 2002.

31. Concerning the prevention and resolution of staff grievances, although there was a significant increase in the staff of the Organization, there was no increase in the number of staff grievances that were brought to the attention of the Administration.

32. With regard to non-governmental and enterprise affairs (sub-program 03.2), the transparency and accountability in the Organization's contractual practice was enhanced, through legal advice and support with respect to over 270 contracts and other matters, valued in excess of 297 million Swiss francs, at the request of over 45 units within the Organization. Advice and support was also provided with respect to general legal matters, including concerning claims by and against the organization.

33. WIPO's contacts with non-governmental organizations and industry groups continued to expand during the biennium, improving the Organization's lines of communication with representatives of industry and the market sector. These contacts helped shape WIPO's activities in areas of interest to industry, particularly in regards to the patent system and arbitration and mediation services.

34. While the Industry Advisory Commission (IAC) met only once during the period (May 2000), efforts began near the end of the biennium to revamp the IAC and to further strengthen the Organization's relations with various industry groups.

35. Mainly due to its activities in the area of Internet domain name dispute resolution, the WIPO Arbitration and Mediation Center (sub-program 03.3) was able to offer expanded dispute resolution services. The Center's administration of such new type of dispute not only complemented its traditional services for mediation and arbitration of intellectual property disputes, but also formed an impetus for the Center to develop and make available on-line facilities that enhanced the efficiency of dispute resolution. The significant demand experienced in the biennium confirms that owners of intellectual property rights stand to gain from the existence of options for solving disputes without resort to potentially expensive and protracted cross-border court litigation. The evolution of the Center's services concerned the numbers of cases, the types of rules under which these cases were administered, and the means by which the procedures were conducted.

36. A series of well-attended events, as well as the Center's daily dialogue through electronic and other means with potential users of its dispute services, are among the indications that the Center also made progress towards reinforcing its position as resource center for arbitration and mediation of intellectual property disputes. This furthermore manifested itself in some initial appointments under the WIPO Arbitration and Mediation Rules, a satisfactory number of requests for referrals of WIPO neutrals, as well as in a



collaboration with a variety of interested parties in the creation of special mechanisms tailored to specific types of disputes. The Center considers the significant demand for its new services a promising indication of the potential for its conventional activities.

37. Concerning electronic commerce (sub-program 03.4), an important contribution was made towards an increased awareness and better understanding of the issues arising out of the impact of electronic commerce on intellectual property in both developed and developing countries. Particular progress was made in raising awareness among ccTLD administrators of the importance of protecting intellectual property in their domains.

38. The protection of intellectual property on the Internet was enhanced as a result of the adoption by the operators of the seven new gTLDs of certain dispute resolution procedures, including the UDRP, as well as their appointment of the WIPO Arbitration and Mediation Center as dispute resolution service provider. While the basic features of the procedures in question were determined by the operators of the new gTLDs and ICANN, WIPO's advice and cooperation was instrumental for the implementation of the procedures in question. Intellectual property protection in the ccTLDs was also significantly enhanced as a result of ccTLD administrators' reference to, and reliance on, the WIPO ccTLD Best Practices for the Prevention and Resolution of Intellectual Property Disputes, their seeking advice from the WIPO Secretariat on intellectual property related matters, as well as their appointment of the WIPO Arbitration and Mediation Center as dispute resolution service provider. Another encouraging trend was the reliance of providers of higher level naming schemes (such as keywords) on WIPO in matters concerning intellectual property dispute resolution.

39. With regard to the development and implementation of projects for protecting intellectual property rights in the digital environment, progress was slower than anticipated, primarily because the market need for such projects was not as strong as initially foreseen.

40. During the biennium, WIPO continued to be perceived as the prime forum for the elaboration of new rules governing the use of intellectual property in electronic commerce. WIPO's examination of the interface between domain names and identifiers other than trade or service marks in the context of the Second WIPO Internet Domain Name Process, and the Special Sessions of the SCT devoted to the Report of that Process, are important elements in this regard.

### **Sub-program 03.1 – Legal and Constitutional Affairs**

<b>Objectives:</b>	<ul style="list-style-type: none"> <li>- <i>To advise the Director General and the Secretariat on the legal aspects of the work of the Organization, including questions of administrative and constitutional law.</i></li> <li>- <i>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.</i></li> <li>- <i>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.</i></li> </ul>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>Services were delivered promptly and efficiently even while the volume of activities largely increased.</p> <p>Increasing acceptance of the amendment to</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"> <li>- Responded to over 200 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, and on the establishment of external hyperlinks to WIPO's web site.</li> <li>- Responded to over 360 requests for information on numerous</li> </ul>

	<p>Article 9(3) of the WIPO Convention.</p> <p>Simpler and improved governance structure of the Organization.</p> <p>Quality advice and effective secretariat services in respect of the meetings of Assemblies and other WIPO bodies.</p>	<p>issues such as the status of countries and territories, UN resolutions and the status of accessions and ratifications to the treaties administered by WIPO.</p> <ul style="list-style-type: none"> <li>- Received 38 acceptances to the amendment of Article 9(3) of the WIPO Convention.</li> <li>- Considered and studied proposals concerning the constitutional reform of the Organization.</li> <li>- Four meetings of the Working Group on Constitutional Reform resulted in a recommendation to discontinue five Conferences of Representatives, abolish the WIPO Conference, formalize the unitary contribution system and changes in contribution classes, and introduce amendments to the WIPO treaties to provide for the ordinary sessions of the Assemblies to take place annually rather than biennially.</li> </ul>
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<p><b>Objective:</b> <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 due to a dramatic increase in requests for other services and a corresponding reduction in staffing levels.</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"> <li>- Received and processed 128 instruments of ratification or accession, issued 219 notifications of treaty actions (adherences, declarations, special territories), prepared 231 certified copies of treaties, 98 model instruments of accession and 42 notes on the advantages of accession to WIPO-administered treaties.</li> <li>- In 2001, received and processed the deposit of the 30<sup>th</sup> instrument to the WCT, for entry into force on March 6, 2002.</li> <li>- Timely responses given to requests for information sent to treaties.mail@wipo.int. At the end of 2001 there were over 1000 subscribers to the treaties mailing list.</li> </ul>
<p><i>More efficient management and ready widespread availability of user-friendly statistical information about WIPO-administered treaties.</i></p>	<p>No significant progress on the proposed database was made due to a dramatic increase in requests for other services and a corresponding reduction in staffing levels.</p>	<p><i>Number of consultations of the treaty database:</i></p> <p style="text-align: center;">—</p>

<p><b>Objective:</b> <i>To improve measures aimed at the prevention and resolution of staff grievances.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><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></p>	<p>Potential staff conflicts were prevented and solved through negotiation and legal advice without resort to formal appeal mechanisms.</p>	<p><i>Number and nature of improvements in the institutional mechanisms and in the policies and procedures governing the work of the Secretariat:</i></p> <ul style="list-style-type: none"> <li>- Only one new case was brought before the WIPO Internal Appeal Board, and no new case was appealed to the ILO Administrative Tribunal.</li> </ul>

### Sub-program 03.2 – Non-Governmental and Enterprise Affairs

<p><b>Objectives:</b> <i>- To enhance the relevance of WIPO and its program to industry and the market sector. - To improve channels of communication between the Secretariat and representatives of industry and the market sector.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Strong and stable membership in the</i></p>	<p>The IAC met for its third meeting in May 2000. The</p>	<p><i>Reports of meetings of the IAC and its subsidiary bodies (if any subsidiary bodies are established) that take place and</i></p>

<p><i>IAC that is both representative of a broad range of industrial sectors and geographically representative, and efficient annual meetings of the IAC.</i></p>	<p>membership reflected both stability and geographical representation.</p>	<p><i>implementation of any follow-up action recommended in such reports:</i> - Whereas the Report of the second meeting (September 1999) 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, which helped guide the Organization's work in those areas during the biennium, 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. These discussions helped contribute to the shaping of WIPO policies, programs, and activities in the above-mentioned areas.</p>
<p><i>Improved relations between WIPO and industry and the market sector.</i></p>	<p>Greater understanding on the part of the Secretariat of the needs and priorities of industry in the field of intellectual property protection.</p>	<p><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 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.</p>
<p><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></p>	<p>The IAC's recommendations enabled the Secretariat to focus the administration of domain name disputes in response to practical needs and inspired reflection on the future framework of the international patent system.</p>	<p><i>Increased frequency and relevance of contacts between the Secretariat and representatives of industry and the market sector:</i> - The IAC helped highlight 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. - IAC discussions and subsequent contacts with industry contributed to WIPO's efforts in launching the WIPO Patent Agenda in September 2001.</p>

<p><b>Objective:</b> <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>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<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 and general legal issues comprising many disciplines.</p> <p>There was a minimal number of legal disputes relating to major project contracts in 2000-2001; all were dealt without recourse to outside counsel, litigation or external dispute settlement.</p>	<p><i>Number, nature and date of requests received for contract review and number and timeliness of responses prepared:</i> - Reviewed and provided legal support for the conclusion of over 270 contracts, at the request of over 45 units within the Organization, representing a total value of 297 million Swiss francs in 2000-2001. Contracts received were reviewed in English, French and Spanish. - Pursuant to a request by Member States, prepared report on legal liabilities for new construction project.</p> <p><i>Number and nature of legal problems concerning the interpretation and application of contracts that are entered into by the Organization:</i> - 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; legal support to the WIPO logo competition; legal claims with respect to installation of information technology equipment and relating to liability for cost overruns; claims of WIPO related to Swissair bankruptcy (handled with assistance of external counsel); authorizations for use of WIPO data; legal advice with respect to software licences. - More than 80 legal opinions were given relating both to transactions, proposed transactions and general legal issues. - There were only three contract disputes concerning PCT Automation contracts; all were successfully resolved. A dispute relating to a WIPONET contract was successfully resolved. In the buildings area, one dispute remained outstanding at the end of 2000-2001, regarding an</p>

		insurance claim related to subsurface ground conditions for the WMO building.
<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"> <li>- Developed draft internal guidelines respecting a proposed approach with external contractors on copyright policy, to be applied in contracts entered into by the Organization.</li> <li>- Gave legal advice on the development of a data dissemination policy.</li> <li>- Provided legal support to the development of security, web-casting and hosting policies of the Organization.</li> <li>- Provided legal support to development of information systems security policy and manual.</li> <li>- Gave advice on revisions to the honors and gifts policy of the Organization.</li> <li>- Gave advice on other draft policies.</li> </ul> <p><i>Reduction of time and consequent costs in the procurement process:</i></p> <ul style="list-style-type: none"> <li>- Drafted general conditions for the purchase of goods, of computer hardware and software; drafted a standard umbrella agreement for the purchase of computer hardware and software.</li> </ul>
<p><i>Framework for vetting new and, in particular, complex contractual obligations.</i></p>	<p>The major projects contracts WIPO entered into in the biennium, were successfully negotiated and will have a measurable impact on the next phase of WIPO's activities.</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"> <li>- Concerning a framework for vetting obligations, proposed the establishment, in conjunction with the Office of the Controller, of a contracts review committee.</li> <li>- WIPO had three major areas of contracting activity in the biennium, related to the topics of automation of the PCT (IMPACT), WIPONET and buildings.</li> <li>- Major project contracts, along with contract value in Swiss francs, include: <ul style="list-style-type: none"> <li><i>PCT Automation:</i> supported the negotiation and review of contracts relating to the Communication on Request Phase, the lease of hardware and software, services contract, and the Intellectual Property Digital Library (IPDL) contract.</li> <li><i>WIPONET:</i> led extensive negotiations with a company for the deployment of equipment and network services to 65 IPOs worldwide (and contracted network maintenance) and provided legal review leading to signature of related contracts; led extensive negotiations with a company for the deployment and operation of central services facility for WIPONET; provided legal support and review leading to the signature of other associated contracts; provided legal advice with respect to training contract, and contract amendments. The total value of WIPONET contracts was approximately 41 million Swiss francs.</li> <li><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 contracts for the renovation of the former WMO building (site renovations and re-construction); provided legal advice on architect's contract and engineer's contracts. The total value of WIPO construction contracts was approximately 68 million Swiss francs.</li> </ul> </li> <li>- Legal support was given to the negotiation of (on an as required basis), and legal review was provided for, additional contracts and agreements concerning a wide variety of subject matters, including development co-operation agreements in Asia and Latin America, agreements with academic institutions and contracts relating to airlines, telecommunications, publishing, document management, software development, software licenses, special engagements, commercial leases in Geneva, Washington and New York.</li> </ul>

		<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"> <li>- 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.</li> <li>- A second contract issue, concerning WIPO's on-site travel agency, which had requested a renegotiated commission structure, was successfully resolved in WIPO's favor.</li> <li>- WIPO successfully defended a claim relating to responsibility for the state of premises used for the installation of computer equipment.</li> </ul>
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### Sub-program 03.3 – WIPO Arbitration and Mediation Center

<p><b>Objective:</b> <i>To offer expanded dispute resolution services, by traditional and electronic means.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Larger caseload, including domain name coverage and institutional use.</i></p>	<p>The Center established domain name dispute resolution services that were introduced for the generic top-level domains (gTLDs) .com, .net, .org., .biz and .info, and adopted by administrators of 22 country-code top-level domains (ccTLDs).</p>	<p><i>Caseload:</i></p> <ul style="list-style-type: none"> <li>- The Center received 3,347 regular gTLD cases covering 6,137 domain names; 90 per cent of cases were resolved, with a decision domain name transfer rate of 80 per cent.</li> <li>- The Center received 1,579 start-up policy cases in .info and 53 start-up policy cases in .biz.</li> <li>- The Center received 70 ccTLD cases.</li> <li>- WIPO domain name cases involved parties from 100 countries worldwide.</li> </ul> <p><i>Number of requests for appointment of neutrals:</i></p> <ul style="list-style-type: none"> <li>- The Center received two cases under the WIPO Arbitration Rules, two cases under the WIPO Mediation Rules, and 35 further requests were made for appointment assistance from the roster of WIPO neutrals.</li> </ul>
<p><i>Acceptance of the on-line dispute resolution system.</i></p>	<p>WIPO online dispute resolution facilities have met with immediate and full acceptance by the parties.</p>	<p><i>Use of the on-line system:</i></p> <ul style="list-style-type: none"> <li>- All domain name cases were processed using the Center's on-line case facilities.</li> </ul>

<p><b>Objective:</b> <i>To strengthen the Center's position as resource center for the mediation and arbitration of intellectual property disputes.</i></p>		
Expected results	Results Achieved	Selected Performance Indicators
<p><i>Larger exposure of dispute resolution services.</i></p>	<p>WIPO dispute resolution services have gained international prominence.</p>	<p><i>Information requests, including conference and workshop attendance:</i></p> <ul style="list-style-type: none"> <li>- The Center handled over 5,000 information requests.</li> <li>- The web site registered over 20 million hits.</li> <li>- About 1,700 persons subscribed to the Center's decision mailing list.</li> <li>- 214 participants attended the Center's arbitration, mediation, and new domain name dispute resolution workshops.</li> <li>- 300 participants attended the Center's International Conference on Dispute Resolution in Electronic Commerce.</li> </ul>
<p><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 policy is adopted by certain Internet domain name authorities).</i></p>	<p>No need arose to administer such process.</p>	<p><i>Number of applications for exclusions received by WIPO:</i></p> <p style="text-align: center;">—</p> <p><i>Number of such applications processed:</i></p> <p style="text-align: center;">—</p>

## Sub-program 03.4 – Electronic Commerce and Intellectual Property

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased understanding of the impact of electronic commerce on the intellectual property system.</i>	<p>Better understanding among public and private sector actors in developed and developing countries of latest intellectual property issues arising in electronic commerce.</p> <p>Broader awareness, also among a non-specialized audience, of relevance of intellectual property for electronic commerce.</p> <p>Higher awareness of the importance of intellectual property among ccTLD administrators.</p>	<p><i>Number and nature of conferences and meetings addressing electronic commerce and IP issues:</i></p> <ul style="list-style-type: none"> <li>- Organization of the WIPO Second International Conference on Electronic Commerce and Intellectual Property (attended by some 450 participants from the public and private sector).</li> <li>- Organization of a WIPO Conference on Intellectual Property Questions Relating to the ccTLDs (attended by some 500 participants from the private and public sector including a high number of ccTLD administrators).</li> <li>- Organization of a Joint ITU-WIPO Symposium on Multilingual Domain Names (attended by some 250 participants from the public and private sector, including the Internet community and, in particular, the Internet Engineering Task Force which is working on a standard for domain names in non-Latin characters).</li> <li>- Organization of regional consultations on electronic commerce and IP in Argentina, Australia, Belgium, Brazil, Ghana, Jamaica, Jordan, Poland, Spain, Thailand and the United States of America. As part of these regional consultations, input was obtained from interested participants on the issues covered by the Second WIPO Internet Domain Name Process.</li> <li>- 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.</li> </ul> <p><i>Number and nature of any innovations or work and assistance by WIPO or other actors resulting from such conferences and meetings:</i></p> <ul style="list-style-type: none"> <li>- A concrete outcome of the WIPO Conference on Intellectual Property Questions Relating to the ccTLDs was the publication of the WIPO ccTLD Best Practices for the Prevention and Resolution of Intellectual Property Disputes.</li> <li>- In conjunction with the Joint ITU-WIPO Symposium on Multilingual Domain Names a WIPO Briefing Paper on Internationalized Domain Names – Intellectual Property Considerations was published.</li> <li>- Publication of the Primer on Electronic Commerce and Intellectual Property Issues, which was appreciated as a useful general introduction to the subject matter.</li> </ul>

<b>Objective:</b> <i>To enhance the protection of intellectual property on the Internet and, in particular, in relation to electronic commerce.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Timely high-quality advice, training and assistance to Internet domain name authorities.</i>	<p>ccTLD administrators and providers of higher layer naming schemes increasingly take into account intellectual property concerns and look at WIPO for advice and assistance in this area.</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"> <li>- Implementation of the WIPO ccTLD Program aimed at providing IP assistance to the administrators of ccTLDs. IP advice was provided to the administrators of close to 60 ccTLDs.</li> <li>- Provided intellectual property advice to the operators of seven new generic top-level domains (gTLDs) approved by ICANN with a view to the establishment of their dispute resolution procedures.</li> <li>- Participated in a project team established by the administrator of the .NL ccTLD to conduct a process aimed at investigating the need for the introduction of alternative dispute resolution in the .NL domain (such process being based on the first WIPO Internet Domain Name Process) and publication of the Report of such process.</li> <li>- Provided advice on IP dispute prevention and resolution in relation to</li> </ul>

	<p>The WIPO Arbitration and Mediation Center was increasingly used as dispute resolution service provider in this area.</p>	<p>internationalized domain names and keywords (higher layer naming scheme).</p> <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"> <li>- More than 20 ccTLD administrators have retained the WIPO Arbitration and Mediation Center as dispute resolution service provider.</li> <li>- Report of the .NL consultation process recommends the adoption of an alternative dispute resolution procedure for the .NL domain.</li> <li>- All operators of the new gTLDs that have come into operation during the period covered by this report have retained the WIPO Arbitration and Mediation Center as dispute resolution service provider.</li> </ul>
<p><i>Greater adherence by Internet domain name authorities to policies and procedures facilitating the protection of and the resolution of disputes related to intellectual property rights.</i></p>	<p>Significant reduction in the potential for abusive domain name registrations in the gTLDs.</p> <p>Greater consistency demonstrated by an increase in IP-compliant domain name registration procedures.</p> <p>Greater awareness of the practice of cybersquatting identifiers other than trademarks.</p>	<p><i>Greater consistency among domain name registration policies:</i></p> <ul style="list-style-type: none"> <li>- Increased use of the Uniform Domain Name Dispute Resolution Policy (UDRP), which resulted from the first WIPO Internet Domain Name Process, and the WIPO Arbitration and Mediation Center as dispute resolution service provider.</li> <li>- The UDRP has achieved recognition as the standard for alternative dispute resolution in cases of conflicts between domain names and IPRs.</li> </ul> <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"> <li>- Some 23 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.</li> <li>- Many other administrators of ccTLDs have introduced, or are contemplating the introduction of, alternative dispute resolution based on the UDRP (e.g., .UK).</li> <li>- Increase in the number of ccTLDs taking measures to combat intellectual property infringements.</li> <li>- The WIPO ccTLD Best Practices for the Prevention and Resolution of Intellectual Property Disputes are increasingly being viewed as the standard in the area concerned.</li> <li>- Keyword (higher layer naming scheme) providers started to engage WIPO in intellectual property issues.</li> </ul> <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"> <li>- Close to 3,500 domain name disputes were filed with the WIPO Arbitration and Mediation Center, representing between 60 and 65 per cent of all cases filed under the UDRP of ICANN.</li> </ul>

<p><b>Objective:</b> <i>To develop and implement projects providing timely assistance for protecting intellectual property rights in the digital environment.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Establishment of a process leading to improvements in the protection and methods for licensing digital images protected by intellectual property.</i></p>	<p>Contrary to what was understood at the time of drafting the Program and Budget 2000-2001, there appeared, during the period covered by this Report, not yet to be a sufficient need for WIPO to undertake substantial work within this area.</p>	<p><i>Set of draft rules, standards or practices that address these issues.</i></p> <ul style="list-style-type: none"> <li>- Advice and assistance provided to Member States for protection of IPRs in the digital environment.</li> </ul> <p><i>Adoption of such rules, standards or practices by relevant entities and institutions:</i></p> <ul style="list-style-type: none"> <li>- WIPO conducted extensive preliminary discussions with rights management system providers to understand such systems with a view to possibly providing appropriate support, as a neutral third party, to the development of inter-operability between them.</li> <li>- Mission to Oman and Egypt was undertaken to provide IP advice to national cultural heritage institutions on the on-line exploitation of such heritage.</li> </ul>
<p><i>Establishment of a process to investigate the need or desirability of a</i></p>	<p>The anticipated process has not yet received sufficient support from industry</p>	<p><i>Report containing analysis of such investigative process:</i></p> <p style="text-align: center;">—</p>

<i>role for WIPO in providing depository and management services and systems for electronic commerce in intellectual property.</i>	or Member States to be initiated.	<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> - WIPO has increasingly been referred to by the most important rights management initiatives concerned (e.g., DOI, INDECS, MPEG-21, W3C), indicating that a demand for WIPO action or support in the area concerned may materialize in the future.
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<b>Objective:</b> <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.	<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 intellectual property rights in relation to electronic commerce.</i>	WIPO was 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> - Conduct of the Second WIPO Internet Domain Name Process to investigate the abuse in the Domain Name System of a number of identifiers other than trade or service marks. - Publication of the Report of the Second WIPO Process. - Decision by the WIPO General Assembly to subject the Report of the Second WIPO Process to a comprehensive analysis by two special sessions of the SCT. - First special session of the SCT on the Report of the Second WIPO Process.  <i>Nature of assistance and support provided by WIPO, including in relation to any process that may address revisions to TRIPS on issues involving intellectual property 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.
<b>Total expenditure for Main Program 03 in the 2000-2001 biennium:</b>		<b>Sfr12,292,000.-</b>

## Main Program 04 – Program Planning, Budgeting, Financial Control and Audit

41. During recent years, WIPO has grown significantly in terms of program activities, staff and financial transactions. The main focus of Main Program 04 during the 2000-2001 biennium was the further advancement of the results-based budgeting system and its integration in the main management processes of WIPO. This specifically involved the development of a new management approach based on the principles of accountability, transparency, and the empowerment of managers.



42. In the framework of sub-program 04.1 (Program Planning and Budgeting), 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, including further reductions in fees and budget reviews for Information Technology and Building projects. The corresponding policy documents were submitted to the Program and Budget Committee meetings held in September 2000, and in April and September 2001. In this framework, the consultation and coordination process between the Secretariat and Member States was further strengthened.

43. The proposed Program and Budget for the 2002-2003 biennium included for the first time, in a single document, a consolidated presentation of all the activities and resources of the Secretariat. This single document integrated the project activities previously submitted off-budget into the biennial, results-based budget presentation utilized for the regular budget of WIPO. Also, for the first time, a revised budget and income estimates of the then ongoing biennium (2000-2001) were introduced, together with a detailed presentation of formulas concerning budget flexibility, a new presentation of budget allocation by Union, and a detailed description of the various budget stages. The 2002-2003 Program and Budget, which was eventually adopted by Member States during the WIPO Assemblies held in September 2001, also contained financial indicators covering a 10-year period, including two years beyond the new biennium and information of the recent past, in order to put the proposed budget into context, indicating trends and demonstrating that decisions such as long-term commitments or fee reductions could be sustained in the future.

44. Financial control and monitoring (sub-program 04.2) continued to be ensured, through certification of specific proposals and periodic income and expenditure reviews, in the framework of management decentralization measures. The continued use of annual work plans, along with the introduction of annual allotments and of an activity-based control system facilitated the implementation of this new management framework. In addition to controlling compliance with the existing rules and regulations, additional emphasis was given to examine issues of efficiency and effectiveness, as well as the relationship between proposed activities and the approved program and budget. In order to support financial control, quarterly and annual forecasts on income and expenditure of the Organization were prepared. These forecasts, together with input from annual workplans, provided the framework for successful financial control, and resulted in a delivery rate exceeding 98 per cent of the revised budget of the 2000-2001 biennium.

45. The new emphasis on activity-based control is part of the Director General's effort to decentralize, and to empower Program Managers. However, the obsolete financial platform (FINAUT) on which these applications are run prevented having fully satisfactory results: it is expected that the deployment of an Automated Information Management System (AIMS) will eliminate current shortcomings.

46. The full-time internal audit function (sub-program 04.3) became operational in May 2000, with the designation of a Senior Internal Auditor, also responsible for the program performance evaluation function (reported under sub-program 02.3). A number of internal audits were performed during the biennium, aimed at ensuring compliance with WIPO's regulations, rules and procedures, the adequacy of internal controls and the economy and efficiency of operations. Work on the drafting of an Internal Audit Charter also started during the biennium.

47. A special assignment was undertaken in conjunction with the request made by Member States, in September 2001, for an independent audit by the Federal Audit Office of the Swiss Confederation of the project relating to the construction of a new building. This implied the historical background research, draft preparation and consolidation of documents produced in response to a request the Secretariat received from the Swiss Auditors, who sought documentation elaborating on WIPO's present status and future business needs, as well as expansion options.

### Sub-Program 04.1 – Program Planning and Budgeting

<b>Objective:</b> <i>To coordinate the preparation of the Director General's Program and Budget and facilitate its approval by Member States</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 budget and planning proposals.</p>	<p><i>Documents are considered appropriate by the Director General; documents are submitted on time:</i></p> <ul style="list-style-type: none"> <li>- Documents were considered appropriate by the Director General.</li> <li>- Timing in the submission of documents: original version (English) submitted nine weeks before Assembly, translated versions submitted thereafter.</li> </ul> <p><i>Approval of the budget and planning proposals by Member States by consensus:</i></p> <ul style="list-style-type: none"> <li>- Adjustment of the budget process (see documents WO/PBC/2/2 and A/35/6) and enhanced consultations with Member States.</li> <li>- 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).</li> <li>- Integration of Special Reserve Funds into the regular budget in consistency with the financial policies.</li> <li>- 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.</li> <li>- Reappropriation of elapsed budget authority 1998-1999 (see WO/PBC/2/3 and A/35/9) for IT projects.</li> <li>- Approval of revised budget for the renovation and modernization of the ex-WMO building (see WO/PBC/2/4 and A/35/11).</li> <li>- 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).</li> <li>- Decision on New Premises: start of auditing process.</li> <li>- Proposal of reductions in PCT fees, effective January 1, 2001, following revised income projections for 2000-2001 (see PCT/A/29/1).</li> <li>- Proposal of additional reductions in PCT fees, effective January 1, 2002, following revised income projections for 2002-2003 (see PCT/A/29/4, PCT/A/30/1 and H/A/20/1).</li> </ul> <p>Preparation of draft Program and Budget for 2002/2003:</p> <ul style="list-style-type: none"> <li>- In April 2001, request from Member States to merge documents WO/PBC/3/2, WO/PBC/3/2, WO/PBC/3/3 to produce an integrated Program and Budget proposal.</li> <li>- In September 2001, presentation to, and approval by, the Member States of an integrated Program and Budget document (WO/PBC/4/2).</li> </ul>

<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 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"> <li>- Attendance in relevant ACC and CCAQ meetings.</li> <li>- Presentation to ACC of WIPO's experience in results-based budgeting.</li> </ul>
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## Sub-Program 04.2 – Financial Control and Monitoring

<p><b>Objective:</b> <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"> <li>- Presentation of quarterly financial progress reports to the Director General containing specific management proposals throughout the biennium.</li> <li>- Budget delivery rate in excess of 98 per cent of the revised 2000-2001 biennial budget.</li> </ul>
<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 based on 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"> <li>- Annual Workplan exercise conducted for each year in the biennium, consistent with full implementation of programs in a decentralized management system.</li> <li>- Review of some 6,000 expenditure proposals per year relative to the approved program and budget and workplans, and periodic reporting of progress to senior management.</li> <li>- Assistance given to Program Managers for the formulation of the workplan for 2002, including a session to present the exercise and individual consultations.</li> </ul>
<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 legacy financial platform (FINAUT) on which it operates.</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"> <li>- Introduction of Activity-Based Costing and annual allotments to support follow-up of annual workplans.</li> <li>- Further development of an Automated Information Management System (AIMS).</li> </ul>

## Sub-Program 04.3 – Audit

<p><b>Objective:</b> <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 other sectors within the Secretariat 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"> <li>- External Auditors' report covering the 2000-2001 biennium was not available at the time of publishing this Program Performance Report.</li> </ul>

<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 policies and procedures.
<i>Cost savings are achieved.</i>	Improvements in expenditure control processes were introduced in some areas as a result of ongoing internal audits.	<i>Amount of savings in Swiss francs identified:</i> - No quantifiable savings could be identified for the period under review.
<b>Total expenditure for Main Program 04 in the 2000-2001 biennium:</b>		<b>Sfr3,170,000.-</b>

## **MAIN PROGRAM 05 – Global Communications and Public Diplomacy**

48. In pursuing the goal of demystifying intellectual property, resources throughout the 2000-2001 biennium were concentrated on several key areas. These included increasing the content and extending the reach of the WIPO web site, expanding links with the media, NGOs and private sector groups, and creating new - and increasingly varied - interactive audiovisual and printed information products to explain the nature and contribution of intellectual property to general and targeted audiences. Throughout these activities, WIPO's image as an innovative, dynamic and future-oriented organization continued to be refined and disseminated. Income from the sale of WIPO information products contributed to the Organization's revenue.

49. The objectives for 2000-2001 were successfully achieved. The biennial work plan for the two years was carried out with only minor adjustments. A significant addition to the activities during the biennium was the creation by Member States of the World Intellectual Property Day, first observed on April 26, 2001. The Secretariat actively organized and promoted the event, providing notification and specially-created information products to intellectual property offices in Member States, missions accredited to the UN in Geneva, non-governmental and intergovernmental organizations, and the media. The event provided a prime opportunity for promoting a greater understanding and appreciation of the value of intellectual property worldwide.

50. Within the framework of sub-program 05.1, visits to WIPO's web sites grew consistently throughout the biennium, more than doubling from 80 million in 2000 to 175 million in 2001. Arabic and Russian language versions were introduced, making the WIPO Internet site available in five languages. A complete restructuring and redesign of the WIPO Internet and Intranet sites resulted in a more coherent and user-friendly presentation of information on intellectual property and WIPO's activities, available to audiences internationally and within the Secretariat. The amount, variety and quality of information available on the site increased steadily throughout the biennium. The achievement of the objectives of the sub-program resulted from several factors: a focus of resources on exploiting all available technologies to disseminate the message of WIPO; the introduction of clear procedures for updating and maintaining the web site, and close cooperation with other Programs in developing both content and new features on the web site.

51. Concerning sub-program 05.2, media interest and understanding of intellectual property issues and of WIPO's mission increased throughout the biennium, as did WIPO's outreach to

IGOs, NGOs, other interest groups and civil society. To this end, regular press releases and updates were issued to a growing list of press contacts following WIPO, interviews with WIPO officials were arranged on areas of topical interest, and briefings were held for a wide variety of audiences, ranging from students to business groups to government officials. Regular exhibitions at WIPO—often arranged in conjunction with Member States—further fostered an understanding of WIPO’s activities in promoting the creation, use, and protection of works of the human spirit.

52. The achievement of the objectives of the sub-program resulted from different factors including: communication strategies with the media focused on generating stories of human interest and of relevance to business to spur broad-based understanding of intellectual property and the activities of WIPO; close cooperation with other Programs to publicize results of their activities; and the establishment of a "Press Room" page on the WIPO web site to attract interest in the activities of WIPO.

53. A wide range of new products for an increasing variety of target audiences and the general public was developed and disseminated through the use of various media and new technologies (sub-program 05.3). All of these products helped further enhance the corporate image of WIPO. Efficiency of sales and distribution of these products was improved also through new marketing initiatives, such as an electronic bookshop, e-mail updates, and advertising. These efforts resulted in a year-to-year increase of 44 per cent in sales revenues during the biennium, generating more than 8 million Swiss francs in income for the Organization. The objectives of the sub-program were met in part as a result of a strategic focus on reaching larger audiences through the use of multiple media, as well as partners in Member States. For example, the message of the exhibition “At Home With Invention” – that of the importance of intellectual property in everyday life – was conveyed well beyond the Organization’s Geneva headquarters when it was reproduced in booklet form (in six languages), in an interactive, three-language CD-ROM version, and finally made available on the WIPO web site. In cooperation with the Sector of Cooperation for Development, the exhibition was also adapted to local audiences and reproduced in Member States, reaching even more people. Other cooperative efforts with Member States resulted in new publications explaining the basic concepts of intellectual property to young people.

54. The Library (sub-program 05.4) substantially increased its holdings of information and reference materials and continued to provide reference and research assistance to staff members, delegates and visitors. Concerning archives, see sub-program 16.4 (Conference, Communications and Records Management Services).

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

<b>Objective:</b>	<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>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>More attractive Internet and Intranet sites and home pages with a wider coverage of subjects and comprehensive easily accessible information.</i>	The WIPO web site was completely restructured and redesigned with a cleaner, more attractive, and more efficient graphic/technical interface. Content was developed for new web pages intended for the general public.	<i>Quantity and range of information available on the Internet web site and the Intranet site in six languages:</i> - Number of documents on the main web site at the end of 2001: 15,509 (English), 5785 (French), 3727 (Spanish), 433 (Arabic), 270 (Russian) with a total of some 55,000 pages available. - In March 2000, WIPO was awarded the first

		<p>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.</p> <p><i>Frequency with which new material is added and existing information updated:</i> - Several times daily.</p>
<p><i>Lower costs for the Secretariat of disseminating information including reducing the number of hard copies.</i></p>	<p>The WIPO Intranet Site was redesigned to reflect the look of the main web site, with more user-friendly features for staff access to information.</p> <p>Progressively greater use was made of the Internet, the Intranet and of electronic means of sending information (CD-ROMS, emails), resulting in much speedier accessibility of information, a reduction in paper copies and lower printing and distribution costs.</p>	<p><i>Decreased number of hard copies disseminated:</i> - Average number of page views per day on Intranet site: 11,000, establishing groundwork for eventual transition from paper to electronic copies of office instructions, etc.</p> <p>- Increasingly, information circulars, listings and other administrative material previously distributed in electronic form were made available only in electronic form on the Intranet. For the first time, documents for SCIT meetings were only sent electronically.</p>

<p><b>Objective:</b> <i>To further develop the understanding of and the commitment to WIPO's mission internationally and within the Secretariat.</i></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p><i>Better understanding of WIPO's activities and of topical IP issues by the international community; quicker information within the Secretariat about ongoing activities.</i></p>	<p>New sections, such as the Cooperation for Development and SMEs sections, were added to the Internet and Intranet site, as were enhanced search capabilities, email update lists, and interactive, multimedia information features.</p>	<p><i>Number of file requests; number of links with other organizations and institutions:</i> - Number of hits on WIPO's Internet site increased from 80 million in 2000 to 175 million in 2001. Page views (file requests) rose from 23 million in 2000 to 33 million in 2001.</p>
<p><i>Greater participation at minimal costs for people and organizations around the world in WIPO's international consensus-building activities and processes.</i></p>	<p>Arabic and Russian language versions of the main site were launched, and work began on a Chinese language version.</p>	<p><i>Number of participants in WIPO's electronic fora; suggestions received and number of file requests:</i> - Number of subscribers to mailing lists for email updates (for electronic fora, press releases, new publications, etc.) at end of 2001: 22,445 (for 43 lists).</p>

## Sub-program 05.2 – Media Relations and Public Affairs

<p><b>Objective:</b> <i>To increase the media's interest in and knowledge of intellectual property issues in general and WIPO's role in particular.</i></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p><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>	<p>WIPO links with the international and Swiss-based press were further expanded and consolidated.</p>	<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; accuracy of their content:</i> - Number of press interviews: 1,100. - Number of articles on issues relating to WIPO: 4,040.</p>

<b>Objective:</b> <i>To strengthen WIPO's outreach to IGOs, NGOs, other interest groups and civil society, including the local Geneva community.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increase in the total number of regular recipients of information generated by WIPO.</i>	Successful implementation of the information strategy aimed at disseminating information to diverse audiences, including the IP community at large, IGOs, NGOs, Permanent Missions accredited to the UN in Geneva, the Geneva community, the general public and WIPO staff.	<i>Range and quantity of information materials diffused by WIPO to the press and interested groups or individuals:</i> - Number of press releases and updates issued: 181. - Number of recipients on mailing for press releases and updates: 820. - Number of copies of the WIPO Magazine and IP Laws and Treaties distributed: 136,500. - The newspaper clippings compilation issued weekly in paper form, called <i>Intellectual Property in the News</i> , continued to be regularly distributed to all the Permanent Missions accredited to the UN in Geneva.
<i>Greater interest in and better understanding of IP issues and of WIPO's activities among target audiences.</i>	<p>The initiatives aimed at the demystification of intellectual property were successful.</p> <p>World Intellectual Property Day was celebrated for the first time on April 26, 2001; WIPO provided Member States with Information Kits including informational CD-ROMs and suggested activities.</p> <p>Frequent information meetings were organized for NGOs and special interest groups on substantial issues.</p>	<p><i>Number and type of participants attending special WIPO events serving as vehicles for diffusion of IP messages:</i> - 18 exhibitions organized at WIPO (attended by 9,055 people in Geneva. Some 32,000 visited WIPO exhibitions at UN headquarters in New York. - An exhibition on <i>Music in the Digital Age</i> on topical IP issues and aimed at a younger audience was opened at the WIPO Information Center during 2001.</p> <p><i>Number of visitors to the WIPO Information Center:</i> 26,179.</p> <p><i>Volume of sales generated by the Center:</i> 144,600 Swiss francs.</p> <p>- 59 Member States and several NGOs and IGOs notified WIPO of national or regional activities carried out on World IP Day, which were posted on the WIPO web site.</p> <p><i>Number and type of information requests received compared to the past:</i> - 11,200 general inquiries were handled.</p> <p><i>Number and scope of public outreach activities undertaken:</i> - 131 briefings (to a total of 2,455 people). Target groups covered: university students, business people and government officials.</p>

### Sub-program 05.3 – General Information Products

<b>Objective:</b> <i>To further develop WIPO's corporate image and harmonize the presentation of general and specialized information products.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>More attractive and user-friendly information materials on a greater variety of subjects and in different forms.</i>	Production of audio-visual and multimedia materials, begun mid-year 2000, reached full operation during 2001 with the production of the first WIPO-produced film explaining the various aspects of intellectual property for a general audience, as well as a wide variety of CD-ROMs, video-clips, and other productions.	<i>Number and range of information products and the different subjects covered:</i> - The film <i>Creating the Future Today</i> , produced in three languages on videotape and CD-ROM, was sent to some 300 industrial property and copyright offices in Member States and shown at numerous presentations at WIPO. - Three interactive CD-ROMs on various subjects were produced, as were four television productions on WIPO events. Some 14 video clips and 12 video reports were made available to broadcast media. Five multimedia presentations were produced. Multimedia products were downloaded from the WIPO web site some 2,000 times.

		- WIPO's corporate image was applied to 512 information products, with some 96 products revised or updated, and to 188 specialized products such as banners, conference materials, etc.
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<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>More attractive and user-friendly information materials on a greater variety of subjects and in different forms.</i>	<p>A total of 228 new titles on a wide variety of subjects, including different language versions, were issued during the biennium.</p> <p>New publications were produced for new target audiences in 2001.</p>	<p><i>Number and range of information products and the different subjects covered:</i></p> <ul style="list-style-type: none"> <li>- New publications: a comic book explaining trademarks to young audiences – produced in cooperation with the intellectual property office of a Member State – and a brochure on intellectual property for small and medium-sized enterprises. Issues such as domain name disputes, traditional knowledge, and the WIPO Internet Treaties were also explained in various brochures and booklets.</li> <li>- A new reference work entitled <i>WIPO Guide to Intellectual Property Worldwide</i> was published, and the popular reference work <i>Intellectual Property Reading Material</i> was updated and renamed <i>The WIPO Intellectual Property Handbook: Policy, Law and Use</i>. Both were made available on WIPO's web site.</li> </ul> <p>These two publications received a combined 160,000 hits on the WIPO web site.</p>

<b>Objective:</b> <i>To enhance the efficiency of sales and distribution of WIPO's information products.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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, and promotional material for individual publications.</p> <p>The number of products distributed free of charge increased throughout the biennium.</p> <p>A significant increase in income was primarily due to sales of the new 8th edition of the Nice Classification and the new version of the PCT with Regulations as in force on March 1, 2001.</p> <p>A sharp increase in the sales through the e-bookshop were due both to technical improvements (different payment options) and marketing initiatives.</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> <ul style="list-style-type: none"> <li>- Number of publications sold reached 91,356 during the biennium.</li> <li>- Number of for-sale publications distributed free of charge totaled 98,142; total number of free products distributed numbered 382,607.</li> <li>- Income from publications sold increased 44 per cent from 3,148,000 Swiss francs in 2000 to 5,016,000 Swiss francs in 2001, for a total revenue of 8,164,000 Swiss francs during the biennium.</li> <li>- Income from advertisements in WIPO publications totaled 914,000 Swiss francs.</li> <li>- Income generated by the e-bookshop increased 97 per cent during the biennium, from 127,701 Swiss francs in 2000 to 251,847 Swiss francs in 2001, for a total of Swiss francs 379,548. This represents five per cent of total income from publication sales.</li> <li>- Number of subscriptions to periodical publications and CD-ROMs: 18,872.</li> <li>- Number of book and trade fairs attended: 11</li> <li>- Number of inventoried items in stock: A total of 357,468 copies/601 products at the end of 2001.</li> </ul>



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

<b>Objective:</b>	<i>To increase and diversify its holdings of relevant IP reading and reference materials and to enhance its services to meet the research needs of WIPO staff, fellows of the WIPO Worldwide Academy, and external researchers.</i>	
<b>Expected Results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increase the number and variety of materials acquired or made available in the library and archives.</i>	<p>An increased range of information materials were acquired and indexed offering a wider range of subject matters to staff members and the public, including new areas of interest (SMEs, traditional knowledge, human rights, biotechnology, e-commerce, Internet issues, etc.).</p>	<p><i>Number, range and forms of information materials:</i></p> <ul style="list-style-type: none"> <li>- 1,890 items were acquired and catalogued including 1,520 books, loose-leaves, or documents, 300 articles, 40 journals, 30 videos and CD-ROMs.</li> <li>- 15 new journal subscriptions obtained.</li> <li>- Four “Library Advisory Group” meetings were held to discuss collection development, security matters, acquisition policy and copying.</li> </ul> <p><i>New networking arrangements with other libraries and institutions:</i></p> <ul style="list-style-type: none"> <li>- WIPO Library Catalogue available via UNCAPS (United Nations Shared Cataloguing and Public Access System), and Intellectual Property Digital Libraries (IPDL).</li> </ul> <p>In addition, electronic links were established with the following institutions:</p> <ul style="list-style-type: none"> <li>- 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).</li> </ul> <p><i>Volume and range of archival materials:</i> (See information on the EDMS project under sub-program 16.4).</p>
<i>Enhancement and development of electronic service, inter alia, by electronic means, to facilitate research.</i>	<p>The number and range of electronic resources made available through the Library were increased, offering greater accessibility to more information to various users.</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.</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 services.</p> <p>An Electronic Document Management System (EDMS) was initiated, with the IT sector</p>	<p><i>Quality of innovative information systems introduced to improve access to information; number and type of users of the Library and of the services provided to them:</i></p> <ul style="list-style-type: none"> <li>- Creation of the Library Homepage on the WIPO web site with links providing public access to the Library’s catalogue via UNCAPS (United Nations Shared Cataloguing and Public Access System).</li> <li>- Contribution of 1890 library catalogue records to UNCAPS.</li> <li>- Five Electronic Products (through the UN Library Consortium).</li> <li>- Two electronic Document Delivery Services.</li> <li>- 3,500 visitors to the Library (WIPO officials, Fellows of the Academy, external researchers).</li> <li>- 5,500 requests by e-mail, telephone, letter, fax.</li> <li>- 132,000 library web site hits.</li> <li>- Provision of access to hundreds of electronic journals via ProQuest and Lexis-Nexis.</li> <li>- Over 200 in-house requests for inter-library loans.</li> <li>- Responded to approximately 40 in-house requests via electronic document delivery services.</li> <li>- 50 LexisNexis in-house research requests.</li> <li>- 50 specialized bibliographies distributed.</li> <li>- 350 “Table of Contents” documents</li> </ul>

	as the initial beneficiary. (further information is contained below and under Sub-Prog. 16.4).	forwarded in-house by e-mail.  <i>Survey of level of usage and overall satisfaction of users.</i> - No survey undertaken.
<i>Maintenance of visual and audiovisual records; production of special reference publications.</i>	Except for audiovisual records, visual and special reference publications were produced and made available.	<i>Number, range and quality of visual and audiovisual information materials and special reference publications:</i> - A PowerPoint presentation in English, French and Spanish on the Library's services was prepared in 2000 and was used for the Induction Sessions addressed to newly recruited staff and for visitors to WIPO. - Four bibliographical lists were prepared in 2000 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.
<i>Better library facilities in those developing countries which receive assistance.</i>	Certain assistance was made available to library facilities in developing countries, upon request.	<i>Quantity and quality of study and reference materials provided to developing countries:</i> - A number of reference materials, including 10 bibliographies, were prepared in 2000 and sent out via electronic mail to meet requests from developing countries.

<b>Objective:</b> <i>To strengthen the institutional memory of WIPO.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Identification, storage and access to the historical papers and records of WIPO.</i>	Detailed policies and procedures on archives were developed as an integral component of an Electronic Document Management System (EDMS) pilot project for the IT sector initially. Implementation of the project is expected to proceed starting in 2002 aimed at facilitating modern procedures and methods for the retention, preservation, archiving and searchability of records.	<i>Accessibility and frequency of access of the papers and records:</i> Significant improved access will be possible as preparatory work for the EDMS project advances.
<b>Total expenditure for Main Program 05 in the 2000-2001 biennium:</b>		<b>Sfr12,071,000.-</b>

## MAIN PROGRAM 06 - Cooperation with Developing Countries

55. During the biennium, the Cooperation for Development Sector continued assisting developing countries to develop and maintain good intellectual property infrastructures and to build lasting intellectual property institutions. In order to strengthen the human resource capacity critical to sustaining an effective intellectual property system, 19,000 government policy makers, and administrators, businessmen, members of the judiciary, law enforcement officers, lawyers, researchers, performers, creators, academics and members of the public participated in regional and national symposia and conferences, listened to experts from all over the world and had in-depth discussions on topical issues related to intellectual property. Nationally Focussed Action Plans (NFAPs) continued to be an appropriate strategic and policy tool for enhancing technical cooperation. Tailor-made activities from the 61 NFAPs provided essential support to developing countries to meet their specific challenges in modernizing their intellectual property systems and integrating new global intellectual

property challenges, such as the protection of traditional knowledge and folklore, and the preservation of biodiversity, into their overall intellectual property framework. A High-Level Interregional Roundtable on Intellectual Property for the LDCs and an Action Plan for LDCs with five specific deliverables<sup>2</sup> helped to identify the special needs of the LDCs and to develop a strategy for overcoming the enormous structural problems that they face in institution building in the field of intellectual property.

56. Under sub-program 06.1, every possible opportunity was maximized to respond to the increasing need for technical assistance in modernizing the Intellectual Property Systems of developing countries, including LDCs. By the end of the biennium, over 233 draft laws, comments on draft laws or legal opinions on the compatibility of draft or existing legislation with TRIPs and other international standards had been provided to developing countries. The Collection of Laws for Electronic Access (CLEA) web site registered some 6.3 million hits over the biennium, indicating the breadth of the information needs of Member States and other stakeholders for legislative texts and bibliographic data. Institution building was also actively promoted, with a view to creating and maintaining sustainable IP administrations. The concept of the Nationally Focussed Action Plan was expanded to include participation of the private sector, mainly through Chambers of Commerce, and the media. Regional Meetings of the Heads of IP Offices were introduced in the second year of the biennium, with the results of the deliberations of these senior officials being fed into targeted activities in the various regional work plans. An increasing focus in all regions on the training of judges (including the publishing in English/French/Arabic of “The Fundamental Principles of Copyright: Comparative Case Law,” a first in the world) highlighted many activities in the enforcement of intellectual property rights. Since automation is critical to sustainable IP infrastructures, considerable efforts were directed toward supporting the implementation of WIPONET and continuous efforts were made to upgrade, update and deploy new systems in the various regions.

57. During the biennium, developing countries became actively involved in exploring the relationship between intellectual property and the preservation of biological diversity, the protection of traditional knowledge, and of expressions of folklore and electronic commerce (sub-program 06.2). The different realities of the various regions with respect to these issues were reflected in regional preparations for the work of the Intergovernmental Committee on Genetic Resources, Traditional Knowledge and Folklore, with some regions developing and adopting elements of a common position on these new IP challenges. With respect to electronic commerce, significant outreach programs dealing with the interface between trademarks and domain names occurred in all regions.

58. Concerning the promotion and development of the use of the intellectual property system (sub-program 06.3), one of the key demystification campaigns over the biennium was the promotion of the use of the “WIPO Internet Treaties”-the WCT and the WPPT-as tools for economic, social and cultural development. As a result of these campaigns, the number of developing countries that ratified, or acceded to, these two Treaties, facilitated their entry into force. In another vein, the promotion of the use of digital libraries ensured that basic tools for mining intellectual property information were made available to developing countries, thus helping to overcome the “knowledge divide.” Activities to assist developing countries in supporting innovation and creativity proceeded apace during the biennium. With respect to

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<sup>2</sup> The specific deliverables are: the WIPO Worldwide Academy; the WIPO Global Information Network (WIPONet); the Collective Management of Copyright and Related Rights; Traditional Knowledge, Genetic Resources and Folklore; and Small and Medium-sized Enterprises.

collective management of copyright and related rights, the biennium was marked by several significant studies and activities as well as by the development and installation of software to support this critical area of intellectual property administration in developing countries.

59. Cooperation among developing countries and with other organizations (sub-program 06.4) picked up pace over the biennium. The WIPO/WTO Joint Initiative on LDCs is a major step forward in supporting LDCs in benefiting from the implementation of intellectual property systems. Enhanced cooperation with the regional United Nations Economic Commissions, through joint cooperation agreements or attendance at one another's meetings, created synergies among sister UN organizations. Continued cooperation with UNCTAD on issues of shared concern reinforced the links between UNCTAD and WIPO in fields of joint endeavors. The numerous interregional meetings held during the biennium provided opportunities for developing countries to exchange ideas and knowledge and to learn from one another.

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

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Deeper understanding by developing countries of policy implications of IP issues and how a national IP law meets relevant international standards and trends, including the TRIPS Agreement.</i>	<p>Further substantial progress in the process for the enactment in developing countries of modernized intellectual property legislation complying with the TRIPS Agreement and other international standards.</p> <p>Increasing consensus about the role of IP in knowledge-based and information driven economies among policy-makers.</p> <p>Increasing recognition of the important link between IP policy and other policy areas such as trade and investment, science and technology transfer and development education, health, etc.</p> <p>Articulation of policy issues in LDCs and awareness of</p>	<p><i>Tangible indication through communications received and/or statements made suggesting a deeper understanding by developing countries of the issues of concern:</i></p> <ul style="list-style-type: none"> <li>- 66 draft laws on intellectual property provided upon request to 39 developing countries (on copyright and related rights and on industrial property matters, including one or more of the following: patents, trademarks, industrial designs, topographies of integrated circuits, geographical indications and protection against unfair competition).</li> <li>- 99 comments provided upon request on compatibility of existing/draft legislation with TRIPS Agreement and other international standards to 57 developing countries.</li> <li>- 68 other forms of legislative advice provided upon request to 53 developing countries.</li> </ul> <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 dealt with:</i></p> <ul style="list-style-type: none"> <li>- 35 regional and national seminars involving 3,111 participants on policy or management matters related to IP and TRIPS.</li> <li>- 69 advisory or expert missions and study visits on IP issues or TRIPS and its implementation.</li> <li>- Four National Committees (police, customs officers, judges and IP Offices) in charge of the implementation of the TRIPS Agreement were established.</li> </ul> <p>- High-Level Interregional Round Table on Knowledge Society, IP and LDCs, Lisbon, Portugal, February 2001,</p>

	<p>IP issues in economic, social and cultural development.</p> <p>Progress towards fostering IP, national capacity building, including institution-building for the implementation of the TRIPS Agreement in LDCs.</p>	<p>organized by WIPO.</p> <ul style="list-style-type: none"> <li>- Participation of WIPO in the Interactive Thematic Debate on Intellectual Property for LDCs as an Instrument for Wealth Creation (Brussels, Belgium, May 2001).</li> <li>- Elaboration of IP issues in relation to LDCs: Participation of LDCs representatives at the Second Session of PCPID.</li> <li>- Participation of WIPO Secretariat at three Inter-Agency and three Preparatory Committee Meetings for the Third United Nations Conference for the Least Developed Countries (Brussels, May 2001).</li> <li>- Publication of an Intellectual Property Profile of the Least Developed Countries (LDCs).</li> <li>- Three WIPO Regional seminars (in the Arab, Asia and Africa regions) on the modernization of the IP system for LDCs, with 228 participants from LDCs countries.</li> </ul>
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<p><b>Objective:</b> <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>Increased number of IP Offices moving towards greater autonomy, and adopting a developmental approach.</p> <p>Increased number of IPOs providing services and facilities to users of IP, in the process promoting creativity and innovation.</p>	<p><i>Number of stronger and more efficient IP administrations in developing countries:</i></p> <p>Initiatives aimed at strengthening IP administration in developing countries included:</p> <ul style="list-style-type: none"> <li>- 61 NFAPs/RFAPs under implementation, 12 new NFAPs/RFAPs started and 22 completed.</li> <li>- 178 expert missions and study visits for IP administration, on-the-job training and office automation.</li> <li>- 57 national administrations were provided with IT equipment.</li> </ul>

<p><b>Objective:</b> <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>Strengthening of civil and administrative mechanisms for dealing with IP enforcement in accordance with the TRIPS Agreement.</p> <p>Empowerment of enforcement officials through technical and legal training in international protection standards, enforcement provisions, and dispute settlement mechanisms.</p> <p>Increased expertise on enforcement catering to focused target groups, e.g., customs officials, police, judges, prosecutors, as well as rights owners, authors and creators.</p> <p>Increased awareness of issues of IP enforcement in the digital environment.</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"> <li>- 40 regional and national seminars on enforcement of IPRs organized for judges, customs officers, and police officials, totaling 3,700 participants.</li> <li>- Setting up of multi-agency coordination mechanisms at national level on IP enforcement.</li> <li>- Implementation in four countries of antipiracy security devices as an enforcement tool.</li> <li>- Nine advisory missions and study visits.</li> </ul>

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Topical information of users on current IP legislation through the WIPO CLEA and other reference material.</i>	<p>Further progress in the 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>Publication in paper form, up to December 2001, of the periodicals <i>Intellectual Property Laws and Treaties</i> (IPLT) and <i>Lois et traités de propriété intellectuelle</i> (LTPI).</p> <p>Preparations for electronic publication of IPLT and LTPI on the WIPO web site as from January 2002.</p> <p>Preparation and publication in 2000 of the new version of the IPLEX CD-ROM, containing intellectual property legislative texts in English and French. Agreement with an outside contractor for the preparation of a further, updated version of the IPLEX CD-ROM.</p> <p>Providing information and documentation in the field of intellectual property.</p>	<p><i>Utilization of the WIPO CLEA, as indicated by the number of file requests:</i></p> <p>CLEA web site:</p> <ul style="list-style-type: none"> <li>- Registration of 6.3 million hits.</li> <li>- Number of page views: 65,240 hits.</li> <li>- Number of visitor sessions: 126,292.</li> <li>- Number of visitors: 50,893.</li> </ul> <p>- Publication of 64 legislative texts (1,444 pages) in the inserts of IPLT and of 64 legislative texts (1,524 pages) in the inserts of LTPI.</p> <p>- Number of intellectual property legislative texts published on the 2000 version of the IPLEX CD-ROM: 399 in English and 324 in French.</p> <p>- 1,500 external requests for information on intellectual property legislation were serviced.</p>
<i>Utilization of services provided for under the WIPO/WTO Cooperation Agreement.</i>	Provision to the WTO, under Art. 2(3)(a) of the WIPO/WTO Cooperation Agreement, of legislative texts and lists of legislation, upon request, for purposes of notifications under Art. 63.2 of the TRIPS Agreement.	<p><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></p> <ul style="list-style-type: none"> <li>- 55 legislative texts and three lists of legislation provided in 2000, on request, in respect of six developing countries. No requests were received in 2001.</li> </ul>

## Sub-program 06.2 – New Global Intellectual Property Challenges

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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</i>	Deepening interest in and awareness of these issues as revealed, <i>inter alia</i> , by national presentations and interventions in meetings dealing with these issues.	<p><i>Number of developing countries requesting and receiving related information:</i></p> <p style="text-align: center;">—</p> <p><i>Number of related reference material, policy studies, symposia, policy-development meetings and other events organized by WIPO in, or for, developing countries:</i></p> <p>In the context of emerging global IP issues, WIPO</p>

<i>diversity, the protection of traditional knowledge, the protection of expressions of folklore and electronic commerce.</i>		undertook: - 32 interregional, regional, and national seminars and meetings involving 2,225 participants. - 22 expert or staff missions and study visits.
<i>Wider integration of policy-makers of developing countries in the ongoing international debate on the above issues.</i>	Increased interest from developing countries in hosting meetings on new global IP Issues and in keeping abreast of developments in on going international debates, as reflected in requests received.	<i>Frequency of attendance, by developing country officials, of international events on the above issues:</i> - Funding was provided for over 30 participants to attend international events debating new global intellectual property challenges.  <i>Inclusion, in the agenda of such events, of issues that are particularly relevant from a developing country perspective:</i> - Relevant issues were included in 26 international events dealing with global IP issues.

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

<b>Objective:</b> <i>To increase the use of the intellectual property system in developing countries by improving public knowledge of the system.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>	Campaigns were launched on the demystification of intellectual property issues and promotion of the use of the intellectual property system for targeted groups including national administrations, academic institutions, policy makers and relevant non-governmental organizations.	<i>Frequency of intellectual property information campaigns and other programs launched by developing country IPOs and other relevant institutions:</i> -32 regional and national seminars and training courses to promote the use of the IP system were organized with a total of about 2,700 participants. - 46 expert or advisory missions and study visits were carried out. - Two innovative national TV productions on IP issues.

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 activities including workshops and seminars on innovation related subjects received from Member States showed the important role that these activities play in knowledge transfer.  The appeal and utility of WIPO Awards as a tool to promote recognition for inventive activity was further demonstrated by the increasing number of requests for them on	<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> - Five guidelines and reference material and two special projects carried out by WIPO with respect to the promotion of innovation and creativity. - One WIPO Trophy for Innovative Enterprises. - Some six seminars and workshops at national, regional and interregional levels on IP, promotion of innovation and creativity for a total of 615 participants. - Two study visits for innovation support services. - 12 expert missions on assistance in establishing innovation support services. - Links were established with Science and Technology institutions, centers and inventors societies at the national level. - 111 WIPO Awards for Outstanding Inventors

	the part of Member States.	<p>offered to inventors and innovators from 45 countries of which 31 developing countries.</p> <ul style="list-style-type: none"> <li>- Five WIPO Awards for Artistic Creativity offered to Artists from five developing countries.</li> </ul>
<p><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></p>	<p>Effective use of industrial property information services.</p>	<p><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></p> <ul style="list-style-type: none"> <li>- 2,554 search requests, including search and examination reports of applications for patents under the ICSEI Program, were received from 49 developing countries.</li> <li>- 1,480 requests for on-line searches made by WIPO were received from 39 developing countries.</li> <li>- 289 requests from 35 developing countries for a total of 10,627 copies of patent documents made by WIPO.</li> <li>- Three special projects carried out by WIPO with respect to industrial property information (GLOBALPAT, JOPAL (on-line publication) and WIPO Industrial Property Statistics (online and CD-ROM publication)).</li> <li>- 10 expert missions on industrial property information services.</li> </ul>
<p><i>Establishment of legal and technical support to societies for collective management of copyright and related rights in developing countries.</i></p>	<p>Strengthening of new and existing collective management societies through improvement of their operations, including training in systems and procedures of collective management administrations in more advanced countries and the provision of equipment and expert advice.</p>	<p><i>Number of collective management organizations established and operational:</i></p> <ul style="list-style-type: none"> <li>- Six collective management organizations established in the biennium.</li> </ul> <p><i>Number of officials successfully trained:</i></p> <ul style="list-style-type: none"> <li>- 89 officials successfully trained.</li> <li>- 10 regional or national seminars/meetings attended by 935 officials.</li> <li>- 22 expert or advisory missions or study visits.</li> </ul> <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"> <li>- A software for collective management of copyright and related rights was developed and installed for five African countries.</li> <li>- One study was undertaken on collective management in Latin America and one for Pakistan;</li> <li>- One preliminary study on the possibility of an ASEAN Regional Copyright Collective Management System was conducted.</li> <li>- Development of the Caribbean Copyright Link (CCL) and training for the CCL founding societies within the framework of the Regionally Focused Action Plan for the Establishment of a Regional System of Collective Management of Copyright in the Caribbean Region and the General Cooperation Agreement with SGAE on software development for a regional system.</li> <li>- Preparation of a “tool box” for setting up author’s societies.</li> </ul>



## Sub-program 06.4 – Cooperation among Developing Countries and with Other Organizations

<b>Objective:</b> <i>To facilitate cooperation among developing countries.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>More and better opportunities for cooperation among developing countries in all fields of IP.</i>	Further progress made in the promotion of south-south cooperation through the organization of activities jointly implemented with relevant regional and sub-regional institutions.  Sub-regional cooperation frameworks have produced very specific activities and new initiatives. They have also served as a platform for policy dialogue on IP.	<i>Data on progress with respect to existing cooperation and number of new cooperation arrangements, programs and schemes among developing countries:</i> - 22 international, interregional, regional, and sub-regional meetings and seminars were held, attracting 987 participants. - 55 advisory missions were undertaken by officials from developing countries to other developing countries in their region.

<b>Objective:</b> <i>To strengthen cooperation with intergovernmental organizations (IGOs), non-governmental organizations (NGOs) and other organizations.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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> - In all regions, there was a constant interaction with IGOs, NGOs, and other organizations. Some interactions involved attendance at one another's meetings and seminars. Other activities involved: the signing of cooperation agreements (e.g., with the United Nations Economic Commission for Africa); the sponsoring of participation in joint meetings (e.g., Asian participants in the 9th WIPO/IFIA International symposium, Buenos Aires); the organization of joint meetings (e.g., a sub-regional seminar and national seminars organized jointly between WIPO and the Arab Lawyers' Union).
<b>Total expenditure for Main Program 06 in the 2000-2001 biennium:</b>		<b>Sfr53,670,000.-</b>

## MAIN PROGRAM 07 – Cooperation with Certain Countries in Europe and Asia

60. The objectives of the 2000-2001 biennium for this Main Program, which were largely achieved, focussed on the strengthening and creation of lasting institutions which would bring long-term benefit to the economies of the relevant countries, through the provision of legislative advice, capacity building and awareness-raising activities.

61. Extensive consultations were held with a number of governments of the region on IP issues, particularly concerning the ratification of, or accession to, WIPO-administered treaties, the implementation of the TRIPS Agreement and the modernization of national IP legislation (sub-program 07.1). In-depth comments were provided on the legislation of some countries. Considerable attention was devoted to the issue of enforcement of IPRs and, in this connection, the increased cooperation between WIPO and the specialized NGOs played an essential role. WIPO also actively cooperated with a number of governments in the development and implementation of Nationally Focussed Action Plans (NFAPs), bilateral cooperation programs, memoranda of understanding and country projects aimed at assisting national authorities in achieving more efficient management and use of the intellectual

property system. Furthermore, three capacity building country projects in the area of collective management of copyright and related rights were implemented.

62. For the promotion and development of the use of the IP system (sub-program 07.2), two international conferences, seven regional, one sub-regional and four national awareness events were successfully organized. The high number of participants included government officials, entrepreneurs, managers, inventors, researchers, attorneys and academics, as well as representatives of user organizations. The presentations and discussions on issues, such as the use of modern technical means to search patent information, technology transfer, commercialization, valuation and management of industrial property assets, enabled participants to recognize the value of IPRs and their importance for economic growth, as well as technological and cultural development.

63. The enhancement of regional and international cooperation was highlighted by the fifth anniversary of the establishment of the Eurasian Patent Organization (EAPO), the International Conference on the Role of Regional Patent Offices in the Creation of a Worldwide Industrial Property Protection System (jointly organized by EAPO, WIPO and the European Patent Organization (EPO) in Moscow), as well as the Moscow Intellectual Property Forum, where the key role of IP issues at the policy and strategy level was discussed.

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

<b>Objective:</b> <i>To strengthen national policy and legal frameworks of intellectual property, taking into account relevant international standards and trends, including the TRIPS Agreement.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 WIPO administered treaties and the TRIPS Agreement.  44 instruments of accession to, or ratification of, WIPO administered treaties were deposited, including the WCT (eight), the WPPT (eight), and the Madrid Protocol (three).	<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 10 countries, as well as to the Interparliamentary Assembly of the CIS Member States on the model copyright legislation. - Consultations on IP legislation held with 10 governments. - Advice concerning the ratification of, or accession to, WIPO-administered treaties provided to officials from nine countries through missions of WIPO officials or visits to WIPO.

<b>Objective :</b> <i>To strengthen intellectual property administration.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Greater efficiency of intellectual property administrations.</i>	IP administrations of 19 countries were enabled to strengthen their infrastructures and increase their efficiency.	<i>Number of officials successfully trained:</i> - 340 officials from 21 countries attended six meetings organized by WIPO: The Forum on Intellectual Property Issues at Policy and Strategy Level; The first Meeting of Heads of Copyright Offices of Caucasian, Central Asian and Eastern European Countries; The International Conference on the Role of Regional Patent Organizations in the Creation of a Worldwide Protection System of Industrial Property; two sub-regional seminars on the Implementation of the Budapest Treaty; and The Regional Seminar on Intellectual Property and Information Technology. - 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 discussions. - Three NFAPs, one country project, six cooperation programs and one

		<p>memorandum of understanding were initiated or implemented.</p> <ul style="list-style-type: none"> <li>- 43 officials from nine countries participated in study visits.</li> <li>- 12 expert missions and 16 staff missions were undertaken on the modernization of IP infrastructures.</li> <li>- Equipment was provided to eight IP administrations.</li> </ul> <p><i>Number of industrial property rights granted, and the possible delays in granting such rights:</i></p> <p style="text-align: center;">—</p>
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<b>Objective :</b> <i>To develop the institutional framework for the administration and collective management of copyright and related rights.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 or strengthening of nine organizations 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"> <li>- Assistance was provided to the collective management organizations of nine countries.</li> </ul> <p><i>Number of officials successfully trained:</i></p> <ul style="list-style-type: none"> <li>- Study visits were organized for 24 officials from nine countries.</li> </ul> <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"> <li>- Four country projects aimed at capacity building were implemented on the modernization of collective rights management systems.</li> </ul>

<b>Objective:</b> <i>To enhance systems for the enforcement of intellectual property rights.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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"> <li>- 680 officials from industrial property and copyright administrations, the judiciary, the legal profession, police, customs and other law enforcement agencies of 12 countries received training in two sub-regional and five national seminars to effectively deal with piracy and counterfeiting of IP assets at the national, administrative and individual levels.</li> </ul>

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

<b>Objectives:</b>		
<ul style="list-style-type: none"> <li>- <i>To increase the use of the intellectual property system by improving the public knowledge of the system.</i></li> <li>- <i>To stimulate creativity and innovation.</i></li> </ul>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased awareness of the value of IPRs and recognition of their importance in key areas of economic activity and competitiveness.</i>	<p>Increased awareness of the value of IPRs and the recognition of their importance in key areas of economic activity in the respective countries.</p> <p>Improved knowledge and skills in the use of the IP system for</p>	<p><i>Number of persons successfully trained:</i></p> <ul style="list-style-type: none"> <li>- Some 1,450 participants from government and private sectors of 30 countries were trained in 14 awareness building events (two international, seven regional, one sub-regional and four national) on various subjects (including the role of IP in economic development, the use of IP by SMEs, the use of modern technical means of patent information, technology transfer, commercialization, valuation and management of industrial property assets, IP, the Internet and electronic commerce, the domain name system, digital delivery of IP services, biotechnological inventions, geographical indications, traditional knowledge and genetic resources).</li> </ul>

	<p>economic, technological and social development as well as for enhancing competitiveness.</p> <p>Increased capacity for commercialization of IPRs.</p>	<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> <p>- Assistance was provided for the translation of various WIPO publications and WIPO-administered treaties into Azerbaijani, Georgian (five treaties, Introduction to Intellectual Property material), Russian (WIPO documents for the Moscow Forum and one seminar, the WIPO Worldwide Academy DL-101 Distance Learning Course, WIPO publication No. 439 (B), The Management of Internet Names and Addresses: IP Issues), and Uzbek (WIPO documents for two regional events).</p> <p><i>Feedback received from beneficiaries:</i></p> <p>- Positive feedback was received from a number of governments and numerous participants in the awareness raising events.</p>
<p><b>Total expenditure for Main Program 07 in the 2000-2001 biennium:</b></p>		<p><b>Sfr5,423,000.-</b></p>

## MAIN PROGRAM 08 – The WIPO Worldwide Academy and Human Resources Development

64. In the biennium 2000-2001, the WIPO Worldwide Academy (WWA) continued to implement its activities in the field of human resource development by organizing programs for decision makers, policy advisors, administrators, judges, and intellectual property office staff, among others. Highlights of the biennium included the restructuring of the professional training program, the launch of joint diploma courses with institutions of excellence and the strengthening of the distance learning program. The conclusion of Framework Cooperation Agreements between WIPO and a few Member States facilitated the implementation of the Academy's teaching and training programs.

65. The visibility of such programs was enhanced through the production and distribution of a wide range of information products, such as the Academy Information Brochure 2000-2001, the Catalogue of Courses 2000-2001, the Distance Learning pamphlet DL-101, the WIPO-University of Turin Joint Specialization Program and the biannual issues of the Academy Review.

66. Regarding the Distance Learning Program (sub-program 08.1), a wider target audience was reached with the addition of three new modules to the DL-101 "Introductory Course on Intellectual Property" and its consequent upgrading to a "General Course on Intellectual Property". The DL-101 course experienced a considerable growth from 468 registrants in 1999, to 1729 in 2000, and 3551 registrants in 2001. Due to the increase in the number of participants, the network of tutors was expanded to ensure the appropriate support for students. Distance learning facilities at WIPO were used for the first time to train WIPO staff members interested in increasing their knowledge of Intellectual Property. The establishment of linkages between the Distance Learning Program and the professional training seminars, made it possible to exploit synergies better and thereby enhancing the overall quality of the training programs offered.

67. The Interregional Professional Training Seminar was consequently upgraded from an introductory to an intermediate level (sub-program 08.2). The introduction of group discussion sessions enhanced the sense of participation among the participants and ensured an intense debate on key issues. The Summer Internship Program was transformed into the WIPO Summer School on Intellectual Property with a more intensive curriculum focusing on fundamental topics.

68. In the biennium, the teaching activities previously carried out by the Professional Training Program were consolidated with those teaching and research activities carried out under the Policy Level Training Program. The consolidation resulted in an enhanced focus of such activities. For the purposes of this report, all teaching and research activities, and corresponding results, are therefore reported under sub-program 08.3.

69. Concerning policy development (sub-program 08.3), participants in the Academy Sessions included policy makers, professors, judges, customs officers and other senior government officials. Sessions, exclusively for Ambassadors based in Geneva, were organized for the first time. The participants found the sessions extremely useful, and in some cases suggested an increase in duration.

70. The post-graduate specialization courses on intellectual property law and the international conferences on teaching, education and training, benefited several professors and trainers from developing countries and countries with economies in transition. Assistance was provided for the development of teaching capacity and the establishment of curricula for post-graduate specialization courses on intellectual property law, in collaboration with learning institutions in several countries. Collections of papers and compilations of presentations made at Academy Sessions and conferences were published as a support tool for the courses.

### Sub-program 08.1 – Distance Learning

<b>Objective:</b> <i>To increase the number of beneficiaries, and strengthen the effectiveness of WIPO's human resources development program.</i>		
<b>Expected result</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Creation of technology-supported Distance Learning training materials for different target groups.</i>	<p>New target groups were reached through the broadening of the scope of the DL-101 distance learning course.</p> <p>The development of specialized courses progressed further.</p> <p>Distance learning was instrumental in upgrading the professional training seminars from introductory to intermediate level.</p>	<p><i>Number of Distance Learning training modules produced:</i></p> <ul style="list-style-type: none"> <li>- Three additional modules were developed and added to DL-101 "Introduction to Intellectual Property," which was re-titled "General Course on Intellectual Property."</li> <li>- DL-101 was translated into Chinese and translations into Arabic, Portuguese and Russian were initiated.</li> <li>- The content of three specialized courses: Copyright and Related Rights; Traditional Knowledge and Biotechnology was completed and the preparation for online delivery was initiated.</li> <li>- The development of a specialized course on Electronic Commerce was initiated with an external author.</li> <li>- 500 CD-ROM copies of DL-101 were produced and distributed to participants with poor Internet connectivity.</li> <li>- 125 participants in the Professional Training Program's Intermediate Seminars successfully completed the DL-101 course as a pre-requisite for their Professional Training.</li> </ul>
<i>Expansion of institutional networking to strengthen the impact of Distance Learning programs.</i>	<p>Cooperation Agreements were concluded and other forms of cooperation were established with several institutions.</p> <p>DL-101 was introduced in university curricula.</p>	<p><i>Number of partnerships established and joint programs launched:</i></p> <ul style="list-style-type: none"> <li>- Within the Framework Agreement of Cooperation with the Chinese State Intellectual Property Office, the Chinese version of the DL-101 "General Course on Intellectual Property" was translated and launched.</li> <li>- The translation of DL-101 in Russian was initiated with Rospatent under the Framework Agreement of Cooperation and in collaboration with other sectors in WIPO.</li> <li>- The translation of DL-101 in Portuguese was initiated in cooperation with INPI, Brazil.</li> <li>- Enhanced cooperation with the Indian Institute of Technology, Delhi, for the promotion of the DL-101 course.</li> <li>- The DL-101 "General Course on Intellectual Property" was introduced in the official curriculum of the University of</li> </ul>

		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>	Training capacities were strengthened and expanded worldwide with particular emphasis in China and Southern Africa.	<i>Number of regional networks established and the number of target groups reached by Distance Learning</i> - With the expansion of the target groups reached by distance learning programs, the networks of tutors also grew in numbers, according to language representation: English: 20 professors; French: Four professors; Spanish: 12 professors; Chinese: one professor (for pilot course). - Enhanced cooperation with the Chinese State Intellectual Property Office for the promotion and administration of the DL-101 course in Chinese. - WIPO provided support to UNISA for the development of 6 x 100-hours distance learning modules (Copyright Law, Trademark Law, Patent Law, Competition Law, Electronic Commerce, Internet aspects of Copyright and Trademarks) and awarded scholarships to 39 students from 15 countries.
<i>Increased use of the WWA home page as an efficient and effective learning platform.</i>	Significant increase of participants in Distance Learning course DL-101.  Satisfactory evaluations by participants of the distance learning instruction medium.  Course design and functionalities were upgraded and a study was conducted to identify appropriate technical solutions for online course administration and delivery.	<i>Number of users of WWA home page and number of programs available through it:</i> - Total number of registered students in 2000-2001: 5280 (English, French, Spanish, Chinese).  <i>Feedback received from users:</i> - Of the 950 evaluations received in 2000-2001, 98 per cent considered the course content satisfactory and appreciated the new design and functionalities.  - In cooperation with the IT Services Division, five company offers were evaluated for the purchase of a Learning Management System (LMS) to manage the administration of the distance learning platform and delivery of future distance learning courses.
<i>Availability of Distance Learning infrastructure facilities at WIPO headquarters.</i>	Distance Learning training facilities became operational at WIPO headquarters.	<i>Number of users and events making use of such Distance Learning facilities:</i> - 300 students benefited from the distance learning facilities, including WIPO staff members, Summer School students and visiting students. - Eight sessions of DL-101 were organized (English and French) in cooperation with the Staff Development Section and offered to 109 WIPO staff members.  <i>Feedback from users:</i> - WIPO staff members appreciated the face-to-face interaction with WIPO officials who complemented the online presentations and also expressed their satisfaction at having the possibility to follow distance learning courses at the WWA's training facilities.
<i>Information on the desirability and feasibility of the establishment of a "WIPO Worldwide Creativity Center".</i>		<i>Completed desirability and feasibility study on the establishment of a "WIPO Worldwide Creativity Center":</i> - Due to structural changes within WIPO and the Academy, and lack of resources, this activity was cancelled.

## Sub-program 08.2 – Professional Training

<b>Objective:</b> <i>To enhance professional training in introductory and specialized areas of intellectual property, including internships and other supported student research at WIPO.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased number of developing country nationals trained by WIPO in introductory and specialized aspects of IP.</i>	<p>The number of sponsored participants from developing countries showed a slight decline compared with the previous biennium. This was compensated by higher participation in policy-level training activities and in distance learning courses.</p> <p>Successful upgrading of the Interregional Introductory Seminars to an intermediate level.</p>	<p><i>Number of developing country nationals trained by WIPO:</i></p> <ul style="list-style-type: none"> <li>- 685 sponsored participants attended national and interregional courses and seminars. Practical training was conducted through cooperation with various national IP Offices.</li> <li>- The Interregional Introductory Seminars on Industrial Property, and Copyright and Related Rights were upgraded to an intermediate level in 2001 with the prerequisite of completing the distance learning course DL- 101, and by incorporating group discussions.</li> </ul> <p><i>Feedback received from persons trained:</i></p> <ul style="list-style-type: none"> <li>- Participants were very satisfied with the organization of the training courses, including the wide range of topics covered in industrial property and copyright and related rights.</li> <li>- More than 80 per cent of the participants expressed their satisfaction with the quality of presentations by WIPO experts and the extent of their knowledge.</li> <li>- The majority of participants were grateful for the practical training in IP offices.</li> <li>- Participants especially appreciated the group interactions and the chance to debate issues.</li> </ul>
<i>Increased opportunities for internships and other support for student research at WIPO.</i>	<p>An increased number of participants followed the six-week Summer School.</p> <p>Some students successfully completed the Distance Learning course (DL-101) on their own initiative before participating in the Summer School in 2001.</p>	<p><i>Number of internships and specialized research studies conducted at WIPO:</i></p> <ul style="list-style-type: none"> <li>- 65 fellows attended the WIPO Summer School on Intellectual Property.</li> </ul> <p><i>Feedback received from managers and other WIPO staff, interns and researchers:</i></p> <ul style="list-style-type: none"> <li>- All fellows expressed their appreciation of the program. They stated that the acquired knowledge would assist them in their future careers and research. Some who had prior knowledge of IPR highly appreciated the opportunity to gain knowledge of the practical work undertaken by WIPO. A few requested the inclusion of case studies in the program.</li> </ul>

## Sub-program 08.3 – Policy Level Training

<b>Objective:</b> <i>To increase information sharing, orientation and training activities in the field of intellectual property for policy advisors and other target groups.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Deeper understanding of the importance of IP and its role in the new global context among developing country 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> <p>Six general Academy sessions were organized:</p> <ul style="list-style-type: none"> <li>- in Arabic and English with 19 participants from 14 countries and the League of Arab States (Geneva).</li> <li>- in English with 23 participants from 21 countries (Geneva).</li> <li>- in Portuguese and Spanish with 22 participants from 22 countries (Havana).</li> <li>- in Russian and English with 11 participants from 10 countries and the Interparliamentary Assembly of CIS Member States (Geneva).</li> <li>- in English with 18 participants from 15 African countries, the Economic Community of West African States and the Southern African Development Community (Geneva).</li> <li>- in English, for 15 Ambassadors from 13 countries, the League of Arab States and the Organization of African Unity (Geneva).</li> </ul>

<p><i>Strengthened capacity of policy-makers to make and implement new policy regarding IP legislation, administration and enforcement.</i></p>	<p>Improved capacity to deal with the impact of new technologies on the protection, exercise and administration of copyright and related rights in the digital environment.</p> <p>Deeper understanding, improved skills and strengthened capacity to enforce intellectual property rights (IPRs).</p>	<p><i>Feedback by participants:</i> The following events were positively evaluated by the participants as being relevant, informative and useful for their work:</p> <ul style="list-style-type: none"> <li>- Two international symposia on the effect of technologies on copyright and related rights in English, with a total of 31 participants from 30 countries (Washington, D.C.).</li> <li>- Four special Academy Sessions on the enforcement of intellectual property rights (IPRs), in English: three in Arlington, USA, with a total of 36 participants from 32 countries, and one in Beijing/Shanghai with 17 participants from 17 countries.</li> <li>- A two-part training seminar (in 2000 and 2001, respectively) on enforcement of intellectual property rights for judges in Paris and Geneva with a total of 40 participants.</li> </ul>
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<p><b>Objective:</b></p>	<p><i>- To promote research and dissemination of intellectual property policy information in developing countries.</i> <i>- To develop teaching capacity and curricula in the field of intellectual property in developing countries. [PREVIOUSLY IN SUB-PROGRAM 8.2]</i></p>
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Expected results	Results Achieved	Selected Performance Indicators
<p><i>Increased capacity in developing countries for human resources development in the field of intellectual property.</i></p> <p><i>Curricula for the teaching of intellectual property made available to teaching institutions in developing countries.</i></p>	<p>Increased teaching and research capacity in the field of IP in developing countries and countries with economies in transition.</p>	<p><i>Number of beneficiaries of diploma programs:</i> <i>Number of curricula made available:</i></p> <ul style="list-style-type: none"> <li>- One international conference on the teaching of IP for business in English, with 20 professors from 19 countries and some local participants (Sofia, Bulgaria).</li> <li>- Two intensive post-graduate courses on copyright law for university professors in Spanish at the University of Los Andes, with 19 law professors from 14 Latin American countries (Mérida, Venezuela).</li> <li>- One international conference on IP education and training in English with 16 participants from 16 countries (New Delhi, India).</li> <li>- Two post-graduate specialization courses on IP law in English, with 37 professors and trainers from 31 countries (Turin, Italy).</li> <li>- Sponsorship of 32 professors from developing countries and countries with economies in transition to attend the Advancement of Teaching and Research in Intellectual Property (ATRIP) 2000 and 2001 Congresses.</li> <li>- Thirty-eight long-term fellowships granted for studies leading to Master-level degree or diploma in IP.</li> </ul> <p><i>Feedback received from teachers and teaching institutions:</i></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul>
<p><i>Increased research on IP in developing countries.</i></p>	<p>One six-month research fellowship was granted by WIPO to a national of a developing country.</p>	<p><i>Number and quality of research programs carried out in developing countries:</i></p> <ul style="list-style-type: none"> <li>- A textbook on IP for law students in Vietnamese was developed on a six-month research fellowship from WIPO.</li> </ul> <p><i>Number and quality of research materials published:</i></p> <ul style="list-style-type: none"> <li>- Collection of Documents on IP and Collection of Papers presented at the Annual Meeting of the International Association for the ATRIP were edited and published by WIPO and provided to many universities in developing countries and Members of ATRIP.</li> </ul>

**Total expenditure for Main Program 08 in the 2000-2001 biennium:**

**Sfr13,549,000.-**



## **MAIN PROGRAM 09 – Development of industrial Property Law**

71. Among the main achievements of Main Program 09 was the adoption by WIPO Member States, on June 1, 2000, of the Patent Law Treaty (PLT) on patent formalities. By the end of 2001, 53 States and the European Patent Organisation had signed the PLT, and one State had ratified the Treaty. Following the adoption of the PLT, the Standing Committee on the Law of Patents (SCP), at its two sessions in 2001, discussed draft provisions on the harmonization of substantive patent law.

72. Furthermore, activities of the Standing Committee on Trademarks, Industrial Designs and Geographical Indications (SCT) culminated with the adoption, by the Paris Union Assembly and the WIPO Assemblies, of the Joint Recommendation Concerning Trademark Licenses, at their thirty-fifth Series of Meetings in September 2000, and of the Joint Recommendation on the Protection of Marks, and Other Industrial Property Rights in Signs, at their thirty-sixth Series of Meetings in September 2001. An international symposium on the protection of geographical indications organized at the end of the year 2001 provided a most welcomed opportunity to review and discuss recent developments in that area.

73. Other major accomplishments were the establishment of the Advisory Committee on Enforcement of Industrial Property Rights (ACE/IP) (First Session held in October 2000), and the convening of a first Joint Meeting of the ACE/IP and the Advisory Committee on Management and Enforcement of Copyright and Related Rights (ACMEC), in December 2001.

74. Within the framework of sub-program 09.1, the convening of a Diplomatic Conference resulted in the adoption of the PLT. Greater awareness of the importance and benefits of harmonizing patent law was also achieved through discussions, at two meetings of the SCP, of draft provisions for the harmonization of substantive patent law (draft Substantive Patent Law Treaty, SPLT). In particular, the SCP agreed on a number of issues to be discussed (definition of prior art, novelty, inventive step/non-obviousness, industrial applicability/utility, sufficiency of disclosure as well as drafting and interpretation of claims), achieved progress on some, and identified certain areas where further work to reach harmonization was needed. With regard to the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications, as well as a system for the deposit of DNA sequence listings, the SCP decided not to actively pursue them at this stage, but to concentrate on the PLT and substantive harmonization. The feedback received by WIPO, about information provided on current issues relating to the law of patents, was fully satisfactory. Equally, the promotion of adherence to, and the implementation of, the WIPO-administered patent treaties has resulted in a number of accessions to those treaties.

75. Sub-program 09.2 focussed on the greater awareness of the necessity for the harmonization of certain principles and rules of the law of trademarks, more particularly the desirability and feasibility of harmonizing national rules concerning the circumstances in which a mark could be used on the Internet and rules concerning trademark licensing. Both objectives were realized with the adoption, by the SCT and the WIPO Assemblies, of a Joint Recommendation on the Protection of Marks on the Internet and a Joint Recommendation on Trademark Licenses. As far as geographical indications are concerned, the objective of providing information on current issues was achieved through the publication of two studies, the holding of an international symposium on the protection of

geographical indications and the publication of the documentation of the symposium in three languages. Consensus building among Member States on the necessity for harmonizing certain principles and rules of the law of geographical indications within the framework of the SCT was marked by diverging positions of Member States concerning procedural and substantive issues. However, work on geographical indications is kept on the agenda of the SCT and it is hoped that deliberations in future meetings will permit Member States to define some common ground in that area.

76. The main objectives under sub-program 09.3, namely to establish the ACE/IP, and to expand the activities initiated on its behalf in the field of industrial property to include copyright and related rights, were realized. The latter objective was achieved by convening a Joint Meeting of the ACE/IP and the ACMEC, in conjunction with sub-program 10.3 (Copyright and Related Rights and Digital Technology). The meetings of the Advisory Committees were, by definition, exploratory; each resulted in specific recommendations with regard to future work. As such, they were successful in that Member States, with voiced support from developed countries, developing countries and countries in transition alike, affirmed that WIPO was in an appropriate position to provide a forum to develop a coordinated international approach to enforcement. A Forum on Private International Law and Intellectual Property, attended by over 200 experts from the governmental, academic, legal and private sectors, was also organized in cooperation with other programs and with the active participation of the Bureau of the Hague Conference on Private International Law.

### Sub-program 09.1 – Law of Patents

<b>Objective:</b> <i>To increase the awareness of Member States and other concerned parties of the importance and benefits of harmonizing patent law.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Greater awareness of the importance and benefits of harmonizing patent law.</i>	Discussion, at two meetings of the SCP, of first draft provisions on harmonization of substantive patent law (Draft Substantive Patent Law Treaty).	<i>Feedback on meetings of the Standing Committee on the Law of Patents (SCP) regarding the harmonization of patent law:</i> - Decision of the SCP to pursue harmonization of substantive patent law. - Provisional agreement of the SCP on a number of issues contained in the draft SPLT. - Decision by the SCP to address further issues related to substantive harmonization of patent law at later sessions of the SCP. - Decision of the SCP to establish a Working Group, under the SCP, on multiple invention disclosures and complex applications.
<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 2000. - Signature of the PLT by 53 States and one intergovernmental organization; ratification by one State. - Indications from a number of States that internal preparations for ratification have started.

<p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- To investigate the desirability and feasibility of establishing rules relating to the impact on patentability of disclosures on the Internet.</li> <li>- To study the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications.</li> <li>- To investigate the desirability and feasibility of a system for the deposit of DNA sequence listings referred to in patent applications.</li> <li>- To provide information on current issues relating to the law of patents.</li> </ul>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p>Greater level of awareness and understanding of current issues in the law of patents.</p>	<p>Satisfactory rate of response from members of the SCP on a questionnaire on the issue of the disclosure of patent information on the Internet, and the related impact on patentability.</p> <p>Creation of a Working Group, under the SCP, on multiple invention disclosures and complex applications.</p> <p>Continuing work undertaken on DNA sequence listings by the SCP.</p>	<p>Quality of studies and guides published on current issues in the law of patents:</p> <ul style="list-style-type: none"> <li>- On the basis of the response received by means of the questionnaire, the SCP decided to pursue the issue, but to apply, as a basic rule, the requirements generally applicable to disclosure.</li> <li>- 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.</li> <li>- Work performed on preliminary study on the deposit in a database of DNA sequence listings.</li> </ul>

<p><b>Objective:</b> <i>To promote adherence to and implementation of the WIPO-administered patent treaties.</i></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p>Increased awareness of the benefits of adherence to the WIPO-administered patent treaties.</p>	<p>Increased number of Member States to all patent-related WIPO treaties.</p> <p>Effective administration of the Budapest Treaty.</p>	<p>Number of missions, meetings and workshops to promote the treaties, and feedback on new adherence:</p> <ul style="list-style-type: none"> <li>- 44 staff missions in 21 countries 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.</li> <li>- Six countries joined the Paris Convention.</li> <li>- Four countries and one IGO joined the Budapest Treaty.</li> <li>- One country joined the Washington Treaty on Intellectual Property in Respect of Integrated Circuits.</li> <li>- 53 States and one intergovernmental organization have signed the PLT.</li> <li>- One country ratified the PLT.</li> </ul> <p>[New PI]: <i>Administration of the Budapest Treaty:</i></p> <ul style="list-style-type: none"> <li>- Preparation of notifications, notes, list of IDAs.</li> <li>- Updating the Guide on the Budapest Treaty.</li> <li>- Advice to governments.</li> <li>- Organization of three seminars, participation in five meetings for the promotion of acceptance of the Treaty.</li> <li>- Establishment of two new International Depository Authorities.</li> <li>- Preliminary study on the revision of the Budapest Treaty.</li> </ul>

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

<p><b>Objective:</b> <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></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<p>Greater awareness of the necessity of harmonizing certain principles and rules of the law of trademarks, industrial designs and</p>	<p>The Joint Recommendation Concerning Trademark Licenses was adopted by the Paris Union Assembly and the WIPO Assemblies, at their Thirty-Fifth Series of</p>	<p>Feedback and reports of the SCT regarding the necessity for the harmonization of certain principles and rules of the law in these areas:</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>

<p><i>geographical indications and consensus for action in this regard.</i></p>	<p>Meetings in 2000 (Document A/35/10).</p> <p>The Joint Recommendation on the Protection of Marks, and Other Industrial Property Rights in Signs, on the Internet, was adopted by the Paris Union Assembly and the WIPO Assembly at their Thirty-Sixth series of meetings in 2001. (Document A/36/8).</p> <p>Decision in 2001 on the program of future work of the SCT that aims to further simplify and streamline the trademark procedures and to initiate harmonization of substantive trademark law.</p>	<p>- "Draft Provisions on Trademark Licenses" (Document SCT/4/3). - Proposed Joint Recommendation Concerning Trademark Licenses (SCT/5/4).</p> <p>The work of the SCT, in two sessions in 2000 and in one session in 2001, was based on the following documents prepared by the Secretariat:</p> <p>- "Provisions of the Preliminary Draft Convention on Jurisdiction and Foreign Judgements in Civil and Commercial Matters" (SCT/4/3). - "Draft Provisions Concerning Protection of Trademarks and Other Distinctive Signs on the Internet" (SCT/4/4). - "Draft Provisions on the Protection of Industrial Property Rights in Relation to the Use of Signs on the Internet" (SCT/5/2 and Annex to document SCT/5/5). - 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). - "Revised Draft Provisions Concerning Protection of Marks, and Other Industrial Property Rights in Signs, on the Internet," with accompanying notes (SCT/6/2).</p> <p>- Initiation of work on harmonization of substantive trademark law (particularly with regards to non-traditional marks) and further simplification and harmonization of formalities (by introducing provisions for electronic filing, incorporating provisions contained in the WIPO Joint Recommendation on Trademark Licenses or offering relief in respect of various formal mistakes and time limits).</p>
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<p><b>Objective:</b> <i>To provide information on issues relating to the law of trademarks, industrial designs and geographical indications.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Greater level of awareness of issues in the law of trademarks, industrial designs and geographical indications.</i></p>	<p>Increased appreciation of Member States and observers of key issues relating to trademarks and geographical indications.</p> <p>Reply to a request from a WTO Dispute Settlement Panel and its Appellate Body.</p>	<p><i>Quality of studies and guides published on current issues in the law of trademarks, industrial designs and geographical indications:</i></p> <p>- 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 (SCT/5/3). - A study on geographical indications: historical background, nature of rights, existing systems of protection and obtaining protection in other countries (SCT/5/3). - Organization in cooperation with the Government of Uruguay of an international symposium on the protection of geographical indications with 155 participants, representing 28 countries and four inter-governmental and non-governmental organizations. - A study and working document (SCT/4/4, SCT/5/2 and SCT/5/2) relating to the protection of marks on the Internet prepared in 2000 and referred to under the previous objective led to the adoption of the Joint Recommendation on the Protection of Marks, and Other Industrial Property Rights in Signs, on the Internet (referred to under the previous objective).</p> <p>Note (with 10 annexes) on certain questions regarding the Paris Convention (National Treatment, Trademarks, Trade Names) in the WTO case "United States Section 211 Omnibus Appropriation Act of 1996."</p>

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased awareness of the benefits of adherence to the WIPO-administered treaties and Joint Recommendations in the law of trademarks, industrial designs and geographical indications.</i>	Substantive contribution by the Secretariat to awareness building including through technical assistance to Member States.  Effective administration of Article 6ter of the Paris Convention.	<i>Number of missions, meetings and workshops to promote the treaties and feedback on their follow-up:</i> - Thirty six staff missions were undertaken 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 provided to Member States. - Comments on draft legislation for certain countries in Europe and Asia. - Six countries joined the Paris Convention. - One country joined the Trademark Law Treaty. - Implementation of the Provisions on Well-Known Marks by the Andean Group (Bolivia, Colombia, Ecuador, Peru, Venezuela), Honduras, Hong Kong (Special Administrative Region of the People's Republic of China), India, Indonesia, Russian Federation, Spain. - Adoption of a Recommendation towards the acceptance of the Provisions on Well-Known Marks by the Asia-Pacific Economic Cooperation Organization (APEC). - Publication of international norms adopted by the WIPO General Assembly concerning the law of trademarks, industrial designs and geographical indications. - Publication of the Joint Recommendation on the protection of well-known marks (N° 833) and of the Joint Recommendation on trademark licenses (N°835).  - 21 communications under Article 6ter(3) of the Paris Convention (seven concerning countries and twelve concerning intergovernmental organizations); the third edition of a CD-ROM, containing a searchable database of all signs communicated under 6ter(3) through December 31, 2000, was produced and distributed.

### Sub-program 09.3 – Protection of Industrial Property Rights

<b>Objective:</b> <i>To contribute towards enhancing the protection and enforcement of industrial property rights.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>	Preparation, convening and establishment of the Advisory Committee on Enforcement of Industrial Property Rights (ACE/IP), and the preparation and convening of a Joint Meeting of the ACE/IP and the Advisory Committee on Management and Enforcement of Copyright and Related Rights in Global Information Networks (ACMEC).	<i>Feedback on the meetings of the Advisory Committee on Enforcement of Industrial Property Rights:</i> - The Advisory Committee on Enforcement of Industrial Property Rights (ACE/IP) held its First Session in October 2000. - The feedback of the ACE/IP was presented in WIPO document ACE/IP/1/3. Therein the ACE/IP reaffirmed the need for such an enforcement committee at WIPO and determined and prioritized what studies and/or activities should be initiated prior to the Second Session of the ACE/IP in 2001. - A Joint Meeting of the ACE/IP (Second Session) and ACMEC (third session) was held in December 2001 to discuss, <i>inter alia</i> , the merging of issues of copyright and related rights into work initiated on behalf of the ACE/IP and the consideration of future work in both. - The feedback of the Joint Meeting was presented in WIPO document ACE/IP-ACMEC/3. Therein the Committees noted, <i>inter alia</i> , that WIPO was in an appropriate position to act as an

	<p>Distribution of a "Request for Information" (RFI) to the members and observers of the ACE/IP in order to initiate the activities prioritized by the ACE/IP at its first session.</p> <p>First meeting and discussions between experts in the field of private international law as well as intellectual property law.</p> <p>Promotion of the understanding of the international principles relating to the enforcement of industrial property rights.</p>	<p>international forum in which to gather and share information with regard to national experiences concerning the enforcement of intellectual property rights in general, and, on the basis of those shared experiences, consider the possibility of undertaking the development of enforcement guidelines at follow-up enforcement meetings.</p> <p><i>Quality of studies published on the enforcement of industrial property rights:</i></p> <p>- As initially distributed, the RFI sought information with regard to industrial property rights in four areas: difficulties in enforcement; best practices; requirements and needs for training and development of enforcement strategies; external resources for training and cooperation. At the Joint Meeting of the ACE/IP and ACMEC (December 2001), the Committees expanded the scope of the RFI to include copyright and related rights as well as industrial property rights, and extended the time for members and observers of the two Committees to respond to the RFI in general and with regard to the second area in particular. The Committees recommended that the results of the expanded RFI be used as a basis for an issues paper to be discussed at future enforcement meetings pursuant to sub-program 10.4 in the 2002-2003 Program and Budget.</p> <p>Organized, in cooperation with programs 03 and 10, a forum on Private International Law and Intellectual Property.</p> <p>[New PI]: <i>Nature of advice given:</i></p> <p>- Provided legal advice, answered correspondence, and participated in WIPO activities (under other sub-programs) and non-WIPO activities (forums, seminars) as requested or invited.</p> <p>- Attended, as an observer, meetings of other international intergovernmental organizations with specialized expertise in the area of enforcement and an interest in IP, e.g., World Customs Organization (WCO) and Interpol.</p>
<p><b>Total expenditure for Main Program 09 in the 2000-2001 biennium:</b></p>		<p><b>Sfr10,039,000.-</b></p>

## MAIN PROGRAM 10 – Development of Copyright and Related Rights

77. The main efforts in the development of copyright and related rights were focused on preparing the ground for the entry into force of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT). As a result both treaties will enter into force in 2002, paving the way for efficient copyright protection in the digital environment. Considerable attention was also given to the preparations for the Diplomatic Conference on the Protection of Audiovisual Performances which was held in Geneva in December 2000. The Conference was inconclusive in the sense that provisional agreement was reached on 19 of the 20 substantive Articles of the international instrument and it recommended to the Assemblies of WIPO to reconvene the Diplomatic Conference so that agreement can be reached on the outstanding issues. It was further recommended that the Secretariat maintain informal contacts with interested parties for assessing the progress in moving to the

realization of this objective. WIPO continued to assist its Member States through legislative and legal advice, organizing and participating in seminars, training activities and preparing information documents. Throughout the biennium, the Secretariat maintained close and regular contact with the international copyright community, in particular with government officials and non-governmental organizations concerned with cultural and information industries, as well as representatives of the creative community.

78. The WIPO Copyright Treaty (WCT) will enter into force on March 6, 2002, and the WIPO Performances and Phonograms Treaty (WPPT) was expected to enter into force on May 20, 2002. A huge effort was expended in the promotion of both treaties. Activities were implemented in close coordination with the Programs on Cooperation for Development, on Cooperation with Certain Countries in Europe and Asia, and Global Intellectual Property Issues. By the end of the biennium, 18 additional countries had acceded to the WCT and 17 countries to the WPPT, bringing the total number of countries party to these treaties to 30 and 28 respectively. The growing number of accessions to the treaties indicates that their implementation will be a field where WIPO's assistance can be instrumental.

79. Concerning sub-program 10.2, the first year of the biennium was largely spent on the extensive preparations for the convening of the Diplomatic Conference on the Protection of Audiovisual Performances in Geneva in December 2000. In preparation for the Conference the Secretariat organized six regional consultations in Algiers, Bratislava, Montego Bay, Moscow, Nairobi and Seoul, with over 200 government representatives participating in them. A preparatory meeting was convened prior to the Conference. The Conference itself was attended by 750 participants from 119 Member States, one special delegation, two observer delegations, nine intergovernmental organizations and 46 non-governmental organizations. At the Diplomatic Conference, provisional agreement was reached on 19 of the 20 substantive Articles of the international instrument. It recommended to the Assemblies of WIPO Member States in September 2001 the reconvening of the Diplomatic Conference in order to reach agreement on the outstanding issues. The Assemblies noted that further discussions were needed and asked the International Bureau to render its assistance where appropriate. It was also decided to retain the issue on the agenda of the General Assembly in 2002. The Secretariat maintained informal contacts with interested parties for assessing the progress on the unresolved issues.

80. At the two sessions of the Standing Committee on Copyright and Related Rights held in 2001, significant progress was made with regard to definitions, beneficiaries, the scope of protection and rights to be granted to broadcasting organizations. Proposals on the protection of broadcasting organizations in treaty language were received from nine Governments as well as from the European Community. On the question of the protection of producers of non-original databases, the Standing Committee on Copyright and Related Rights decided to carry the issue forward to its May 2002 Session. Studies on the economic impact of such protection on developing countries and countries in transition were commissioned to external experts for completion in early 2002.

81. Various activities were undertaken in cooperation with other relevant programs in terms of the protection of copyright and related rights in the digital environment. Among the activities, the WIPO Forum on Private International Law and Intellectual Property, held in Geneva in January 2001.

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

<b>Objective:</b> <i>To promote adherence to and appropriate implementation of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT).</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Adherence to the above-mentioned treaties so that they may enter into force in 2001 or 2002.</i>	<p>The WIPO Copyright Treaty (WCT) will enter into force on March 6, 2002.</p> <p>The WIPO Performances and Phonograms Treaty (WPPT) was expected to enter into force in 2002.</p>	<p><i>Number of Member States which have adhered:</i></p> <ul style="list-style-type: none"> <li>- 18 countries adhered to the WCT in the course of the biennium, bringing the total to the 30 States necessary for its entry into force, as of December 31, 2001.</li> <li>- 17 countries adhered to the WPPT, bringing the total to 28 of the 30 States necessary for its entry into force, as of December 31, 2001.</li> </ul> <p><i>Specific actions taken by Member States indicating their readiness to adhere:</i></p> <ul style="list-style-type: none"> <li>- Advanced preparations for adherence to the treaties and their concrete implementation have been undertaken in the Member States of the European Community, as well as in other countries.</li> </ul>
<i>Appropriate implementation of the treaties at national level.</i>	Legislation on the implementation of the treaties is actively considered in a number of countries.	<p><i>Number of national laws duly implementing the treaties;</i></p> <p><i>Feedback on actions taken by governments of Member States to implement the treaties:</i></p> <ul style="list-style-type: none"> <li>- 17 draft laws were provided, while comments and legislative advice were submitted to 46 developing countries. In addition, legislative advice was given to six countries in transition in cooperation with sub-program 07.1.</li> <li>- A survey has been launched on assessing the level of implementation of the WCT and WPPT in national legislation.</li> </ul>
<i>Increased awareness of the benefits of adherence to the treaties.</i>	As a result of the increased awareness, a number of countries adhered to the treaties, bringing them into force, while others were considering adherence.	<p><i>Feedback and reports of studies, meetings and workshops to promote the treaties:</i></p> <p>Over 2,000 people received useful information on the treaties through:</p> <ul style="list-style-type: none"> <li>- Four regional workshops organized in Africa, Latin America and the ASPAC regions, as well as a national seminar and one government advisory meeting in Latin America addressing a total of 430 participants. In addition, 56 WIPO staff missions took place in 37 Member States, including such activities as meetings, participation in seminars and workshops.</li> <li>- 40 different activities were undertaken directly by the regional bureaus, including regional and national seminars, missions, study visits and advice.</li> </ul>

## Sub-program 10.2 – Protection of Audiovisual Performances, Protection of the Rights of Broadcasting Organizations and Protection of Databases

<b>Objective:</b> <i>To adopt a new instrument on audiovisual performances and to provide guidance as to the implementation of the new instrument.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Adoption of an instrument on audiovisual performances and progress in the promotion of adherence to and implementation of it.</i>	<p>The Diplomatic Conference on the Protection of Audiovisual Performances took place in Geneva in December 2000, during which provisional agreement was reached on 19 of the 20 substantive Articles of the international instrument. It recommended to the Assemblies of WIPO Member States in 2001 the reconvening of the Diplomatic Conference in order to reach agreement on the remaining issues. The Assemblies</p>	<p><i>Successful adoption of the new instrument and the number of signatories thereof:</i></p> <ul style="list-style-type: none"> <li>- The Diplomatic Conference was inconclusive, as it was unable to adopt the international instrument that had been foreseen. Subsequently, the Secretariat has maintained informal contacts with interested parties through receiving the visits of government delegations, and undertaking missions to the countries involved in order to assess the progress on the outstanding issues.</li> </ul>



	decided to keep the issue on the agenda of the next session, thus allowing for further discussions for overcoming existing differences.	<i>Specific actions taken by Member States indicating their readiness to adhere:</i>  —
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<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Substantive progress towards the adoption of a treaty on the rights of broadcasting organizations and of distributors of cable-originated programs.</i>	Two sessions of the Standing Committee on Copyright and Related Rights made significant progress concerning the definitions, beneficiaries, scope of protection and rights to be granted to broadcasting organizations.  Ten proposals in treaty language were received from Member States in the course of the biennium.	<i>Identification of the issues to be covered by the new treaty:</i> - Issues were identified during discussions of the Standing Committee on Copyright and Related Rights and through proposals submitted by a number of countries.  <i>Availability of draft texts or proposals in treaty language:</i> - A total of 10 proposals in treaty language have been received from Argentina, Cameroon, Japan, Kyrgyzstan, Mexico, Sudan, Switzerland, Ukraine, United Republic of Tanzania and the European Community.

<b>Objective:</b> <i>To make progress towards a possible harmonization of the protection of non-original databases.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Progress in the discussion on possible harmonization of the protection of non-original databases.</i>	Five studies on the economic impact of the protection of non-original databases in developing countries and countries in transition were commissioned to experts from China, Denmark, Egypt, India and the United States of America, for submission to the Standing Committee in early 2002. The Standing Committee will examine the question after the studies have been considered at its May 2002 session.	<i>Agreement on the form in which such harmonization should take place (recommendations, guiding principles or a treaty):</i> - No substantial discussions were held during the biennium on this matter.  <i>Availability of draft texts or proposals for the purpose of such harmonization</i> - No texts were submitted.

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

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Appropriate increase in the knowledge and understanding of the above-mentioned issues by all parties concerned</i>	About 2,000 people increased their knowledge on issues, related to the protection of copyright in the digital environment.	<i>Recommendations, documentation and information in this field:</i> - In cooperation with Main Programs 03 and 06 a number of activities were undertaken in different regions in order to explain and clarify the protection of copyright and related rights in the digital environment. Among those were the WIPO Forum on Private International Law and Intellectual Property, the International Conference On Electronic Commerce And Intellectual Property, the Regional Seminar on The Protection and Management of Copyright in Global Digital Networks and a national seminar on the WIPO Internet Treaties and The Digital Technology. Eleven WIPO staff also

		<p>undertook missions to eight countries.</p> <p><i>Feedback received regarding the recommendations, documentation and information provided by WIPO:</i></p> <p>—</p>
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<p><b>Objective:</b> <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></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 certain NGO initiatives, this activity was not undertaken during the biennium. Activities will be considered at a later stage.	<i>Identification of these issues and the options available for national legislation; feedback received regarding the above-mentioned options and the consideration of these issues at the national level:</i>

<p><b>Objective:</b> <i>To study the relationship between collective management of copyright and related rights and anti-trust policies.</i></p>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>	Due to limited resources and subsequent change of priorities it was decided that these activities will be undertaken in the next biennium.	<i>Recommendations, documentation and information in this field; feedback received regarding the recommendations, documentation and information provided by WIPO:</i>
<p><b>Total expenditure for Main Program 10 in the 2000-2001 biennium:</b></p>		<b>Sfr5,391,000.-</b>

## MAIN PROGRAM 11 – Global Intellectual Property Issues

82. The setting in which this Main Program was conceived evolved rapidly at the beginning of the biennium due to changing demands from Member States and other stakeholders in the field comprising genetic resources, traditional knowledge and folklore. 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). 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.

83. 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 work related to two sessions of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional

Knowledge and Folklore (April and December 2001)) were carried out, while other activities originally planned for the biennium, notably activities related to selected issues on Intellectual Property and Development (sub-program 11.4), could not be pursued.

84. 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 results framework for sub-program 11.1. This change has been reflected for the purposes of this Report, in the appropriate tables below.

85. 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 (South Africa, July 2000), 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 (Belgium, September 2000), Intellectual Property Rights and Global Health, Challenges for Access and R&D (United Kingdom, December 2000). WIPO also hosted a Roundtable on HIV/AIDS Treatment Access Consensus (June 2000).

86. The outcomes of the first two sessions of the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore, represented significant progress in the development of practical and operational responses to the various issues raised at the interfaces between intellectual property and genetic resources, traditional knowledge and folklore. In support of sessions of the Intergovernmental Committee, regional and national workshops were organized for government officials and indigenous and local communities (sub-program 11.1), in order to facilitate their discussion and understanding of the issues being considered by the Intergovernmental Committee. Increased WIPO participation and involvement in relevant meetings and processes of other organizations, contributed to enhanced insights, perceptions and expectations among Member States and other stakeholders of the role of IP in the protection, preservation and benefit-sharing in traditional knowledge, innovations and creativity, including folklore, as well as increased awareness of traditional knowledge-related issues through the publication of a report on the results of extensive fact-finding carried out by WIPO in 1998 and 1999.

87. As the intellectual property aspects of access to and benefit-sharing in genetic resources also fall within the mandate of the Intergovernmental Committee, the progress made during two sessions of the Intergovernmental Committee during this biennium was also relevant to sub-program 11.2. As requested by Member States, the cooperation with the Secretariat of the Convention on Biological Diversity (SCBD) and the Food and Agricultural Organization (FAO) was strengthened during the biennium. In addition, a highlight of the biennium under this sub-program was the publication, in cooperation with UNEP, of three case-studies on the use of intellectual property rights in benefit-sharing in respect of biological resources. Concerning other activities included in this sub-program, but not falling within the mandate of the Intergovernmental Committee, progress was not as rapid as anticipated, as resources were diverted to work related to the Intergovernmental Committee.

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

<p><b>Objectives:</b></p>	<ul style="list-style-type: none"> <li>- <i>To promote the protection, preservation and benefit-sharing in traditional knowledge, innovations and creativity, through the use of the intellectual property system.</i></li> <li>- <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></li> <li>- <i>To examine the possibilities for greater use of the intellectual property system for protection, sustainable use and beneficial commercialization of folklore.</i></li> <li>- <i>To examine possible systems for the preservation, protection, commercial enhancement, and equitable sharing, of folklore.</i></li> </ul>	
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>Significant progress in identification of relevant issues for the protection of traditional knowledge, innovations and creativity and development of practical and operational responses to such issues in two sessions of the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore.</p> <p>Contribution to enhanced insights, perceptions and expectations among Member States and other stakeholders of 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>Organization of, and participation in, meetings organized by WIPO and other organizations and UN bodies:</p> <ul style="list-style-type: none"> <li>- The 10<sup>th</sup> Anniversary Celebrations of the Russian Association of Indigenous Peoples of the North (RAIPON) (Moscow, May 2000).</li> <li>- High Profile Symposium “Protecting Intellectual Property in China – Challenges and Opportunities in the 21<sup>st</sup> Century” (Beijing, July 2000).</li> <li>- Expo 2000 Global Dialogue-Fighting Poverty: Social Innovations and New Coalitions (Hannover, July 2000).</li> <li>- Working Group on Indigenous Populations, UNHCHR, (Geneva, July 2000).</li> <li>- WIPO Inter-regional Meeting on Intellectual Property and Traditional Knowledge (Chiang Rai, November, 2000).</li> <li>- Intellectual Property Forum (Moscow, October 2000).</li> <li>- International Federation of Reproduction Rights Organization (IFRRO) Annual General Meeting (Stockholm, October 2000).</li> <li>- Max-Planck-Institute Seminar on Indigenous and Traditional Resources (Munich, November 2000).</li> <li>- Expert Meeting on Systems and National Experiences for Protecting Traditional Knowledge, Innovations and Practices (UNCTAD) (Geneva, October 2000).</li> <li>- WHO Interregional Workshop on Intellectual Property Rights in the Context of Traditional Medicine (Bangkok, December 2000).</li> <li>- SCP/PIFS/UNESCO Workshop for Legal Experts on the Protection of Traditional Knowledge and Folklore (Nouméa, February 2001).</li> <li>- First Session of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (Geneva, April 2001).</li> <li>- International Conference on Intellectual Property, the Internet, Electronic Commerce and Traditional Knowledge (Sofia, May 2001).</li> <li>- Second Session of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (Geneva, December 2001).</li> </ul> <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>Increased capacity of Member States and indigenous and local communities to participate effectively in sessions of the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore.</p>	<p><i>Number of those attending the workshops, training seminars and conferences:</i></p> <ul style="list-style-type: none"> <li>- Two national Training Workshops for Holders of Traditional Knowledge, including Indigenous Peoples, IP Offices and Others, on the IP System and use of the IP System: one in Suriname (Paramaribo, May 2001) with 35 participants, and one in Jamaica (Kingston, May 2001) with 58 participants.</li> <li>- Sub-regional Workshop on Intellectual Property, Genetic Resources and Traditional Knowledge Australia (Brisbane, June 2001) with 35 participants from six countries.</li> </ul> <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"> <li>- Commissioned a feasibility study on the use of IP law or practice to protect traditional knowledge and folklore.</li> <li>- Preparatory work undertaken 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.</li> <li>- Preparatory work undertaken regarding a pilot project on collective acquisition, management and enforcement of IPRs in traditional knowledge.</li> <li>- Preparatory work undertaken regarding a project to study the IP implications of traditional knowledge documentation and the integration of TK-documentation into searchable prior art.</li> </ul> <p><i>Number of countries, IGOs and institutions receiving information and advice on the protection of traditional knowledge, innovations and creativity.</i></p> <p style="text-align: center;">—</p>
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<p><b>Objective:</b> <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><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></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.</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"> <li>- Publication in paper form and online, of a 340 page report on fact-finding missions on traditional knowledge conducted by WIPO in 1998 and 1999, in English and French.</li> </ul> <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"> <li>- In conjunction with the WIPO World Wide Academy, preparation of training materials for an on-line distance learning course on the protection of traditional knowledge, innovations and creativity and folklore.</li> </ul>

## Sub-program 11.2 – Biotechnology and Biodiversity

<p><b>Objective:</b> <i>To achieve a clearer understanding of the social, economical and ethical dimensions of intellectual property as applied to biotechnological inventions and genomics.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Clearer understanding of the ethical dimensions of</i></p>	<p>Progress was not as rapid as anticipated; time and other resources were</p>	<p><i>Feedback and reports on expert meetings on these issues:</i></p> <ul style="list-style-type: none"> <li>- Participation in the UNESCO International Symposium on Ethics, Intellectual Property and Genomics (Paris, January 2001).</li> </ul>

<i>intellectual property protection in relation to biotechnological inventions and genomics.</i>	refocused to other identified priorities.	<p><i>Number of countries requesting and receiving related information:</i></p> <p style="text-align: center;">—</p> <p><i>Number of related publications:</i></p> <p>- 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 document WIPO/GRTKF/IC/1/6.</p>
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<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Wider understanding of the role of IP in the preservation, conservation and dissemination of biological diversity.</i>	<p>Increased cooperation with other organizations and processes, particularly the Secretariat of the Convention on Biological Diversity (SCBD) and the Food and Agriculture Organization (FAO), as requested by the Member States.</p> <p>Significant progress in identification of relevant issues related to the preservation, conservation and dissemination of biological diversity and development of practical and operational responses to such issues.</p>	<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 protection of biodiversity:</i></p> <p>- 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.</p> <p>- Participation in the Ad Hoc Open-Ended Inter-Sessional Working Group on the Implementation of Article (8j) and related Provisions, Convention on Biological Diversity (CBD) (Seville, March 2000).</p> <p>- 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).</p>

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 organized by other organizations, UN bodies and WIPO member States:</p> <p>- The Intellectual Property and Global Biotechnology Conference (Bellagio, March 2000).</p> <p>- Fifth Meeting of the Conference of the Parties to the Convention on Biological Diversity (Nairobi, May 2000).</p> <p>- Third Meeting of the Contact Group of the Commission on Genetic Resources for Food and Agriculture (Tehran, August 2000).</p> <p>- Second Session of the Intergovernmental Technical Working Group on Animal Genetic Resources for Food and Agriculture (Rome, September 2000).</p> <p>- Committee on Trade and Environment (CTE) of the World Trade Organization (WTO) (Geneva, October 2000).</p> <p>- FAO Fourth and Fifth Inter-sessional Meeting of the Contact Group of the Commission on Genetic Resources for Food and Agriculture (Neuchatel, November 2000, and Rome, February 2001).</p> <p>- Council of Europe – Meeting of the Working Party on Biotechnology (Strasbourg, February 2001).</p> <p>- Second Meeting of the Expert Panel on Access to Genetic Resources and Benefit-Sharing (Montréal, March 2001).</p> <p>- Rome, FAO Sixth Extraordinary Session of the Commission on Genetic Resources for Food and Agriculture (June 2001).</p>

### **Sub-program 11.3 – Protection of Folklore Merged with Sub-program 11.1**

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

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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> —
<b>Total expenditure for Main Program 11 in the 2000-2001 biennium:</b>		<b>Sfr3,576,000.-</b>

## **MAIN PROGRAM 12 – Information Technology and Intellectual Property Information Services**

88. To implement this Main Program effectively, the Secretariat adopted in the year 2000 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. The 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. The structure 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 1,400 users were supported; system up-time was sustained at around 99.5 per cent, with an average of 6,000 e-mail messages being processed per day.

89. Following the adoption of the principles of Project Life Cycle methodology, this Main Program committed itself to develop the skills and competencies of its human resources in order to ensure its successful implementation. This was ensured by a series of specific trainings, built around the needs typical of WIPO.

90. In the framework of this Main Program, the Project on Information Management for the Patent Cooperation Treaty (IMPACT) was further developed during the biennium. It is expected that IMPACT will become fully operational by the end of 2002.

91. Significant progress was achieved in preparation for the implementation of the global intellectual property information network (WIPONET (sub-program 12.1)), as proposed 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. The WIPONET CENTER went into operation on November 1, 2001 and 19 offices were installed by the end of 2001. Two Helpdesks, one dealing with the WIPONET CENTER and the other with the WIPONET KIT became operational.

92. 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 2001. The internal network was extended to the Procter and Gamble (P&G) building and the *Centre International de Conférences de Genève* (CICG). The WIPO Information and Communication Technology (ICT) was delivered, recentering the Organization's IT resources, increasing the Computer Room's space and enhancing its security and functionality, together with that of WIPO's IT infrastructure. Phase I of the WIPO Internal Network upgrade has been completed and the high speed Inter-building links for interconnecting the various WIPO buildings were delivered, resulting in fifty to five hundred fold performance increase. Moreover, provisions for future Disaster Recovery solutions were put in place. As part of the network renovation, the migration of 80 per cent of the WIPO internal network, as well as that of over 1,000 networked PC workstations to Switched Fast Ethernet was completed.

93. The Intellectual Property Information Services (sub-program 12.2) provided the support to the Standing Committee on Information Technologies (SCIT), which met in July 2000, and decided 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 elaboration of a technical standard for electronic filing and coordinated two task forces handling the revision of 25 WIPO Standards, as well as the adoption of a new WIPO Standard. 289 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.

94. Facilitation of access to and exchange of intellectual property information, as recommended by the Permanent Committee on Industrial Property Information in November 1997, when it discussed long-term policy in the area of industrial property information, has been achieved through the successful completion of the Intellectual Property Digital Library (IPDL) project. The service provides on-line access to WIPO IP data collections and is now fully operational, including the publication of PCT full-text data (since April 1998) and complete Madrid and Hague Convention registration data. The project consisted of implementation of new hardware infrastructure to support operational activities; development of a new search engine and user interface; development of a test database of traditional knowledge as prior art "Health Heritage." In addition, the work on the development and/or identification of standards for intellectual property office (IPO) electronic data integration into the IPDL system is ongoing and scheduled to be completed in the 2002-03 biennium by the



SCIT Task Force established under the Standards and Documentation Working Group (SDWG).

## Sub-program 12.1 – WIPONET

<b>Objective:</b> <i>To provide the necessary information network infrastructure for the globally networked intellectual property community.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Progress towards the establishment and operation of networking infrastructure between intellectual property offices (IPOs) of WIPO Member States, the Secretariat and other members of the global intellectual property community.</i>	<p>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 consequence was a delay in the implementation of the project although project deliverables were clearly defined, well understood by the Secretariat, Member States and the two contractors, and achievable within the appropriated budget.</p> <p>Contracts were signed in December 2000 with two companies, for the deployment and maintenance of the WIPONET.</p>	<p><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></p> <ul style="list-style-type: none"> <li>- WIPONET was installed in 19 offices by the end of 2001.</li> <li>- 16 more offices were ready for installation.</li> <li>- 64 letters have been sent out for the Phase II deployment and six offices have already replied.</li> </ul>
<i>Effective and beneficial utilization of WIPONET by the global IP community.</i>	<p>Accessibility to WIPO data collection (e.g., JOPAL, IPDL) by those offices where WIPONET was installed.</p>	<p><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> <ul style="list-style-type: none"> <li>- All of WIPO's data collections are accessible on WIPONET.</li> </ul>
<i>Enhancement of WIPO's support for the use of WIPONET by IPOs in WIPO Member States.</i>	<p>Support packages and software were included in the WIPONET installation kit.</p> <p>Training experienced some delays due to quality issues in the development of training materials.</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> <ul style="list-style-type: none"> <li>- 19 offices were fully installed by the end of 2001.</li> </ul> <p><i>Number of local support staff attaining the minimum IT training level standard:</i></p> <ul style="list-style-type: none"> <li>- Training will start in 2002.</li> </ul>
<i>Enhancement of IT capabilities at the International Bureau.</i>	<p>Improved capabilities of the Secretariat to function in an increasingly electronic environment.</p> <p>Absorbing the growth rate of the Organization in terms of additional IT service requirements.</p>	<p><i>Improved performance of internal International Bureau IT systems and services:</i></p> <ul style="list-style-type: none"> <li>- Some 1400 workstations were supported, GroupWise server and application was upgraded to version 6.0.1.</li> <li>- Training of over 1,000 participants in IT tools such as Windows NT, MS Office and Internet publishing.</li> <li>- The internal help desk received and processed over 35,000 calls.</li> <li>- The new Internet e-mail gateway was available 24 hours a day, seven days a week, with an average of 6,000 messages being sent or received per day.</li> <li>- New equipment items were deployed, as follows: 800 PCs, 550 local printers, 55 network printers and 55 laptops.</li> <li>- Over 60 Internal Servers supported, with sustained</li> </ul>

	<p>Providing improved reliability, availability and performance of the IT Infrastructure (Internal WIPO Network, Servers and Network Services) in line with expanding business requirements.</p> <p>Delivering new Network Services functionality to the staff (e.g., extended multi-lingual support).</p> <p>Providing payment facility for users of WIPO web sites.</p> <p>Facilitating the access of the IP community to IP data and to information on WIPO activities.</p> <p>Ensuring security of WIPO external-facing systems.</p>	<p>availability of 99.5 per cent.</p> <ul style="list-style-type: none"> <li>- The United Nations International Computing Center (ICC) IT Systems availability sustained at an average level of around 99.6 per cent.</li> <li>- Extension of the WIPO internal network to three new locations: the whole of the P&amp;G building, the <i>Budé</i> site and the <i>Centre International de Conférences de Genève</i> (CICG).</li> <li>- A new on-line system for the electronic payment of staff salaries was put into production.</li> <li>- As part of the FOCUS<sup>3</sup> Project: complete renovation and expansion of existing WIPO Computer Room to 270m<sup>2</sup> and the creation of the new WIPONET I and II Computer Rooms (130m<sup>2</sup>); implementation of High-Speed Inter-Building Data Links resulting in 50-500 fold performance increase; migration of 80 per cent of the WIPO internal network to switched Fast Ethernet resulting in minimum five-fold performance increase to the desktop; migration of over 1,000 networked PC workstations to Fast Ethernet; the design, procurement and start of implementation of the WIPONET computer room.</li> <li>- Multi-lingual workstation and browser support extended to the Chinese, Japanese and Korean languages.</li> <li>- Extension of the internal network to the whole of the P&amp;G building and the <i>Centre International de Conférences de Genève</i> (CICG).</li> <li>- A new on-line credit card payment system was launched in March 2001. 2,700 transaction (~1.3 million Swiss-francs) were processed by the system in 2001.</li> <li>- The WIPO web site and subsidiary sites drew some 58 million page views during the biennium, with a 24 per cent increase in 2001 over the previous year. The number of hits on the WIPO web sites reached an overall total of more than 175 million in 2001.</li> <li>- The WIPO web site was launched in Russian in addition to the English, French, Spanish and Arabic version.</li> <li>- A search engine was implemented to provide better search and retrieval capabilities of content located on the Internet and Intranet.</li> <li>- A new firewall system was implemented to improve the security and to provide faster access to WIPO Internet resources from the internal network.</li> </ul>
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## Sub-program 12.2 – Intellectual Property Information Systems

<b>Objective:</b> <i>To enhance access to, and to promote the use of, intellectual property information.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>More effective use of, and greater access to, intellectual property information.</i>	Use and access to IP information was enhanced, with the publication, on WIPO's web site, of 34 technical standards (including a new one	<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> - Publication of both the 1999-2000 and the 2001 issues of the WIPO Handbook CD-ROM ( <i>WIPO Handbook on IP Information and</i>

<sup>3</sup> "Failsafe Organization-wide Customer-oriented Upgradeable Secure" IT systems

	<p>adopted in 2001), and guidance material relating to IP information.</p> <p>The IPDL project was completed on schedule, ensuring the provision of online access to WIPO IP data collections (e.g., the publication of PCT full-text data and complete Madrid and Hague Convention registration data).</p>	<p><i>Documentation</i>, the authoritative source for WIPO Standards, Recommendations and Guidelines).</p> <ul style="list-style-type: none"> <li>- Processing and publishing on the WIPO web site of 289 Annual Technical Reports on patent, trademark and industrial design information activities in 1998-2000, as provided by IPOs.</li> <li>- 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.</li> <li>- The JOPAL database on the Internet (a collection of non-patent literature (NPL) 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.</li> <li>- New IPDL services were developed, including a new search engine and standard format user-friendly public interfaces.</li> <li>- A new hardware infrastructure was developed to support the ever-increasing data collections.</li> <li>- A test database of traditional knowledge as prior art ("Health Heritage") has been developed.</li> <li>- Work is also continuing on the identification of technical standards for intellectual property Office electronic data integration into the IPDL system.</li> <li>- More than 18,000 active registered users of WIPO's IPDL system.</li> <li>- 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.</li> </ul>
<p><i>Increased use of international classification systems.</i></p>	<p>Six new States became members of the IPC Union, and, respectively, seven, five and four became members of the Nice, Vienna and Locarno Unions.</p> <p>The Secretariat promoted increased use of the IPC, and of the Nice Classification (NCL), Vienna Classification (VCL) and Locarno Classification (LOC) by offering, respectively, free Internet access to the IPC seventh edition, and to the NCL seventh edition, VCL fourth edition and LOC seventh edition, in English and French, as well as making available to Member States a free multilingual CD-ROM offering all seven IPC editions, and a bilingual</p>	<p><i>Number of IPOs and database vendors using international classifications as research tools:</i></p> <ul style="list-style-type: none"> <li>- Some 100 IPOs and seven major database vendors use the IPC as a classification and search tool; 100 IPOs and three organizations use the NCL.</li> <li>- IPC editions in English, French, German, Russian and Spanish were published on the IPC:CLASS CD-ROM (Version 4.1).</li> <li>- More than 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.</li> <li>- Some 200 free copies of the eighth edition of the Nice Classification were distributed to Member States of the Paris Union.</li> <li>- Recommendations Nos. 8, 9, 10 and 11 of the IB concerning the classification of goods and services not yet appearing in the NCL were sent out to Member States of the Nice Union.</li> <li>- Development of translation and publication software aids was finalized; these tools were offered by the IB to national offices for the preparation of national language versions of the NCL.</li> </ul>

	<p>English and French CD-ROM offering the current editions of the TM and ID Classifications.</p> <p>IPC reform was continued to fully accommodate the IPC to the use in the electronic environment. Work was undertaken for the revision of the IPC and production of the eighth edition.</p> <p>The new Internet-based IPC management system (IBIS) was delivered.</p> <p>Work was finalized for the publishing of the eighth edition of NCL.</p> <p>Work was also undertaken for the revision and production of the fifth edition of the VCL.</p>	<ul style="list-style-type: none"> <li>- The Strategic Plan for the development of the IPC was prepared and approved by the IPC Committee of Experts. It provides policy guidance in carrying out IPC reform.</li> <li>- The IPC Reform Working Group continued elaboration of the IPC reform tasks. 16 reform tasks were considered, out of which four were completed.</li> <li>- The IPC Revision Working Group started preparation of the eighth edition and implementation in the IPC of IPC reform results. 85 IPC revision projects were considered, out of which 37 projects were completed in both English and French versions.</li> <li>- The IBIS project provided an Internet basis for IPC revision and laid down the information technology infrastructure for IPC reform.</li> <li>- In preparation of the eighth edition of the NCL, the Committee of Experts of the Nice Union, at its 18<sup>th</sup> 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.</li> <li>- On request of various IP Offices the IB prepared some 100 classification reports under the Nice Classification.</li> <li>- In preparation of the fifth edition of the VCL, the Committee of Experts of the Vienna Union, at its Fourth Session, considered and adopted a number of changes for introduction into the current edition of the Classification.</li> </ul>
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<p><b>Objective:</b> <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>		
Expected results	Results Achieved	Selected Performance Indicators
<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 adoption of a new WIPO Standard and the revision of 25 WIPO Standards.</p> <p>Preparatory work for IPDL technical standards Working Group involving Member States and industry experts.</p> <p>Preliminary coordination efforts to establish a SCIT IPDL electronic Task Force were carried out throughout the biennium.</p> <p>Ongoing work on the identification of technical standards for intellectual property Office electronic data integration into the IPDL system, scheduled for completion by the end of 2003.</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"> <li>- Publishing on WIPO's web site of 34 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.</li> <li>- Evaluation and implementation of Member State-developed and adopted standards (Singapore) on the WIPO IPDL site.</li> <li>- Work was also undertaken by the Secretariat to establish IPDL standards as mandated by the SCIT's SDWG.</li> <li>- Completion of the IPDL project, which supports planned search and retrieval tasks through both human and machine interfaces. The machine interface uses a set of standards 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.</li> </ul>

<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. However, the Secretariat provided the following to Member States: - Comments to the IPO of Uruguay on the contents and layout of their Official Gazette and first page publication of Uruguay (UY) patent documents. - Participation in more than 25 missions 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 in the WIPO/EPO Training Seminar "Streamlining Search and Examination Procedures," focussing on IT in the field of IP.</p>
<p><b>Total expenditure for Main Program 12 in the 2000-2001 biennium:</b></p>		<p><b>Sfr82,105,000.-<sup>4</sup></b></p>

## MAIN PROGRAM 13 – Patent Cooperation Treaty (PCT) System

95. The number of international patent applications under the Patent Cooperation Treaty (PCT) set a new annual record when the 100,000<sup>th</sup> application was received at WIPO in December 2001.

96. In the biennium 2000-2001, PCT applications increased by 38.2 per cent compared with 1998-1999. In addition, the percentage of applications received from developing countries more than doubled in 2000-2001 compared with 1998-1999. The number of countries participating in the PCT system rose to 115, with the new memberships of Belize, Colombia, Ecuador, Equatorial Guinea, Mozambique, Oman, Philippines, Tunisia and Zambia.

97. In nearly every aspect, the Office of the PCT (sub-program 13.1) 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. Further efficiency enhancements, by progressively merging staff of the current PCT Examination and Publication Sections into "Processing Teams," were expected to result in a more flexible organizational structure in the PCT Operations Department. This would allow innovative new functions and services to be elaborated in parallel with the development of the future IMPACT System. Within this framework, following the successful deployment of the first Processing Team, which was created on a pilot basis in May 2001, a second Processing Team was implemented, with the overall aim of putting 12 such teams in place by the end of 2002.

98. The filings of international applications with the receiving Office of the International Bureau (RO/IB) were in line with expectations, and the Office was able to process them in a swift, reliable and cost-effective manner. However, the significant growth in application filings resulted in some backlogs. The growth in the number of international applications filed and the number of PCT applicants (sub-program 13.2) are clear indications of an

<sup>4</sup> This amount includes expenditure for IT projects (WIPONET, IMPACT).

increased awareness and knowledge of the operation and benefits of the PCT system among its users, industrial property agents, governments and intergovernmental organizations.

99. The increase in the number of Contracting States to the PCT, with the addition of nine Contracting States during the biennium, resulted from a combination of promotional missions, ongoing contacts and relationships with key personnel in the respective governments and industrial property offices, legal assistance and support, and from the growth and evident advantages of the PCT itself. An enlarged participation in the PCT system by users was the direct result of an active program of seminars and increased use of the PCT web site and associated tools to disseminate relevant PCT information (the PCT web site was the most frequently visited part of the WIPO web site, for example, the electronic version of the PCT Gazette regularly received more than 25,000 visitors per month during the 2000-2001 biennium).

100. Significant improvements were made to the PCT legal framework resulting in greater ease of use for PCT applicants at lower costs. The PCT reform process started, forming the basis for further significant improvement and overhaul of the entire PCT legal framework.

101. Cooperation with developing countries on PCT matters, with a view to improve the efficiency of their systems for the protection of inventions, was enhanced through increased assistance provided by the Office of the PCT, as well as the Developing Countries (PCT) Division. PCT applicants who were nationals and/or residents of those PCT Contracting States which are developing countries, derived real benefits from membership of their countries in PCT, as demonstrated by the significant increase in the percentage of international applications filed in developing countries in the biennium.

### Sub-program 13.1 – Operation of the PCT System

<b>Objective:..</b> <i>To provide in a swift, reliable and cost-effective manner the services entrusted to the International Bureau under the PCT.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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</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/International Bureau (RO/IB) was progressively accumulating some</p>	<p><i>Number of international applications and demands received and processed, and number of pamphlets published:</i></p> <ul style="list-style-type: none"> <li>- International applications received in 2000 and 2001 were 90,948 and 103,947 respectively, i.e., 194,895, representing a 38.2 per cent increase compared to 1998-1999 (141,030). The total number of international applications exceeded the budgeted figure of 172,000 with 13.3 per cent.</li> <li>- Demands received under Chapter II in 2000 and 2001 were 64,243 and 80,530 respectively, i.e., 144,773, or a 42.7 per cent increase compared to 1998-1999 (101,477). The total number of demands received exceeded the budgeted figure of 128,000 with approximately 13 per cent.</li> <li>- International Preliminary Examination Reports (IPERs) received in 2000 and 2001 were 58,630 and 69,460 respectively, i.e., 128,090, representing a 40.5 per cent increase compared to 1998-1999 (91,174).</li> <li>- As Receiving Office (RO), the International Bureau received and processed 2,045 and 2,894 international applications respectively for the years 2000 and 2001, i.e., 4,939 for the 2000-2001 biennium, representing a 15 per cent increase compared to 1998-1999 (4,279).</li> <li>- Number of requests for documents for national stage processing received from designated/selected offices in 2000 and 2001 were 55,396 and 81,179 respectively, i.e., 136,575 or a 124 per cent increase compared to 1998-1999 (60,968).</li> </ul>

<i>and 84,000 in 2001.</i>	backlog in view of the growth in application filings.  PCT publications were all produced in a timely manner.	- Pamphlets published in 2000 and 2001 were 79,858 and 99,606 respectively, i.e., 179,464 or a 40.8 per cent increase compared to 1998-1999 (127,510).  <i>Timeliness of processing (including publications and under Chapter II) of the international applications:</i> - All applications were processed, and all publications were distributed in timely manner. - 104 issues of the PCT Gazettes were published in 2000 and 2001 (plus five special issues in paper and electronic form).
<i>Improved productivity in translation on the basis of greater usage of computer-assisted translation.</i>	Improved quality and increased efficiency of translation activities through automation, IT systems and staff deployment/training.  Work continued toward greater use of computer-assisted translation.	<i>Number and nature of translations effected:</i> - The number of abstracts translated in 2000 and 2001 were 102,844 and 116,441 respectively, i.e., 219,285 or a 36.3 per cent increase compared to 1998-1999 (160,870). - The number of IPERs translated in 2000 and 2001 were 11,644 and 14,246 respectively, i.e., 25,890 or a 23 per cent increase compared to 1998-1999 (21,033).  Activities related to computer-assisted translation included: - Continuation of the development of Translation Tools and Computer Assisted Translation (CAT) System. - Completion of first phase (evaluation) of Terminology Extraction Project with Xerox. - Preparation for production phase of Terminology Extraction Project. - Launch of Internet-based technical terminology database (50,000 entries). - Creation of knowledge base for PCT Translators. - Papers on computer assisted translation presented by the Secretariat at five international conferences.

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increase in the productivity of PCT operations in the International Bureau.</i>	Increased productivity in PCT operations.	<i>Ratio between the total number of PCT staff and the number of international applications:</i> - The ratio between the total number of international applications and the total number of PCT staff under sub-program 13.1 was 357/1 in 2000-2001.  <i>Comparison between the growth in the total PCT expenditures and the growth in the number of international applications:</i> - PCT expenditures increased by 33.4 per cent in 2000-2001 compared to 1998-1999, while the number of PCT applications increased by 38.2 per cent compared to 1998-1999.
<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.	<i>Number of international applications filed using PCT-EASY software:</i> - 36,428 or 35 per cent of all international applications received in 2001 used PCT-EASY software compared to 24,881 or 27.4 per cent in 2000, and 9,610 or 13 per cent in 1999 when the PCT-EASY was inaugurated.

<b>Objective:.</b> <i>To improve the dissemination on paper or in electronic format of information on international applications and related information</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Establishment of electronic links between the International</i>	The number of data electronic exchange between Offices and the International	<i>Number of national and regional industrial property offices with which the International Bureau exchanges data electronically:</i> - Within the existing systems, the International Bureau continued to exchange data electronically using the dedicated line between WIPO

<p><i>Bureau's PCT computer systems and those of other industrial property offices.</i></p>	<p>Bureau increased (PCT-EASY software, US Patent Office, Japan Patent Office). New means (Internet with the US Patent Office (USPTO), PCT-EASY based on solution with the Japan Patent Office) have been used. With the ongoing projects, the use of electronic data transfer on various means will be further increased.</p>	<p>and EPO (bi-directional). The exchange of additional types of data over this channel is planned for the near future. In addition, the International Bureau continued to receive electronic fee data by online transfer from the United Kingdom (UK) office and also exchange data electronically with the Japan and US Patent and Trademark Offices. The enhanced use of PCT-EASY software increased the electronic communication between the International Bureau and various offices.</p> <p><i>Extent of use of electronic means for the exchange of data between those offices and the International Bureau:</i></p> <ul style="list-style-type: none"> <li>- The ongoing development projects concerning the PCT have progressed well. The scope of these projects includes electronic data exchange through an electronic filing package as well as the electronic delivery of PCT documents to Offices via the Internet. Wider adoption of electronic data exchange between Offices and WIPO can be expected when the projects under development become operational.</li> <li>- In collaboration with the Japan Patent Office, a solution based on PCT-EASY software allows the International Bureau to receive and to load in the PCT system bibliographical data in an electronic form in Japanese language. Also, in collaboration with the USPTO, a weekly basis transfer via the Internet has been set up.</li> </ul>
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### Sub-program 13.2 – Legal Framework, Informational and Promotional Activities and Cooperation for Development in Relation to the PCT System

<p><b>Objective:</b></p>	<p><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></p>	
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Increase in the number of international applications and applicants.</i></p>	<p>Very strong increase, both in numbers of international applications and PCT applicants.</p>	<p><i>Number of international applications:</i></p> <ul style="list-style-type: none"> <li>- International applications received in 2000 and 2001 were 90,948 and 103,947, respectively, i.e., 194,895, representing a 38.2 per cent increase compared to 1998-1999 (141,030). Of the total number of international applications, 3,152 and 5,379 were received from developing countries in 2000 and 2001 respectively, i.e., 8,531 international applications in total for the biennium, representing 4.4 per cent compared to 2,942 or 2.1 per cent in 1998-1999.</li> </ul> <p><i>Number of PCT applicants:</i></p> <ul style="list-style-type: none"> <li>- The number of PCT applicants in 2000 and 2001 were 125,000 and 140,000 respectively, i.e., 265,000 or a 40.2 per cent increase compared to 1998-1999 (189,000).</li> </ul>

<p><b>Objective:</b></p>	<p><i>To increase the number of Contracting States to the PCT and enlarge participation in the PCT system by users.</i></p>	
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Increase in the number of PCT Contracting States.</i></p>	<p>As of December 2001, PCT Contracting States numbered 115, showing an increase of nine for the biennium. Among the 115 PCT Contracting States, 61 are developing countries.</p>	<p><i>Number of new PCT Contracting States:</i></p> <ul style="list-style-type: none"> <li>- Nine additional countries deposited instruments of accession in 2000-2001 biennium: Belize, Colombia, Ecuador, Equatorial Guinea, Mozambique, Oman, Philippines, Tunisia and Zambia (compared with 10 in 1998-1999 biennium).</li> <li>- The Secretariat continued to engage in an active seminar program to promote PCT adherence and increase use 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.</li> </ul>



<b>Objective:</b>	<b><i>To improve the PCT legal framework, and simplify and render more economical obtaining patent protection worldwide by use of the PCT.</i></b>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Improved legal framework for obtaining protection for inventions under the PCT that, in particular, facilitates electronic filing of international applications.</i>	<p>Significant improvements to the PCT legal framework resulted in lower costs for applicants due to a revised fee structure, procedural simplification for applicants and good prospects for additional simplification.</p> <p>PCT reform process started.</p>	<p><i>Adoption of the necessary amendments to the PCT Regulations and Administrative Instructions:</i></p> <p>- Significant improvements were made to the PCT legal framework, as follows:</p> <p>(a) Fee reductions: approximately 66 per cent of applicants benefited from a 30 per cent reduction in the international fee by reducing the maximum number of designated countries for which payable fees were due from 10 to six. In addition, the transmittal fee payable to the International Bureau as receiving Office was reduced from 300 to 100 Swiss francs and was waived completely for those PCT applications, which qualify for the 75 per cent reduction in fees payable to the benefit of the International Bureau.</p> <p>(b) PCT Regulations: Implementation of amendments adopted by the PCT Assembly in March 2000 (concerning PLT, national phase declarations, applicant and agent reference numbers, priority document translation), which entered into force on March 1, 2001. These amendments involved four new and eight amended Rules, eight new and three modified sections of the Administrative Instructions, substantial revision of the 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.</p> <p>(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 the 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.</p> <p>(d) Consultations were held on a new layout of the pamphlet front page and implementation of the new layout was announced in November 2000.</p> <p>(e) After a succession of five rounds of consultation and revision, over more than two years, the legal framework and technical standards necessary to enable the implementation of electronic filing and processing of international applications were published, as modifications to the Administrative Instructions, in December 2001, coming into effect on January 7, 2002.</p> <p>PCT Reform:</p> <p>The PCT Assembly decided to set up a special body (the Committee on Reform of the PCT) to consider proposals for reform of the PCT and, following the first session of the Committee, agreed with the Committee's recommendation concerning the general objectives of PCT reform, the establishment of a Working Group, the matters to be referred to the Working Group, and the work program of the Committee and the Working Group between the September 2001 and September 2002 Sessions of the Assembly. The Working Group met and considered proposals for reform regarding the following matters: concept and operation of the designation system; improved coordination of international search and international preliminary examination and the time limit for entering the national phase; conform filing date requirements to those in the PLT; conform missing part type requirements to those in the PLT; other PLT consistent changes; general streamlining and simplification.</p>

<b>Objective:</b>	<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>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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.	<p><i>Number of new Contracting States which are developing countries:</i> - The nine new Contracting States that joined the PCT in 2000-2001 are all developing countries: Belize, Colombia, Ecuador, Equatorial Guinea, Mozambique, Oman, Philippines, Tunisia and Zambia.</p> <p><i>Number of staff in Offices of developing countries trained on the PCT:</i> - A total of 581 IPO staff members from 15 developing countries and one from a regional organization (OAPI) were trained. Also, 4,572 participants from 92 developing countries and two regional organizations attended regional and national seminars. - The governments of 92 developing countries individually, and two regional organizations (OAPI and ARIPO, comprising 16 and 13 PCT Contracting States respectively) were provided with advice and assistance concerning the PCT and its particular benefits for developing countries.</p> <p><i>Extent of integration of the PCT into national and regional patent systems in developing countries:</i> - Draft PCT provisions and/or legal advice for implementing the PCT were provided to 37 developing countries in 2000-2001.</p>
<b>Total expenditure for Main Program 13 in the 2000-2001 biennium:</b>		<b>Sfr126,877,000.-</b>

## **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**

102. The number of international trademark registrations for protection under the Madrid System increased in the 2000-2001 biennium by 17 per cent, in sharp contrast with the stagnation in registrations experienced in 1998-1999, to reach a figure of 46,953. Similarly, the number of renewals in the biennium increased by 16 per cent to 13,772. 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 period under review, 14 States became bound by the Madrid Protocol, bringing the total number of States party to the Protocol to 54 and the total membership of the Madrid Union to 70. 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, two sessions of a Working Group were convened to consider proposals for modifications of the Common Regulations under the Madrid Agreement and Protocol. The Assembly of the Madrid Union approved the said modifications 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.

103. Under the Hague Agreement, registration activity increased significantly in the biennium: the number of deposits and renewals of industrial designs went up by nine per cent, and reached a total of 14,405. The 50,000<sup>th</sup> application under the 1960 Act of the Hague Agreement was filed in February 2000, a milestone that shows strong evidence of the System's increasing use. Furthermore, 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, as well as the innovations introduced by the new Act of the Hague Agreement. Three countries, namely Iceland, the Republic of Moldova and Romania, were the first to ratify this Act in 2001.

104. Two sessions of a Working Group were convened to review the Regulations under the Lisbon Agreement with a view to proposing modifications of those Regulations to the Assembly of the Lisbon Union, which approved the said modifications in September 2001.

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

<b>Objective:</b> <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>														
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>												
<p><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></p> <p><b>- under the Madrid System:</b></p> <p><i>Int. registrations: 42,000</i>  <i>Renewals: 11,000</i>  <i>Total 53,000</i>  <i>Sub. Designations: 13,100</i>  <i>Other changes: 90,000</i>  <i>Refusals (and related notifications): 145,000</i></p>	<p>Under the Madrid system, the number of international registrations and of renewals increased by 17 per cent and 16 per cent respectively over the preceding biennium. The number of changes and renewals increased by 7.5 per cent and 2.6 per cent respectively over the preceding biennium.</p>	<p><i>Number of international registrations, renewals and other entries in the International Registers of marks and industrial designs actually effected:</i></p> <p><i>Timeliness and unit cost of international registrations and renewals:</i></p> <p>- No significant backlog reported, beyond normal fluctuations due to the variable nature of application submissions.</p> <p><b>Madrid System 2000-2001 statistics:</b></p> <table> <tr> <td>Int. registrations:</td> <td>46,953</td> </tr> <tr> <td>Renewals:</td> <td>13,772</td> </tr> <tr> <td>Total:</td> <td>60,725</td> </tr> <tr> <td>Sub. Designations:</td> <td>12,518</td> </tr> <tr> <td>Other changes:</td> <td>99,062</td> </tr> <tr> <td>Refusals (and related notifications):</td> <td>159,229</td> </tr> </table>	Int. registrations:	46,953	Renewals:	13,772	Total:	60,725	Sub. Designations:	12,518	Other changes:	99,062	Refusals (and related notifications):	159,229
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<p><b>- under the Hague System:</b> International deposits: 8,500 Renewals: 5,500 Total: 14,000 Number of designs contained in deposits: 41,000 Changes: 4,350</p>	<p>For the Hague System, the number of international deposits and that of renewals increased by 5.5 per cent and 14.5 per cent respectively over the preceding biennium. The number of changes recorded increased by over 23 per cent.</p>	<p><i>Number of international registrations, renewals and other entries in the International Registers of marks and industrial designs actually effected:</i></p> <p><i>Timeliness and unit cost of international registrations and renewals:</i></p> <p><b>Hague System 2000-2001 statistics:</b> International deposits: 8,517 Renewals: 5,888 Total: 14,405 Number of designs contained in deposits: 41,930 Changes: 5,250</p>
<p><b>- under the Lisbon System:</b> <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><i>Number of international registrations, renewals and other entries in the International Registers of marks and industrial designs actually effected:</i></p> <p><i>Timeliness and unit cost of international registrations and renewals:</i></p> <p><b>Lisbon System 2000-2001 statistics:</b> International registrations: 8</p>

<p><b>Objective:</b> <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"> <li>- Four new Contracting Parties (Australia, Estonia, Iceland and Japan) started receiving electronic communications from the Secretariat.</li> <li>- Altogether there are at present 18 countries (as compared to seven in 1999) receiving electronic communications from the Secretariat.</li> </ul>
<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"> <li>- 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.</li> </ul>

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

<p><b>Objective:</b> <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>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"> <li>- The Madrid System: increase of 17 per cent as compared to 1998-1999.</li> <li>- The Hague System: increase of nine per cent as compared to 1998-1999.</li> </ul>

	Expanded awareness and knowledge of the international registration systems.	<p><i>Awareness and knowledge of the Madrid, Hague and Lisbon systems were promoted through the following activities:</i></p> <ul style="list-style-type: none"> <li>- Organization of six two-day seminars (four in English and two in French) on the procedures under the Madrid system, attended by over 55 participants, and of two one-day seminars on the procedures under the Hague system. The participants to the above seminars came mainly from the private sector.</li> <li>- Organization of 16 study programs in the International Registrations Department for officials from Antigua and Barbuda, Armenia, Australia, Bhutan, Cuba, Greece, Ireland, Japan, Mongolia, Portugal, Republic of Korea, Republic of Moldova, Ukraine, United Kingdom and Zambia.</li> <li>- Briefing at WIPO of officials of 39 industrial property offices or other national or international bodies in 2000 and 34 in 2001.</li> <li>- Missions to 39 countries by WIPO officials in order to hold training and promotional activities.</li> <li>- Participation in 11 seminars organized by the WIPO Worldwide Academy concerning, <i>inter alia</i>, the Madrid and Hague systems.</li> </ul>
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<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>Three States ratified the Geneva Act.</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"> <li>- 14 States became bound by the Madrid Protocol (one of which also joined the Madrid Agreement: Antigua and Barbuda, Armenia, Australia, Bulgaria, Bhutan, Greece, Ireland, Italy, Japan, Latvia, Mongolia, Singapore, Ukraine and Zambia).</li> <li>- 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.</li> <li>- Three States ratified the Geneva Act of the Hague Agreement: Iceland, Republic of Moldova and Romania.</li> </ul>
<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 were 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"> <li>- Two sessions of a Working Group were convened to consider proposals for modifications of the Common Regulations under the Madrid Agreement and Protocol that were approved at the Assembly of the Madrid Union at its September 2001 Session.</li> </ul> <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"> <li>- Two sessions of a Working Group were convened to consider proposals for modifications of the Regulations under the Lisbon Agreement that were approved at the Assembly of the Lisbon Union at its September 2001 Session.</li> </ul>
<b>Total expenditure for Main Program 14 in the 2000-2001 biennium:</b>		<b>Sfr 27,776,000.-</b>

## MAIN PROGRAM 15 – Human Resources Management

105. The focus of Human Resources Management (HRMD) was on modernizing human resources tools and practices to make the Organization more responsive to the changing work environment. At the recommendation of Member States, international consulting firms were engaged to review human resources activities that would further enhance the attraction, recruitment and retention of highly qualified staff in WIPO. The Director General approved the establishment of the Ombudsman function at WIPO. Progress was made on the

development of a modern and efficient Personnel Management Information System. The overhauling of the flexible working time (“FlexiTime”) system was also completed. Furthermore, improvements continued with respect to social security, staff welfare and healthcare, including a maternity leave scheme for short-term employees, which was introduced in September 2001. Training activities for staff were also further expanded and consolidated.

106. With regard to Engagements (sub-program 15.1), staff recruitment procedures continued to be streamlined. A new form of contract, the Special Labor Contract (SLC), for professional short-term employees, was introduced in September 2000. In addition, support was provided to the consultanting firms for the collection and analysis of data information and internal documents on recruitment and retention practices.

107. In the framework of sub-program 15.2, activities relating to the remuneration, entitlements and working hours were carried out for regular staff members as well as for all consultants, holders of Special Service Agreements (SSA) and SLC contracts and short-term employees. Important efficiency gains have been achieved by the application of the Personnel Management Information System (SIGAGIP/CS). New flexible working hours system rules were defined and a pilot testing conducted prior to full implementation of the system.

108. In the framework of Social Security and Staff Welfare activities (sub-program 15.3), the WIPO Insurance Management Committee recommended that the Organization continue to contribute to the medical insurance premiums for children aged 21 to 25 who are still enrolled in educational institutions. Likewise, the contributions of the Organization to the medical insurance premium for staff in part-time employment were aligned with the premium for staff in full-time employment. Measures were taken to contain medical insurance costs, i.e., the increases in premiums and annual deductibles. In 2001 a worldwide call for tender was launched for the three accident insurance plans—work-related, non-work-related, and spouse and children—resulting in a decrease in premiums and an improvement in the coverage of the existing schemes. An optional group life insurance scheme was implemented in January 2000, while a medical insurance for participants in WIPO meetings was put in place in September 2001.

109. Classification and Procedures activities (sub-program 15.4), in relation to the formulation of general human resources management policies, continued in keeping with developments and trends within the United Nations Common System. A number of amendments to the WIPO Staff Regulations and Staff Rules (including changes to the salary scale) were approved by the Coordination Committee at its 31<sup>st</sup> and 32<sup>nd</sup> Sessions in 2000 and 2001, and were implemented. A total of 467 post descriptions were revised, including 192 post classification exercises based on the standards established within the United Nations Common System. The Classification Committee, established under the provisions of Chapter II of the WIPO Staff Regulations and Rules, held its 67<sup>th</sup> and 68<sup>th</sup> sessions in 2000 and 2001.

110. Training activities (sub-program 15.5) were provided to empower and motivate staff members to carry out their duties with enhanced skills. Despite budget constraints in 2000 and 2001, 66 per cent of staff members participated in one or more formal training activities that ranged from use of information technology to personal and organizational stress management. Courses such as time management, general management, tips for newly recruited secretaries, specific ad hoc courses (international cash management, protocol, IT law, etc.) were offered. More efficient dissemination of internal information was encouraged by greater use of the Intranet. The further development of the “Practical Pages” site created a

direct, user-friendly means of access to practical and administrative information about WIPO. At the end of 2001, under special external circumstances and with very short notice, a new language program for English, French and Spanish was set up through a competitive bidding process.

111. The WIPO Medical Unit (WMU) (sub-program 15.6) performed various interventions, including consultations, vaccinations, pre-travel briefings and medical entrance examinations, for staff, retirees and delegates. At the beginning of the biennium, a screening campaign of the most frequent cancers (breast cancer in women, prostate cancer in men) was launched. In collaboration with the Staff Development Section, a lunchtime learning session entitled "Accrued life expectancy: role of hormones and dehydroepiandrosterone (DHEA)," was presented by a leading expert on innovations in anti-aging and bio-medical technologies. Food and hygiene inspections were conducted in the WIPO restaurants, and an additional health tripartite agreement was concluded for the WIPO staff members insured by Van Breda. Active medical support for staff members wishing to quit smoking was provided on a permanent basis.

## Program 15.1 – Engagements

<b>Objectives:</b> <ul style="list-style-type: none"> <li>- To recruit staff of the highest level of competence, efficiency and integrity.</li> <li>- To enhance gender-equitable recruitment within the Organization.</li> <li>- To enhance geographical distribution in WIPO.</li> </ul>		
Expected results	Results Achieved	Selected Performance Indicators
<i>Timely and efficient recruitment of high-caliber staff, reflecting gender equity and geographical distribution.</i>	Implementation of recruitment processes pertaining to advertising of posts, selection of Appointment and Advisory Boards (AAB) committees, interviewing and recruitment of potential candidates.	<p><i>Number of staff recruited to meet the needs of the Organization within established time frames:</i></p> <ul style="list-style-type: none"> <li>- 206 competitions were announced (113 at Professional (P) and 93 at General Service (GS) level respectively) and 144 new staff were recruited (63 at P and 81 at GS level). 87 fixed-term staff (45 P and 42 GS) were transferred or promoted following competitions. A total of 11,609 applications for competitions were received during the biennium: 10,045 for competitions in the P category and 1,564 for competitions in the GS category. All applications were registered, acknowledged, evaluated and processed within the AAB mechanism. 193 AABs were held.</li> <li>- Under the Direct Recruitment scheme, 31 Professionals were appointed.</li> <li>- Under the Junior Professional Program (JPO), another five Professionals were appointed.</li> <li>- Approximately 4,861 spontaneous applications were received, not related to specific competitions. Each was registered, evaluated and acknowledged.</li> <li>- Number of regular staff at the end of 2001: 853.</li> </ul> <p><i>Feedback from Divisions within the Organization on recruitment efficiency:</i></p> <ul style="list-style-type: none"> <li>- Generally positive feedback was received from within the Organization.</li> </ul> <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"> <li>- 16 of the 31 Professionals appointed under the Direct Recruitment scheme were women (51.6 per cent).</li> <li>- Of the 169 new staff appointed, 92 were women (43 at P and 49 at GS level respectively: 54.4 per cent).</li> </ul> <p><i>Level of improvement in geographical distribution of staff:</i></p> <ul style="list-style-type: none"> <li>- At the end of December 2001 there were 86 different nationalities represented by staff members, compared to 84 at the end of 2000.</li> </ul>

<b>Objective:</b> <i>To strengthen recruitment and personnel administration of temporary employees in order to support program activities.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Streamlined policies and procedures for the recruitment and personnel administration of short-term personnel.</i>	Continued effective administration of the Organization's temporary or short term personnel, including the introduction of one new contract scheme, as well as introducing a short-term employee maternity leave benefit.	<p><i>Number of policies and procedures developed and implemented:</i></p> <ul style="list-style-type: none"> <li>- The new Special Labor Contract (SLC) scheme, introduced at the end of 2000 to better serve in the recruitment and administration of short term professional assistance, was fully implemented and utilized during 2001. A new maternity leave scheme for short-term employees was introduced in September 2001.</li> <li>- With regard to short-term Professional level recruitment, 31 Consultants, 29 Special Labor Contract (SLC) and 53 Special Service Agreement (SSA) holders were recruited through local and international advertisement campaigns.</li> <li>- 270 new General Service short-term assistance contracts were issued, 1,877 contract extensions and 920 attestations processed. WIPO also engaged 21 interns under the WIPO ad hoc internship program. To that end, 416 applications were received, registered, acknowledged and evaluated.</li> <li>- 351 interviews were conducted for short-term General Service openings and 153 typing tests were organized and carried out (a single typing test requires 1 to 1.5 hours in total).</li> </ul>

## Program 15.2 – Benefits and Entitlements

<b>Objective:</b> <i>To administer the benefits and entitlements of the various categories of staff in accordance with the WIPO Regulations and Staff Rules.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Timely and efficient administration of the benefits and entitlements of all staff.</i>	The administration of regular employees' benefits and entitlements was carried out in a timely and efficient manner, as well as the record keeping of attendance for all categories of staff.	<p><i>Feedback from staff on the administration of their benefits and entitlements:</i></p> <ul style="list-style-type: none"> <li>- 3,107 reports related to contracts, calculations and controls were made. 262 education grant related cases were treated; also 1,240 attestations and 193 UN "laissez-passer" were issued.</li> <li>- 40,314 requests for annual, credit and compensatory leave; approximately 19,000 requests for sick leave control and the payment of altogether approximately 85,000 hours of overtime were handled.</li> <li>- Staff and program managers gave positive feedback.</li> </ul>

<b>Objective:</b> <i>To implement an efficient Personnel Management Information System and develop a new and more efficient Flexitime system.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Introduction of an efficient Personnel Management Information System for the Division.</i>	The staff in the sub-program may now make the data input themselves, as well as consult and correct information with higher speed and efficiency.	<p><i>Extent of improvement in efficiency, precision and speed with which this Main Program 15 as a whole is carried out:</i></p> <ul style="list-style-type: none"> <li>- The initial efficiency gains that were expected from the application of the new Personnel Management Information system (SIGAGIP/CS) only materialized in the fourth quarter of 2000 due to a longer process of de-bugging and stabilization of the technical parts of the system. Starting in 2001, the gains have been important.</li> </ul>
<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 or processes related to salary administration was attained.	<p><i>Feedback from program managers and other staff:</i></p> <ul style="list-style-type: none"> <li>- Satisfaction in the timeliness of remuneration and entitlement administration. The timely award of salary increases due and also the confirmation of administrative action taken through correct and precise personnel action devices (PADs) have resulted in a decrease of the need for retroactive corrections by finance/payroll.</li> </ul>



<i>Development and implementation of a new and more efficient Flexitime system.</i>	Attendance record-keeping was improved; data previously distributed on paper is now accessible by every staff member on the WIPO Intranet.	<i>Extent to which administration of the Flexitime system is improved:</i> - New FlexiTime system rules were defined, and a pilot testing was undertaken pending full implementation of the system.
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<b>Objective:</b> <i>To inform and advise staff members of their rights and obligation vis-à-vis the Organization and the host country's authorities.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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 some of the relevant information available to staff, in particular by use of Intranet for on-line consultation.	<i>Feedback from staff on the information and advice provided to them:</i> - Satisfaction with the issuing of a new Administrative Manual and the subsequent presentation and up-dating on the Intranet was reflected in the feedback received from staff and program managers. - 172 briefing sessions for new staff were provided.

### Program 15.3 – Social Security and Staff Welfare

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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. However, significant increases of the holders of social security entitlements (staff members, retirees and dependents) were witnessed, whereas the number of staff administering social security services saw no increase for some years.	<i>Feedback from staff and other beneficiaries on the provision and administration of social security and services:</i> - 271 new staff members and employees joined the United Nations Joint Staff Pension Fund (UNJSPF), bringing the total number of participants to 1,107. Also, 472 WIPO staff and their families joined the group medical insurance scheme, bringing the total number of insured to 2,596. - 216 accident declarations, 291 requests for medical insurance repayments for short-term employees, 98 UNJSPF separation settlements or withdrawal settlements and 753 miscellaneous certificates were processed during the biennium. - The WIPO (Closed) Pension Fund considered the 2001 accounts, documents relating to the pension supplements paid to retired staff, and issues relating to the management of the Fund's real estate, and negotiated the sale of Chalet Erika.

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Introduction of new insurance schemes and improvements in the existing schemes.</i>	More advantageous insurance conditions were introduced in 2000, and new insurance options were made available further to the recommendations of the WIPO Medical and Accident Insurance Management Committee (created in 1998).	<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 162 staff joined the scheme. - An optional life insurance for staff members' spouses was also

		implemented in 2001, and 18 spouses joined the scheme. - Implementation of the above insurance plans generated positive feedback from staff and other beneficiaries, especially with regard to the introduction of an optional life insurance scheme.
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<b>Objective:</b> <i>To contain the costs of social security while improving the quality of services.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Containment of social security costs and improvement of quality of social security.</i>	Containment of medical insurance costs continued to be achieved.	<i>Costs of social security and quality of social security coverage:</i> - Measures were taken by the WIPO Insurance Management Committee to contain certain medical insurance costs, i.e., increases in premium and annual deductibles, or new arrangements with medical care providers.

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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.	<i>Feedback from staff and their families:</i> The following activities were undertaken for staff and their families: - 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, including 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 was developed offering practical information to the staff.  - About 600 personal meetings were held with staff, upon their request, which 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. - After the installation period, newcomers often contacted the Unit in charge of staff welfare to report their satisfaction with the assistance received.

## Program 15.4 – Classification and Procedures

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Improved compatibility of the WIPO Staff Regulations and Rules with the United Nations Common System.</i>	Changes in the United Nations Staff Regulations and Rules approved by the United Nations General Assembly in 2000 and in 2001 have been implemented, with the approval of the WIPO Assemblies.	<i>Number of amendments made to the WIPO Staff Regulations and Rules:</i> - 62 Regulations and Rules were amended in the WIPO Staff Regulations and Rules. - The WIPO Administrative Manual was re-issued in paper format and also issued in electronic format on the WIPO Intranet web site, and updated frequently.

<b>Objective :</b> <i>To introduce an improved Organization-wide Performance Management System.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Introduction of an improved Performance Management System.</i>	A new Performance Appraisal System is under consideration, but has not yet been introduced. The subject was addressed by the external consultants, and will continue to be considered in the next biennium.	<i>Feedback from Program Managers and other staff:</i>  —

<b>Objective:</b> <i>To improve standards of recruitment, placement and promotion of staff and temporary employees.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Classification of all posts in accordance with the standards used within the United Nations Common System.</i>	Program managers were instructed to finalize the descriptions of jobs under their supervision.	<i>Number of posts so classified:</i> - 192 posts were classified by external and internal classifiers in accordance with the applicable UN standards. The Classification Committee met twice during 2000-2001.
<i>Improved standards of recruitment, placement and promotion of staff and temporary employees.</i>	Activities were undertaken towards the engagement of external consultants and in the design of the work program established for and executed by those firms.	<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>	No progress was made on this item because of the unavailability of financial resources.	<i>Degree of computerization of "Post History" files:</i>  —
<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>	This sub-program was not connected to the system.	<i>Feedback from program managers and other staff:</i>  —

## Program 15.5 – Staff Development

<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased productivity and efficiency through the organization of training programs on management and development.</i>	<i>Ad hoc training courses on management and development were provided whenever needed.</i>  <i>A broad training program for all managerial staff was designed. Its launching had to be postponed due to a lack of resources.</i>	<i>Degree to which modern management techniques, delegation, coaching, motivation, etc., are implemented in each sector:</i> <i>A total of 130 staff members benefited from management training such as:</i> - One change management workshop. - 34 time management courses (based on a personalized approach).  - One leadership and motivation workshop. - Four effective team workshops. - One seminar on change and organizational stress for the Senior Management Team of WIPO. - Two seminars on personal and organizational stress management.  - 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>	<i>An increased number of staff participated in IT courses, and used expanded capabilities in their electronic workplace applications.</i>	<i>Number of staff mastering IT:</i> <i>Various courses were provided:</i> - 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, and amounted to 1667 staff-training days. - Number of staff trained in IT in 2000-2001: 1007 staff members participated in training activities related to IT.
<i>Enhanced staff communication skills through ad hoc training in communication and</i>	<i>Communication skills were effectively enhanced.</i>	<i>Number of staff members mastering two or more working languages recognized by WIPO:</i> - Around 200 staff members sat for various Language Proficiency Examinations at either the ILO or the UN: 110 were successful.

<p><i>the mastery of working languages recognized by WIPO.</i></p>		<p>The following language training were organized:</p> <ul style="list-style-type: none"> <li>- 1413 participants attended language courses: Arabic, Chinese, English, French, German, Japanese, Russian or Spanish.</li> <li>- WIPO sponsored one participant to the annual “French as a foreign language” seminar, organized in Paris by the Government of France.</li> <li>- 13 staff members attended an intensive language course abroad.</li> <li>- 153 participants were enrolled in special courses in French and English (oral and written expression, intensive Summer courses) offered through a private language school.</li> </ul> <p><i>Number of sectors in which additional communication techniques are implemented:</i></p> <ul style="list-style-type: none"> <li>- Two sectors benefited from training in presentation skills.</li> </ul>
<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></p> <p>The following training was organized in specific or technical fields:</p> <ul style="list-style-type: none"> <li>- Four sessions of on-line IP training, which were offered in collaboration with the Distance Learning Section of the WIPO Worldwide Academy, with the participation of 107 staff members.</li> <li>- Other specific and ad-hoc training, which included strategic public negotiation, protocol, security, fire fighting, etc., with the participation of a total of 129 staff members.</li> </ul> <p>- Course evaluations received from staff members indicated that 90 per cent were very satisfied with the technical training received.</p>

<p><b>Objective:</b> <i>To enhance communication and dissemination of information among staff members.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></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 the mission, structure and activities of WIPO.</p>	<p><i>Feedback from staff attending training events such as induction programs, lunchtime learning, fora, etc.:</i></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul> <p>The following initiatives were undertaken to improve dissemination of information:</p> <ul style="list-style-type: none"> <li>- Finalization and implementation of the Practical Pages project, which made available on Intranet an extensive index of practical information on WIPO.</li> <li>- Six lunchtime learning sessions were organized.</li> <li>- 24 induction sessions were conducted for 430 staff members.</li> <li>- 13 newly recruited secretaries benefited from training on “The ways of WIPO - Tips for Secretaries.”</li> </ul>

## Program 15.6 – Healthcare Services

<p><b>Objective:</b> <i>To provide healthcare services to WIPO staff, retirees and foreign delegates.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Prompt and adequate healthcare for staff, retirees and foreign delegates.</i></p>	<p>Significant increase of the number of healthcare requests by staff, retirees and delegates.</p> <p>Significant increase of pre- and post-travel briefings or debriefings of staff members going 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"> <li>- 12,095 medical interventions including: medical emergencies, medical clearances for short-term staff, medical exams for WWA interns, delegate consultations, consultation for retirees and vaccinations.</li> <li>- 326 consultations (including distribution of travel kits, travel vaccinations and chemoprophylaxis).</li> </ul>

as compared to 1998-1999.
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<b>Objective:</b> <i>To improve the health-related aspects of the physical working conditions of staff.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Increased access to and awareness of the benefits of health management techniques and a healthy working environment.</i>	Important improvement of staff working conditions and environment through continued implementation of measures for hygiene, preventive policy, occupational medicine and health promotion programs.	<i>Number of sick days taken by staff.</i> The following initiatives were undertaken for the improvement of staff working conditions: - 18 staff were transferred for medical reasons. - Working environment controls: regular labor inspections and monthly quality control tests performed for two WIPO restaurants. - One air quality control test for all WIPO premises. - An ergonomic program, under which a specialist had examined 500 working stations and advised their users. - Health prevention programs: 18 stress management seminars were organized with 208 participants. - 17 anti-smoking courses were conducted by a specialist. - Two anti-aging presentations were given to staff members for maximizing health and longevity. - A screening campaign for the detection of most frequent cancers for men and women was launched in 2000, and in 2001 more than 60 staff members and retirees were screened.

<b>Objective:</b> <i>To contain the costs of medical care incurred by WIPO and its staff.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Savings for the Organization and its staff by containing the costs of medical care.</i>	Significant cost savings were obtained.	<i>Costs to the Organization and staff of medical care:</i> - Net savings amounted to some 1.5 million Swiss francs for the biennium; 50 per cent to the benefit of the Organization and 50 per cent to the benefit of the staff. - Freezing of health insurance premiums in 2000 and 2001. - Enhanced and diversified WIPO healthcare providers' network by adding six new medical partners (12 partners in total).
<b>Total expenditure for Main Program 15 in the 2000-2001 biennium:</b>		<b>Sfr15,431,000.-</b>

## MAIN PROGRAM 16 – Administrative Support Services

112. During the biennium, appropriate and efficient services continued to be provided to Member States, to all other private and public users, and to the staff of the Secretariat. A number of important information technology-based initiatives were undertaken to ensure that service quality remains high. A new payroll system used jointly by the Finance Division and HRMD was successfully implemented. A pilot project for an electronic document management system (EDMS) was launched by the Conference, Communications and Records Management Services, jointly with the IT Services Division and Publications Production Services, to lay the groundwork for the introduction of modern document management and workflow facilities. There was considerable preparatory work for the "Administration Information Management System" (AIMS) project, which will replace the existing Finance and Budget reporting systems, bringing certain major benefits to the advanced automation of the Finance Division, the Office of the Controller, and providing benefits to program managers throughout the Secretariat.

113. Financial Operations (sub-program 16.1) kept 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). The Financial Management Report for the 1998-1999 biennium was prepared, and included additional information on expenditures by Main Program and for Funds-in-Trust. The External Auditors, in their audit report, indicated that the accounts had been well-managed and well-kept. The 2000 UNDP accounts and the 2000 Closed Pension Funds also received satisfactory audit reports, while Funds-in-Trust and WIPO accounts for 2000 benefited from interim audit meetings.

114. Distribution of the Madrid Union supplementary and complementary fees and the Hague Union State fees for both 1999 and 2000 (totaling 23.9 and 27.2 million Swiss francs, respectively) were processed on time, as well as the monthly distributions of the individual fees related to the Madrid Protocol (totaling some 80 million Swiss francs for 2000-2001).

115. Important improvements were made through expanded use of information technology. The Budget Expenditures Tracking System (BETS) was further developed, and the accounting system was modified 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. A 9.9 million Swiss franc budget for 2002-2003 was approved by Member States in September 2001 for the Administrative Information Management System project (AIMS) and preparatory work began immediately after its approval.

116. As concerns the Investment Services and Management of Funds (sub-program 16.2), all available funds continued to be fully invested. The Investment Advisory Committee met and reviewed WIPO's investments, and ongoing discussions also took place with bankers.

117. The Language Services (sub-program 16.3) delivered 78 translations delivered of laws, regulations, model laws or draft laws received from, or prepared for 52 countries or groups of countries. Moreover, documents for 88 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 efficiency was 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.

118. The Conference, Communications and Records Management Services (sub-program 16.4) undertook logistical service arrangements, interpretation for conferences and meetings and distribution of documents. Many of these documents were also published on the Internet, ensuring speedy access by delegates. The high volume of mail sent out by the Organization (some two million items, weighing 800 tons) enabled very competitive prices to be obtained from service providers, resulting overall in mailing costs some 33 per cent lower than would be paid at publicly available rates. 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 by some 18 per cent as compared with 1999, despite greater overall usage.

119. As concerns the application of information technology within the Main Program, a pilot project for an electronic document management system (EDMS) was launched, which aims at modernizing the processing of the Organization's correspondence and at establishing a fully electronic environment for the production, management and archiving of documents.

120. In the Publications Production Services (sub-program 16.5), the increasing workload of the internal printing plant continued to demonstrate both reliability and efficiency. In 2000-2001, some 200 million face prints were made, and the printing of PCT pamphlets continued on an upward trend with 82,291 in 2000 and 99,484 in 2001 (as compared to 64,752 in 1999). The weekly PCT Gazette was in-sourced with a cost-saving of 200,000 Swiss francs.

### Sub-program 16.1 – Financial Operations

<b>Objective:</b> <i>To further modernize the financial information systems.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Greater efficiency of operations, better security, and increased staff productivity.</i>	Several new modules of the existing finance information system have been successfully implemented.  A budget for a new Finance and Budget system was approved for 2002-2003. Preliminary work started immediately in 2001.	<i>Successful development and implementation of modules of the new finance information system:</i> - For the current finance information system, new modules were successfully implemented in 2000, including both a new payroll system and a new payment system by electronic transfer for the payment of invoices and travel expenses to staff, as well as a credit card payment system, a semi automatic bank reconciliation system, etc. - No further major work was undertaken on the current financial system in 2001 due to the 9.9 million Swiss franc budget approved by the 2001 Assemblies for the development and future implementation of a new Finance and Budget system. - The specifications, structure and project plan for the new system were 80 per cent completed, and a project manager was hired, as of the end of 2001.

<b>Objectives:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>All financial operations will continue to be executed with accuracy, integrity and probity.</i>	All financial operations were conducted with accuracy, integrity and 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. - Satisfactory audit report received for 2000 UNDP accounts and 2000 WIPO (Closed) Pension Fund. - Satisfactory interim audit meetings were held regarding the 2000 Funds-in-Trust and WIPO accounts.

<b>Objective:</b> <i>To provide clear and relevant financial information to Member States and to Program Managers in the Secretariat.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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> - The Financial Management Report for the 1998-1999 biennium was presented to the Program and Budget Committee and to the Assemblies of Member States of WIPO together with the audit report established by the Swiss Federal Audit Office. An audit report was submitted by the External Auditors, indicating that the financial operations continued to be well managed. - The Financial Management Report also contained additional information on expenditure by Main Program and for Funds-in-Trust (FITs). The BETS system, which provided financial management information to Program Managers, was further developed to accept expenditure information by activity.

		<p>Timely distribution to Member States of fees collected under the Madrid and Hague Systems:</p> <ul style="list-style-type: none"> <li>- Distribution on time of both the 1999 and Madrid Union Supplementary and Complementary fees 2000 (some 21.8 million and 24.9 million Swiss francs, respectively).</li> <li>- Distribution on time of both the 1999 and the 2000 Hague State fees (some 2.1 million and 2.3 million Swiss francs, respectively).</li> <li>- Timely monthly distribution of individual fees related to the Madrid Protocol for 2000 and 2001 (Some 33.8 and 47.4 million Swiss francs, respectively).</li> </ul>
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## Sub-program 16.2 – Investment Services and Management of Funds

<b>Objective:</b>	<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>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Funds available for investment will be safeguarded and maximum return will be achieved, based on expert investment advice.</i>	All available funds continued to be fully and satisfactorily invested.	<p><i>Return obtained on invested funds (recognizing that this depends largely on the situation of the market):</i></p> <ul style="list-style-type: none"> <li>- An investment return of 13.5 million Swiss francs was obtained in 2000, while the return for 2001 totaled 12.1 million Swiss francs. 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>.</li> </ul>
<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.	<p><i>Feedback from Member States:</i></p> <ul style="list-style-type: none"> <li>- Positive feedback was received on the 1998-1999 Financial Management Report.</li> </ul>

## Sub-program 16.3 – Language Services

<b>Objective:</b>	<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>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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>	<p>Maintained high quality of translations, editing and revisions of documents, and submitted them in a timely manner to the end users.</p> <p>Demand for translations was globally higher, resulting in a higher total output compared with the preceding biennium.</p>	<p><i>Satisfaction of delegates with the quality of translations:</i></p> <ul style="list-style-type: none"> <li>- Delegates were generally satisfied with the quality of the translations.</li> </ul> <p><i>Timely production of translations:</i></p> <ul style="list-style-type: none"> <li>- Efforts were made to ensure that documents were submitted in a timely manner to the end users.</li> </ul> <p><i>Volume of translations produced:</i></p> <ul style="list-style-type: none"> <li>- 78 translations were delivered of laws, regulations, model laws or draft laws received from, or prepared for, 52 countries or groups of countries. Documents for 88 meetings as well as lectures for seminars or training courses organized by the Secretariat were translated, revised or edited.</li> </ul> <p><i>Output in translator days:</i></p> <ul style="list-style-type: none"> <li>- Arabic 1,600; Chinese 921; English 1,037; French 3,757; Russian 1,013; Spanish 2,719. Total 11,057.</li> </ul>



<b>Objective:</b> <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>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>If considered feasible and cost-effective, the introduction of computer-assisted translation and voice recognition systems will increase productivity in certain fields.</i>	Terminology databases continued to be enriched, and their utilization increased.  The testing of voice recognition software was abandoned.	<i>Number and range of pilot projects:</i> - 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. - Available voice recognition systems that were tested have not been found adequate for the type of work of the Language Service: the tests were discontinued.

## Sub-program 16.4 – Conference, Communications and Records Management Services

<b>Objective:</b> <i>To provide delegates and the Secretariat with efficient services for the smooth functioning of conferences and other meetings.</i>																							
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>																					
<i>Provision of efficient conference and other meetings services to delegates and the Secretariat.</i>	Conference support services, including simultaneous interpretation, were provided efficiently.	<i>Satisfaction of delegates with the conference services provided:</i> - Very positive feedback was received from delegates and Secretariat staff. Conference support services were provided for: <table style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: right;"><u>2000</u></td> <td style="text-align: right;"><u>2001</u></td> </tr> <tr> <td>- Meetings in Geneva</td> <td style="text-align: right;">45</td> <td style="text-align: right;">52</td> </tr> <tr> <td>- Meetings elsewhere</td> <td style="text-align: right;">199</td> <td style="text-align: right;">167</td> </tr> <tr> <td>- Free-lance interpreter contracts issued</td> <td style="text-align: right;">600</td> <td style="text-align: right;">588</td> </tr> <tr> <td>- Free-lance interpreter workdays</td> <td style="text-align: right;">3,460</td> <td style="text-align: right;">2,342</td> </tr> <tr> <td>- Participants at meetings in Geneva</td> <td style="text-align: right;">5,444</td> <td style="text-align: right;">6,587</td> </tr> <tr> <td>- Internal WIPO meetings</td> <td style="text-align: right;">900</td> <td style="text-align: right;">970</td> </tr> </table> - The conference rooms were refurbished during the biennium, including replacement of the old interpretation and sound equipment in rooms A and B and the provision of new installations in two other small rooms. The new equipment worked well.		<u>2000</u>	<u>2001</u>	- Meetings in Geneva	45	52	- Meetings elsewhere	199	167	- Free-lance interpreter contracts issued	600	588	- Free-lance interpreter workdays	3,460	2,342	- Participants at meetings in Geneva	5,444	6,587	- Internal WIPO meetings	900	970
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<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>	Meeting documents and official circulars were distributed in a timely manner. Conference documents were made available to the public and delegates on the WIPO Internet site as well as to staff on WIPO's Intranet; many internal documents were made accessible to staff on Intranet.	<i>Timely and accurate distribution of documents, mail and internal correspondence:</i> <table style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: right;"><u>2000</u></td> <td style="text-align: right;"><u>2001</u></td> </tr> <tr> <td>- Documents distributed (all languages)</td> <td style="text-align: right;">4,550</td> <td style="text-align: right;">3,920</td> </tr> <tr> <td>- Official circulars and other notifications</td> <td style="text-align: right;">820</td> <td style="text-align: right;">870</td> </tr> <tr> <td>- Packages of documents prepared for mailing</td> <td style="text-align: right;">209,500</td> <td style="text-align: right;">258,000</td> </tr> </table> - Publication of documents on the WIPO Internet site greatly facilitated quick access to information. For the first time, documents for SCIT meetings were only sent electronically, resulting in savings in printing, distribution and mailing costs. - Work continued on streamlining the processes of printing and mailing of WIPO documents, with the ultimate goal of enabling all documents to be sent or made available electronically.		<u>2000</u>	<u>2001</u>	- Documents distributed (all languages)	4,550	3,920	- Official circulars and other notifications	820	870	- Packages of documents prepared for mailing	209,500	258,000									
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<b>Objectives:</b> - <i>To provide reliable and cost-effective telecommunications, mail and messenger-driver services.</i> - <i>To provide effective central records management for official correspondence in paper and electronic form.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Overall charges for telecommunications usage should remain at about the level of the 1998-1999 biennium, despite greater usage;</i>	Operating and infrastructure costs (for equipment, maintenance and leasing of lines) were lower than budgeted.	<i>Cost-effective use of telecommunication services and accurate allocation of costs by programs/units:</i> - Deregulation in the Swiss telecommunications market resulted in a rapidly changing price structure with generally lower prices, particularly for long-distance calls. Substantial reductions in charges were negotiated and introduced in March 2000.

<p><i>allocation of long-distance telephone costs to programs/units.</i></p>	<p>despite overall greater usage.</p>	<ul style="list-style-type: none"> <li>- Savings in infrastructure costs were also achieved through rationalization of equipment needs. Charges in Swiss francs for calls through the WIPO switchboard declined from 715,000 in 1999 to 643,000 in 2000 and to 586,000 in 2001, despite greater usage due to the increased number of WIPO staff.</li> <li>- To improve communications efficiencies, substantially more use was made of mobile telephones (operational costs in 2000 and 2001 amounted to 294,000 and 343,000 Swiss francs, respectively).</li> <li>- Long-distance and mobile telephone call costs have been allocated by sub-program.</li> <li>- A new version of the WIPO Intranet telephone directory was developed in-house.</li> </ul>
<p><i>Effective and efficient records management, mail and messenger-driver services.</i></p>	<p>The records management and archives, mail and messenger-driver services were provided very effectively and efficiently.</p> <p>Substantial reductions were negotiated for bulk mailing costs (mainly for PCT mailings) and in rates for registered letters (mainly for the International Trademark Registry).</p>	<p><i>Timely and responsive operation of records management systems:</i></p> <ul style="list-style-type: none"> <li>- Virtually all mail (in paper and electronic forms) was processed within one day of receipt by the Records Management Unit (RMU). Since the last quarter of 2001, increased security checking of incoming mail created some unavoidable delays between the date of receipt of mail at WIPO and the date it was received by the RMU for processing.</li> <li>- An Electronic Document Management System (EDMS) pilot project was initiated, with the IT sector as the initial beneficiary. Conceptual planning was undertaken, for a modern Records Management/Archive system to complement the rapidly developing WIPO IT systems, to include policies and procedures on these activities, together with business process plans. Implementation of the pilot project was delayed until 2002 due to budget limitations.</li> <li>- WIPO expertise contributed greatly to joint United Nations system initiatives in the records management and archives area.</li> </ul> <p><i>Cost-effective use of mail and other delivery services:</i></p> <ul style="list-style-type: none"> <li>- Lesser overall mailings for PCT, due to waivers permitting communication on request and through sending PCT pamphlets by other than paper media (CD-ROM, magnetic tape), were offset by increased numbers of mailings of notifications under the Madrid system and of mailings for the WIPO Arbitration and Mediation Center.</li> <li>- A number of mail delivery services were used. Negotiations undertaken resulted in more attractive rates compared with regular postal charges.</li> <li>- Following a competitive bidding process, substantial cost savings were achieved for bulk mailings of PCT documents.</li> <li>- A 20 per cent reduction in registered mail rates alone resulted in savings during the biennium of some 150,000 Swiss francs, primarily for the benefit of the International Trademark Registry.</li> <li>- Overall, outgoing mail volume dropped, in comparison with the previous biennium, by nearly eight per cent in the 2000-2001 biennium, and weighed 397,394 kg in 2000 and 401,524 kg in 2001 (comprising approximately one million items each year, at an annual cost of nearly four million Swiss francs, with annual savings, compared with regular postal rates, of more than two million Swiss francs).</li> </ul>

## Sub-program 16.5 – Publications Production Services

<b>Objective:</b> <i>To provide the Organization with all its printing and publishing requirements in paper form, as well as publishing in electronic form.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Capacity to print increasing volume of PCT pamphlets, publications and documents without increasing staff.</i>	Timely and high-quality printing of all documents to service meetings or other needs, and various publications, with no increase in staff.	<i>Increasing the capacity of the internal printing plant without increasing the staff:</i> <i>All documents and publications produced on time with high-quality printing:</i> - Some 200 million face prints were made. - 181,775 PCT pamphlets containing 129.5 million face prints were printed. - No dissatisfaction was expressed by end users.
<b>Objective:</b> <i>To improve and make more cost-effective the printing services, through the introduction of new technologies.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Cost-effective production of high-quality publications in paper form as well as in electronic form.</i>	Cost-effective production of high-quality publications in paper form was ensured.  There was growing use of the color printing facility installed to allow in-house color printing to further reduce costs from outside suppliers.	<i>Timely delivery of publications, documents and other printed matter:</i> - All publications, documents and other printed material were delivered on time.  <i>Cost-effective outsourcing of published material:</i> - Out-sourcing during 2000-2001 reached a new high level with 674 purchase orders placed with outside suppliers.
<i>Introduction of networked print-on-demand system.</i>	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 been resolved.	<i>Reduction of storage space necessary for WIPO documents:</i>  —
<b>Total expenditure for Main Program 16 in the 2000-2001 biennium:</b>		<b>Sfr50,378,000.-</b>

## MAIN PROGRAM 17 - Premises

121. Main Program 17 focused on providing furnishing, managing and maintaining the work space requirements for the Secretariat, as well as serving as the in-house focal point for matters concerning construction activities. Activities continued to augment due to the growth rate of staff and associated personnel (around seven to eight per cent annually), as well as the maintenance and modernization of existing buildings, the transformation of the ex-WMO property and the development of the new WIPO building.

122. In the framework of activities under sub-program 17.1, the year 2000 included the negotiations and conclusion of a lease agreement for the building owned by Procter and Gamble ("P&G") whereby WIPO took possession of all but the third floor. The move was finalized in November 2000, after the building was transformed to accommodate some 420 work places, thus meeting the needs of the PCT staff.

123. The growth of staff necessitated a continued search for additional workspace. In October 2001, space was found at the *Budé* property, offering some 50 working places. The moving of staff to that location was completed after the biennium ended. To serve these staff members, 31 underground parking places were leased at a nearby hotel.

124. Concerning the renovation of the ex-WMO building, the partial demolition of the existing building was completed in March 2000. In order to keep the renovation costs in line with initial estimates, a group of experts were engaged to elaborate the project. Their work enabled the launching of the call for tender for a general contractor, which was initiated in June 2000. From the 12 companies that responded from four countries, a consortium between three companies was selected as general contractors in August 2000.

125. Work started in September 2000 with the demolition of the oldest portions of the building, which were no longer in conformity with the building standards to which the renovated building must adhere. Despite certain unanticipated difficulties caused by unfavorable instability of the land, the progress on-site was accelerated to catch up with the original timelines.

126. With reference to the construction of the new building, the international architectural competition for the new building project awarded in March 2000, a prize to six finalists, giving the first prize to a firm from Stuttgart, Germany. Contacts and work commenced immediately with this firm and significant progress was made with regard to the initial planning phase and the preparation of the project design. While starting preparatory work to cooperate with the Federal Audit Office of Switzerland (as decided at the General Assembly in 2001, following the recommendation by the Program and Budget Committee), in November 2001, the project proposal was deposited with the Geneva authority.

127. Work was also undertaken to complete the renovations of the five WIPO conference rooms (Rooms A and B, Room 1.27, the Baeumer and Bilger Rooms) with the modernization of all technical systems and the visual aesthetics of the rooms, for the comfort of the participating audiences. All work was completed in 2001.

128. Under sub-program 17.2, a policy of diligent, continuous building maintenance allowed for the management and follow-up, as closely as possible, of the tasks performed to counter the aging effects to WIPO's properties, whether leased or owned. The ability within the Secretariat to handle many different tasks of a technical nature, reduced the recourse to external contractors, permitting wider use of available budgetary funds for these purposes. Work was performed to update or augment technical capabilities in the following areas: air-conditioning control, emergency systems, technical security aspects, increased supply capacity of the electrical system and others. As WIPO acquired and renovated its facilities, new offices were made available, resulting in numerous staff movements from one building to another. In the P&G and UC leased properties, some rather extensive renovation work had to be effected, such as the relocating of wall panels to reconstitute offices, augmenting electrical power supply cables and control panels, resulting in a sure and powerful system, the totality of computer network cables.

### **Sub-program 17.1 – Provision of Office Space**

<b>Objective:</b>	<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>	
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Effective management of the renovation of WMO building and the construction of the new building.</i>	(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	<i>Renovated WMO building and the progress of the construction within time and budget constraints imposed:</i> - 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

	<p>general contractor.</p> <p>Renovation work started during this biennium.</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. This allowed the opening of discussions and negotiations as to the timeframe and direction of the project, as well as the selection of a local architect to act as liaison.</p> <p>The project design was presented to the local authorities, who gave a preliminary favorable opinion for its scope.</p>	<p>December 2000.</p> <ul style="list-style-type: none"> <li>- Obtained the building permits (May 2001).</li> <li>- Excavation began on the site, in advance of pouring the concrete for foundations and underground levels.</li> <li>- Two levels of parking and one level for technical services were constructed (December 2001).</li> <li>- Construction of the passage/gallery between the GB wings and the Ex-WMO building (December 2001).</li> <li>- A Letter of Engagement was sent to the winning architectural firm, with the necessary conditions for the undertaking of this project (August 2000).</li> <li>- Conclusion of an architectural project contract (April 2001).</li> <li>- 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, as well as a preliminary 'bottom-line' estimation of costs (August 2001).</li> <li>- A Request For Proposals from specialized engineering firms was prepared for distribution in December 2000.</li> <li>- Conclusion of contracts with the necessary specialized engineers (August 2001).</li> <li>- The project design was finalized and a request for a construction permit was deposited in November 2001.</li> </ul>
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<b>Objective:</b> <i>To rent office space, parking, storage space at the best prevailing rates in the vicinity of WIPO's own premises.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Timely and cost-effective provision of office space, parking, storage and meeting rooms.</i>	<p>The process of renting a sufficient quantity of offices was pursued throughout the biennium, to permit the expanding WIPO staff to occupy space within a certain proximity of the headquarters.</p> <p>An additional storage facility was rented within the WIPO-occupied <i>Sogival</i> building.</p> <p>While slightly inadequate, a greater number of parking places for staff was made available in the biennium.</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"> <li>- The lease of additional space in the P&amp;G building expanded the number of workspaces to 420, for PCT staff, and an additional 20 offices in reserve; as well, the parking capacity for the Organization increased by an additional 170 places that became available in the P&amp;G building.</li> <li>- Ten additional offices were rented in the Union Carbide/HCR building.</li> <li>- An underground storage area of 300m<sup>2</sup>, complete with loading dock, was rented at the <i>Sogival</i> location.</li> <li>- In the <i>Budé</i> office complex, some 50 offices were leased, with a surface area of 1,075m<sup>2</sup>.</li> <li>- A hotel near the <i>Budé</i> building leased parking places to WIPO for 31 cars.</li> <li>- The negotiations were concluded for office space, upon the future opening of the <i>Les Nations</i> building located near WIPO, offering WIPO some 70 work spaces during mid-2002; as well, leasing negotiations took place in 2001 as to future parking space availability for WIPO staff in the same facility.</li> </ul>

### Sub-program 17.2 – Maintenance of Existing Premises

<b>Objective:</b> <i>To maintain and modernize the existing premises, facilities and equipment.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Continued management and further improvement of the existing</i>	<p>Modern means were implemented to economize energy usage, and assure state-of-the-art working</p>	<p><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></p> <ul style="list-style-type: none"> <li>- Some 1,900 staff were relocated during the biennium.</li> </ul>

<p><i>premises, facilities and equipment.</i></p>	<p>arrangements and high security for all staff and facilities, in both owned and leased properties.</p>	<ul style="list-style-type: none"> <li>- A project to install more extensive exterior lighting systems around the AB building was completed.</li> <li>- Improved electrical supply (high capacity, lighting, telephone, fire detection networks).</li> <li>- Transferred all IT server rooms from the GBI location to the P&amp;G building, including networking of that site.</li> <li>- Renovation and expansion of the Medical Unit, with improvements to the waiting room, consultation room, doctor's office, laboratory and analysis room.</li> <li>- Rigorous inventory of all fire extinguishers (water, powder or CO<sub>2</sub> based) to assure conformity to standards.</li> <li>- Preparation of technical descriptions to facilitate new studies, separately regarding building upkeep and building insurance.</li> <li>- Total renovation of the WIPO IT rooms on the first subterranean level of the AB building, architecturally and as to technical infrastructure.</li> <li>- Installation of a new power generation unit, to assure the needs for reliable, available and secure electrical power to the WIPONET IT Center, as well as the transformation of two new IT rooms (IT, electrical, fire detection and extinction, access control and air conditioning) at the AB -1 and P&amp;G -1 levels.</li> <li>- Creation of the Internet area for delegates and visitors on the AB mezzanine level.</li> </ul>
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<p><b>Objective:</b> <i>To enhance security at the existing premises.</i></p>		
<p><b>Expected results</b></p>	<p><b>Results Achieved</b></p>	<p><b>Selected Performance Indicators</b></p>
<p><i>Enhanced security at premises owned or rented by WIPO.</i></p>	<p>Satisfactory fulfillment of highest safety requirements for both staff and facilities through introduction of effective management and development of new needs.</p>	<p><i>Number of incidents and cost for security measures:</i></p> <ul style="list-style-type: none"> <li>- Installation of a magnetic pass - access control system to certain WIPO properties, including the AB, GBI and II, <i>Chambésy</i>, P&amp;G and <i>Sogival</i> buildings (2000).</li> <li>- Installed video surveillance systems for the AB, GBI and II buildings (2000), and the <i>Chambésy</i> and P&amp;G buildings (2001).</li> <li>- Increased frequency of direct guard surveillance rounds to reinforce the necessary IT security.</li> <li>- The guard duties for the <i>Chambésy</i> and P&amp;G facilities were reorganized to a 24/7 standard (2000), the AB building security contingent was augmented (2001) particularly during WIPO meetings.</li> <li>- ID badge wearing was made mandatory for WIPO staff and visitors.</li> <li>- Outsourced delivery of ID badges was ended in favor of an in-house solution.</li> <li>- Organized a fire extinguisher training and practice session, and the annual fire alarm evacuation exercises.</li> <li>- Reconstituted the fire response and coordination teams.</li> <li>- The fire exit routes and stairwells were repainted with fluorescent paint.</li> <li>- Regarding new measures implemented as a result of the anthrax-mailing crisis, two secure chambers were installed in the parking lots facing the GB buildings, in which incoming mail could be scanned and opened without threat of harm to the staff of WIPO.</li> </ul>
<p><b>Total expenditure for Main Program 17 in the 2000-2001 biennium:</b></p>		<p><b>Sfr100,027,000.-<sup>5</sup></b></p>

<sup>5</sup> This amount includes expenditure for building projects.

## MAIN PROGRAM 18 – Procurement, Contracts and Travel Services

129. The administration of in-house procurement and travel-related services continued within this Main Program.

130. The WIPO Procurement and Contracts Service (PCS) (sub-program 18.1) continued contributing towards the improvement and maintenance of effective and transparent procurement activities, by providing the Organization with the most suitable goods and services, as required. With regard to the large construction and IT projects, PCS effectively contributed to the undertaking of WIPO's expansions and the implementation of IT solutions. PCS administers 380 ongoing contracts.

131. In the 2000-2001 biennium, PCS was actively involved in the Organization's review process of tender applications which culminated in the selection of: (a) the General Contractor for the implementation of the remodeling and construction of the ex-WMO Building; (b) the Architectural firm chosen from a worldwide competition based on submissions from 27 architects from 17 countries, as well as engineering companies; (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. For each of these major projects, PCS made successful efforts to increase the number of suppliers, as well as their respective countries of origin, by preparing tenders inviting submissions from a broader range of countries.

132. Improvements were also made with respect to internal procedures relating to the inventory of the Organization's physical assets, as well as by elaborating and upgrading internal rules and procedures for WIPO procurement activities. Also, PCS expeditiously processed requests for visas (internal requests from staff members going on missions and external requests from delegates attending WIPO events), and efficiently handled other procurement tasks relating to diplomatic privileges and to removals.

133. The Travel Services (sub-program 18.2) provided convenient and safe transportation at the greatest economic value to the Secretariat. The use of specially negotiated air travel tariffs with no impact on travel conditions was a major factor that resulted in substantial savings. Accordingly, the Secretariat implemented an active policy that encouraged all staff to travel, whenever applicable and feasible, at cost savings ticket prices. All official travel arrangements (5,650 travel authorizations in the biennium, compared to 5,434 in 1998-1999) were carefully monitored to ensure that end users had made efforts to utilize cost-saving travel arrangements and that these had been implemented accordingly by the travel agent.

### Sub-program 18.1 - Procurement and Contracts

<b>Objective:</b> <i>To ensure effective and transparent procurement and contracts of goods and services.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<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	<i>Quality, cost and timeliness of procurement:</i> - Process of larger number of requisitions by bidding procedure, i.e., some 192 Request for Proposals (RFP) and contracts were issued in 2000-2001 and 4443 Purchase Orders (PO) were established.

	specifications, consolidation of daily requirements and increase in blanket/ volume purchase orders.	- Advertisement of a larger number of RFP/ITB. - Savings, through consolidation of purchases, oscillated between 15 and 30 per cent, when compared to prior unconsolidated purchasing activity.
<i>The best price 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: UNCSD (United Nations Common Supply Database), IAPWG (Inter-Agency Procurement Working Group), United Nations Joint Purchase Service. - Larger database of potential suppliers; increase of over 96 per cent of registered suppliers, totaling 2,557 at the end of the 2000-2001 biennium; - Purchases were made from 69 countries. - With regard to Cooperation for Development, 48 per cent of purchases were made locally.
[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> - 37,101 items identified and bar-coded for a total estimated value of 45,283,600 Swiss francs (99.7 per cent coverage).

## Sub-program 18.2: Travel Services

<b>Objective:</b> <i>To ensure that the travel policies of the Organization are applied in a consistent manner.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Cost-effective travel arrangements that are satisfactory and in conformity with standard practices of the Organization.</i>	In negotiating special reduced fares with some airlines, the Secretariat was able to make savings on travel fares, while maintaining WIPO standards for travel.	<i>Reduction of costs associated with travel procured by the Organization:</i> - Total cost in current biennium: 18.4 million Swiss francs (20.5 million Swiss francs in the 1998-1999 biennium). - Cost savings achieved in the 2000-2001 biennium: 1.9 million Swiss francs. (632,000 Swiss francs in the 1998-1999 biennium).

<b>Objective:</b> <i>To ensure that the activities of the Organization are carried out in accordance with accepted standards of security.</i>		
<b>Expected results</b>	<b>Results Achieved</b>	<b>Selected Performance Indicators</b>
<i>Avoidance of exposing WIPO staff or third parties to situations that could endanger their safety.</i>	No travel-related incidents reported during the 2000-2001 biennium.	<i>Reduced incidence of situations in which the safety and security of staff of WIPO or third parties arises:</i> - All travel organized for Member State representatives, or undertaken by the staff of the Secretariat, were accomplished without incident. In addition, all travel undertaken by the Director General was verified and coordinated with Airport Protocol Services, in accordance with applicable high security standards. - Security clearances became mandatory prior to the commencement of travel missions to any restricted area.
<b>Total expenditure for Main Program 18 in the 2000-2001 biennium:</b>		<b>Sfr10,026,000.-</b>



#### IV. CONCLUSION

134. From the analysis of the information contained in this Report, the achievement of objectives and expected results in the biennium 2000-2001, as foreseen in the 2000-2001 Program and Budget, can be considered highly satisfactory. In several areas achievements exceeded expectations. In a few cases, where program priorities changed due to external factors, and work could not be pursued as foreseen, the non-achievement of the objectives and expected results is considered to be fully justified.

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

*136. 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
ACMEC	Advisory Committee on Management and Enforcement of Copyright and Related Rights
AIMS	Automated Information Management System
APEC	Asian-Pacific Economic Cooperation Organization
ARIPO	African Regional Industrial Property Organization
AsDB	Asian Development Bank
ASEAN	Association of Southeast Asian Nations
ASPAC	Asia and Pacific Countries
ATRIP	International Association for the Advancement of Teaching and Research in Intellectual Property
BETS	Budget Expenditure Tracking System
CAT	Computer Assisted Translation
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
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
DAEL	Département de l'Aménagement, de l'Équipement et du Logement
DNA	Deoxyribonucleic Acid
DOI	Digital Object Identifier System
EAPO	Eurasian Patent Organization
EBRD	European Bank for Reconstruction and Development
ECA	Economic Commission of Africa (UN)
ECE	Economic Commission for Europe (UN)
ECOSOC	United Nations Economic and Social Council of the United Nations
EDMS	Electronic Document Management System
EPO	European Patent Office
ESBA	European Small Business Alliance
ESCAP	Economic and Social Council for Asia and the Pacific (UN)
EU	European Union
FAO	Food and Agriculture Organization
FINAUT	Financial Operations System
FITs	Funds-in-Trust
G-15	Group of 15
GB	Georg Bodenhausen (WIPO Building; formerly <i>BIRPI</i> )
GLOBALPAT	An English-language collection of nearly all of the world's patent literature
GTLDS	Generic top-level domains
HLCM	High Level Committee on Management

HLCP	High Level Committee on Programmes
IAC	WIPO Industry Advisory Commission
IADB	Inter-American Development Bank
IAPWG	Inter-Agency Procurement Working Group of the United Nations Joint Purchase Service
IAWG	Inter-Agency Working Group
IB	International Bureau
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
ICT	Information and Communication Technology
ID	Industrial Designs
IFIA	International Federation of Inventors' Associations
IFRRO	International Federation of Reproduction Rights Organization
IGC	Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore
IGO	Intergovernmental Organization
IIPS	International Intellectual Property Society
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)
IP	Intellectual Property
IPC	International Patent Classification
IPDL	Intellectual Property Digital Library
IPDL	Intellectual Property Digital Libraries

IPER	International Preliminary Examination Report
IPERs	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
ISO	International Organization for Standardization
IT	Information Technology
ITC	International Trade Center
ITU	International Telecommunications Union
JOPAL	Journal of Patent Associated Literature
JPO	Junior Professional Officer
LDCs	Least Developed Countries
LMS	Learning Management System
LOC	Locarno Classification
MERCOSUR	Mercado Común del Sur
MIMOSA	Mixed-mode Software Application
MPEG-21	Moving Picture Experts Group (Digital Audiovisual Framework)
NCL	Nice Classification
NFAP	Nationally-Focused Action Plan
NGO	Non-Governmental Organization
NPL	Non-Patent Literature Resources (EPO)
OAPI	African Intellectual Property Organization
OPAC	Online Public Access Catalogue
P & G	Proctor and Gamble
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
PRIM	Professional Information Meetings
RAIPON	Russian Association of Indigenous Peoples of the North
RFAP	Regionally-Focused Action Plan
RFI	Request for Information
RFP/ITB	Request for Proposal/Invitation to Bid
RMU	Records Management Unit
RO	Receiving Office
RO	Receiving Office
SBA	Small Business Administration (Government Agency of the United States of America)
SCBD	Secretariat of the Convention on Biological Diversity
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
SDWG	Standards and Documentation Working Group
SECIB	Secretariat of Ibero-American Cooperation
SGAE	General Authors' Society of Spain
SIDO	Small Industries Development Organisation (Government Agency of India)

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
SMT	Senior Management Team
SPLT	draft Substantive Patent Law Treaty
SSA	Special Service Agreement
STEP	Studies in Technology, Innovation and Economic Policy (Norway)
TK	Traditional Knowledge
TM	Trademark
TRIPS Agreement	Agreement on Trade-Related Aspects of Intellectual Property Rights
UC	Union Carbide
UDRP	Uniform Dispute Resolution Policy
UN/CCAQ (FB)	Consultative Committee on Administrative Questions (Financial and Budgetary Questions) of the United Nations system
UN/ECE	United Nations Economic Council for Europe
UNCAPS	United Nations Shared Cataloguing and Public Access System
UNCSD	United Nations Common Supply Database
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UNEP	United Nations Environment Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCHR	United Nations High Commission for Human Rights
UNICE	Union of Industrial and Employers' Confederations of Europe

UNICT	United Nations Information, Communication Technologies
UNISA	University of South Africa
UNITAR	United Nations Institute for Training and Research
UNJSPF	United Nations Joint Staff Pension Fund
UNOPS	United Nations Office for Project Services
UPOV	International Union for the Protection of the New Varieties of Plants
VCL	Vienna Classification
W3C	World Wide Web Consortium
WASME	World Association for Small And Medium Enterprises
WCO	World Customs Organization
WCT	WIPO Copyright Treaty
WHO	World Health Organization
WIPONET	WIPO Global Information Network
WMO	World Meteorological Organization
WMU	WIPO Medical Unit
WPPT	WIPO Performances and Phonograms Treaty
WTO	World Trade Organization
WWA	WIPO Worldwide Academy

[End of Annex and of document]