

Assemblies of the Member States of WIPO

Fifty-First Series of Meetings Geneva, September 23 to October 2, 2013

PROGRAM PERFORMANCE REPORT FOR 2012

presented by the Director General

1. The present document contains the Program Performance Report (PPR) for 2012 (document WO/PBC/20/2), which was submitted to the WIPO Program and Budget Committee (PBC) at its twentieth session (July 8 to 12, 2013).
2. The PBC recommended that the Assemblies of the Member States of WIPO approve the PPR for 2012 subject to the comments, concerns and suggestions for improvements made by Member States as reflected in the Addendum to the PPR 2012 document. In accordance with this decision, the said comments, concerns and suggestions for improvements made by Member States are reproduced in the Addendum to the present document (A/51/5 Add.). In response to requests by some delegations to rectify certain factual data, the PPR 2012 document has been reissued (WO/PBC/20/2 Rev.)
3. The recommendation made by the PBC is recorded in the “Summary of Decisions and Recommendations Made by the Program and Budget Committee at its Twentieth Session (July 8 to 12, 2013)” (document A/51/13).
4. *The Assemblies of the Member States of WIPO and of the Unions administered by it, each as far as it is concerned, are invited to approve the recommendation made by the Program and Budget Committee in respect of Program Performance Report for 2012 as recorded in document A/51/13.*

[Document WO/PBC/20/2 Rev. follows]

Program and Budget Committee

**Twentieth Session
Geneva, July 8 to 12, 2013**

PROGRAM PERFORMANCE REPORT FOR 2012

presented by the Director General

1. The Program Performance Report (PPR) for 2012 has been prepared in accordance with WIPO's results-based framework. The present report is based on the performance criteria established in the 2012/13 Program and Budget, as approved by the forty-ninth Assemblies of the WIPO Member States in September 2011 (publication No. 360E/PB1213). The Report provides an assessment of progress made in 2012 towards achieving the expected results for the biennium 2012/13.

2. *The Program and Budget Committee is invited to recommend the approval of the present document to the Assemblies of the Member States of WIPO.*

[Program Performance Report for 2012 follows]

PROGRAM PERFORMANCE REPORT FOR 2012

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I. INTRODUCTION

The Program Performance Report (PPR) is the principal accountability tool for reporting on organizational performance to Member States and an integral part of WIPO's results based management (RBM) framework. The Report also serves as an important learning tool ensuring that lessons from past performance are learned and duly incorporated into the future implementation of WIPO's activities. The PPR is based on a self-assessment by Program Managers. To strengthen the validity of the information in the PPR, the Internal Audit and Oversight Division (IAOD) carries out a validation of the performance data on a biennial basis. The next validation exercise will be conducted for the PPR 2012/13.

The PPR 2012 is a mid-biennium report and assesses progress made and/or achievement of the Expected Results, measured by the Performance Indicators and with the resources approved in the Program and Budget 2012/13.

The performance assessments for individual Programs in the PPR 2012 comprise:

Section I: Overview of progress in 2012

An analytical summary presenting progress made in 2012 and any challenges encountered during the period under review.

Section II: Implementation of the WIPO Development Agenda

This section reports on a Program's role and contribution to the implementation of the Development Agenda. In line with the Budgetary Process for Projects Proposed by the Committee on Development and Intellectual Property (CDIP) for the Implementation of the DA Recommendations, approved by the WIPO Assemblies in 2010¹, the reporting on the DA includes detailed reporting on both the implementation of DA projects and DA Recommendations.

Section III: Performance Data

The table in this section recapitulates the Expected Results to which the Program contributes and the Performance Indicators as approved by Member States in the Program and Budget 2012/13. Baselines have been updated, as appropriate, to reflect status at the end of 2011. In line with Member States' request, the tables have been enhanced to reflect both the original baselines (as per the Program and Budget 2012/13) as well as the updated baselines (as per the end of 2011). The performance data for 2012 in relation to each indicator is provided in the fourth column. The fifth column provides an assessment of performance using the "traffic light system". In line with previous practice, the following criteria have been used for the PPR 2012:

Key to Traffic Light System (TLS):

"On track" is applied when the 2012 performance data suggest that Program implementation is on track towards achieving the Expected Results in the biennium.

"Not on track" is applied when the 2012 performance data suggest that Program implementation might not be on track towards achieving the Expected Results by the end of 2013.

"N/A 2012" is applied when performance data is not available for 2012 but is expected to be available at the end of the biennium.

"Discontinued" is applied when a performance indicator is no longer deemed appropriate to measure the performance of the Program.

¹ Review of Budgetary Process Applied to Projects Proposed by the Committee on Development and Intellectual Property (CDIP) for the Implementation of the Development Agenda Recommendations (A/48/5 REV.)

Of a total of 300 performance indicators in the Program and Budget 2012/13, 239 indicators have been assessed as “On track”, or 80 per cent. Performance on a total of 35 indicators, or 12 per cent, was assessed to be “Not on track” and 20 indicators, or about six per cent, were “N/A 2012”. Six indicators, or two per cent, were discontinued.

Section IV: Budget and Actual Expenditure for 2012

The final section provides information on the Approved Budget 2012/13, the Budget after Transfer 2012/13, actual expenditure and budget utilization in 2012. The reporting for this section has been improved to include two tables for 2012:

The *Budget and Actual Expenditure (by result)* provides, for the first time, information on the Approved Budget 2012/13, the Budget after Transfer 2012/13, and actual expenditure by Result.

The *Budget and Actual Expenditure (personnel and non-personnel resources)* provides information on the Approved Budget 2012/13, the Budget after Transfer 2012/13, and actual expenditure (personnel and non-personnel) in 2012. Explanations are provided for the differences between the Approved Budget and Budget after Transfer, as well as for budget utilization for those Programs for which actual expenditure falls outside the range of 40-60 per cent of the biennial budget.

Appendix:

Appendix I of this PPR contains a comprehensive overview of the implementation of the Funds- in-Trust in 2012 as an integral part of the PPR. In its first year (2011), this overview was well received by Member States and taken as a positive development of WIPO’s efforts to integrate all activities under the results-based management framework of the Organization, irrespective of the source of funds.

II. SUMMARY OF ACHIEVEMENTS IN 2012

The biennium 2012/13 constitutes the second biennium of implementation of the Medium Term Strategic Plan (MTSP) 2010-2015. Moreover, it marks the first time that the Organization is able to report on its performance based on a results-based view of the budget. As a result, the PPR 2012 contains several key reporting enhancements including views of actual expenditure by Expected Result.

Highlights of progress in 2012 towards the nine Strategic Goals are summarized below.

The Strategic Realignment Program (SRP)

The SRP concluded as a portfolio of reform initiatives in 2012. Over the past three years it brought new focus to the Organization’s culture and values, greater efficiency in business processes and better alignment of Programs, structure and resources to the nine Strategic Goals. The initiatives all contributed to strengthening the Organizations four Core Values.

To strengthen Service Orientation - staff were trained and better systems put in place and External Offices were mobilized to provide round-the-clock availability of enhanced service. External Communications were improved, through increased availability of WIPO publications in more languages, and by substantially expanding the Organization’s footprint in social media through a presence on Twitter, Facebook, Flickr and Scribd.

Many initiatives contributed to the improvement of Working as One - a more strategic use of information technology, a modernized human resource regulatory framework and initiatives to increase knowledge-sharing across the Organization.

Strengthening Accountability for Results - WIPO’s results framework starts at the level of the Strategic Goals and cascades through organizational Expected Results to individual work objectives. By the end of 2012, risk management was integrated throughout biennial and annual planning processes.

To improve Environmental, Social and Governance Responsibility, a Code of Ethics and a Whistleblower Protection Policy were issued and ethics training provided to every staff member. Steps have been

taken to reduce the Organization's carbon footprint and improvements were made to enhance accessibility to WIPO's campus and services for all.

As of 2013, the Organization will be moving into a phase of "continuous improvement" in order to sustain and build upon the SRP achievements.

Strategic Goal I: Balanced Evolution of the International Normative Framework for IP

Significant progress was made in 2012 under this Strategic Goal with the adoption of the Beijing Treaty for the Protection of Audiovisual Performances. Constructive deliberations led to further progress on the other items on the agenda of the Standing Committee on Copyright and Related Rights (SCCR) with an Extraordinary General Assembly approving, in December 2012, the convening of a Diplomatic Conference in 2013 to conclude a Treaty to Facilitate Access to Published Works by Visually Impaired Persons and Persons with Print Disabilities. The SCCR also adopted and submitted to the 2012 WIPO General Assemblies an updated work plan to address another proposed treaty and several other limitations and exceptions topics: a treaty for broadcasting organizations and limitations and exceptions related to libraries and archives, educational and research institutions and persons with other disabilities.

Under its new mandate for the biennium established in late 2011, the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC) met three times (IGCs 20, 21 and 22). The IGC established a clearly defined work program and sound working methods and made progress in its "text-based negotiations" as required by the mandate. By the end of the third session (IGC 22), the IGC had also developed a single consolidated negotiating text on genetic resources (GRs) and made further progress on the texts on traditional knowledge (TK) and traditional cultural expressions (TCEs). In accordance with the mandate of the IGC for the 2012/13 biennium, the WIPO General Assembly in October 2012 took stock of, and considered the texts and the progress made, and agreed on a work program for 2013.

The Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT) made good progress in its work towards an international agreement on industrial design law and practice, with the WIPO General Assemblies urging the SCT to expedite its work with a view to enabling the Assemblies to decide in 2013 on the convening of a Diplomatic Conference. Likewise, the SCT agreed to continue its work on the protection of country names.

In view of enhancing cooperation among Member States on further developing balanced policy and normative frameworks for the international patent system, the eighteenth session of the Standing Committee on the Law of Patents (SCP) was held in May 2012. The SCP continued to examine five topics on its agenda, namely: (i) exceptions and limitations to patent rights; (ii) quality of patents, including opposition systems; (iii) patents and health; (iv) confidentiality of communication between clients and their patent advisors; and (v) transfer of technology.

Strategic Goal II: Provision of Premier Global IP Services

The 2012/13 biennium saw considerable growth in the international registration systems despite a continuing fragile global economy. The Organization successfully managed to deliver quality services and enhance the customer experience on the one hand while improving productivity through well-designed ICT initiatives on the other hand.

International patent filings under the Patent Cooperation Treaty (PCT) showed robust growth in 2012 with 196,200 applications, a growth of nine percent on 2011. Moreover, there was an increase in the share of applications from low and middle income countries, with a significant increase from China.

Enhancement of the PCT System continued under the PCT Roadmap, a series of recommendations endorsed in 2010 by the PCT Working Group. Significant progress has been made in the following respects: (a) the PCT agenda now prominently features quality of work products, including international search reports and written opinions, as well as administration at the IB and Offices; (b) stakeholders at the national level recognize the utility of high-quality PCT work products and the importance of the PCT to the operation of the international patent system; (c) interested parties better understand the role of the PCT in the effective dissemination of technical information; and (d) there is greater understanding of the needs of Contracting States for high-quality international applications and PCT work products, of the

capacity of Contracting States to perform their own effective search and examination and of the needs for continued technical assistance to developing and least developed countries in that regard.

The international trademark system continued to rebound strongly, and 2012 represented another record year for WIPO in terms of international applications received and international registrations recorded. WIPO received 44,018 international applications, a 4.1 per cent increase on 2011, and recorded 41,954 international registrations. The total number of requests received by the IB, such as modifications, decisions by Offices of the Contracting Parties, and renewals increased by three per cent in 2012. Of the total applications received, seven per cent originated from developing countries and least developed countries (LDCs). In addition in 2012, Colombia, Mexico, New Zealand and the Philippines acceded to the Madrid Protocol, increasing the number of members of the Protocol to 88, and the total number of members of the Madrid system to 89. These new accessions represented a significant milestone in the further geographical expansion of the Madrid system, in particular with the entry of two countries from the Latin American region. One country remains in the Agreement only.

International registrations under the Hague system grew in 2012 from 2,363 to 2,440. In spite of a general growth in filings and recording activity, with notably more filings made for, and from, developing countries and LDCs, and in spite of being on track in terms of renewals, the volumes remained below that envisaged. During 2012, Montenegro and Tunisia became party to the Geneva (1999) Act of the Hague Agreement. The accession by Tunisia represents an important step towards the objective of establishing a predominance of the 1999 Act in the system since, as a result of this accession, there remains no Contracting State bound only by the 1934 Act.

The Assembly of the Lisbon Union mandated the Working Group on the Development of the Lisbon System, in 2009, to engage in a full review of the Lisbon system aimed at making the system more attractive for users and prospective new Members, while preserving its principles and objectives. Under this mandate, the Working Group made considerable progress during its session in December 2012, as a result of which the IB was to prepare a draft Revised Lisbon Agreement and draft Regulations under such a Revised Lisbon Agreement for the next session of the Working Group in April/May 2013.

In 2012, the WIPO Arbitration and Mediation Center (AMC) continued to work to optimize the potential of its procedures to meet the needs of IP right holders and users. In the area of domain names, trademark holders filed in 2012 a record 2,884 cybersquatting cases covering 5,084 Internet domain names with the WIPO Center under procedures based on the Uniform Domain Name Dispute Resolution Policy (UDRP). This represents an increase of 4.5 per cent over 2011. The WIPO Center also continued to liaise with the administrators of country code Top-Level Domains (ccTLDs) in different regions in the adoption of dispute resolution policies, with .PW (Palau) and .TZ (Tanzania) joining in 2012 the list of ccTLDs using WIPO dispute resolution services, which now stands at 67 ccTLDs.

Strategic Goal III: Facilitating the Use of IP for Development

Facilitating the use of IP for development and empowering developing countries and LDCs to harness IP for enhancing national innovation potential and capacities continued to be a priority in 2012.

Using the enhanced strategic approach and better inter-organizational coordination adopted in the last biennium, WIPO continued to assist developing countries and LDC's in the design, development and implementation of National IP strategies that are both consistent with their overall development plans and able to foster innovation and creativity. Through the project on Improvement of National, Sub-Regional and Regional IP Institutional and User Capacity, which was completed in May 2012 a standardized, though flexible, methodology and a set of practical tools for the formulation of national IP strategies and plans were developed. The methodology and tools are now being mainstreamed for use in national IP strategy formulation processes. IP strategy formulation and implementation were initiated in 32 countries (five in Africa, five in Arab Region, nine in Asia and Pacific and 13 in the Latin America and the Caribbean Region). Three LDC's have included LDC-specific IP considerations in their national IP strategies and/or policies.

In efforts to enhance national and regional capacities for the effective use of IP for development, a new and better performing e-Learning Centre (WeLC) platform was established at the end of 2011. In 2012, a total of 40,844 persons from 186 countries benefited from the multilingual activities (eleven languages) of the WIPO Academy Distance Learning (DL) Program, as compared to a total of 33,019 persons in 2011. Activities included three general DL courses (36,236 persons enrolled), eight advanced DL courses (1,624 persons enrolled) and 22 special sessions tailored to the specific needs of national

institutions (in Brazil, China, Croatia, Honduras, Mexico, Republic of Korea, Serbia as well as the African Regional Intellectual Property Organization (ARIPO)), three Technology and Innovation Support Centers (TISCs) (in Ethiopia, Russian Federation and Uruguay), and eight universities. In addition, a special session was organized for Colombia in the context of the Start-up Academies Development Agenda (DA) Project. Over 2,500 persons benefited from such special sessions.

In order to better coordinate projects across the Organization, a new Division was created in 2012 for the purpose of developing innovative IP and development projects in coordination with concerned Sectors, Divisions and Regional Bureaus. The Division also assumed responsibility for mainstreaming the management and operation of three Development-Sector Databases, i.e. the IP Technical Assistance Database (IP-TAD), the Roster of Consultants (ROC) and the IP Development Matchmaking Database (IP-DMD) taking duly into account the recommendations of the related DA project evaluations.

The CDIP met in two sessions in 2012, where it approved one new DA project proposed by Burkina Faso, considered the Director General's Report on Implementation of the Development Agenda, a Progress Report on the Implementation of Recommendations for Immediate Implementation and DA Projects and twelve independent project evaluation reports. In addition, the Committee approved second phases for three completed and evaluated projects. The Committee discussed a document forwarded by the General Assembly on the Description of the Contribution of the Relevant WIPO Bodies on the Implementation of respective Development Agenda Recommendations and discussed a Report on Assessing WIPO's Contribution to the Achievement of the United Nations Millennium Development Goals (MDGs).

Strategic Goal IV: Coordination and Development of Global IP Infrastructure

With a focus on enhancing the global IP infrastructure to help meet the growing global demand on the IP system and facilitating the participation of developing countries and LDCs in the system, good progress was made in the areas of global IP databases, classifications, IP office modernization, and TISCs in 2012.

The new PATENTSCOPE system, introduced in 2011, continued to be further enhanced and developed during the year. The TAPTA statistical machine translation system, developed in-house, was extended to include two difficult language pairs: English and German as well as English and Japanese. Furthermore, the number of national collections held in PATENTSCOPE increased from 28 to 30, including the significant addition of the Japanese collection, almost doubling the number of records from 10 million to 18 million in the database.

The Global Brand Database was launched in 2012 with the Madrid and Lisbon systems and Article 6 *ter* collections and showed steady progress in the number of different visitors throughout 2012, rising from 9,000 users to 13,000 users per quarter. Furthermore, the process of adding national collections was initiated with three national collections. The year 2012 saw a strong growth in the number of records held in the system, increasing from 700,000 to two million records.

Significant progress was made in 2012 as regards International Classifications and WIPO IP Standards. The reform of the Nice Classification was implemented and the Committee of Experts met for the first time in its annual session and adopted amendments published in the Classification, which, from 2013 onwards, will be annual. A new publication platform for the Nice Classification, which accommodates the publication of annual new versions, was successfully put into production. In addition, this new platform will also integrate the Taxonomy, which was finalized in 2012 in cooperation with OHIM. The new seventh-edition of the Vienna Classification was published as scheduled.

The year 2012 brought the number of Member States establishing TISCs in their countries to a total of 36. The eTISC knowledge management platform, which provides advanced social media tools and integrates new services aimed at reinforcing WIPO's activities in supporting the development of TISCs worldwide, was launched in November 2012 to encourage the exchange of information, experiences and best practices among TISCs both nationally and internationally.

The deployment and upgrades of IPAS (Industrial Property Automation System) continued in all regions. The total number of IP Offices using at least one WIPO software package reached 66 at the end of 2012.

Good progress was made on the development of the WIPO CASE (Centralized Access to Search and Examination) and DAS (Digital Access Service) platforms although the number of participating Offices and overall activity remained limited. Major upgrades were made to both systems in mid-2012.

Strategic Goal V: World Reference Source for IP Information and Analysis

In 2012, key achievements under this Strategic Goal included an expanded World IP Indicators report that, for the first time, provided information on patent prosecution highways and plant variety filings. In addition, a new annual statistical review of the Hague system was launched offering a wider range of data and in-depth analysis.

WIPO also assumed the role of a co-publisher of the Global Innovation Index (GII), thus participating more prominently in the development and dissemination of the GII compared to 2011, where WIPO was one among several knowledge partners.

New study work – on IP and the informal economy and IP and brain drain – was also launched as part of CDIP projects for which implementation started in 2012. In addition, the multiyear CDIP project on IP and Socioeconomic Development made considerable progress in 2012 with national country studies having been launched in Brazil, Chile, China, Egypt, Thailand and Uruguay.

Strategic Goal VI: International Cooperation on Building Respect for IP

Through a consultative process, steady progress continued to be made towards creating an enabling environment that promotes respect for IP in a sustainable manner. The eighth session of the ACE was characterized by a spirit of cooperation in order to: identify the motivations, including socio-economic variables, fuelling IP rights infringements; discuss the development of analytical methodologies measuring the impact of counterfeiting and piracy; and analyze alternate models to address the prevalence of counterfeiting and piracy. Member States agreed on the work program for the ninth session of the ACE, embracing both alternative dispute resolution practices in the field of IP and preventive actions and measures or successful experiences to complement enforcement measures.

Strategic Goal VII: Addressing IP in Relation to Global IP Policy Issues

At the intersection of pressing global and interconnected issues, in particular Global Health, Climate Change and Food Security, substantive progress was made in supporting an enhanced understanding among policy makers on the interface between global challenges and innovation and IP. An important step in support of partnering with other key players in this arena was the launch of the WIPO Global Challenges Seminar Series in March 2012.

WIPO Re:Search, a consortium of a broad range of private and public sector institutions from developed and developing countries providing royalty-free access to IP assets to stimulate new R&D for neglected tropical diseases, tuberculosis, and malaria, made significant progress in 2012. Launched in October 2011, the consortium marked a doubling of membership and the initiation of 13 separate research collaborations between a range of Members during its first year. Moreover, and especially important for WIPO's broader policy goals as articulated in the DA, WIPO Re:Search includes ten Members from nine African countries.

WIPO GREEN, a platform for the accelerated transfer, adaptation and adoption of environmentally sound technologies, made progress as a pilot. Some 40 technologies and needs were uploaded by the end of 2012.

Strategic Goal VIII: A Responsive Communications Interface between WIPO, its Member States and All Stakeholders

WIPO continued its progress on major strategic improvement projects on web communications, organizational identity, customer service and internal communications. The year 2012 saw exponential increases in the number of people worldwide that accessed unique WIPO content.

With the second phase of the social media strategy, new channels were used to enable direct engagement with stakeholders and improvement of delivery of WIPO content to broad and specialized audiences, including the launch of the first official WIPO presences on Twitter, Flickr (photo sharing) and Scribd (publication sharing) in March 2012.

The World IP Day campaign, WIPO's most high profile, annual public outreach activity, created a greater sense of engagement and public ownership by intensifying focus on social media-based communication. More than 5,000 fans joined the World IP Day Facebook campaign (double the 2011 figure), including a high proportion from developing countries. The "weekly reach of the World IP Day Facebook page" topped 86,000 people, and the most popular World IP Day tweet achieved 1.05 million potential impressions. WIPO leveraged appeal of the World IP Day exhibition on Steve Jobs' patents and created a stream of attractive content (editorial, design, photographic, video and web) on the theme of *Visionary Innovators*, which was widely shared across press, web and social media.

A more integrated approach to promoting major events, products and achievements contributed to raise public visibility and understanding of WIPO's activities. This included more consistent messaging frameworks; the creation of tailored, original content (editorial, visual and web) in six languages; cultivation of press and stakeholder relations; leveraging the use of well-known personalities as spokespeople; and dissemination via multiple channels. As a result, substantial positive global media coverage was achieved for the Beijing Treaty adoption; the publication of the World IP Indicators (230 per cent increase in views of the 2012 press release compared to 2011); and the Global Innovation Index (435 per cent increase on 2011).

In addition, the groundwork for a comprehensive overhaul of the WIPO website to better serve the needs of its stakeholders was completed in 2012.

Strategic Goal IX: Efficient Administrative and Financial Support Structure to enable WIPO to Deliver its Programs

The Administration and Management, through its Programs, enabled the Organization in delivering the results expected by Member States and stakeholders, on the one hand, while navigating through the continuing financial instability and serious uncertainties in the economic environment, on the other hand.

Despite these uncertainties, WIPO closed the year with a positive overall result of 15.7 million Swiss francs², as a result of higher than expected income and conscious management of expenditure.

The regularization process for long-serving temporary employees was successfully implemented, as approved by the Member States in 2010. As a result of this process, 30 employees performing continuing functions and having five or more years of continuous and satisfactory service on January 1, 2012, were regularized following a competitive process.

The revised chapter four of the Staff Rules and Regulations on Recruitment was implemented on January 1, 2012. The new compositions of Appointment Boards and streamlined processes have resulted in a 29 per cent reduction in recruitment lead time.

Following an intensive consultative process, WIPO modernized its Staff Regulation and Rules (SRR), in line with ICSC standards and best practices in the UN common system. The revised SSRs entered into force on January 1, 2013, supported by a comprehensively updated Office Instruction framework. WIPO also implemented a streamlined contractual framework in 2012, in line with ICSC recommendations. The new framework accorded temporary staff the status of staff members, resulting in enhanced benefits.

The implementation of the WIPO Language Policy, adopted by Member States at the 2011 Assemblies, commenced in 2012 with six-language coverage provided to documentation for meetings of all WIPO Committees and most main bodies.

The ERP portfolio of projects, approved by the WIPO General Assemblies in 2010, as part of the Administrative and Management Sector modernization, continued to make good progress. The year 2012 saw the upgrade of PeopleSoft to its latest version (9.1) in preparation for the implementation of the ERP portfolio of projects, in particular to prepare for the integration of the HR modules. Comprehensive

² Subject to audit.

training on end-to-end processes and the use of the upgraded system was provided to over 250 staff. The planning and preparation for the implementation of the HR modules advanced significantly in 2012. Under the Enterprise Performance Management (EPM) project, the first generation tool to support annual workplanning was completed and a biennial planning tool was well advanced by the end of the year in support of the upcoming biennial planning exercise for 2014/15.

Further ICT achievements included: the completion of an Organization-wide deployment of the new internal data network architecture providing reinforced network security controls and the effective handling of multimedia (voice, video and data) traffic; a new IP Telephony system; live broadcast over the Internet (via webcasting) of all 18 major WIPO meetings, including the Beijing Diplomatic Conference; completion of the technical preparations for the migration of the Organization's Office Automation systems to an industry-standard Microsoft environment; and implementation of a Web single sign-on (SSO) platform, allowing a more secure and efficient use of the new PeopleSoft modules deployed within the framework of the ERP Project. Also, in the field of Information Security, ISO 27001 certification work was commenced with the PCT Application Data Handling processes as the initial scope. Organizational resilience against external attacks, including Distributed Denial of Service attacks, was enhanced through the deployment of technological controls.

The worksite for the New Conference Hall Project opened in mid-August 2011, and the excavation and construction of the main structure were ongoing until end-2011. During the first half of 2012, WIPO engaged in a series of high-level discussions with the former general contractor, which resulted in a joint and amicable separation. Consequently, a number of modifications to the project management structure were introduced, in particular, dedicated Committees were created and additional mandates were given to the architect, pilot and engineer firms. Since August 2012, the project has been managed on the basis of this modified management structure, which brings added flexibility and immediate response time to implement a project of such a scope and magnitude.

PROGRAM 1 PATENT LAW

Program Manager Mr. J. Pooley

OVERVIEW OF PROGRESS IN 2012

1.1. In view of enhancing cooperation among Member States on further developing balanced policy and normative frameworks for the international patent system, the eighteenth session of the Standing Committee on the Law of Patents (SCP) was held in May 2012. The SCP continued to examine five topics on its agenda, namely: (i) exceptions and limitations to patent rights; (ii) quality of patents, including opposition systems; (iii) patents and health; (iv) confidentiality of communication between clients and their patent advisors; and (v) transfer of technology.

1.2. A step-by-step approach and the examination of substantive studies have allowed the SCP to review the current international patent system in a holistic manner that took into account different needs and interests of Member States and stakeholders. It has also strengthened the SCP as a participatory process. Evidenced by a number of proposals put forward by Member States on the above topics, the discussions in the Committee have resulted in a gradual concretization of its activities. At the eighteenth session, while the SCP deepened its understanding on the topics discussed, it agreed to carry on discussions at its subsequent session on the basis of the agenda of its eighteenth session. The Chair of the SCP held a first informal consultation in Geneva in November 2012, in order to facilitate the dialogue among Member States.

1.3. With respect to WIPO administered treaties in the field of patents, in 2012, Bosnia and Herzegovina and Ireland joined the Patent Law Treaty (PLT), and three countries (Bahrain, Brunei Darussalam and Panama) joined the Budapest Treaty.

1.4. WIPO's legislative and policy assistance has consistently been based on the multilateral legal framework. During 2012, a number of countries sought advice from WIPO on how to use available multilateral flexibilities so as to accommodate particular national interests that are specific to their countries. Since bilateral and regional legal instruments are increasingly covering IP matters, WIPO's legislative assistance also extends to commitments undertaken in the framework of such agreements. Members States' legislative activities are still growing, particularly due to countries joining regional economic integration processes, countries signing bilateral free trade agreements, countries revising their patent laws to accommodate local public policies, and countries' accession to multilateral treaties regarding patents.

1.5. During 2012, the Secretariat continued to contribute to a greater awareness of the legal principles and practices of the patent system through provision of relevant information to intergovernmental organizations, United Nations (UN) bodies, non-governmental organizations (NGOs) and other parties on issues covered by this Program.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

1.6. The design, planning and implementation of activities by Program 1 were informed and guided by the relevant DA Recommendations. Discussions about the progressive development of the international patent system within the SCP continued to be inclusive and member-driven, taking into account different levels of development, representing a participatory process and being in line with the principle of neutrality of the WIPO Secretariat (Recommendation 15). They also took into account existing flexibilities in international IP agreements (Recommendation 17). The activities of the SCP were based upon open and balanced consultations (Recommendations 21 and 42) while being supportive of the UN development goals (Recommendation 22).

1.7. The Program's capacity-building and legislative and policy assistance activities were development-oriented, demand-driven and carried out within the timeframe planned (Recommendations 1, 13 and 14).

1.8. In addition, in accordance with Recommendations 16 and 20, the Program was engaged in the implementation of the Project on Patents and the Public Domain and contributed to the evaluation of the Project on Intellectual Property and the Public Domain.

1.9. The Program also prepared two documents on the Work Program on Flexibilities in the Intellectual Property System – New Elements Proposed and Future Work on Patent-Related Flexibilities in the Multilateral Legal Framework at CDIP/8 and CDIP/10/11 respectively.

PERFORMANCE DATA

Expected Result: Enhanced cooperation/ greater consensus among Member States on further developing balanced policy and normative frameworks for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs and GRs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Progress on the implementation of SCP agreed steps/plans	SCP/15 agreed its future work in five areas (October 15, 2010)	SCP/17 agreed to continue work on the five issues (December 2011)	SCP/18 agreed to carry on discussions at SCP/19 on the basis of the agenda of SCP/18.	Not on Track
Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. and types of legislative advice provided to Member States related to patents, utility models, trade secrets and integrated circuits	In 2010, 12 comments were provided to Member States	In 2011, 10 written comments were provided to Member States. In addition, 8 events were organized, to discuss, revise and draft legal texts or to analyze policy options	In 2012, 11 written comments were provided to Member States. In addition, seven events were organized with the aim to discuss, revise and draft legal texts or to analyze policy options.	On track
% of countries which found WIPO's legislative advice related to patents, utility models, trade secrets and integrated circuits useful	Not available	Not available	Survey for the year 2012 in process	N/A 2012
% of Member States which found the provided information concerning the legal principles and practices of the patent system, including the flexibilities existing in the system and the challenges it faces, useful	Not available	SCP and CDIP reports provide feedback from Member States (no statistics available)	A majority of Member States expressed their satisfaction with the quality of the information provided.	On track

Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of satisfied participants in targeted workshops/seminars held on specific patent-related questions	Not available	Not available	<p>National Workshop on Patent Policy and its legislative implementation (Costa Rica, September, 2012) (92.5%)</p> <p>Sub-regional Workshop on the Protection of Invention in the Pharmaceutical Sector: Patents, Undisclosed Information and Health Policies (Riyadh, Saudi Arabia, October, 2012) (96.7%)</p> <p>Regional Seminar on the Legislative, Economic and Policy Aspects of Utility Models Protection System (Kuala Lumpur, Malaysia, September 2012) (100%)</p> <p>Training Course on Patent Law and Examination (Republic of Korea); WIPO-WTO Colloquium for Teachers of Intellectual Property (Geneva); Interregional Intermediate Seminar on Industrial Property (Geneva). All participants expressed their satisfaction with the respective workshops/seminars (100%).</p>	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.1 Enhanced cooperation/greater consensus among Member States on further developing the policy and legal framework for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs GRs	3,105	2,815	1,280
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	1,611	2,298	871
VII.1 Enhanced understanding among policy makers on the interface between global challenges and innovation and intellectual property as a basis for improved policy decision making	128	50	
Total	4,843	5,163	2,151

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	3,107	3,672	1,810	49%
Non-personnel Resources	1,736	1,491	341	23%
TOTAL	4,843	5,163	2,151	42%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

1.10. The overall increase of resources allocated to the Program is the result of additional personnel resources allocated primarily to Result I.4 (Legislative advice).

B. Budget utilization 2012

1.11. Overall, budget utilization is within the expected range of 40- 60 per cent for the first year of the biennium and is on track. The utilization rate of non-personnel resources was low as a result of the postponement of the nineteenth session of the SCP from November 2012 to February 2013, and the postponement of a regional seminar on patent-related flexibilities in South Africa from November 2012 to early 2013.

PROGRAM 2 TRADEMARKS, INDUSTRIAL DESIGNS AND GEOGRAPHICAL INDICATIONS

Program Manager Ms. Binying Wang

OVERVIEW OF PROGRESS IN 2012

2.1 The Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT) made good progress in its work towards an international agreement on industrial design law and practice, with the WIPO General Assemblies urging the SCT to expedite its work with a view to enabling the Assemblies to decide in 2013 on the convening of a Diplomatic Conference. Likewise, the SCT agreed to continue its work on the protection of country names. The SCT also held an information meeting on the role and responsibility of Internet intermediaries in the field of trademarks, but subsequently decided not to continue work on this particular topic.

2.2 As regards increased protection of State emblems and names and emblems of international intergovernmental organizations (IGOs) under Article 6^{ter} Paris Convention, communications and responses to requests were well on track throughout the period under review. The discrepancy between the target for requests to be dealt with and the actual number of requests is due to an overestimation of requests at the planning stage.

2.3 With regard to work on tailored and balanced IP legislative, regulatory and policy frameworks, the Program delivered individual advice corresponding to 18 requests in the area of trademark, industrial design and geographical indications law.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

2.4 The design, planning and implementation of activities by Program 2 were informed and guided by the relevant DA Recommendations. The Program’s norm-setting activities within the SCT continued to be inclusive and member-driven (Recommendation 15). The SCT negotiations were based upon open and balanced consultations (Recommendations 21 and 42). The Program’s technical assistance, capacity-building and legislative assistance activities were development-oriented, demand-driven and reported on in the normal course (Recommendations 1 and 13).

2.5 In addition, the Program provided advice to the project on IP and Product Branding for Business Development in Developing Countries and LDCs, managed the preparation of a Study on Misappropriation of Signs in the context of the DA project on Intellectual Property and the Public Domain and presented the findings to the CDIP. The Program also participated in the evaluation of the latter project.

PERFORMANCE DATA

Expected Result: Enhanced cooperation/ greater consensus among Member States on further developing balanced policy and normative frameworks for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs and GRs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
International agreement on a normative framework for Industrial Designs	No existing international agreement		WIPO General Assemblies decision “urging the SCT to expedite in a committed manner work with a view to advance substantially the basic proposals for a Design Law Treaty” (WO/GA/41/18, paragraph 231).	On track

Progress towards agreement on current issues on the SCT agenda	Joint Recommendation Concerning Trademarks on the Internet of 2001	Draft Reference Document on the Protection of Country Names Against Registration and Use as Trademarks	Progress on draft Articles and Regulations for industrial design law and practice. Continuation of work on the protection of country names.	On track (industrial designs and country names)
		Agreement on Information Meeting on the Role and Responsibility of Internet Intermediaries in the Field of Trademarks	The SCT held an information meeting on the role and responsibility of Internet intermediaries in the field of trademarks, but subsequently decided not to continue work on this particular topic.	Dis-continued (Role and Responsibility of Internet Intermediaries in the Field of Trademarks)
No. of ratifications/ accessions to the Singapore Treaty	No. of ratifications/ accessions at the end of 2011	Total Number of Contracting Parties at the end of 2011: 25	4 additional ratifications in 2012 (United Kingdom, Kazakhstan, New Zealand and Iceland).	On track
Work initiated by the SCT on Geographical Indications (GIs)	Status of SCT work on GIs by end 2011	No work on GIs by the SCT at the end of 2011	SCT did not initiate work on geographical indications in 2012.	Not on Track
Expected Result: Increased protection of State emblems and names and emblems of International Intergovernmental Organizations				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of requests for communication under Article 6ter Paris Convention dealt with	No. of requests for communication received in 2010/11	65 requests received in 2010/11 of which 52 were accepted for communication	69 requests received for communication, out of which 12 led to publication in 2012.	On track
No. of signs published in Article 6ter database	No. of signs published in Article 6ter database in 2010/11	411 signs published in Article 6ter database in 2010/11	75 additional individual signs published in 2012 (486 cumulative)	On track
Comprehensive guidelines for the application of Article 6ter	Guidelines for the application of Article 6ter(1)(b) and (3)(b) of 1992		Due to the full work program of the SCT and the absence of a concrete Member State proposal, the activity was not pursued.	Dis-continued
Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Member States having received legislative advice in the area of trademarks, industrial designs and geographical indications	19 (2010) 20 (2011)		Advice provided to 11 Member States on 18 individual pieces of draft legislation (Africa 2; Arab 1; Asia and Pacific 1; Latin America and the Caribbean 7).	On track
No. of countries providing positive feedback on the usefulness of the provided legislative advice in the area of trademarks, industrial designs and geographical indications	Data not available		Positive feedback received from three countries (out of three survey respondents).	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.1 Enhanced cooperation/greater consensus among Member States on further developing the policy and legal framework for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs GRs	3,753	3,211	1,659
I.2 Increased protection of State emblems and names and emblems of International Intergovernmental Organizations	556	718	573
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	1,744	1,725	458
Total	6,053	5,654	2,690

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	3,934	4,255	2,052	48%
Non-personnel Resources	2,119	1,399	637	46%
TOTAL	6,053	5,654	2,690	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

2.6 The decrease in resources under Result I.1 (Development of balanced international normative frameworks for IP) is due to the transfer of resources initially budgeted for the possible Diplomatic Conference for the Adoption of a Design Law Treaty to Program 3 for the holding of the Diplomatic Conference on the Beijing Treaty for the Protection of Audiovisual Performances.

2.7 The increase in resources allocated to Result I.2 (Increased protection of State emblems) is primarily due to the assignment of additional personnel resources to this Result.

B. Budget utilization 2012

2.8 Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 3 COPYRIGHT AND RELATED RIGHTS

Program Manager Mr. T. Clarke

OVERVIEW OF PROGRESS IN 2012

3.1. The work of this Program during 2012 mainly focused on advancing the normative work in the Standing Committee on Copyright and Related Rights (SCCR), strengthening the development of copyright infrastructure and enhancing the institutional and human capacity in developing countries and LDCs in their pursuit of the cultural and economic advantages available through the copyright system. In all of these areas, significant progress has been made.

Normative and policy related work

3.2. The most notable normative achievement in 2012 was the adoption of the Beijing Treaty for the Protection of Audiovisual Performances. The Diplomatic Conference for this Treaty was convened in Beijing, China, from June 20 to 26, 2012.

3.3. Further progress was made on the other items on the agenda of the SCCR in December 2012 when an Extraordinary General Assembly approved the proposal to hold a Diplomatic Conference in 2013 to conclude a Treaty to Facilitate Access to Published Works by Visually Impaired Persons and Persons with Print Disabilities. The SCCR also adopted and submitted to the 2012 General Assemblies an updated work plan to address another proposed treaty and several other limitations and exceptions topics: a treaty for broadcasting organizations and limitations and exceptions related to libraries and archives, educational and research institutions and persons with other disabilities.

3.4. Legislative advice on copyright and related rights issues were provided to nine Member States in 2012. Requests for such advice were increasing, in part due to the interest of Member States in ratifying the Beijing Treaty.

3.5. Moreover, good progress was also made on a variety of projects aimed at enhancing WIPO's role in copyright in the digital environment. The Program conducted two studies in an attempt to find commonalities in the way that responsibility of Internet intermediaries is addressed in different jurisdictions. A modified Creative Commons license, aimed at enabling a more flexible approach to licensing their materials, has been agreed by the participating multilateral agencies, while the work on audio-visual contracts was completed. Also the dialogue with the music industry continued as WIPO seeks to facilitate the coordination of different industry initiatives.

Copyright infrastructure

3.6. All copyright infrastructure initiatives and projects were advanced during the year.

3.7. The pilot stage of the Trusted Intermediaries Global Accessible Resources (TIGAR) project was completed. This pilot enabled selected Trusted Intermediaries (TIs) (national libraries and other institutions serving the reading needs of visually impaired persons) to download books in accessible formats through WIPO's ICT infrastructure. Over 450 books were downloaded by the end of 2012. The increasing support of key private sector stakeholders is encouraging.

3.8. A related initiative is the Enabling Technologies Framework (ETF) project with participation from two standards bodies, the DAISY Consortium and EDItEUR. Its goal is to evolve mainstream publishing processes so that they are capable of delivering digital publications that are fully accessible to visually impaired persons.

3.9. The Capacity Building Work Group was reshaped during the year. Its goal continues to be to extend the benefits of TIGAR and ETF to developing countries and LDCs.

3.10. The targeted deployment of WIPO's data management software for collective management organizations (WIPOCOS) has been exceeded while the provision of an enhanced version of the software has been delayed. Meanwhile, the deployment of WIPO's software (GDA) used by Member States for the voluntary recording of creative works has met its target.

3.11. Increased interest was evidenced in the widely-lauded TAG initiative, which is aimed at reinforcing the Transparency, Accountability and good Governance of collective management organizations. In addition, the Program continued conducting studies evaluating the economic impact of the creative industries.

Technical assistance to developing countries and LDCs

3.12. During 2012, technical assistance and capacity building programs in copyright and related rights have been guided by the IP development policies and strategies identified by the requesting Member States. The activities were designed in response to the demands and needs of developing countries and LDCs for assistance particularly in the area of institutional and human capacity building and improvement.

3.13. In this context, a total of 49 training programs and projects at national, regional and interregional levels were organized with the participation of more than 1,400 government officials, copyright professionals and representatives from stakeholders' organizations from 96 developing countries and LDCs and one regional IGO. The information and knowledge shared at these events contributed to the enhancement of the institutional and human capacity of copyright offices and other related organizations. The objective in most cases was also to raise awareness of the economic and cultural relevance and importance of copyright. These training programs were evaluated as being relevant and useful by over 80 per cent of the participants.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

3.14. The design, planning and implementation of activities by Program 3 were informed and guided by the relevant DA Recommendations. The Program's norm-setting activities within the SCCR continued to be inclusive and member-driven (Recommendation 15), duly considering the boundaries, role and contours of the "public domain" (Recommendations 16 and 20) and taking into account flexibilities in international IP agreements (Recommendation 17). In addition, the legislative assistance provided to Member States was development-oriented, balanced and tailored to unique Member State requests, in accordance with the DA principles (Recommendation 13), and bearing in mind the applicable flexibilities relevant to countries at differing levels of development (Recommendations 14 and 17).

3.15. The SCCR negotiations were based upon open and balanced consultations (Recommendations 21 and 42) while being supportive of the UN development goals (Recommendation 22). The Program's technical assistance, capacity-building and legislative assistance activities were development-oriented, demand-driven and reported on in the normal course (Recommendations 1 and 13).

3.16. In addition, the Program was engaged in activities related to the implementation of the following DA projects:

- A re-orientation of the project on Strengthening the Capacity of National IP Governmental and Stakeholder Institutions to Manage, Monitor and Promote Creative Industries, and to Enhance the Performance and Network of Copyright Collective Management Organizations enlarging its scope for creating more efficient IP institutions and for promoting a fair balance between IP protection and the public approved by the tenth session of the CDIP.
- Evaluation of the project on Intellectual Property and the Public Domain and subsequent follow up to this project in the form of a Study on Scenarios and Possible Options Concerning Recommendations 1c, 1f and 2a of the Scoping Study on Copyright and Related Rights and the Public Domain. In addition, Terms of Reference for a Comparative Study on Copyright Relinquishment were prepared.
- Completion and evaluation of the project on IP, Information and Communication Technologies (ICTs), the Digital Divide and Access to Knowledge. Under this project, a Study on Using Copyright to Promote Access to Information and Creative Content was prepared by a group of external experts and presented to the ninth session of the CDIP.
- Review and finalization of the Project on Strengthening and Development of the Audiovisual Sector in Burkina Faso and Certain African Countries presented by the Delegation of Burkina Faso and approved by the ninth session of the CDIP.

PERFORMANCE DATA

Expected Result: Enhanced cooperation/ greater consensus among Member States on further developing balanced policy and normative frameworks for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs and GRs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Conclusions agreed by Member States in each session of the SCCR	Conclusions reached in SCCR sessions during 2010-11 biennium (3) (March 2011)	Conclusions reached in SCCR sessions	Conclusions were reached in both SCCR sessions ³ to advance work on all substantive agenda items including limitations and exceptions for visually impaired/print disabled persons; protection for broadcasting organizations; limitations and exceptions for libraries and archives; and limitations and exceptions for education and research institutions.	On track
Progress towards agreement on current issues on the SCCR agenda	WCT, WPPT (1996), Rome Convention (1961) (March 2011)	Progress made in the SCCR Agenda	Beijing Treaty text adopted in June 2012. Decision to convene Diplomatic Conference in Marrakesh reached in December 2012. Progress consistent with SCCR work plan on all issues on the agenda.	On track
Expected Result: Evidence-based decision making on copyright issues				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of follow-up requests for specific studies or guidance on activities contributing to policy decision	Six by February 2011	Six requests	28 follow-up requests received by the end of 2012 for studies on creative industries and organization of workshops for specific creative industries (Africa 5; Arab 3; Asia and Pacific 9; Certain Countries in Europe and Asia 3; Latin America and the Caribbean 8).	On track
No. of countries using WIPO studies on their creative industries for developing creative industry strategies	Three countries		Three countries (Bulgaria, Jamaica and Thailand) used WIPO studies by the end of 2012 for developing creative industry strategies.	On track
No. of downloads, requests and distribution of WIPO tools for management of copyright in specific creative industries	Tbd		No. of downloads: 14,732 No. of distributed documents: Approximately 3,000.	On track
Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries that have initiated legislative reform in the area of copyright and related rights	19 countries received WIPO legislative advice in 2010/11 (March 2011)	19 countries	Nine countries from the following regions received legislative advice in 2012: Africa (3); Arab (4); Asia Pacific (1); LAC (1).	On track

³ SCCR 24: http://www.wipo.int/meetings/en/details.jsp?meeting_id=25014 and SCCR 25: http://www.wipo.int/meetings/en/details.jsp?meeting_id=25024.

Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of participants' positive rating of the usefulness of copyright related capacity building workshops	N/A	About 70%	Over 80% of participants found the workshops useful.	On track
% of participants' rating of usefulness of copyright related workshops and practical use of knowledge six months after the workshop	N/A	About 70%	Approximately 80% reported actual use of the information.	On track
No. of national copyright and related rights initiatives started directly related to the themes of workshops	N/A	At least 50%	Over 50% of countries started initiatives following the workshops such as awareness building programs, enhancing institutional and human capacities and improvement of copyright systems.	On track
Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Trusted Intermediaries (TIs) and Rights Holders (RHs) having joined the TIGAR system network, including from developing countries and LDCs	Four TIs and three RHs	4 TIs and 3 RHs	10 TIs and 20 RHs had joined the TIGAR system by the end of 2012.	On track
No. of copyright protected works distributed among TIs and made accessible to VIPs across borders through the TIGAR system network	Not yet started	300 books in accessible formats downloaded from the TIGAR	450 books in accessible formats downloaded from the TIGAR in 2012.	On track
Expected Result: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Institutions using WIPO copyright infrastructure systems (WIPOCOS and GDA)	20 CMOs equipped with WIPOCOS (end 2011)	20 CMOs equipped with WIPOCOS	26 CMOs equipped with WIPOCOS by the end of 2012	On track
	Eight Copyright Offices using GDA (end 2011)	8 Copyright Offices using GDA	15 Copyright Offices using GDA by the end of 2012	On Track
% of Governments that report positively on the effectiveness and governance of copyright institutions in the country	N/A	At least 70%	80% of countries reported positively.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.1 Enhanced cooperation/greater consensus among Member States on further developing the policy and legal framework for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs GRs	3,364	5,685	2,457
I.3 Evidence-based decision making on copyright issues	2,754	2,341	1,789
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	1,733	1,115	594
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	3,475	3,619	1,756
IV.2 Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain	3,595	2,709	998
IV.5 Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders	3,673	3,956	951
Total	18,593	19,425	8,545

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	10,866	10,533	5,381	51%
Non-personnel Resources	7,727	8,892	3,164	36%
TOTAL	18,593	19,425	8,545	44%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

3.17. The net increase in the resources allocated to the Program is due to: (i) the allocation of approximately 1.8 million Swiss francs for the holding of the Diplomatic Conferences in Beijing in 2012 and Marrakesh in 2013, reflected under Result I.1 (Development of balanced international normative frameworks for IP); and (ii) a net reduction of approximately 1.0 million Swiss francs under the remaining Results. This net reduction is the combined result of: (i) the adjustments indicated in the notes above; together with: (ii) the re-distribution of personnel resources assigned to the implementation of activities under the various Results.

B. Budget utilization 2012

3.18. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track. The low utilization of non-personnel resources is primarily due to slower than expected implementation of certain activities related to WIPOCOS, TIGAR and GDA.

PROGRAM 4 TRADITIONAL KNOWLEDGE, TRADITIONAL CULTURAL EXPRESSIONS AND GENETIC RESOURCES

Program Manager Mr. J. C. Wichard

OVERVIEW OF PROGRESS IN 2012

4.1. The year under review saw continued and steady progress in the negotiations of the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (the IGC). Under its new mandate for the biennium established in late 2011, the IGC met three times (IGCs 20, 21 and 22). The IGC established a clearly defined work program and sound working methods and made progress in its “text-based negotiations” as required by the mandate. By the end of the third session (IGC 22), the IGC had also developed a single consolidated negotiating text on genetic resources (GRs) and made further progress on the texts on traditional knowledge (TK) and traditional cultural expressions (TCEs). In accordance with the mandate of the IGC for the 2012/13 biennium, the WIPO General Assembly in October 2012 took stock of, and considered the texts and the progress made, and agreed on a work program for 2013.

4.2. The IGC also discussed observer participation in the IGC, especially the participation of indigenous peoples and local communities. The IGC considered a study containing several proposals for enhancing the positive contribution of observers to the IGC process, as well as proposals from the indigenous caucus in the IGC. The IGC supported some of the proposals. The Secretariat continued to facilitate the participation of indigenous peoples and local communities as far as possible, through, for example, its fund-raising drive for the WIPO Voluntary Fund for Accredited Indigenous and Local Communities, creating an “Indigenous Portal” on the WIPO website and appointing a WIPO Indigenous Fellow for 2012. The Secretariat also participated in a “Comprehensive Dialogue” with the United Nations Permanent Forum in May 2012 – a very useful occasion to engage with indigenous and local community organizations, several of whom were critical of the work of WIPO and the IGC in particular. The Secretariat consolidated its good working relationship with the Permanent Forum, which made several constructive recommendations to WIPO.

4.3. In 2012, the Secretariat responded positively to just under 45 requests from Member States, NGOs, indigenous peoples and local communities, industry associations and universities for briefings and other presentations on IP and TK, TCEs and GRs, whether in Geneva or abroad. Given the intensity of and focus on the IGC process and the postponement of at least one larger event to 2013, large capacity building or technical assistance projects or events were kept to a minimum. Four countries and regional organizations received legislative and policy assistance. WIPO continued being available to contribute as a technical partner to regional projects, such as a regional framework on TK, TCEs and GRs for the Caribbean, the TK Action Plan in the Pacific and a UNEP and Global Environment Facility-funded project in certain Latin American and Caribbean countries on the implementation of access to GRs and benefit-sharing regimes. In collaboration with the Secretariat of the Pacific Community, WIPO provided advice on IP management to the organizers of the 2012 Festival of Pacific Arts, held in the Solomon Islands. WIPO also made available a series of short, accessible publications on the key issues, and published, for consultation, a draft WIPO TK Documentation Toolkit. Such activities served to increase understanding of the issues, the development of national and regional legislation and policies, and the forging of practical solutions at the regional, national and community levels, complementing the IGC’s normative work.

4.4. Regarding coordination with developments in other fora, the WIPO Secretariat participated as an observer in meetings concerning the Convention on Biological Diversity (CBD) and the Nagoya Protocol on Access to Genetic Resources and the Fair and Equitable Sharing of Benefits Arising from their Utilization. Activities organized by UNESCO, WHO, WTO and the Office of the High Commissioner for Human Rights (OHCHR) were also participated in. These activities served to enhance coordination and complementarity, pursuant to the IGC’s mandate, which stipulates that the negotiations of the IGC should be without prejudice to the work pursued in other fora.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

4.5. The design, planning and implementation of activities under this Program were informed and guided by the relevant DA Recommendations. The Program’s norm-setting activities within the IGC continued to be inclusive and member-driven (Recommendation 15), duly considering the boundaries, role and contours of the “public domain” (Recommendations 16 and 20) and taking into account

flexibilities in international IP agreements (Recommendation 17). The IGC's negotiations were based upon open and balanced consultations (Recommendations 21 and 42) while being supportive of the UN development goals (Recommendation 22). The conclusion of the IGC's negotiations is the subject of DA Recommendation 18, which urges the Committee "to accelerate the process on the protection of GRs, TK and folklore, without prejudice to any outcome, including the possible development of an international instrument or instruments". The Program's technical assistance, capacity-building and legislative assistance activities were development-oriented, demand-driven and reported on in the normal course (Recommendations 1 and 13). The protection of TK, TCEs and GRs contributes to the mainstreaming of development considerations into WIPO's work and the understanding and use of flexibilities (Recommendations 12 and 14). On participation, funding and other institutional matters, the IGC's *ad hoc* NGO accreditation mechanism and the WIPO Voluntary Fund for Accredited Indigenous and Local Communities assisted in ensuring wide participation of civil society (Recommendation 42)

PERFORMANCE DATA

Expected Result: Enhanced cooperation/ greater consensus among Member States on further developing balanced policy and normative frameworks for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs and GRs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Progress in the IGC's negotiations towards development of an international legal instrument(s)	Negotiations underway under IGC mandate for 2010/11	The 2012/13 P&B, as complemented by the mandate of the IGC for 2012/13 as established by the WIPO General Assembly in October 2011, and the 2013 work program of the IGC as determined by the WIPO General Assembly in September 2012.	Continued progress in negotiations	On track
Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of participants in WIPO capacity-building activities which report enhanced capacity to understand and use IP principles, systems and tools or the protection of TK and TCEs, and for management of the relationship between IP and GRs	First time this Performance Indicator has been used in this Program		80% (feedback questionnaire used in three activities organized by the TK Division)	On track
Expected Result: Recognition by Member States, communities, organizations and other stakeholders of the relevance and effectiveness of WIPO's resources, programs and tools				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of requests received for WIPO's assistance	60 (2010/11)		50 (comprising 43 requests for general briefings and presentations and 7 requests for capacity-building/technical assistance). These figures do not include IGC-related briefings or participation in UN and other intergovernmental meetings.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.1 Enhanced cooperation/greater consensus among Member States on further developing the policy and legal framework for the international patent system, trademarks, industrial designs, geographical indications, copyright and related rights, TK, TCEs GRs	5,034	3,883	1,888
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	2,121	1,885	725
III.9 Recognition by Member States, communities, organizations and other stakeholders of the relevance and effectiveness of WIPO's resources, programs and tools	825	861	320
Total	7,980	6,630	2,934

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	4,000	3,939	1,858	47%
Non-personnel Resources	3,980	2,691	1,076	40%
TOTAL	7,980	6,630	2,934	44%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

4.6. The decrease in the Budget after transfers under Result I.1 (Development of balanced international normative frameworks for IP) reflects a reduction in respect of the initially planned resource allocation for a Diplomatic Conference in the area of IP and Genetic Resources, Traditional Knowledge and Folklore (IGC).

B: Budget utilization 2012

4.7. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 5 THE PCT SYSTEM

Program Manager Mr. J. Pooley

OVERVIEW OF PROGRESS IN 2012

5.1. The International Bureau (IB) received approximately 196,200 record copies in 2012, representing an increase of nine per cent compared to 2011. The share of fully electronic filings continued to increase in 2012 and now represents 90.5 per cent of total filings. While English remains by far the most important language of filing, its importance has diminished relative to Japanese, Chinese and Korean. The share of the PCT applications filed in Japanese, Chinese and Korean has increased from 33 per cent in 2011 to 35 per cent in 2012. The average cost of processing a published PCT application has decreased by nine per cent in 2012 compared to 2011, and reached 680 Swiss francs. This decrease is explained by the fact that 8.9 per cent more PCT applications were published in 2012 than in 2011, while overall costs decreased slightly. Quality of formalities examination improved markedly in the first quarter of 2012 but decreased again during the next two quarters, mostly due to increased delays in the republication of PCT applications and in the transmission of the notification of receipt of a PCT application.

5.2. The IB conducted various tailor-made cooperation activities with PCT Member States, Offices and International Authorities, as well as countries interested in joining the PCT. The activities covered, *inter alia*, staff training and technical, legal, operational and administrative issues for better implementing the PCT and promoting PCT use, both nationally and regionally. In 2012, some 47 seminars and workshops took place in 28 countries with the participation of Offices and authorities as well as universities, research institutions and other interested parties from 62 countries and regional organizations. These events focused, in particular, on Offices in developing countries and LDCs. The IB also continued to promote the electronic exchange of documents and data between the IB and Offices, resulting in 92 per cent of the International Bureau's incoming documents from Offices being received in electronic form in 2012. Details of technical assistance activities relating to the PCT in the 2010/11 biennium were submitted to the PCT Working Group in 2012. The IB also continued to systematically collect feedback from PCT Member States, Offices and International Authorities to assess the results and improve such cooperation activities in the future.

5.3. Awareness of the PCT among users and potential users was enhanced in 2012 through a variety of means (67 seminars and workshops, 39 presentations, 15 webinars and a PCT presence at two fairs). In addition, the IB reached out to researchers, lecturers and inventors at certain universities and technical institutes, responded to 12,584 inquiries and dealt with 1,279 special handling cases, including 87 requests for the restoration of the priority claim on behalf of the receiving Office of the International Bureau. Some 4,572 students from 148 countries registered for the PCT Introductory DL Course (available in ten languages). In terms of PCT-related information, 11 issues of the *PCT Newsletter*, 48 issues of the *Official Notices (PCT Gazette)*, and 73 updates to the *PCT Applicant's Guide* were published, along with updated versions of the PCT Regulations, Administrative Instructions under the PCT, Receiving Office Guidelines, International Search and Preliminary Examination Guidelines, and the Agreements with International Searching and Preliminary Examining Authorities.

5.4. In 2010, the PCT Working Group endorsed recommendations for improving the PCT ("PCT Roadmap"). Although the PCT Roadmap included some specific steps, the general goal was to review how the Treaty was delivering benefits to all interested parties: applicants, national Offices, and the public; and to encourage users to better deploy the system to improve its results. This would require administrative and technical actions, not necessarily changes to the Regulations. The PCT Roadmap is "on track", and significant progress has been made in the following respects: (a) the PCT agenda now prominently features quality of work products, including international search reports and written opinions, as well as administration at the IB and Offices; (b) discussions among stakeholders at the national level recognize the utility of high-quality PCT work products and the importance of the PCT to the operation of the international patent system; (c) interested parties better understand the role of the PCT in the effective dissemination of technical information; and (d) there is greater understanding of the needs of Contracting States for high-quality international applications and PCT work products, of the capacity of Contracting States to perform their own effective search and examination and of the needs for continued technical assistance to developing and least developed countries in that regard.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

5.5. An important part of the work of the Program involves the promotion of the PCT system and technical cooperation and assistance to developing countries and LDCs. The training and capacity building activities are conducted with the goal of assisting Member States to strengthen national capacity for protection of national creativity and innovation in accordance with the Development Agenda (Recommendation 11). The activities are demand-driven, development-oriented and transparent (Recommendation 1), as they are developed in coordination with the local organizers taking into account the level of PCT awareness or technical knowledge and PCT-related skills of the participants. These activities contribute to strengthen the capacity of PCT Member States to protect inventions through the PCT by enhancing local knowledge and skills to utilize the PCT system.

5.6. In addition, at its fifth session (May 29 to June 1, 2012) the PCT Working Group noted a progress report by the IB on the implementation of the recommendations to improve the functioning of the PCT which had been endorsed by the Working Group at its third session. These recommendations relate to how the future development of the PCT can be matched with the applicable DA recommendations, notably from Clusters A and C. The focus of these improvements, to be implemented by the WIPO Secretariat, applicants, Contracting States and national Offices (acting in both their national and international capacities) was to make the PCT system more effective both for processing patent applications and for supporting technology transfer and technical assistance to developing countries. Also, the Working Group took note of a study prepared by the IB on the coordination of technical assistance and financing of technical assistance projects for developing countries under Article 51 of the PCT and noted the contents of a study evaluating how the PCT system has functioned in terms of realizing its aim of disseminating technical information and facilitating access to technology as well as organizing technical assistance to developing countries.

PERFORMANCE DATA

Expected Result: Informed strategic use of the PCT by all innovators who could benefit from it				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
PCT filings	PCT filings (2011)	181,900	196,200 (2012)	On track
Share of PCT national phase entries in total international patent filings	Share of PCT national phase entries in international patent filings (end 2011)	54.2% in 2010 ⁴	54.9% in 2011	On track
Expected Result: Stronger relationships with PCT users and Offices				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Satisfaction of Offices and International Authorities with PCT cooperative activities	30 Offices and International Authorities expressed satisfaction with PCT cooperative activities (2010) (i.e. 91% out of 33 who benefited from PCT cooperative	59 (95% out of 62 beneficiaries of PCT cooperative activities; 86% out of the 69 survey respondents)	56 (95% out of 59 beneficiaries of PCT cooperative activities; 85% out of the 66 survey respondents)	On track

⁴ Please note that the national phase entries data are supplied to WIPO by national and regional patent offices several months after the end of each year. Therefore, at end 2011 and beginning 2012 the latest available data of national phase entries refer to 2010.

	activities and 46% out of the total 65 respondents)			
Meaningful contact with PCT users	Tbd by the end of 2011	70	39 presentations to and/or detailed discussions with significant PCT user companies/entities	On track
Increased feedback from PCT users on overall system performance	Tbd by the end of 2011	116 requests for feedback	101 requests for feedback made at all seminars (62) and presentations (39) Feedback from PCT users on overall system performance was received on approximately 15 occasions.	On track

Expected Result: Enhancement of overall PCT system

Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Further progress towards implementation of the recommendations endorsed by the PCT Working Group in 2010 on how to improve the functioning of the PCT, relating to the following six groups of issues: (i) backlogs; improving quality of granted patents; (ii) timeliness in the international phase; (iii) quality of international search and preliminary examination; (iv) incentives for applicants to use the system efficiently; skills and manpower shortages; (v) cost and other accessibility issues; consistency and availability of safeguards; (vi) technical assistance; PCT information and technology transfer.	Decisions by appropriate PCT bodies in 2011		The PCT Roadmap is “on track”, and significant progress has been made in the following respects: (a) the PCT agenda now prominently features quality of work products, including international search reports and written opinions, as well as administration at the IB and Offices; (b) discussions among stakeholders at the national level recognize the utility of high-quality PCT work products and the importance of the PCT to the operation of the international patent system; (c) interested parties better understand the role of the PCT in the effective dissemination of technical information; and (d) there is greater understanding of the needs of Contracting States for high-quality international applications and PCT work products of the capacity of Contracting States to perform their own effective search and examination and of the needs for continued technical assistance for developing and least developed countries in that regard.	On track

Expected Result: Enhanced IB operations (see Annex VI)

Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Unit cost of processing an application	Unit cost in 2011	747 Swiss francs	680 Swiss francs	On track
Productivity of formality examination	Productivity in 2011	7%	10%	On track

Quality of formality examination	Average of last three years	90.56%	90.06%	On track
Timeliness of formality examination (% accomplished within 3 weeks from receipt)	Average of last three years	77.02%	74.56%	Not on track
Timeliness of publication (% published within 18 months + three weeks from priority date)	Average of last three years	97.04%	97.98%	On track
Quality of translation (% that pass quality check)	Quality level in 2011	84.4%	87.2%	On track
Filings at the IB as Receiving Office	Filings in 2011	8,753	9,711	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
II.1 Informed strategic use of the PCT by all innovators who could potentially benefit from it	6,380	5,339	2,435
II.2 Stronger relationships with PCT users and Offices	16,897	16,358	7,565
II.3 Enhancement of overall PCT system	3,225	3,263	1,441
II.4 Enhanced IB operations	152,098	150,932	72,092
Total	178,600	175,893	83,533

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	118,705	117,527	57,001	49%
Non-personnel Resources	59,895	58,365	26,531	45%
TOTAL	178,600	175,893	83,533	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

5.7. The net decrease in overall resources for the Program, is the result of the combination of: (i) a net decrease in personnel resources, due to a number of vacancies in the Program during 2012, despite an increase in posts allocated to the Program through the flexibility mechanism (five posts at a total cost of 982 thousand Swiss francs), and, on the other hand, a decrease due to a number of vacancies in the Program during 2012; and (ii) a decrease in non-personnel resources in line with adjustments for cost efficiency savings. These changes are reflected as reductions across all Results.

5.8. In respect of Result II.1 (Informed strategic use of the PCT) and II.2 (Stronger relationships with PCT users and Offices), the reduction is primarily due to cost efficiency gains in travel in relation to PCT Assembly meetings for the biennium and staff missions for promoting relationships with the users of the PCT system.

5.9. In respect of Result II.4 (Enhanced IB operations), the increases in productivity and lower unit costs have contributed to continued efficiency gains and have resulted in lower overall costs for the processing of international applications, offset to some extent by the increased cost of translation.

B. Budget utilization 2012

5.10. Overall, budget utilization is within the expected range of 40- 60 per cent for the first year of the biennium and is on track.

Program 5 Annex: Indicators of PCT Operations

Performance Indicators for the Expected Result “Enhanced IB Operations”

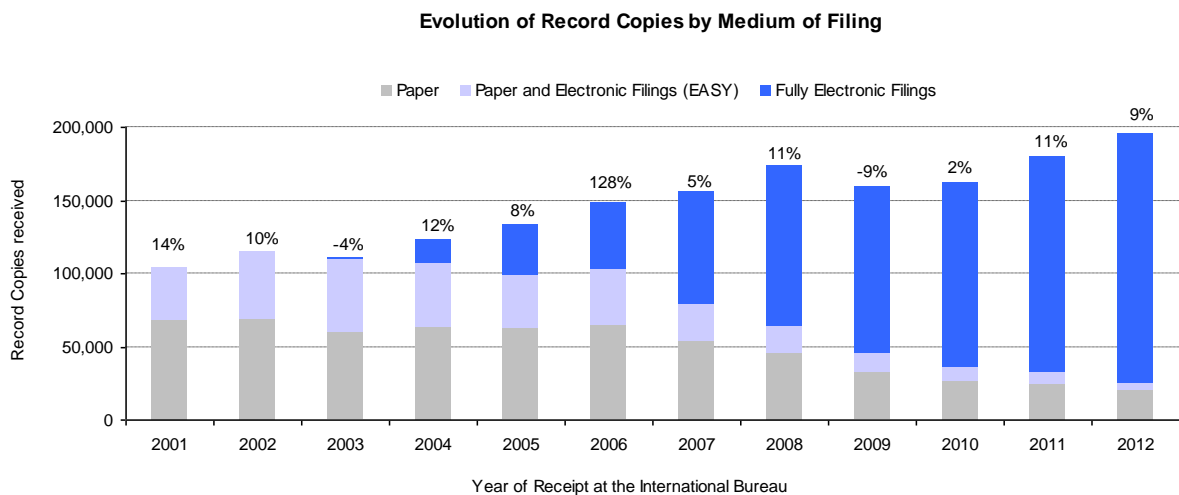
Background

As background it is useful to consider the evolution of:

- The PCT workloads;
- The language distribution of those workloads; and
- The number of staff assigned to process those workloads.

Workloads

The workloads are tracked on the basis of the yearly number of record copies received by the IB⁵.



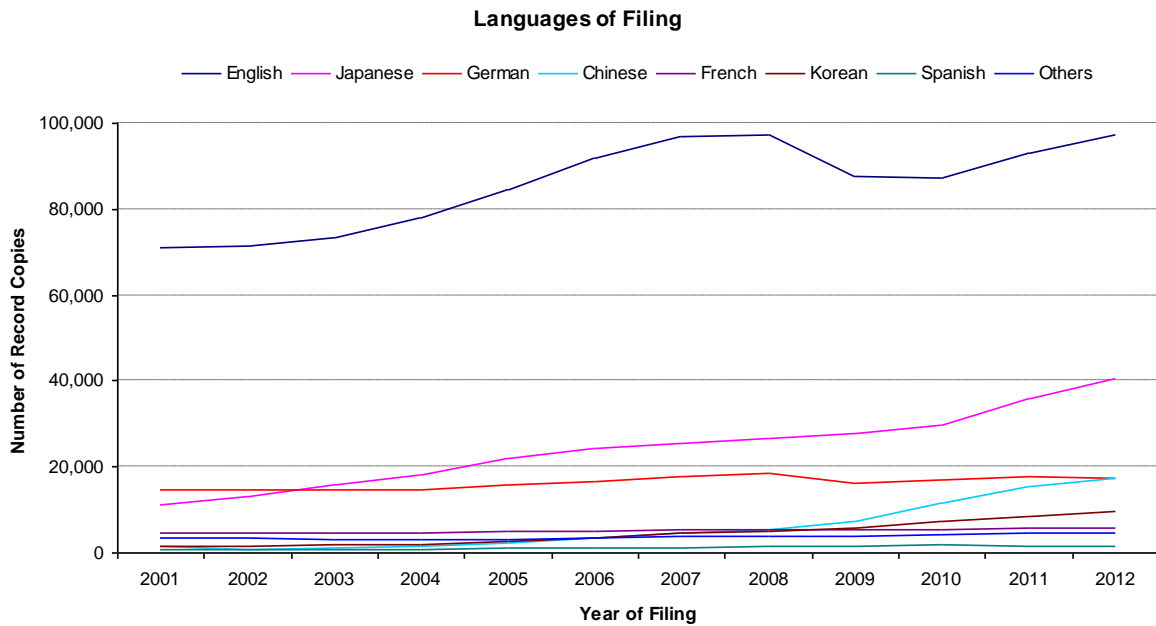
Source: WIPO Statistics Database, March 2013.

- The IB received approximately 196,200 record copies in 2012, representing an increase of 9% compared to 2011.
- The share of fully electronic filing methods kept increasing in 2012 and now represents 87% of total filings.

Language distribution

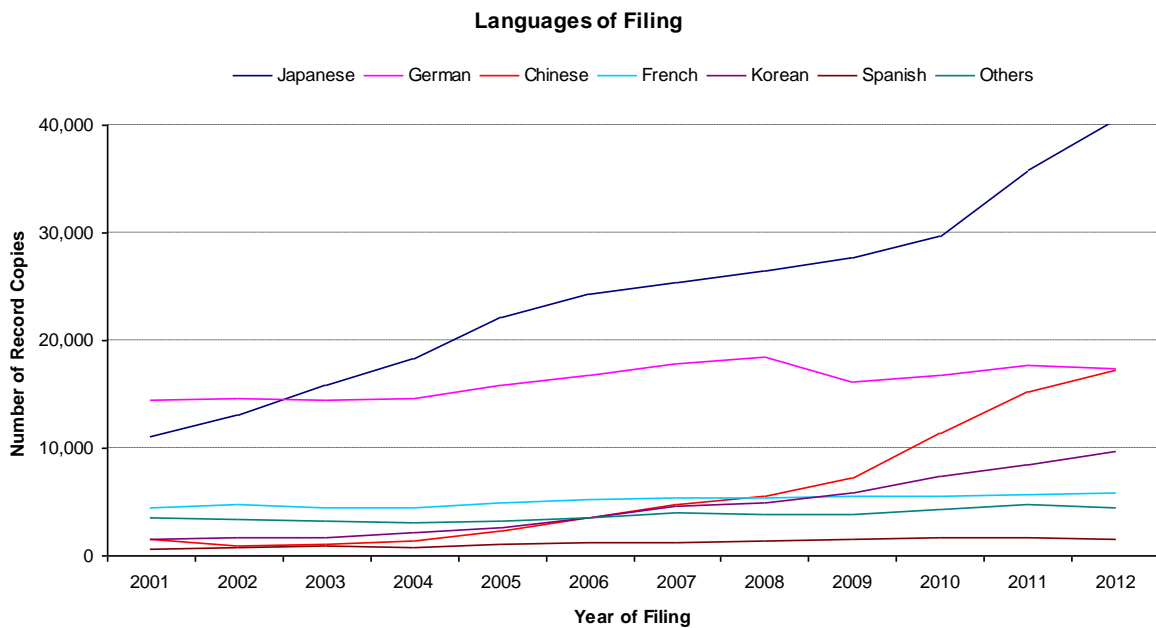
One fundamental development driving change in the IB is the increasing language diversity of filings, resulting, in particular, from increased usage of the PCT System in East Asian countries.

⁵ A record copy is a PCT application transmitted to the International Bureau by a receiving Office after its filing at, and its processing by, that Office. Because record copies are only received at the International Bureau after processing at a receiving Office, the figures are strongly influenced by processing times at these Offices. For this reason, trends in the receipt of record copies, while valid indicators of International Bureau workloads, do not accurately match trends in the filing of PCT applications.



Source: WIPO Statistics Database, March 2013
 Note: 2011 data are provisional and incomplete.

As can be observed, while English remains by far the most important language of filing, its importance has diminished relative to Japanese, Chinese and Korean. The combined share of the PCT applications filed in Japanese, Chinese and Korean has increased from 33% in 2011 to 35% in 2012. Zooming in on languages other than English provides the following picture:

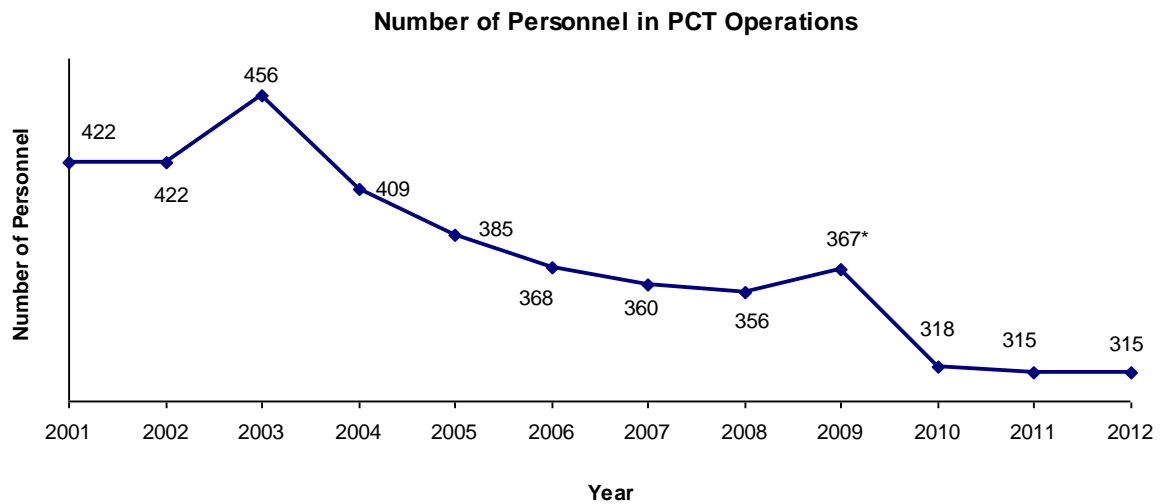


Source: WIPO Statistics Database, March 2013
 Note: 2011 data are provisional and incomplete.

These evolutions put a considerable strain on the IB because it takes many years to adjust the language composition of the PCT Operations staff.

Staff

The chart below shows the number of PCT Operations staff since 2001, in Full Time Staff Equivalent (FTSE - total number of full-time staff plus the full-time equivalent of the part-time staff).



Source: WIPO Statistics Database, March 2013

Note: Personnel is counted in full time equivalent from December lists of staff.

* Note that the increase in personnel in 2009 is due to the integration into the PCT Operations Division of two units which were not part of the Division prior to 2009 (and therefore were not counted as part of its personnel at that time). The units in question are the PCT Information Systems Service (30 persons) and the PCT fee handling team (2 persons). Without the integration of these two units, the number of personnel in the Division would have decreased from 356 in 2008 to 335 in 2009.

- The number of PCT Operations staff remained stable in 2012 compared to 2011.

Unit cost of processing an application

The IB's productivity in processing PCT applications can be measured by unit cost of processing, defined as the average total cost of publishing a PCT application. Average total cost is determined by total PCT expenditure, plus a certain share of expenditure on support and management activities.⁶ The unit cost thus includes the cost of all PCT activities – including translation, communication, management and others.

In computing unit cost, the production cost consists of two parts: direct and indirect costs. Direct costs correspond to the expenditure incurred by the IB (for administration of the PCT system and related Programs). Indirect costs include expenditure for supporting units (e.g., buildings and information technology, among others). Indirect costs are weighted to take into account only the share attributable to the PCT system. The cost of storing published applications is added to unit cost since the PCT system must store these for 30 years.

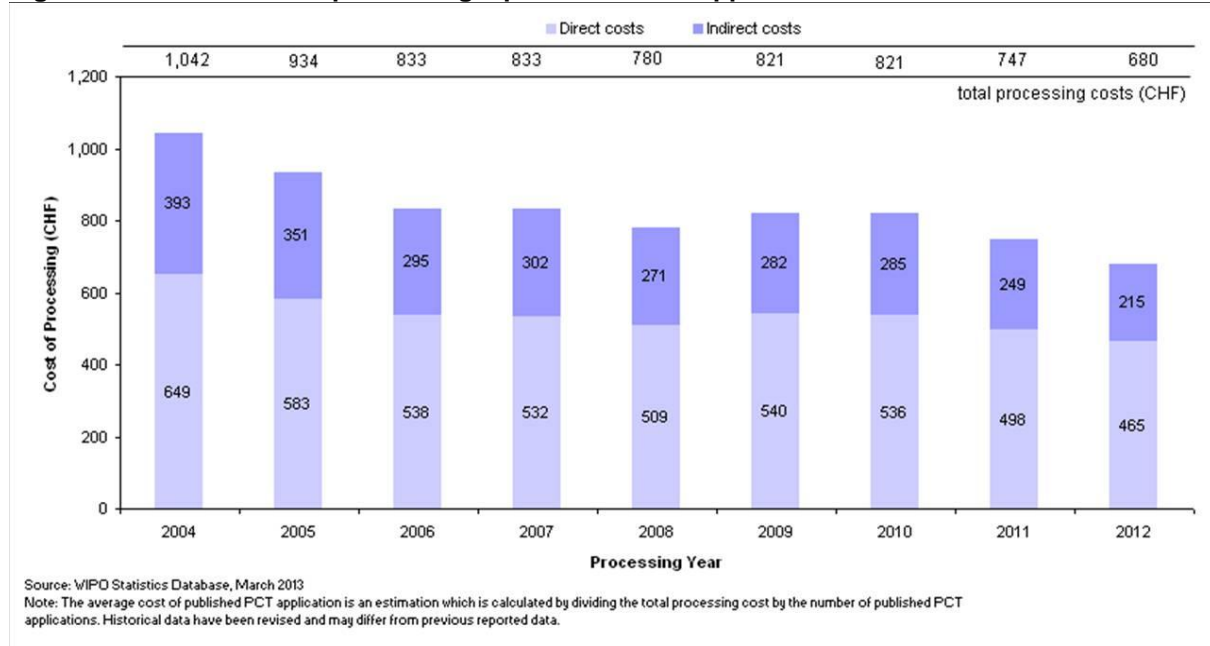
Formally, unit cost is defined as:

$$\text{Unit cost} = \frac{\text{Total cost of production}}{\text{Number of publications}} + \text{Cost of storage}$$

Figure B.1.9 depicts the evolution of the unit cost of processing from 2004 to 2012, including a breakdown of the contribution of direct and indirect costs.

⁶ The complete methodology is available at www.wipo.int/edocs/mdocs/govbody/en/a_42/a_42_10-annex3.pdf.

Figure B.1.9: Unit cost of processing a published PCT application

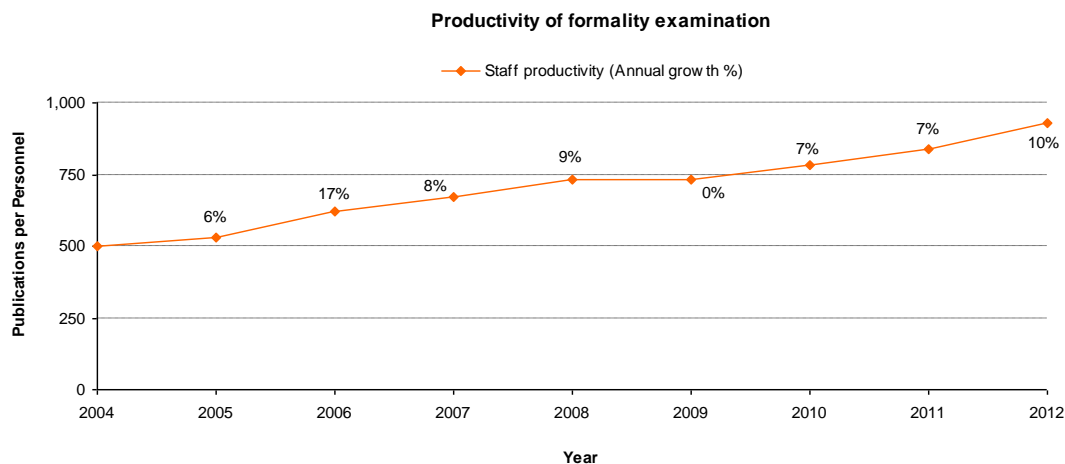


Source: WIPO Statistics Database, March 2012

- The average cost of processing a published PCT application has decreased by 9% in 2012 compared to 2011, and reached 680 Swiss francs⁷. This decrease is mostly explained by the fact that 8.9% more PCT applications were published in 2012 than in 2011, while overall costs decreased slightly (in particular indirect costs).

Productivity of formalities examination

The definition of staff productivity is output (i.e., number of PCT publications) divided by the number of available staff for formalities examination.



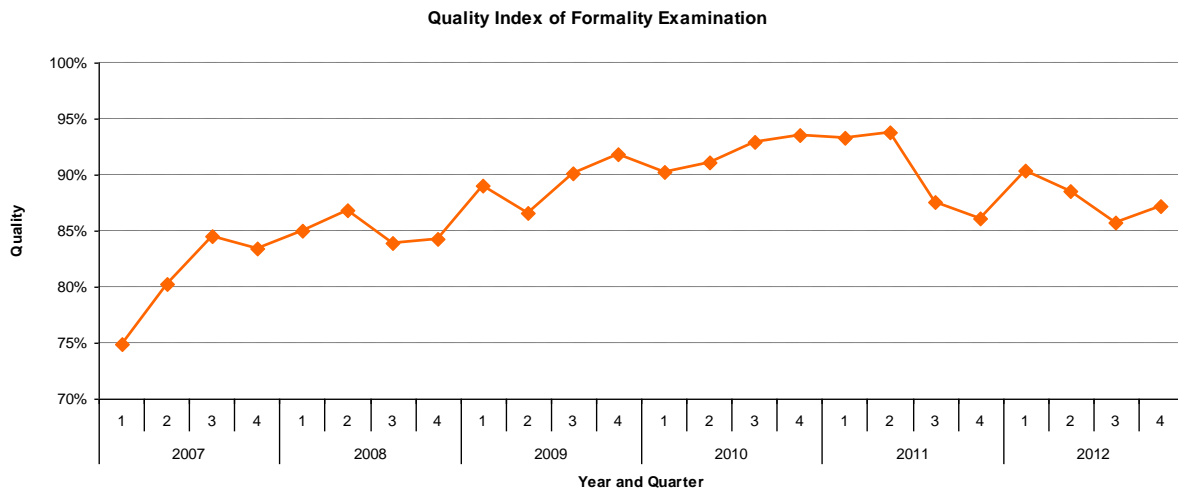
Source: WIPO Statistics Database, March 2013
 Note: Personnel is counted in full time equivalent from December lists of staff.

- Historically, productivity of formalities examination has increased, mainly due to automation, which has permitted the processing of larger workloads with less staff.

⁷ The unit cost figures in the graph were calculated based on the unit cost methodology in place until end 2012. Since 2013, the methodology has been further revised to ensure consistency with the union costing methodology (Annex III). Based on the revised methodology, the total unit cost in 2012 was estimated at 712 Swiss francs, including 464 Swiss francs for direct costs and 248 Swiss francs for indirect costs.

Aggregate quality of formalities examination

In order to measure the quality of the work performed by the IB in a simple and comprehensive manner, the IB has developed an aggregate quality index, calculated as the average of four lead quality indicators. Three of these indicators are based on the timeliness of key transactions: acknowledgement of receipt of the PCT application; publication; and republication. The fourth indicator reflects errors made during the processing of PCT applications.



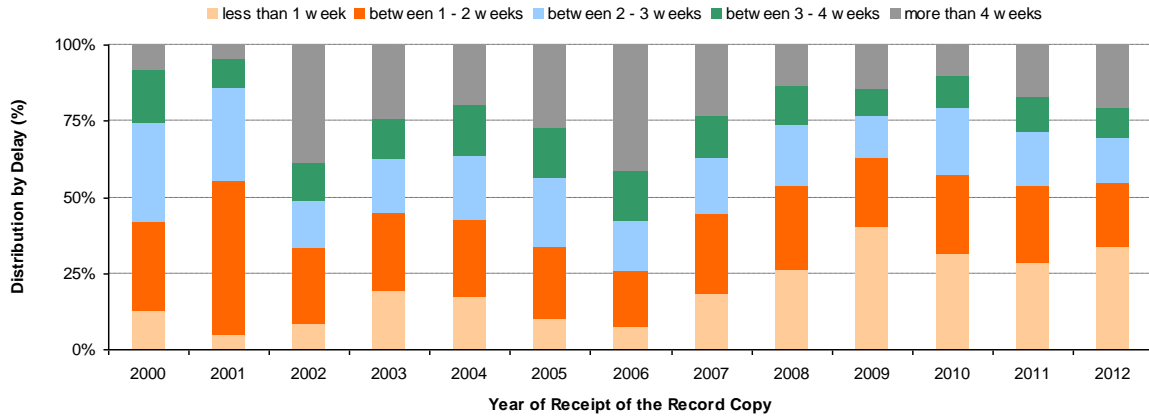
Source: WIPO Statistics Database, March 2013
 Note: 2011 data are provisional and incomplete.

- Quality, as measured by the aggregate index, improved markedly from 2007 to the second quarter of 2011. Increased delays in the republication of PCT applications with the ISR were the main cause of the drop observed in the second half of 2011.
- Quality improved markedly in the first quarter of 2012 but decreased again during the next two quarters. The main reason for this drop was a deterioration in the share of notifications of receipt of a PCT application sent to applicants within five weeks, which dropped from 90.8% in the 1st quarter to 76.3% in the 3rd quarter. However, since the 4th quarter, part of these notifications has been automatically sent to applicants shortly after the receipt of their applications, thus explaining the share of 93.7% at the end of the year.
- In addition, the share of applications republished within two months diminished significantly during the second half of 2012. In the 2nd quarter of 2012, approximately 76.6% of applications were republished within two months; however, this dropped to only 57.7% in the last quarter of 2012.

Timeliness of formality examination

This indicator reflects in more detail one of the components of the aggregate quality indicator, namely the time required by the IB to issue Form 301. This form is issued after the formality examination of the application has been completed. Applicants appreciate receiving this Form as soon as possible because it allows them to know whether their application has any formal defects.

Timeliness of Formality Examination

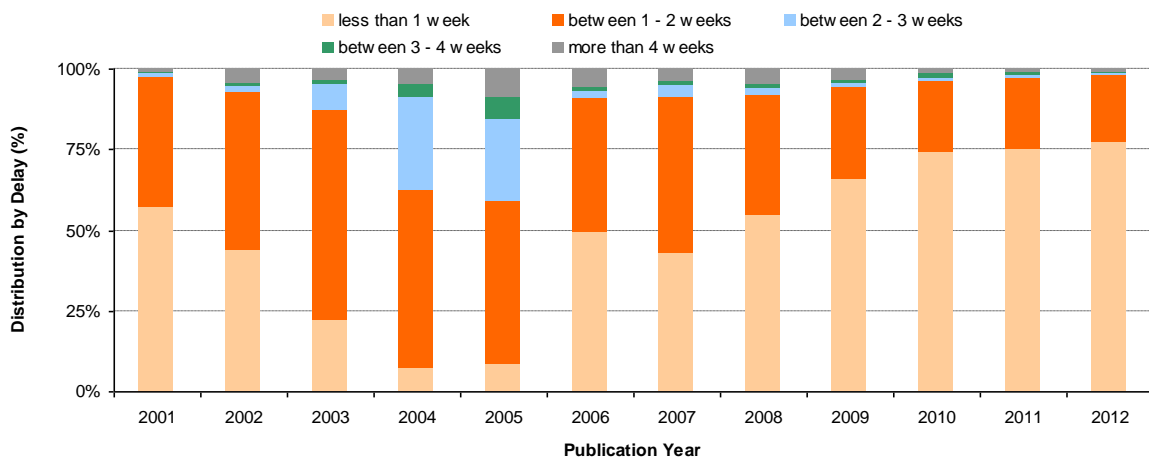


Source: WIPO Statistics Database, March 2013

Timeliness of publication

This indicator reflects in more detail one of the components of the aggregate quality indicator, namely the time required by the IB to publish the application. Article 21 (2) (a) of the PCT states that the “... international publication of the international application shall be effected promptly after the expiration of 18 months from the priority date of that application.”

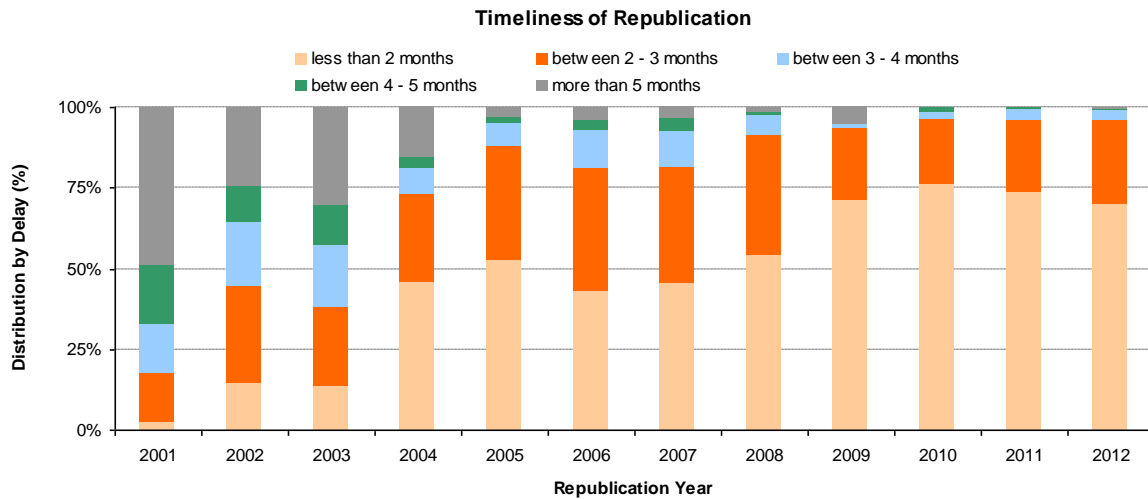
Timeliness of Publication



Source: WIPO Statistics Database, March 2013

Timeliness of republication

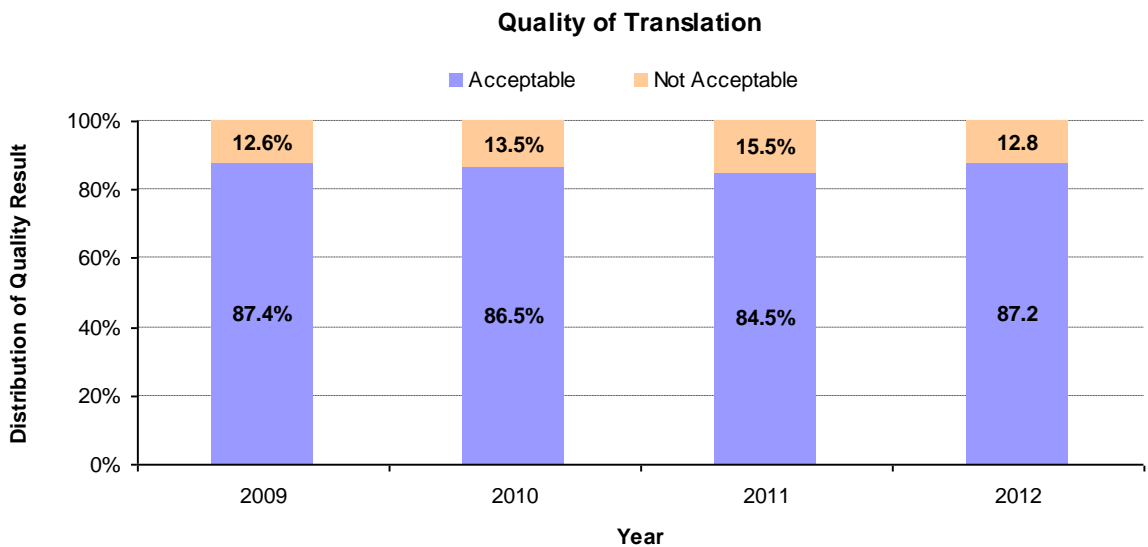
This indicator reflects in more detail one of the components of the aggregate quality indicator, namely the time required by the IB to republish the application with the ISR. Due to delays in the communication of ISRs by ISAs, a number of international applications are published without the ISR. When the ISR becomes available, the international application needs to be republished with the ISR as soon as possible, so as to complete the international publication.



Source: WIPO Statistics Database, March 2013

Quality of translation

Translations of abstracts and reports prepared under the responsibility of the IB are subjected to a quality control process based on a sample. The results are classified in two categories: translations that are deemed acceptable and those that are deemed not acceptable. This performance indicator tracks the quality of the translations as reflected in the samples.



Source: WIPO Statistics Database, March 2013

Filings at the IB as Receiving Office (RO/IB)

This table presents PCT filings by the top ten receiving offices over the past five years to 2012. In principle, a PCT application is filed at the national patent office of the applicant’s home country or at a regional patent office acting for the applicant’s home jurisdiction. The IB is a competent receiving office for applicants from all PCT contracting states. The evolution of the filings at the RO/IB, its ranking in terms of the number of filings among other receiving offices, as well as its market share can be observed in this table.

Receiving Offices	International Filing Year					2012 Share (%)	Changed compared to 2011 (%)
	2008	2009	2010	2011	2012		
United States of America	52,053	46,055	45,226	49,313	51,677	26.6	4.8
Japan	28,027	29,291	31,523	37,972	42,787	22.0	12.7
European Patent Office	29,494	27,360	28,900	30,893	32,593	16.8	5.5
China	6,081	8,000	12,917	17,471	19,930	10.3	14.1
Republic of Korea	7,911	8,025	9,639	10,413	11,869	6.1	14.0
International Bureau	9,050	8,688	8,679	8,772	9,711	5.0	10.7
United Kingdom	5,273	4,627	4,411	4,226	4,149	2.1	-1.8
France	3,805	3,771	3,441	3,498	3,240	1.7	-7.4
Canada	2,299	1,895	2,058	2,193	2,121	1.1	-3.3
Sweden	2,317	2,046	1,775	1,845	1,721	0.9	-6.7
All others	16,930	15,648	15,769	15,781	14,602	7.5	-7.5
Total	163,240	155,406	164,338	182,377	194,400	100	6.6

Source: WIPO Statistics Database, March 2013

Note: 2012 data are estimated

[End of Annex]

PROGRAM 6 MADRID AND LISBON SYSTEMS**Program Manager Ms. Binying Wang**

OVERVIEW OF PROGRESS IN 2012

The Madrid System

6.1. In 2012, Colombia, Mexico, New Zealand and the Philippines acceded to the Madrid Protocol, increasing the number of members of the Protocol to 88, and the total number of members of the Madrid system to 89. These new accessions represented a significant milestone in the further geographical expansion of the Madrid system, in particular with the entry of two countries from Latin America. A high level of promotional activities to current as well as potential members was undertaken with increased focus on the promotion of a better use of the Madrid system, in particular in countries where the Madrid system is deemed to be under-utilized.

6.2. The promotion of the Madrid system was intensified in targeted territories of the Madrid Union, in particular in Europe, the Russian Federation, China, Japan and the United States of America. This included meeting hundreds of users and participating in many local events related to trademarks. Vital user feed-back regarding Madrid operations and implementation of the system worldwide was collected and outreach continued to potential new users including, in particular, small businesses. Some 85 participants from 36 countries attended in-house seminars on the Madrid system in June and November. As a way to further engage our stakeholders with the most up to date information and developments about the Madrid system, The Madrid Highlights, a quarterly news letter about the Madrid system, was introduced in 2012. From the fourth edition, it was translated into French, Spanish, Chinese, Arabic and Russian.

6.3. The IB assisted a number of States in their preparatory work towards a future accession to the Madrid Protocol, in particular Brunei, Colombia, Costa Rica, Dominican Republic, India, the Gambia, Jamaica, Malaysia, Mexico, New Zealand, Nigeria, the Philippines, South Africa, Sri Lanka, Pakistan, Thailand, Trinidad and Tobago, Tunisia, Zimbabwe and, an intergovernmental organization, the African Regional Intellectual Property Organisation (ARIPO). These potential future accessions will greatly enhance the geographical scope of the Madrid system and make the system more attractive for users, providing a simple, efficient and cost-effective option for trademark holders to obtain and maintain protection for their trademarks in an expanded geographical area.

6.4. Moreover, 2012 represented another record year for WIPO in terms of international applications received and international registrations recorded. WIPO received 44,018 international applications, a 4.1 per cent increase from 2011, and recorded 41,954 international registrations. The total number of requests received by the IB, such as modifications, decisions by Offices of the Contracting Parties, and renewals increased by three per cent in 2012.

6.5. Of the total applications received, seven per cent originated from developing countries and LDCs.

6.6. The average processing time for new applications amounted to 48 calendar days in 2012. The average number of irregularities for applications was 32.1 per cent, of which about 23 per cent related to classification issues. It should in this context be noted that the applications, and in particular the lists of goods and services, are getting longer. The number of words to classify and translate has grown from 5.5 million words in 2010 to eight million words in 2012.

6.7. Decisions by national and regional Offices (including refusals and statements of grant of protection) rose by 25.7 per cent in 2012 (total of 437,082), of which around 40 per cent related to statements of grant of protection. Some 76 per cent of these were received electronically.

6.8. The IB started to use a new translation data base in July 2012, resulting in a higher number of standard indications of goods and services in new applications being processed automatically. The resulting efficiency gain for translation amounted to about 35 per cent by the end of 2012.

6.9. Phase I of the IT Modernization Program was completed and the International Registration Process Integration (IRPI) project ongoing. In 2012, complex requirements from two participating Offices

were integrated into the IRPI software. This included a Single Sign On (SSO) capability where WIPO delegates user authentication to the national Office. Merging the national Office handling fees with the International fees into a single payment has involved a major revision of the payment process.

6.10. WIPO has also started building the production infrastructure for IRPI, which will be hosted by UNICC. A Request for Proposal for IRPI's support and development for the 2013-2015 period was issued in December 2012.

6.11. Phase II of the IT Modernization Program involves the migration of all Madrid and Hague business functions from their legacy technology, to a modern Internet ready and eBusiness-enabled, technical architecture. The selected external partner completed the functional specification and design stages of the technical migration in December 2012. A one-to-one code conversion from Natural to Java was successfully proved by the external partner, as part of Stage 3 of the Project. The technical migration is expected to continue in 2013 and 2014. A subsequent Phase III of the IT Modernization Program will enhance the end-user interface, optimize relevant workflows and performances, and streamline internal procedures.

6.12. In May 2012, new web tools, along with video tutorials were provided to the users of the Madrid System. *The Madrid Electronic Alert* (MEA) is a free "Watch Service" designed to provide information to users interested in monitoring the status of certain International Trademark Registrations. *The Madrid Real-time Status* (MRS) is a stand-alone tool that presents the real-time status of documents being processed by the IB. *The Madrid Portfolio Manager* (MPM) is a web service designed for holders and representatives of international registrations wishing to access their international trademark portfolios with a view to submitting new requests for recordal in the WIPO International Register.

6.13. The IB continued the process, started in the previous biennium, of simplifying internal processes in order to enhance the efficiency, flexibility and user-friendliness of the Madrid system. This was supported by further discussions in the Working Group for the Legal Development of the Madrid system, in July 2012, on the possible introduction of division, clarification of the translation issue related to specific types of documents, and a possible amendment to Article 9*sexies* of the Madrid Protocol.

The Lisbon System

6.14. The Assembly of the Lisbon Union mandated the Working Group on the Development of the Lisbon System, in 2009, to engage in a full review of the Lisbon system aimed at making the system more attractive for users and prospective new Members, while preserving its principles and objectives. Under this mandate, the Working Group, which is open to all WIPO members and observers, is to explore what changes to the Lisbon system would be necessary to make an increase of its membership likely. Considerable progress was made at the Working Group session in December 2012, as a result of which the IB is to prepare a draft Revised Lisbon Agreement and draft Regulations under such a Revised Lisbon Agreement for the next session of the Working Group in April/May 2013. In view of that progress, conclusion of the review of the Lisbon system – modernizing its legal framework, confirming its applicability in respect of geographical indications and opening it for accession by IGOs – could be envisaged in the course of the next biennium. In due course, the Working Group is also still planning to explore in which situations and in what form dispute settlement within the Lisbon system might be appropriate.

6.15. The IB is regularly updating the information on the Lisbon system and the planned revision of the system on the WIPO website. In addition, it has ensured that events in which it was involved concerning the protection of appellations of origin and geographical indications also addressed the Lisbon system and its on-going review.

6.16. As from January 1, 2012, the amendments to the Regulations under the Lisbon Agreement, adopted by the Lisbon Union Assembly in September 2011, took effect. These amendments are aimed at serving transparency as regards the contents of the International Register and, as a result, also of the Lisbon Express database on the WIPO website. The amendment of Rule 5(3) of the Regulations provides the country of origin the option to indicate factual information that had permitted the grant of protection in respect of the appellation of origin in question. The amendment of Rule 16(1) of the Regulations requires the competent authority of a Lisbon Member State that submits a notification of invalidation of the effects of an international registration in its territory to indicate in that notification the ground(s) on which the invalidation decision was based. Data provided under these new provisions will be recorded in the International Register in the three working languages of the Lisbon system.

6.17. Since January 2012, the official publication of the Lisbon system, the WIPO Bulletin Appellations of Origin, is only available in electronic format on the WIPO website. By the end of 2012, the number of competent authorities that had given their consent to the use of electronic means for communications under the procedures of the Lisbon system had increased to 21. Considerable progress was also made towards the creation of an electronic International Register with the development of an IT program for that purpose and for the transformation of the paper-based contents of the International Register into an electronic format. The Lisbon pages on the WIPO website were adapted so as to further increase their user-friendliness.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

6.18. The design, planning and implementation of activities by Program 6 were informed and guided by the relevant DA Recommendations, in particular Recommendations 1 and 6. In addition, the legislative assistance provided to Member States was development-oriented, balanced and tailored to unique Member State requests, in accordance with the DA principles (Recommendation 13), and bearing in mind the applicable flexibilities relevant to countries at differing levels of development (Recommendations 14 and 17).

PERFORMANCE DATA

Expected Result: Better use of the Madrid and Lisbon systems, including by developing countries and LDCs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of new registrations (Madrid system)	37,533 (2010); 40,900 (2011)	40,711 (2011)	41,954 (2012)	On track
No. of renewals (Madrid system)	21,949 (2010); 21,900 (2011)	21,754 (2011)	21,859 (2012)	On track
% of irregularity letters compared to total number of applications received (Madrid system)	19.3% (end 2010)	23% (end 2011)	22.9%	Not on track
% of international applications from developing countries and LDCs (Madrid system)	7% international applications	7.4% (2011)	7% (2012)	Not on track
No. of Contracting Parties to the Madrid Protocol	85 contracting parties to the Madrid system		89 contracting parties to the Madrid system (4 additional countries: Colombia, Mexico, New Zealand and the Philippines)	On track
No. of Contracting Parties to the Lisbon Agreement	27 (March 2011)		No accessions	Not on track
No. of international registrations in force under the Lisbon system concerning appellations of origin from developing countries and LDCs	58 (out of 795)	75	62 (out of 804)	On track

Expected Result: Better operations of the Madrid and Lisbon systems				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Average processing time of new applications without irregularities (Madrid system)	24 days (end 2010)	25 days (end 2011)	34 days (end 2012)	Not on Track
No. of Offices sending applications in XML format and receiving designations in XML format (Madrid system)	Five Offices		10 Offices (end 2012)	On track
% of documents received electronically (Madrid system)	46%		65%	On track
No. of clients receiving email notifications (Madrid system)	23,800		50,000 (2012)	On track
No. of clients using Portfolio manager (Madrid system)	nil		400 (2012)	On track
No. of fully automated processes (Madrid system)	Provisional refusals, renewals, Automatic translation (Final Decision, Grant of protection)	Decisions by Offices: 53 % automated (2011)	68% automated (2012)	On track
% of corrections inscribed compared to the total of operations inscribed (with the exception of refusals and final decisions) (Madrid system)	5.30%	4.7% (2011)	3.6% (2012)	On track
Establishment of an automated International Register (Lisbon system)	Status of the automation exercise at the end of 2011		IT application for an electronic International Register developed and currently being tested	On track
Increased number of competent authorities using electronic means of communication under Lisbon procedures	14 (March 2011)	16 (end 2011)	21 competent authorities have given their consent to the use of electronic means.	On track
Adoption of provisions streamlining or modernizing the Lisbon system legal framework	The procedures of the Lisbon system end 2011	The procedures of the Lisbon system following the amendments that entered into force on January 1, 2012	A revision of the Lisbon Agreement and amendments to the Lisbon Regulations are in preparation in the Working Group on the Development of the Lisbon System	On track

Expected Result: Increased awareness of the Madrid and Lisbon systems				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of participants in Madrid system related events who are satisfied and report enhanced awareness post training event	data not available		Evaluation questionnaires show a satisfaction rate of more than 90%.	On track
% of participants in Lisbon system related events who are satisfied and report enhanced awareness post seminars/workshops	data not available		Evaluation questionnaires used show a satisfaction rate of more than 90%.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
II.8 Better use of the Madrid & Lisbon systems, including by developing countries and LDCs	7,103	6,994	3,470
II.9 Better operations of the Madrid & Lisbon systems	43,445	42,183	19,844
II.10 Increased awareness of the Madrid & Lisbon systems	1,546	1,445	537
Total	52,094	50,622	23,851

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	38,617	38,628	18,853	49%
Non-personnel Resources	13,477	11,994	4,998	42%
TOTAL	52,094	50,622	23,851	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

6.19. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

6.20. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 31 THE HAGUE SYSTEM

Program Manager Ms. Binying Wang

OVERVIEW OF PROGRESS IN 2012

31.1. In 2012, Montenegro and Tunisia became party to the Geneva (1999) Act of the Hague Agreement Concerning the International Registration of Industrial Designs (hereinafter referred to as “the 1999 Act”). The accession by Tunisia represents an important step towards the objective of establishing a predominance of the 1999 Act in the system since, as a result of this accession, there remains no Contracting State bound only by the 1934 Act.

31.2. As from January 2012, the International Designs Bulletin was published on a weekly basis, reducing from nine to four weeks the average pendency time from filing to publication for a regular non-deferred application. Furthermore, about 80 per cent of new applications and 60 per cent of renewals were filed through the respective e-filing or e-renewal interface, the latter leading to a fully automated processing. Finally, an independently conducted survey revealed a 95 per cent satisfaction rate amongst users of the Hague system.

31.3. A number of amendments to the Common Regulations and Administrative Instructions came into effect on January 1, 2012, leading to a general updating of the legal framework and improved administration of the Hague system. Further amendments are expected in the near future as a result of the Working Group considering favorably the legislative implications of the introduction of new information technology-based innovations, such as the Hague Portfolio Manager, at its second session held in Geneva from November 5 to 7, 2012.

31.4. The Hague system continued to grow during 2012, with the number of first-time applicants increasing. In addition, the number of publications available in more than just the three working languages of the system were expanded. The number of concerned Offices providing adequate public information about the Hague system also increased.

31.5. In spite of a general growth in filings and recording activity, with notably more designations of developing countries and LDCs, and in spite of being on track in terms of renewals, the volumes of the Hague system remained far below that originally envisaged. This is explained by lower results than expected in the biennium 2010/11; the latter however forming the basis for the 2012 forecast. The lower than anticipated results for 2010/11 were due to a combination of two external factors: (i) the enduring global economic crisis; and (ii) the fact that the membership to the 1999 Act did not grow as expected. Furthermore, the development of a new e-filing interface that would have led to a reduction in formal mistakes in applications was delayed and eventually not completed in 2012, with the result that the percentage of irregular applications did not decrease as expected.

DEVELOPMENT AGENDA

31.6. The design, planning and implementation of activities by Program 31 were informed and guided by the relevant DA Recommendations, in particular Recommendations 1 and 6.

PERFORMANCE DATA

Expected Result: Increased awareness of the Hague system				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of first-time applicants	Not available		Data not available	Dis-continued

No. of languages in which general information is available	The three working languages of the system	60% of the general information available in the six official UN languages.	On track
No. of national or regional offices providing adequate information on the Hague system	About 2/3 of the offices concerned	42 national or regional Offices providing adequate information on the Hague system	On track

Expected Result: Wider and better use of the Hague system

Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of registrations, designs contained in registrations, renewals and other recordings	<u>2010</u> <u>2011</u>	At the end of 2011		
	New Registrations	New Registrations	New Registrations	Not on track
	2,216 2,900	2,363	2,440	
	Designs contained	Designs contained	Designs contained	Not on track
	11,238 15,000	11,077	11,971	
	Renewals	Renewals	Renewals	On track
2,793 2,700	2,821	3,120		
Other recordings	4,244 5,100	4,326	Other recordings	Not on track
			3,643	
No. of applications from, and designations of, developing countries and LDCs	12 applications from, and 2,065 designations of, developing countries and LDCs (2010)	20 applications from and 2,059 designations of, developing countries and LDCs	16 applications from LDCs and developing countries 2,211 designations of LDCs and developing countries	Not on track
% of irregular applications	57% (in 2010)	60%	62%	Not on track

Expected Result: Better administration of the Hague system

Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Predominance of the Geneva Act in the system as a whole system	39 Contracting Parties to the Geneva Act and 18 Contracting Parties bound by other Acts only in 2010	43 Contracting Parties to the Geneva Act and 17 Contracting Parties bound by other Acts only in 2011	45 Contracting Parties to the Geneva Act (Montenegro and Tunisia became party in 2012) and 15 Contracting Parties bound by other Acts on December 31, 2012	On track
Pendency for a regular non-deferred application, until publication	Nine weeks	Four weeks	Four weeks	On track
No. of fully automated processes	Zero	One	Two (renewal and grant of protection)	On track

% of requests filed through electronic interfaces	64% of international applications filed through electronic interfaces in 2010, no other requests going through electronic processes	80% of applications 60% of renewals	83% of applications 54% of renewals	On track Not on track
% of users satisfied with the services provided by the International Bureau	Tbd end 2011	10% of the users were extremely satisfied, 42% were very satisfied, 42% were satisfied and 5% were moderately satisfied (survey carried out in May 22, 2012).		On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
II.5 Increased awareness of the Hague system	2,185	1,675	829
II.6 Wider and better use of the Hague system	2,153	2,719	1,321
II.7 Better administration of the Hague system	2,633	2,512	1,143
Total	6,970	6,906	3,293

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	5,373	5,468	2,721	50%
Non-personnel Resources	1,597	1,437	572	40%
TOTAL	6,970	6,906	3,293	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

31.7. Resources have been re-allocated to Result II.6 (Wider and better use of the Hague system) to address the increased information and promotion activities in the relation to the Hague system.

B. Budget utilization 2012

31.8. Budget utilization is within the expected range of 40- 60 per cent for the first year of the biennium and is on track.

PROGRAM 7 ARBITRATION, MEDIATION AND DOMAIN NAMES

Program Manager Mr. J. C. Wichard

OVERVIEW OF PROGRESS IN 2012

7.1. The WIPO Arbitration and Mediation Center (WIPO Center) has become the principal international resource for timely and cost effective alternatives to court litigation of IP disputes, as a provider of legal and organizational expertise and administrator of cases. This also includes the provision of services for Internet domain name disputes.

7.2. In 2012, the WIPO Center continued to work to optimize the potential of its procedures to meet the needs of IP right holders and users. The principal component of this effort is quality management of cases conducted under those procedures, which entails training, appointing and supporting qualified arbitrators and mediators, maintaining up-to-date case administration infrastructure, and active management of WIPO cases. An increasing number of parties in patent, trademark and software disputes under WIPO Rules used the WIPO Electronic Case Facility (ECAF).

7.3. The WIPO Center undertook research into user expectations and experience by conducting a Survey on Dispute Resolution in International Technology Transactions. The WIPO Center will publish a Report on the results of the Survey in the first quarter of 2013.

7.4. The WIPO Center assisted IP stakeholders in establishing alternative dispute resolution (ADR) procedures adapted to the features of recurrent disputes in their areas of activity. The Year 2012 saw the first cases successfully settled under a new joint dispute resolution procedure for the mediation of trademark oppositions at the Intellectual Property Office of Singapore (IPOS). Under a Memorandum of Understanding (MOU) between WIPO and the Brazilian National Institute of Industrial Property (INPI-BR), the WIPO Center collaborated on the development of a similar mediation option for trademark proceedings before INPI-BR. INPI-BR has designated WIPO as the administrator of such cases where one or both parties are domiciled outside Brazil.

7.5. In the area of film and media dispute resolution, MoUs were signed in 2012 between WIPO and the Korea Creative Content Agency (KOCCA) and the Ministry of Culture, Sports and Tourism (MCST) of the Republic of Korea, aiming to promote ADR services in the sectors covered by their respective activities.

7.6. In the area of domain names, trademark holders filed in 2012 a record 2,884 cybersquatting cases covering 5,084 Internet domain names with the WIPO Center under procedures based on the Uniform Domain Name Dispute Resolution Policy (UDRP). This represents an increase of 4.5 per cent over 2011. The WIPO Center, further to the paperless filing mechanism launched in 2011, developed the Domain Name Electronic Case File Access Facility (DECAF), a secure WIPO platform for uploading domain name dispute pleadings.

7.7. The WIPO Center strives to provide leadership in the development of ADR solutions in relation to the unauthorized use of IP on the Internet. Focusing in particular on new Rights Protection Mechanisms adopted by the Internet Corporation for Assigned Names and Numbers (ICANN), WIPO engaged in significant policy activity in relation to the introduction by ICANN of large numbers of new Top Level Domains. The WIPO Center was appointed by ICANN as the provider of dispute resolution services under a WIPO-developed trademark-based “pre-delegation” Legal Rights Objections (LRO) procedure; the administration of LRO cases will begin in the first quarter of 2013, after the closing of the objection filing period.

7.8. The WIPO Center continued to liaise with the administrators of country code Top-Level Domains (ccTLDs) in different regions in the adoption of dispute resolution policies, with .PW (Palau) and .TZ (Tanzania) joining in 2012 the list of ccTLDs using WIPO dispute resolution services, which now stands at 67 ccTLDs.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

7.9. The design, planning and implementation of activities by Program 7 were informed and guided by the relevant DA Recommendations, in particular Recommendations 1, 6 and 10. In this regard, the Center organized tailor-made arbitration and mediation programs for IP officials and practitioners, assisted IP Offices in establishing optional ADR frameworks for disputes pending before them, and further assisted national domain name authorities in the establishment of best registry practices and dispute resolution mechanisms, as relevant to developing countries and countries with economies in transition.

PERFORMANCE DATA

Expected Result: International and domestic intellectual property disputes are increasingly prevented or resolved through mediation, arbitration and other alternative dispute resolution methods				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Increased consideration of the use of alternative dispute resolution services in intellectual property transactions, including through the use of WIPO procedures	225 disputes and 50 bons offices (end 2010)	269 disputes and 65 bons offices (end 2011)	15 additional disputes and 14 bons offices	On track
	Center Survey Results		Center Survey Results (http://www.wipo.int/amc/en/center/survey/results.html)	On track
	2,000 incoming queries (2010)	4,000 incoming queries (2010/11)	2,000 additional queries	On track
	Web visits 15 million (2010)	Web visits 30 million (2010/11)	750,000 additional web visits	On track
	125 participants at Center annual events (2010); 3,000 participants at Center external events (2010)	276 participants at Center annual events (2010/11); 3,000 participants at Center external events (2010/11)	122 participants at Center annual events 2,400 participants at Center external events	On track
Alternative dispute resolution policies to the development and implementation of which policies the Center has contributed	Schemes adopted (AGICOA, Film and Media, EGEDA)		One scheme adopted in 2012 (IPOS)	On track

Expected Result: Effective intellectual property protection in the gTLDs and the ccTLDs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Number of gTLD UDRP cases administered	17,772 gTLD cases (end 2010)	20,095 gTLD cases (end 2011)	2,549 additional cases	On track
Number of ccTLD UDRP-based cases administered	1,694 ccTLD-only cases administered by the Center (end 2010)	2,135 ccTLD-only cases administered by the Center (end 2011)	335 additional cases	On track
Dispute resolution policies in the Domain Name System to the development and implementation of which policies the Center has contributed	UDRP (at the end of 2010, only the UDRP had been adopted, for a number of years already)	UDRP (at the end of 2011, only the UDRP had been adopted, for a number of years already)	Introduction of Legal Rights Objections (LRO) procedure for trademark-based objections against proposed new gTLDs	On track
Number of ccTLD administrators with WIPO-assisted design or administration of intellectual property protection mechanisms in accordance with international standards	65 ccTLD administrators (end 2010)	65 ccTLD administrators (end 2011)	Two additional administrators	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
II.11 International and domestic intellectual property disputes are increasingly prevented or resolved through mediation, arbitration and other alternative dispute resolution methods	3,175	3,260	1,508
II.12 Effective intellectual property protection in the gTLDs and the ccTLDs	7,409	6,715	3,201
Total	10,585	9,975	4,710

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	9,634	7,972	4,371	55%
Non-personnel Resources	951	2,003	339	17%
TOTAL	10,585	9,975	4,710	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

7.10. The Budget after transfers reflects the reallocation of personnel to non-personnel resources, as a result of the implementation of the contract reform as of January 2013. In line with the Approved Budget, the holders of short term labor contracts (SLC) were considered under personnel costs in 2012. Within the context of the contract reform, a WIPO Fellowship program was created in the Arbitration and Mediation Center in 2013, to recognize the arrangement through which the Organization provides young professionals with case management experience to strengthen their knowledge and professional competence in the areas under the Arbitration and Mediation Center's responsibility. Accordingly, the budget for these Fellowships has been moved to non-personnel costs in 2013.

B: Budget utilization 2012

7.11. Budget utilization is within the expected range of 40- 60 per cent for the first year of the biennium and is on track.

PROGRAM 8 DEVELOPMENT AGENDA COORDINATION

Program Manager Mr. G. Onyeama

OVERVIEW OF PROGRESS IN 2012

8.1. In 2012, the Program continued to coordinate the WIPO Development Agenda implementation, notably through the project-based implementation of the DA recommendations and an effective mainstreaming of the DA principles into the work of the Organization. In addition, the Program undertook a number of activities to support Member States in deriving benefits from the implementation of the DA. As a principal activity, the Program facilitated the work of the Committee on Development and Intellectual Property (CDIP) at two sessions of the Committee held in 2012.

8.2. In 2012, the CDIP approved one new DA project proposed by Burkina Faso, considered the annual Director General’s Report on Implementation of the Development Agenda, a Progress Report on the Implementation of Recommendations for Immediate Implementation and DA Projects and twelve independent project evaluation reports. In addition, the Committee approved second phases for three completed and evaluated projects. The Committee discussed a document forwarded by the General Assembly on the Description of the Contribution of the Relevant WIPO Bodies on the Implementation of respective Development Agenda Recommendations and discussed a Report on Assessing WIPO’s Contribution to the Achievement of the United Nations Millennium Development Goals (MDGs). The Committee also continued to discuss documents on Patent-Related Flexibilities in the Multilateral Legal Framework and their Legislative Implementation at the National and Regional Levels and agreed on a Future Work Program on Flexibilities in the Intellectual Property System. It also continued its discussions on the External Review of WIPO Technical Assistance in the Area of Cooperation for Development together with the Management Response and the Joint Proposal by the Development Agenda and African Groups. Moreover, the Committee discussed two documents concerning the Conference on Development and IP and six studies undertaken under the projects on IP and Public Domain, IP and Competition Policy and IP, Information and Communication Technologies (ICTs), the Digital Divide and Access to Knowledge. By the end of 2012, fifty eight observers participated in the work of the Committee.

8.3. The Program continued to ensure that DA related activities and projects were properly implemented, monitored, evaluated and reported upon. In this regard, efforts continued to ensure an effective implementation of the 19 Recommendations for immediate implementation. In addition, the Program continued to coordinate the monitoring, evaluation and reporting on the implementation of the projects approved since the third session of the CDIP.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

8.4. Program 8 is responsible for the coordination of the implementation of all 45 WIPO DA Recommendations.

PERFORMANCE DATA

Expected Result: Development Agenda principles further mainstreamed into the Organization’s programs and activities				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of DA recommendations linked to Expected Results in the 2010/11 Program and Budget (P&B)	26 DA recommendations are linked to at least one Expected Result	26 DA recommendations are linked to at least one Expected Result	26 DA recommendations are linked to at least one Expected Result.	On track

No of DA recommendations that are linked to Performance Indicators in the 2010/11 P&B	16 DA recommendations	16 DA recommendations	16 DA recommendations	On track
Implementation of the coordination mechanism as approved by Member States	Coordination Mechanisms and Monitoring, Assessing and Reporting Modalities approved by the CDIP in April 2010	Coordination Mechanisms and Monitoring, Assessing and Reporting Modalities approved by the CDIP in April 2010	Annual report to the Assemblies, on the description of the contribution of WIPO Bodies to the implementation of the respective Development Agenda Recommendations discussed by the CDIP (WO/GA/41/12) ⁸	On track
Expected Result: Effective planning, implementation, monitoring, evaluation and reporting on the DA recommendations				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of DA recommendations that have been addressed by the CDIP through projects, activities and studies	42 recommendations (though not fully exhausted) (Dec 2010)	42 recommendations (though not fully exhausted) (Dec 2011)	Progress report and Annual DG Report presented to the CDIP	On track
No. of projects approved by the CDIP	19 projects (end 2010)	23 projects (end 2011)	4 additional projects (cumulative 27 projects, implementing 31 DA Recommendations approved by the CDIP)	On track
No. of projects proposed, by Member States, that are tabled for consideration by the CDIP	tbd	1 project (end 2011)	1 project proposed by Burkina Faso	On track
% of projects which are monitored on a systematic basis	100% (17 projects)	100% (23 projects)	100% of the 27 projects are monitored. Progress reports prepared and submitted to the CDIP.	On track
% of projects which have been evaluated during the biennium	100% (14 projects)	100% (12 projects)	100%; 12 evaluation reports discussed by the CDIP	On track
Feedback on the quality of the reports presented to the CDIP on the implementation of the DA recommendations	Not available	Positive feedback received from the CDIP. Specific request for more analytical information in the reports	Positive feedback received from the CDIP. Specific request continued to be made for more analytical information in the reports (please see final reports of CDIP/9 and CDIP/10 for more detail)	On track]
Expected Result: Enhanced understanding of the Development Agenda by Member States, IGOs, civil society and other stakeholders				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries requesting technical assistance through DA projects and expressing interest in DA related activities	Projects and DA related activities in 50 countries	Projects and DA related activities in 50 countries	Projects and DA related activities in 43 countries	On track

⁸ http://www.wipo.int/meetings/en/doc_details.jsp?doc_id=208882

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
III.6 Development Agenda principles further mainstreamed into the Organization's programs and activities	2,505	2,450	1,022
III.7 Effective planning, implementation, monitoring, evaluation and reporting on the DA recommendations	759	722	300
III.8 Enhanced understanding of the Development Agenda by Member States, IGOs, civil society and other stakeholders	1,523	960	435
Total	4,788	4,132	1,757

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	2,813	2,469	1,110	45%
Non-personnel Resources	1,975	1,663	647	39%
TOTAL	4,788	4,132	1,757	43%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

8.5. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

8.6. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 9 AFRICA, ARAB, ASIA AND THE PACIFIC, LATIN AMERICA AND THE CARIBBEAN COUNTRIES, LEAST DEVELOPED COUNTRIES

Program Manager Mr. G. Onyeama

OVERVIEW OF PROGRESS IN 2012

9.1. Facilitating the use of IP for development and empowering developing countries and LDCs to harness IP for enhancing national innovation potential and capacities continued to drive the work of the Program in 2012. Serving as the primary interface between these Member States, on the one hand, and the various Programs of WIPO, on the other hand, the Program was critical in ensuring country-specific, needs-based, coherent and well-coordinated delivery of technical assistance.

9.2. The use of various tools such as needs assessments and programming missions to inform country plans has resulted in the strengthening of the program of technical cooperation and improvement of the delivery of development oriented activities to developing countries and LDCs while taking into account the diversity and growing needs of all beneficiary countries. Overall, there has been an enhanced mainstreaming of development across various specialized Programs of the Organization in line with the DA Recommendations.

9.3. In addition to continuing strengthening existing partnerships, new partnerships were established with regional economic communities and intergovernmental institutions, namely the Gulf Cooperation Council, the *Union économique et monétaire ouest-africaine* (UEMOA) and the *Organisation internationale de la francophonie* (OIF) with the aim of creating and/or enhancing synergies for greater development results.

9.4. In addition, the Program continued its focus on the four pillars identified in the Medium Term Strategic Plan (MTSP) 2010-2015, being primary responsible for national IP strategies and policies and human resources capacity building, and coordinating activities related to institutional and technical infrastructure and legislative and regulatory frameworks.

9.5. During the year 2012, WIPO continued to assist developing countries and LDC's in the design, development and implementation of National IP strategies that are both consistent with their overall development plans and able to foster innovation and creativity. Through the project on *Improvement of National, Sub-Regional and Regional IP Institutional and User Capacity*, which was completed in May 2012, a standardized, though flexible, methodology and a set of practical tools for the formulation of national IP strategies and plans were developed. The methodology and tools are currently being mainstreamed for use in national IP strategy formulation processes in developing countries and LDC's. IP strategy formulation and implementation were initiated in 32 countries (five in Africa, five in the Arab region, nine in the Asia and Pacific region and 13 in the Latin America and the Caribbean region. Three LDC's have included LDC-specific IP considerations in their national IP strategies and/or policies.

9.6. The Program also focused extensively on enhancing human resources capabilities to deal with the broad range of requirements for the effective use of IP for development and fostering innovation and creativity. The implemented activities have led to an increase in the number of trainers at the national level and widened their diversity. The scope and structure of training and capacity building activities in 2012 ranged from awareness-building to focused capacity building programs for specific targets groups such as policy-makers, IP professionals, researchers and academics, entrepreneurs and industrialists at the national, sub-regional and regional levels.

9.7. Two Start-Up Academies were initiated in the Arab Region (Egypt and Tunisia.).

9.8. Facilitating access to global technology information databases also remained a high priority. Technology Innovation Support Centers (TISCs) were established in 12 countries.

9.9. WIPO also strengthened its assistance to IP Offices in developing countries and LDCs to enable them to provide more cost-effective and higher-quality services to their stakeholders. The introduction of tools such as IP Automation System (IPAS) and WIPOScan has produced significant results.

9.10. WIPO continued to provide technical assistance to developing countries and LDC's in formulating and modernizing legislation in the field of IP, taking into account specific national requirements and international IP flexibilities. The special attention to LDCs also included targeted cooperation activities in the areas of innovation, creativity and development. The WIPO Deliverables adopted in 2011 on the occasion of the Fourth United Nations Conference on the Least Developed Countries (UN - LDC IV) continued to instill greater cohesion and focus in the delivery of technical assistance to LDCs.

9.11. In May 2012, a new Division was created under Program 9 for the purpose of developing innovative IP and development projects in coordination with concerned specialized Sectors, Divisions and Regional Bureaus. The management and operation of three Development-Sector Databases, i.e. the IP Technical Assistance Database (IP-TAD), the Roster of Consultants (ROC) and the IP Development Matchmaking Database (IP-DMD) continued to be mainstreamed. The feasibility of developing two new databases, namely a database to capture baseline data for national processes leading to the formulation of national IP strategies, and a database for the South-South Project was explored.

9.12. In 2012, the IP-TAD registered 794 technical assistance activities carried out in 153 developing countries, LDCs and countries in transition. Some 1,426 expert speakers and consultants registered in the IP-ROC database were engaged by the Organization in 2012 to carry out activities for the Development Sector.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

9.13. Program 9 remained one of the major implementers of the WIPO DA. The design, planning and implementation of activities by this Program were informed and guided by the relevant DA Recommendations, in particular Recommendations under Cluster A on WIPO's technical assistance and capacity building.

9.14. Under the DA Project DA_05_01 the Intellectual Property Technical Assistance Database (IP-TAD) was established (accessible at <http://www.wipo.int/tad/en/>) and fully integrated with the Roster of Consultants (ROC) (the roster is available at <http://www.wipo.int/roc/en/>). The project was independently evaluated and an evaluation report presented to, and discussed in, the CDIP. In addition, the IP Development Matchmaking Database (IP-DMD) was launched (www.wipo.int/dmd). The project was evaluated and the evaluation reviewed by the CDIP.

9.15. Under the DA Project on Improvement of National, Sub-regional and Regional IP Institutional and User Capacity, six pilot countries completed the formulation of draft national IP strategies and action plans using the proposed WIPO methodology and submitted the strategy documents to their respective Governments for approval. In addition, a pool of experienced national and international experts was created, providing a valuable resource for assisting other potential interested countries in the IP strategy formulation process.

9.16. The DA project on IP and Product Branding for Business Development in Developing and Least Developed Countries continued to be implemented in the three selected pilot countries, namely Panama, Thailand and Uganda. Product-specific IP and branding strategies were developed with a view to adding value to the products' unique characteristics and strong branding potential.

9.17. Under the DA Project on Capacity-Building in the Use of Appropriate Technology-specific Technical and Scientific Information as a Solution for Identified Development Challenges, implementation started in three pilot LDCs, namely Bangladesh, Nepal and Zambia. National expert groups in each of these countries identified national priority needs. Based on these needs, WIPO, in cooperation with the European Patent Office (EPO), United States Patent and Trademarks Office (USPTO), Japan Patent Office (JPO), Germany and India, identified the relevant technological solutions to the identified problem areas in order to prepare technical patent landscape reports. Following the identification of the most appropriate technologies by the national experts, business plans were prepared for each of the need areas for the implementation of the projects. This process was then subject to national consultations and multi-stakeholder fora to critically examine and endorse the approach.

9.18. Under the Project on Enhancing South-South Cooperation on IP and Development among Developing Countries and LDCs, the First Inter-Regional Meeting on IP Governance, Genetic Resources, Traditional Knowledge and Folklore (GRTKF) and Copyright and Related Rights was held in Brasilia in August 2012. In addition, the First Annual Conference on South-South Cooperation on IP and Development was held in September 2012, in Geneva, and provided an opportunity to highlight and

further discuss the importance of strengthening South-South Cooperation in the fields of protection of traditional knowledge, genetic resources and folklore, IP governance, and copyright and related rights.

9.19. The Program was also a main partner in the DA Project on Enhancement of WIPO's Results-Based Management (RBM) Framework to Support the Monitoring and Evaluation of Development Activities.

PERFORMANCE DATA

Expected Result: Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries that have formulated and/or are engaged in implementation of their IP Policies, Strategies and/or Plans each year (Africa)	Two countries have adopted IP policies		<ul style="list-style-type: none"> - Mauritius (Pending adoption by the Parliament) - Senegal (MoU signed in 2011; implementation in progress) - Seychelles (MoU under review) - Tanzania (implementation in progress) - Ghana (in progress) 	On track
	Four countries have adopted national IP development plans		Consultations on-going with eight countries (Botswana, Burundi, Chad, Congo, Gambia, Mauritius, Seychelles, and Tanzania)	On track
	Three countries have completed formulation of national IP policies and strategies		<ul style="list-style-type: none"> - Botswana (IP Strategy) - Gambia (IP Strategy and Policy) - Seychelles (IP Policy) - Mauritius (IP Policy) - Tanzania (IP Strategy and Policy) 	On track
No. of countries with appropriate mechanisms for the development and implementation of IP strategies (Arab region)	Five countries		Three countries (Algeria, Oman and Qatar).	On track
No. of countries with initiatives linked to the national IP plans (Arab region)	Two countries		Three countries (Algeria, Egypt and Yemen).	On track
No. of countries with IP policies and strategies in their national approval processes (Asia and the Pacific)	- nil	Four countries	Work is in progress in six countries, namely, Cambodia, Nepal, Solomon Islands, Tonga, Vanuatu and Viet Nam.	On track
No. of countries having adopted IP policies and strategies (Asia and the Pacific)	- nil	Two countries	Three target countries are proceeding with adoption processes, namely, Bhutan, Mongolia and Samoa.	On track

No. of countries in which activities/projects have been carried out that contribute to the formulation of IP strategies/policies (Latin America and the Caribbean)	Seven countries		Eight countries (Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panama and Trinidad and Tobago)	On track
No. of countries in which activities/projects have been carried out that contribute to the implementation of IP strategies/policies (Latin America and the Caribbean)	Seven countries	Four countries	Five countries (Argentina, Barbados, Colombia, Costa Rica, and Uruguay)	On track
No. of LDCs that have included LDC-specific IP considerations in their national IP strategies and/or policies (LDCs)	Four LDCs		Three LDCs (Bangladesh, Ethiopia and Madagascar)	On track
Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of policy makers, government officials, IP practitioners and examiners, enforcement agents and IP users with a better understanding of IP issues and its use for development	Data not available		Africa: Approximately 800 participants comprising policy makers, government officials, IP practitioners and examiners, enforcement agents, SMEs, Private Sector, research institutions, academia etc. attended enforcement activities, IP for development seminars in particular in the context of IP strategy/policy formulation, and IP strategy branding projects organized by the Bureau Arab: Expected to be available by end 2013	On track N/A 2012
No. of countries with available IP training programs and IP related career opportunities (Arab region)	Five countries		Two countries have initiated Start-up IP Academies (Egypt and Tunisia)	On track
% of trained examiners using upgraded skills in their professional work (Asia and the Pacific)	Data not available		Expected to be available by end 2013	N/A 2012

<p>% of policy makers, government officials, and IP practitioners with enhanced understanding of IP issues, including how to effectively use IP for development (Asia and the Pacific)</p>	<p>Data not available</p>		<p>Expected to be available by end 2013 (The data obtained is primarily based on evaluation questionnaires circulated after a number of seminars; these questionnaires are being further modified to elicit more specific data for 2013)</p>	<p>N/A 2012</p>
<p>No. of national IP trainers/national experts (Latin America and the Caribbean)</p>	<p>151 national experts/trainers</p>		<p>80 new experts/trainers (131 experts/trainers cumulative)</p>	<p>On track</p>
<p>No. of structured national training programs (Latin America and the Caribbean)</p>	<p>31 national programs</p>	<p>31 activities (no national programs)</p>	<p>45 national activities</p>	<p>On track</p>
<p>No. of countries in which the needs for technical assistance and capacity building have been assessed (LDCs)</p>	<p>Needs assessment of 5 LDCs</p>		<p>25 LDCs - Africa: Gambia, Lesotho, Malawi, Mozambique, Rwanda, Sierra Leone, Sudan, Uganda, United Republic of Tanzania, Zambia, Ethiopia, Benin, Burkina Faso, Burundi, Guinea, Madagascar, Mali, Mauritania, Niger, Central African Republic, Senegal, Chad, and Togo - Asia and Pacific: Bangladesh and Nepal</p>	<p>On track</p>
<p>No. of trainees/participants per year and geographical distribution (LDCs)</p>	<p>Total of 502 trainees/participants across all regions</p>		<p>Total of 1,065 trainees/participants across all regions (23 LDCs from Africa and 5 LDCs from Asia)</p>	<p>On track</p>
<p>% of participants in WIPO capacity-building activities which report enhanced capacity to understand and use IP principles, systems and tools or the protection of TK and TCEs, and for management of the relationship between IP and GRs</p>	<p>First time this Performance Indicator has been used in this Program</p>		<p>80% (feedback questionnaire used in three activities organized by the TK Division)</p>	<p>On track</p>
<p>% of trained enforcement officials that report satisfaction with the training provided, including guidance on strategic cooperation, and its usefulness for their professional life</p>	<p>No current data available</p>		<p>Over 80% of satisfaction rate in terms of relevance of the topics, interest of the participants in the subject matter, and quality of presentations.</p>	<p>On track</p>
<p>% of participants satisfied with the quality of workshops and seminars on innovation and its commercialization</p>	<p>General feedback available, but no specific data</p>		<p>85% of interviewed participants were satisfied with the quality of the workshops and trainings.</p>	<p>On track</p>

Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of national TISC networks launched	Nine national TISC networks launched (1 quarter 2011): Africa (3) Arab region (3) Asia and Pacific (1) Latin America and the Caribbean (2)	18 TISC networks Africa (4) Arab region (7) Asia and Pacific (2) Latin America and the Caribbean (5)	15 additional TISC Networks launched - Africa (10) - Arab (1) - Latin America and the Caribbean (4)	On track
No. of users serviced by TISCs per quarter and country	Tbd by end 2011	200 (min.) – 630 (max.) average no. of users serviced by TISCs per day	300 (min.) – 750 (max.) average no. of users serviced by TISCs per day	On track
No. of Member States that have developed their IP framework and established TTOs	Framework pilot project adopted and funding committed		<p><i>TTO Project for Arab Region initiated in Tunisia:</i> Fact finding and needs assessment mission implemented in December 2012 in Tunisia establishing the base for an Action Plan to be considered and adopted by the Government in 2013 subject to availability of funds.</p> <p>In the framework of the WIPO University Initiative, 20 TTOs assisted in development of IP Institutional Policies (5 UNESCWA, 6 Morocco, 5 Chile, 3 Philippines and 1 Ghana)</p> <p><i>Networked innovation platform :</i> Development of the first draft of a framework document for a networked innovation using satellite imagery for the detection of underground water and the promotion of local home-grown technologies for water pumping. A more focused framework document will be developed for the modular integration of patent landscape reports (up-stream), technology competitions and TISCs (up-stream), EST technologies using WIPO Green (mid-stream) and IP capacity-building programs (down-stream) aiming for a project with minimal cost and a facilitator role for WIPO.</p>	On track

Expected Result: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Offices with fully automated vs partially automated IP administration systems provided by WIPO	Africa (14) Arab (13) Asian and Pacific (7) Latin America and the Caribbean (12)		No. of fully automated Offices end 2012: 32 - Africa (8) - Arab (9) - Asia and Pacific (7) - Latin America and the Caribbean (8) No. of partially automated Offices end 2012: 22 - Africa (9) - Arab (6) - Asia and Pacific (2) - Latin America and the Caribbean (5) Total of 54 Offices using WIPO IP administration systems at the end of 2012.	On track
No. of Offices with IP data online in WIPO databases	Total 20 (Regional breakdown tbd)		28 Offices with IP data online in WIPO databases (PatentScope, Global Brand Database) - Africa (3) - Arab (6) - Asia and Pacific (3) - Latin America and the Caribbean (16)	On track
No. of Groups of Offices participating in a common platform	One		1 Group (comprising 4 offices: Australia, Canada, United Kingdom, New Zealand)	Not on Track
No. of Offices processing PCT and Madrid data with the support of WIPO supplied systems	Total 5 (regional breakdown tbd)		20 offices total: - Africa (PCT-1; Madrid-6) - Arab (PCT-5; Madrid-1) - Asia and Pacific (Madrid-2) - Latin America and the Caribbean (PCT-3; Madrid- 2)	On track
Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of requests for and types of legislative advice related to patents, utility models, trade secrets and integrated circuits, including relevant IP flexibilities	In 2010, 12 comments were provided to Member States	In 2011, 10 written comments were provided to Member States. In addition, 8 events were organized, to discuss, revise and draft legal texts or to analyze policy options.	Legislative advice provided to 4 legal experts from Liberia during their study visit to WIPO headquarters. In 2012, 11 written comments were provided to MS; three short term missions to capitals and four consultations meetings at WIPO's HQ were organized with the aim to discuss, revise and draft legal texts or to analyze policy options.	On track
No. of countries which found WIPO's legislative advice related to patents, utility models, trade secrets and integrated circuits useful	Not available		Survey for the year 2012 in process	N/A 2012

<p>% of countries which found the provided information concerning the legal principles and practices of the patent system, including the flexibilities existing in the system and the challenges it faces, useful</p>	<p>Not available</p>	<p>SCP and CDIP reports provide feedback from Member States (no statistics available)</p>	<p>A majority of Member States expressed their satisfaction with the quality of the information provided.</p>	<p>On track</p>
<p>% of satisfied participants in targeted workshops/seminars held on specific patent-related questions</p>	<p>Not available</p>		<p>National Workshop on Patent Policy and its legislative implementation (Costa Rica, September, 2012) (92.5%)</p> <p>Sub-regional Workshop on the Protection of Invention in the Pharmaceutical Sector: Patents, Undisclosed Information and Health Policies (Riyadh, Saudi Arabia, October, 2012) (96.7%)</p> <p>Regional Seminar on the Legislative, Economic and Policy Aspects of Utility Models Protection System (Kuala Lumpur. Malaysia, September 2012) (100%)</p> <p>Training Course on Patent Law and Examination (Republic of Korea); WIPO-WTO Colloquium for Teachers of Intellectual Property (Geneva); Interregional Intermediate Seminar on Industrial Property (Geneva).</p> <p>All participants expressed their satisfaction with the respective workshops/seminars (100%)</p>	<p>On track</p>
<p>No. of Member States having received legislative advice in the area of trademarks, industrial designs and geographical indications</p>	<p>18 (2010) 19 (2011)</p>	<p>19 (2010) 20 (2011)</p>	<p>Advice provided to 11 Member States on 18 individual pieces of draft legislation</p> <ul style="list-style-type: none"> - Africa (2) - Arab (1) - Asia and Pacific (1) - Latin America and the Caribbean (7) 	<p>On track</p>
<p>No. of countries providing positive feedback on the usefulness of the provided legislative advice in the area of trademarks, industrial designs and geographical indications</p>	<p>Data not available</p>		<p>Positive feedback received from 3 countries (out of 3 survey respondents)</p>	<p>On track</p>
<p>No. of countries provided with technical assistance on new or updated legislative frameworks for effective enforcement, taking into account flexibilities in Part III of TRIPS</p>	<p>One regional group (Africa) One country (Asia)</p>		<p>Legislative assistance provided to one regional group and four countries (two in Africa and two in Asia) in 2012.</p>	<p>On track</p>

Expected Result: New or strengthened cooperation mechanisms, programs and partnerships in LDCs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of partnerships established in LDCs among governmental organizations, private sector, NGOs, and other development partners (LDCs)	Nil	Within the context of the DA Project on Appropriate Technology 3 expert groups , 3 multi stakeholders groups have been established (Total of 6) in Bangladesh, Nepal and Zambia composed of public and private sector.	The partnerships initiated in Bangladesh, Nepal and Zambia in 2011 were further strengthened through the establishment of expert and multi-stakeholder groups on appropriate technologies.	On track
No. of IP programs implemented jointly with other UN bodies and other IGOs (LDCs)	Cooperation with the UN and other Organizations: (i) UN LDC IV Conference, Istanbul, Turkey (ii) WTO organized TRIPS meetings in Senegal, Uganda and Bangladesh		WIPO participated in Inter-Agency Consultative Group Meetings organized by the United Nations Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States (UN-OHRLLS) - a UN system consultative process on UN's cooperation with LDCs WIPO provided technical and advisory assistance to the LDCs under WTO's needs assessment process addressing LDCs needs and priorities for implementation of the TRIPS agreement during their grace period. WIPO participated actively in regional, sub-regional and national programs organized by WTO for the benefit of LDCs.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	3,433	3,541	1,764
III.1 Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives	8,363	9,682	4,878
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	15,420	14,262	6,686
III.3 New or strengthened cooperation mechanisms, programs and partnerships in LDCs	1,517	1,018	608
III.4 Easier access to IP education	681		
III.5 Upgraded IP Management skills for business	120	1,214	122
III.6 Development Agenda principles further mainstreamed into the Organization's programs and activities	1,418		14
III.7 Effective planning, implementation, monitoring, evaluation and reporting on the DA recommendations	461		
IV.2 Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain		1,045	492
IV.5 Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders	3,690	2,364	588
Total	35,102	33,126	15,153

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	22,512	22,263	11,202	50%
Non-personnel Resources	12,590	10,863	3,951	36%
TOTAL	35,102	33,126	15,153	46%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

9.20. The net reduction of resources under the Program is the combined result of: (i) a reduction of resources in respect of the DA project South-South Cooperation on IP and Development among Developing Countries and LDCs, where the funding for the project was transferred to the Reserves, reflected under Result III.6 (Mainstreaming of DA); and: (ii) adjustments as indicated in the notes above.

9.21. The shift in resources between Results III.1 (National IP Strategies) and III.2 (Enhanced human resource capacities) reflects the enhanced focus on the development of national IP strategies in the context of which capacity building activities are undertaken.

9.22. The changes under Results III.5 (Upgraded IP Management skills for business), III.6 (Mainstreaming of DA) and III.7 (Effective monitoring of DA recommendations) reflect the transfer of resources related to the creation of the Special Projects Division within the Program.

9.23. The decrease in resources under Result IV.5 (Enhanced technical and knowledge infrastructure) is due to the continued implementation of the mainstreaming of IP Offices infrastructure related activities into Program 15.

B. Budget utilization 2012

9.24. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 10 COOPERATION WITH CERTAIN COUNTRIES EUROPE AND ASIA

Program Manager Director General

OVERVIEW OF PROGRESS IN 2012

10.1. Program 10 continued to develop and, in cooperation with all relevant Sectors, coordinate the implementation of country cooperation activities in Central European and Baltic States, Central Asian, Eastern European and Caucasian countries, as well as some Mediterranean countries.

10.2. The Program further enhanced long term planning and adopted a strategic approach to IP in the countries concerned, in order to focus on the real needs of Member States rather than short-term goals.

10.3. Within this context, WIPO continued to promote the importance of and/or assist in the development and implementation of national IP strategies in the region. As a result, the following countries adopted, or were planning to adopt, a national IP strategy: Belarus, Montenegro, Republic of Moldova, Romania, and The former Yugoslav Republic of Macedonia. In addition, the following countries initiated the development or update of an existing strategy: Czech Republic, Tajikistan, Slovakia and Ukraine. In some cases, MoUs between WIPO and national partners outlining multi-year cooperation were signed.

10.4. In line with the national IP strategies and following WIPO assistance, four countries amended their national IP legislation (Albania, Belarus, Bosnia and Herzegovina and Romania) and six countries were planning to amend their IP legislation in 2013 (Estonia, Latvia, Moldova, Russian Federation, Serbia and Slovenia).

10.5. The Program also continued to support countries in the region in building their national human resource capacities and enhancing awareness and the knowledge base for an effective use of IP for economic, social and cultural development. More than 1,200 IP specialists and experts were trained in specialized IP programs on technology transfer, enforcement, copyright, IP teaching, and TK. In addition, WIPO Summer Schools were organized in Croatia, Russian Federation and Ukraine.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

10.6. Program 10 continued to play a key role in the implementation of the WIPO DA in relation to cooperation with certain countries in Europe and Asia. This was particularly the case for DA Recommendations relating to WIPO's technical assistance and capacity building activities - the Recommendations under Cluster A which continued to shape the design and implementation of activities under Program 10.

PERFORMANCE DATA

Expected Result: Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No of countries having developed national IP strategies or plans, dovetailed with national development goals	Six countries (2008/09)	Eleven countries	Five countries (Belarus, Montenegro, Republic of Moldova, Romania, and The former Yugoslav Republic of Macedonia) have national IP strategies approved or awaiting approval. Initiation or update of strategies commenced in Czech Republic, Tajikistan, Slovakia and Ukraine.	On track

Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of trained IP office officials using upgraded skills in their work	Data not available		Data will become available end 2013 (post event evaluation forms)	N/A 2012
% IP professionals attesting to an enhanced understanding of IP issues	Data not available		Data will become available end 2013 (post event evaluation forms)	N/A 2012
% of participants satisfied with the quality of workshops and seminars on innovation and its commercialization	General feedback available, but no specific data	General feedback available, but no specific data	Data will become available end 2013 (post event evaluation forms)	N/A 2012
Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of national TISC networks launched	One national TISC network launched (1 quarter 2011)	Two national TISC networks launched	One national TISC network launched in Russian Federation	On track
No of users serviced by TISCs per quarter and country	Tbd by end 2011	200 (min.) – 630 (max.) average no. of users serviced by TISCs per day	300 (min.) – 750 (max.) average no. of users serviced by TISCs per day	On track
No. of Member States that have developed their IP framework and established TTOs	Framework pilot project adopted and funding committed		None	Not on Track
Expected Result: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Offices with fully automated vs partially automated IP administration systems provided by WIPO databases	Four		No. of fully automated offices end 2012: 4 No. of partially automated offices end 2012: 3 Total of 7 offices using WIPO IP administration systems at the end of 2012.	On track
No. of Offices with IP data online in WIPO databases	Tbd		One office	On track
No. of Offices processing PCT and Madrid data with the support of WIPO supplied systems	Tbd		Four offices (PCT-1; Madrid-3)	On track

Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries with updated national IP laws and/or regulations	Eight countries (2008/09)	Ten countries	Four countries amended their national legislation in line with international IP treaties and national development plans: Albania, Belarus, Bosnia and Herzegovina and Romania. Six countries were planning to amend: Estonia, Latvia, Moldova, Russian Federation, Serbia and Slovenia.	On track
No. and types of legislative advice provided to Member States related to patents, utility models, trade secrets and integrated circuits	Tbd		None	Not on Track
No. of countries which found WIPO's legislative advice related to patents, utility models, trade secrets and integrated circuits useful	Data not available		N/a	N/A 2012
% of countries which found the provided information concerning the legal principles and practices of the patent system, including the flexibilities existing in the system and the challenges it faces, useful	Data not available	SCP and CDIP reports provide feedback from Member States (no statistics available)	A majority of Member States expressed their satisfaction with the quality of the information provided.	On track
% of satisfied participants in targeted workshops/seminars held on specific patent-related questions	Data not available		WIPO-WTO Colloquium for Teachers of Intellectual Property (Geneva) Interregional Intermediate Seminar on Industrial Property (Geneva). All participants expressed their satisfaction with the respective workshops/seminars (100%).	On track
No. of Member States having received legislative advice in the area of trademarks, industrial designs and geographical indications	2		None	Not on Track

No. of countries providing positive feedback on the usefulness of the provided legislative advice in the area of trademarks, industrial designs and geographical indications	Data not available	N/a	N/A 2012
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BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	1,249	1,325	424
III.1 Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives	2,207	1,843	865
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	1,461	2,130	1,004
IV.5 Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders	1,522	1,050	522
Total	6,439	6,348	2,815

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	4,283	4,409	2,060	47%
Non-personnel Resources	2,156	1,939	755	39%
TOTAL	6,439	6,348	2,815	44%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

10.7. The Program was further strengthened in 2012/13 through the provision of additional personnel resources, including for the creation, in early 2013, of a section for the coordination of activities with developed countries.

10.8. Increased resources under Results I.4 (Legislative advice) and III.2 (Enhanced human resource capacities) reflect increasing emphasis on activities aimed at enhancing human resource capacities at the national level for the use of IP for development and the development of relevant legislative and regulatory frameworks, in line with the implementation of national IP strategies.

B. Budget utilization 2012

10.9. Budget utilization is slightly lower (39 per cent) than the expected range of 40-60 per cent for the first year of the biennium due to the ongoing finalization of several activities initiated in 2012.

PROGRAM 11 THE WIPO ACADEMY

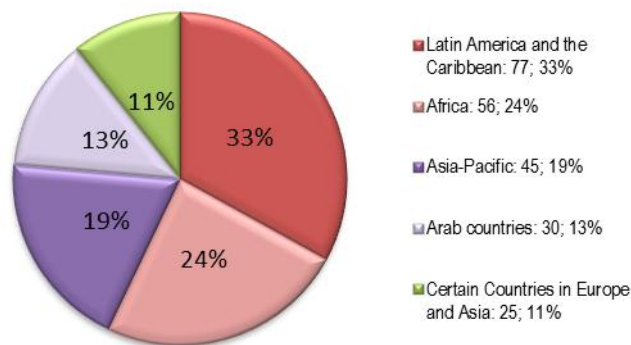
Program Manager Mr. G. Onyeama

OVERVIEW OF PROGRESS IN 2012

11.1. In 2012, the Academy continued to organize a diversified range of training and teaching activities to meet the capacity building requirements of developing countries, LDCs and countries with economies in transition through a combination of: (i) face-to-face training activities for government officials from industrial property and copyright Offices and other public sector institutions that are directly or indirectly involved in the management of, and international negotiations related to, IP (Professional Development Program); (ii) a portfolio of 14 distance learning (DL) courses in 11 languages (Distance Learning Program); and (iii) a number of joint master programs on IP law and other activities for the promotion of higher education on IP (Academic Institutions Program), as well specific activities for students and young IP professionals (Summer Schools Program) and executives involved in the management of IP (Executives Program).

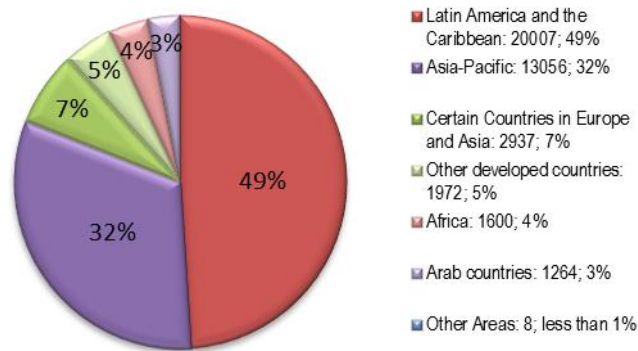
11.2. As regards the Professional Development Program, in 2012, the Academy organized 22 training courses in partnership with the industrial property and/or copyright authorities of Algeria, Austria, Canada, Czech Republic, Egypt, Finland, France, Honduras, Israel, Mexico, Morocco, Norway, Philippines, Portugal, Spain, Sweden, Switzerland, the United Kingdom and the United States of America as well as the World Trade Organization (WTO) and the “*Centre d’Études Internationales de la Propriété Intellectuelle (CEIPI)*”, Strasbourg. A total of 233 participants from developing countries, LDCs and countries with economies in transition benefited from these activities. The courses covered the following main topics: industrial property in the global economy, the legal, administrative and economic aspects of IP, patent search and examination procedures, trademarks and common aspects of industrial property, copyright and related rights.

Geographical Distribution of Participants in Professional Development Program 2012



11.3. At the end of 2011, a new and better performing e-Learning Centre (WeLC) platform was established. In 2012, a total of 40,844 persons from 186 countries benefited from the multilingual activities (eleven languages) of the DL Program, as compared to a total of 33,019 persons in 2011. Activities included three general DL courses (36,236 persons enrolled), eight advanced DL courses (1,624 persons enrolled) and 22 special sessions tailored to the specific needs of national institutions (in Brazil, China, Croatia, Honduras, Mexico, Republic of Korea, Serbia as well as ARIPO), three TISCs (in Ethiopia, Russian Federation and Uruguay) and eight universities. In addition, a special session was organized for Colombia in the context of the Start-up Academies Project. Over 2,500 persons benefited from such special sessions. Finally, the Academy continued to regularly revise DL course content (mainly through participants’ feed-back and peer exchange among DL tutors) with a view to updating it and aligning it with the objectives of the Development Agenda.

Geographical Distribution of Participants in Distance Learning Program 2012



11.4. The Academic Institutions Program continued to offer joint IP Law Masters Degree courses for the benefit of nationals of developing countries and countries with economies in transition, in cooperation with a number of universities. In 2012, a total of 140 students, of which 72 were fully funded by WIPO, from 86 countries, graduated in the Masters Programs offered by the WIPO Academy jointly with Turin University, Italy; the Africa University (AU) and ARIPO, Zimbabwe; the Queensland University of Technology (QUT), Australia; the University of Yaoundé II and the African Intellectual Property Organization (OAPI), Cameroon; and, the Seoul National University (SNU) and the Korean Intellectual Property Office (KIPO), Republic of Korea. Moreover in 2012, WIPO signed a new agreement with the Austral University and the National Institute of Industrial Property (INPI), Argentina, for the launch of a new Joint Master on IP for Latin American Countries (in Spanish) in 2013. Furthermore, the Academy assisted five academic institutions in developing countries in the establishment of new or revision of existing curricula for higher education on IP. Jointly with the WTO, the Academy organized a Colloquium for IP Teachers in Geneva for the benefit of 22 academics from developing countries and countries with economies in transition. This was complemented by the funding of five developing country academics for participating in the yearly congress of the International Association for the Advancement of Teaching and Research in Intellectual Property (ATRIP) and the organization, in Geneva, of seven ad hoc training events on IP for a total of 228 persons, including 31 Geneva-based diplomats.

11.5. In 2012, the Academy organized two three-day training sessions under its Executive Program for 48 executives from 18 countries. The sessions were held in Santiago de Chile, in March, and in Cape Town, South Africa, in December, respectively. Well-experienced and qualified resource persons and a specially-designed pedagogy contributed to the success of these events.

11.6. Also in 2012, the WIPO Academy organized eight sessions under its Summer Schools Program in cooperation with seven host governments (Croatia, Mexico, Republic of Korea, Russian Federation, South Africa, Ukraine, the United States of America and South Africa) and one university (University of Geneva). The sessions provided an opportunity to a total of 301 students and young professionals to appreciate the importance of IP for development and the role of WIPO in multilateral cooperation on IP. Of these eight sessions, one (in Washington D.C.) focused on trademarks and a second (in Cape Town) on technology transfer.

11.7. In May 2012, the CDIP approved the second phase of the Start-up Academies Project covering six countries. As a result, the Academy started and/or continued to deploy project activities in the four countries in which activities had already started in the first phase (Colombia, Dominican Republic, Ecuador and Peru) and two new countries (Egypt and Tunisia). Activities centered on the training of trainers by way of local workshops and participation of selected national trainers in the Joint Master Program.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

11.8. The design, planning and implementation of activities by Program 11 were guided by the DA Recommendations. The Academy programs were development-oriented and responsive to stakeholder demands (Recommendation 1) and sought to introduce IP at different academic levels with a view to generating greater public awareness of IP (Recommendation 3). In line with Recommendation 5, the first WIPO Academy Education and Training Programs Portfolio was published at the end of 2012, presenting in a clear and transparent manner the contents and partners of all WIPO Academy training programs and

demonstrating the varied and growing offerings of the Professional Development Program, DL Program, Academic Institutions Program, Executive Education Program and the WIPO Summer Schools Program. In addition, the DL Program developed specific DA modules to its courses in consultation with in-house experts, the academics and national authorities. Also, work started to revise the current portfolio, of training activities in order to further integrate therein.

11.9. The Phase I of the Pilot Project for the Establishment of “Start-Up” National IP Academies was completed and evaluated. The evaluation report was presented to the Committee. The Committee approved a Phase II of the project for a total of six countries of which two started the project anew (Egypt, Tunisia) and four (Colombia, Dominican Republic and Ecuador) will complete activities now Phase I.

PERFORMANCE DATA

Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of IP office trainees that report satisfaction with the training provided	80%	95%	95%	On track
% of trainees that report actual use of the acquired skills in their job	60%	75%	75%	On track
% of supervisors attesting to satisfactory application of acquired skills after one year of training	60%	70%	70%	On track
No. of graduates from WIPO academy and partner academic institutions (joint offering)	60	68	72	On track
No. of participants trained under the WIPO Summer Schools annually	600	640	301 participants in 2012	On track
No. of IP teachers trained	30	30	27 IP teachers trained in 2012 under the Joint WTO/WIPO Colloquium for IP Teachers and the yearly ATRIP Congress.	On track
No. of start up academies established (DA project)	2	4	The baseline “two” refers to the number of start - up academies that had been initiated as of the date of preparation of the draft Program and Budget 2012/13. By the end of 2011, four such projects had been initiated but not completed.	Not on track
No. of new inter-institutional cooperation agreements	2	3	Three additional in 2012.; the Enforcement Centre of Intellectual Property Rights of Azerbaijan, the Moroccan Academy of Intellectual and Commercial Property and the Vietnam Intellectual Property Research Institute acceded to the Global Network of Intellectual Property Academies (GNIPA)	On track

Expected Result: Easier access to IP education				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of online registrations to DL courses	100,000	83,000	40,844 online registrations in 2012	On track
Completion rate of DL courses	60%	68%	70%	On track
% of DL course participants having passed the exam	65%	64%	66%	Not on track
No. of Academy courses incorporated in educational institutions curricula	8 (2010/11)	10	in 2012, 10 universities introduced WIPO DL courses in the respective curriculum and credit students in respect thereto	On track
No. of new online courses / at different levels of specialization	2 (2010/11)	2	In 2012, work started to develop three new courses on Economics of IP, Collective Management of Copyright and Related Rights and IP and Public Health.	On track
No. of languages in which courses are offered	11	11	11	On track
No. of scholarships for developing countries, LDCs and countries with economies in transition	1,000 (2010/11)	920	845 scholarships were awarded in the year 2012	On track
Expected Result: Upgraded IP Management skills for business				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines beginning 2012	Performance Data	TLS
% of participants that report satisfaction with the training provided	80%	80%	100% reported highly or extremely satisfied (Data based on 41 replies out of 42 participants)	On track
% of trainees that report actual use of the acquired skills in their job	60%	70%	100% (Data based on 14 replies out of 42 participants)	On track
No. of requests for courses	Two courses per year	Two courses per year	Two	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	6,387	8,942	4,262
III.4 Easier access to IP education	3,222	2,467	1,110
III.5 Upgraded IP Management skills for business	723	448	379
Total	10,332	11,856	5,751

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	4,755	6,697	3,448	51%
Non-personnel Resources	5,577	5,159	2,302	45%
TOTAL	10,332	11,856	5,751	49%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

11.10. The increase in resources allocated to Program 11 is primarily the result of additional personnel resources assigned to Result III.2 (Enhanced human resource capacities) for joint Master programs and professional development training. These have further been complemented by resources previously allocated to Results III.4 (Easier access to IP education) and III.5 (Upgraded IP Management skills for business).

B. Budget utilization 2012

11.11. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 30 SMALL AND MEDIUM-SIZED ENTERPRISES AND INNOVATION**Program Manager Mr. J. Pooley**

OVERVIEW OF PROGRESS IN 2012

30.1. In 2012, the Program focused on three main areas of work: innovation structures, small and medium-sized enterprises (SMEs) and innovation policy.

30.2. Innovation Structures: The Program continued to assist developing countries, countries in transition and LDCs to develop their innovation structures and capacity to use these structures to enhance creation, development and exploitation of IP for development. In this context, a total of 1,167 government officials, technology managers, scientists and patent agents were trained focusing on:

- Specific thematic and country projects, including establishment of Technology Transfer Offices (TTOs) in the Arab Region and University Initiative Program providing assistance to universities and publicly funded research institutions, in particular in developing countries, to develop their innovation structures and organizations, including more than 20 universities in the framework of the University Initiative Program);
- Capacity building programs for development of human capital in Member States in particular developing countries: 12 patent drafting workshops followed by eight distance training practices; 13 innovation promotion and technology transfer workshops; six successful technology licensing (STL) training programs and two IP valuation courses;
- Development of internal and external partnerships for fostering IP international collaboration (negotiation of MoU with European Commissions' Joint Research Center; continued collaboration with CERN on technology transfer project in the Arab region and collaboration with other WIPO Programs on specific projects and activities such as: WIPO Re:Search, innovation promotion and use of PCT trainings and regular contribution to WIPO Academy programs.

30.3. SMEs: Awareness of the potential offered by the IP system among SMEs was enhanced in 2012, primarily through seven Training of Trainers (ToT) programs and the translation and adaptation of content on IP for business to the local context. The IP PANORAMA™ multimedia toolkit has been completed with a module on IP Issues in Franchising and translated into Polish, French and Spanish (Russian translation is also in an advanced stage). Some 618 students took an online international certificate course on IP asset management for business success based on IP PANORAMA™, and 12 students participated subsequently in an offline program on IP asset management. In terms of information on IP asset management for SMEs, 12 issues of the *SMEs Newsletter* were distributed to 42,258 subscribers, the *SMEs website* was updated and made available in the six UN official languages and a new publication, *IP Issues in Franchising*, was published. Another new publication, *IP Issues in the Agro Food Sector*, and the updated versions of three former publications, namely *Making a Mark*, *Inventing the Future* and *Stitch in Time*, are currently being finalized. The Program also contributed to fostering appropriate policies and policy coherence on IP for SMEs at the national, sub-regional and regional levels. To this end, a sub-regional forum was organized in India.

30.4. Innovation Policy: Innovation policy related work focused primarily on collecting information on both internal and external initiatives in the area of innovation policy, distilling the areas where innovation policy interacts with IP and building up a network of experts for guiding future work and constituting a ready resource of expertise on innovation policy.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

30.5. Pursuant to DA Recommendations 19, 25, 26 and 28, a regional consultation on Intellectual Property and Technology Transfer: Common Challenges – Building Solutions was held in Singapore on July 16 and 17, 2012, and six studies on aspects of technology transfer initiated. Concerning DA Recommendation 36, the Taxonomy-Analytical Study approved in CDIP/8 was presented to the Member States in an informal open-ended meeting held during CDIP/9 as well as during a formal open-ended meeting on June 18, 2012.

PERFORMANCE DATA

Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Member States that have developed their IP framework and established TTOs	Framework pilot project adopted and funding committed		<p>TTO Project for 5 member States in the Arab Region initiated in Tunisia. A needs assessment was undertaken in December 2012, as the basis for an official action plan, which will be considered and adopted by the Government in 2013 subject to availability of funds.</p> <p>Note: The TTO Project for the Arab Region is behind schedule due to the expected external funding not yet having materialized. WIPO has facilitated meetings on this and is optimistic about obtaining the funding and carrying forward the project.</p> <p>In the framework of the WIPO University Initiative, 20 TTOs assisted in development of IP Institutional Policies (UNESCWA (5), Morocco (6), Chile (5), Philippines (5) and Ghana (1)).</p>	Not on track
Expected Result: Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of national IP strategies which includes an innovation and technology component	Contribution on innovation and technology to three national strategic plans		None	Not on track
Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of participants satisfied with the quality of workshops and seminars on innovation and its commercialization	General feedback available, but no specific data		85% of interviewed participants satisfied with the quality of the workshops and trainings	On track
No. of users from developing countries of WIPO-developed tools, models and materials on innovation and its commercialization	~2,400 users	~1,167 users	<ul style="list-style-type: none"> - 12 Patent Drafting Workshops followed by 8 distance training practice; - 13 Workshops on Innovation Promotion and Technology Transfer; - 6 Successful Technology Licensing (STL) Training Programs; and - 2 IP Valuation Courses <p>Approximately 1,167 participants</p> <p>Note: In 2012, the survey required to determine the number of users had not yet been developed, hence, there is insufficient information to assess the number of users for 2012. The survey questionnaire has now been developed and is in use for 2013.</p>	Not on track

Expected Result: Increased understanding/ capacity of SMEs and SMEs support institutions to successfully use IP to support innovation and commercialization				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of assisted SMEs support institutions who provide information, support and advisory/consulting services on IP asset management	Not available		Data not available	N/A 2012
No. of national/regional training programs on IP asset management	24	24	7 Training of Trainer programs completed (remaining 17 scheduled for completion in 2013)	Not on track
% of SMEs support institutions satisfied with the training provided on IP asset management	Data not available		Data not available	N/A 2012

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
III.1 Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives		267	
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	2,433	1,794	1,042
III.11 Increased understanding / capacity of SMEs to successfully use IP to support innovation and commercialization	5,253	4,547	1,466
IV.2 Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain	3,207	2,574	886
VII.3 IP-based tools are used for technology transfer from developed to developing countries, particularly least developed countries, to address global challenges	368	634	45
Total	11,261	9,816	3,439

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	7,567	6,007	2,802	47%
Non-personnel Resources	3,694	3,810	637	17%
TOTAL	11,261	9,816	3,439	35%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

30.6. The overall net decrease in resources allocated to the Program reflects the combination of: (i) a net reduction due to re-deployments of personnel to other Programs, vacant posts and an increase in non-personnel resources related to the DA project on IP and Technology Transfer: Common Challenges Building Solutions. This is reflected under Results III.2 (Enhanced human resource capacities), III.11 (Increased understanding / capacity of SMEs) and IV.2 (Enhanced access to, and use of, IP information and knowledge); and (ii) an increase under non-personnel resources under Result VII.3 (Usage of IP-based tools for technology transfer), due to the reassignment of certain activities related to open collaborative projects and IP-based models under this Result, which were previously under Result IV.2 (Enhanced access to, and use of, IP information and knowledge).

B. Budget utilization 2012

30.7. The low resource utilization under non-personnel resources is primarily due to the refocusing of innovation policy related work under Result IV.2 (Enhanced access to, and use of, IP information and knowledge), and slower than expected pace of implementation of the DA projects under Results III.2 (Enhanced human resource capacities) and III.11 (Increased understanding / capacity of SMEs).

PROGRAM 12 INTERNATIONAL CLASSIFICATIONS AND STANDARDS

Program Manager Mr. Y. Takagi

OVERVIEW OF PROGRESS IN 2012

12.1. Significant progress was made in 2012 as regards International Classifications and WIPO IP Standards.

12.2. The reform of the Nice Classification was implemented and the Committee of Experts met for the first time in its annual session and adopted amendments published in the Classification, which, from 2013 onwards, will be annual. The Committee adopted a new procedure for discussion of proposals to amend the Classification that allows one round of discussion on-line, using the electronic forum, before considering the proposals in plenary. It is expected that discussions during the plenary will thus be easier and more efficient. A new publication platform for the Nice Classification, which accommodates the publication of annual new versions, was successfully put into production. This new platform will also integrate the Taxonomy, which was finalized in 2012 in cooperation with OHIM.

12.3. The new seventh-edition of the Vienna Classification was published as scheduled. The Committee of Experts for the Locarno Classification met in November and adopted the amendments for the tenth-edition of the Classification to be released in 2013. The Locarno Committee also requested the reactivation of the Pilot Group, which had not met for over a year due to the delay of the project, to continue its work on the development of a tool for searching visual features of design applications.

12.4. The number of revisions to the IPC decreased last year in view of the difficulties of the IP5 Offices (EPO, Korean Intellectual Property Office, JPO, China State Intellectual Property Office and USPTO) to agree on a framework for the Common Hybrid Classification project. In view of these difficulties and the need to develop the IPC in areas where there is increased activity in emerging countries, the Secretariat proposed a road map to prioritize those areas to be considered in 2013. In addition, Offices began actively using the new reclassification platform, which was put into production during the year.

12.5. The Committee on WIPO Standards (CWS) met at its regular second session, and achieved good progress in its technical work, in particular by adopting the first version of the XML for IP (ST.96) Standard. The CWS agreed that consultations on the organizational and procedural matters should be continued and facilitated by the Chair of the General Assembly. The WIPOSTAD database was used for collecting data and publishing surveys.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

12.6. The work of Program 12 supports the implementation of DA Recommendations 8, 30 and 31, by facilitating access for developing countries to publicly available patent information. In doing so, it also contributes to efforts related to the transfer of technologies.

PERFORMANCE DATA

Expected Result: Updated and globally accepted system of international classifications and WIPO standards to facilitate access, use and dissemination of IP information among stakeholders in the world				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines beginning 2012	Performance Data	TLS
No. of Offices using WIPO standards	Tbd end 2011	65 Annual Technical Reports submitted 30 Patent Offices participated in one survey	82 Annual Technical Reports submitted 35 Offices participated in the survey on numbering systems	On track

No. of amendments to the Nice Classification	300 modifications per year in the two languages (average of 2006-2010)		339 modifications in 2012	On track
Unified ECLA and FI in the IPC	Separate publications of ECLA and FI in national databases		The development work is scheduled for 2013 following the first release of the Cooperative Patent Classification (CPC).	On track
Integration in Locarno Classification of a tool for searching visual features of design applications	Absence of tool		The Pilot Group in charge of this development did not meet in 2012	Not on track
No. of amended and new standards adopted	Average 2010/11: tbd end 2011	Two Standards amended. No new Standards	One new Standard adopted and two amended	On track
No. of Offices indicating satisfaction following training to improve their skills in the use of classifications	Tbd end 2011	Based on five training courses undertaken, all evaluations gave the best score to all four questions.	In total, ten training missions were undertaken in 2012 on the international classifications. Evaluation surveys will be dispatched to participants in April/May 2013. Results to be available in June 2013.	N/A 2012
No. of users accessing the internet publications of international classifications and standards, in particular from developing countries	Tbd end 2011	IPC home: 341,583 Nice home: 307,403 Locarno home: 21,481 Vienna home: 19,691 IPC publication 55,153 WIPO Standards (Handbook) 95,323	IPC Home: 370,215 NICE Home: 409,458 LOCARNO Home: 27,327 Vienna home: 25,703 IPC publication: 66,628 WIPO Standards (Handbook): 90,189 WIPOSTAD: 40,572	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IV.1 Updated and globally accepted system of international classifications and WIPO standards to facilitate access, use and dissemination of IP information among stakeholders in the world	6,932	6,976	3,361
Total	6,932	6,976	3,361

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	5,302	5,518	2,754	50%
Non-personnel Resources	1,630	1,458	607	42%
TOTAL	6,932	6,976	3,361	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

12.7. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

12.8. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

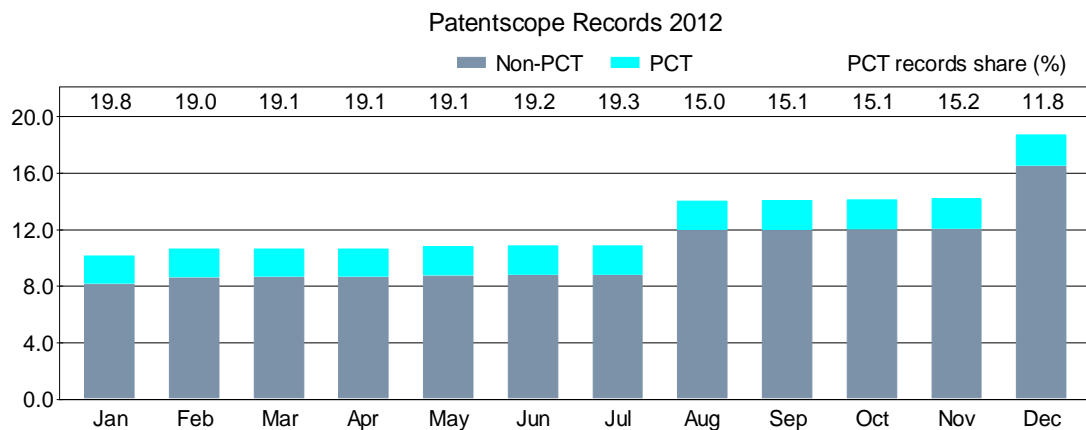
PROGRAM 13 GLOBAL DATABASES

Program Manager Mr. Y. Takagi

OVERVIEW OF PROGRESS IN 2012

13.1. The Program continued to further develop the new PATENTSCOPE system, introduced in 2011, by improving the search syntax with an extended NEAR operator, adding user accounts, permitting users to store their searches, adding multilingual IPC information (now available in six different languages), introducing an IPC assistant, which gives information on the IPC code, and addition of three new languages (Dutch, Italian and Swedish) in beta release to the nine already available in the CLIR multilingual searching system, bringing the total to twelve. The TAPTA statistical machine translation system, developed in-house, was extended to include two difficult language pairs: English and German and English and Japanese.

13.2. PATENTSCOPE showed a small increase in different users per quarter, rising from 216,289 per quarter in 2011 to 219,000 per quarter in 2012, despite content delivery network problems experienced in 2012. The number of national collections held in PATENTSCOPE increased slightly from 28 to 30, including a significant addition of the Japanese collection, almost doubling the number of records from 10 million to 18 million. Significant preparations have been made for adding additional national collections in 2013.



13.3. The Global Brand Database was launched in 2012 with the Madrid and Lisbon systems and Article 6ter collections and showed steady progress in the number of different visitors throughout 2012, rising from 9,000 users to 13,000 users per quarter. Furthermore, the process of adding national collections was initiated with three national collections. The year 2012 saw a strong growth in the number of records held in the system, increasing from 700,000 to two million records.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

13.4. This Program continued to contribute to DA Recommendations 24 and 31, bridging the digital divide and facilitating better access to publicly available patent information by continuing to increase the amount of IP records available for searching and extending search and multilingual support functionalities.

PERFORMANCE DATA

Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of different users per quarter/system (PATENTSCOPE/Global Brand Database)	PATENTSCOPE: 175'000 (beginning of 2011, new and old PATENTSCOPE systems) Global Brand Database: Not applicable	PATENTSCOPE: 216,289 Global Brand Database: 9,000	219,000 13,000	On track
No. of languages in which cross-lingual search is available	5	9	12 in Beta (Cumulative)	On track
Expected Result: Increased dissemination of digitized patent collections of national/regional offices of WIPO Member States				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of records in PATENTSCOPE/Global Brand Database which are not produced by the IB	PATENTSCOPE: seven million documents (Feb 2011) Global Brand Database: 0	PATENTSCOPE: 10 million documents GDB: 700,000	18 million documents GDB Two million	On track
No. of national collections in PATENTSCOPE	18	28	30	On track
No. of national collections in Global Brand Database	N/a		Three	On track
Expected Result: Timeliness of PATENTSCOPE updates regarding PCT applications				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Delay (in months) in implementation of PCT rule changes concerning PATENTSCOPE	0		0	On track
No. of weeks per year where publication is not available at 20:00 Geneva time on publication day	0		0	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IV.2 Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain	1,135	2,230	950
IV.3 Increased dissemination of digitized patent collections of national/regional offices of WIPO Member States	1,210	1,341	586
IV.4 Timeliness of Patentscope updates regarding PCT applications	2,159	730	434
Total	4,503	4,302	1,970

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	2,998	3,047	1,550	51%
Non-personnel Resources	1,505	1,255	420	33%
TOTAL	4,503	4,302	1,970	46%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

13.5. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above. The adjustments across Results reflect the more appropriate recognition of the specific activities under the respective Results. Increase in resources under Result IV.2 (Enhanced access to, and use of, IP information and knowledge) is due to the reassignment of certain activities from Result IV.3 (Dissemination of patent collections) to Result IV.4 (Timeliness of PATENTSCOPE updates).

B. Budget utilization 2012

13.6. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track. The slightly lower than expected utilization rate for non-personnel resources is primarily due to lower expenditures as result of delay in the procurement of hardware for the PATENTSCOPE project.

PROGRAM 14 SERVICES FOR ACCESS TO INFORMATION AND KNOWLEDGE**Program Manager Mr. Y. Takagi**

OVERVIEW OF PROGRESS IN 2012

14.1. The year 2012 brought the number of Member States establishing Technology and Innovation Support Centers (TISCs) in their countries to a total of 36. During 2012, 31 national training events and three sub-regional training events were organized, and the overall number of national TISC networks launched was 35 by the end of the year.

14.2. WIPO's Access to Research for Development and Innovation (ARDI) program, which facilitates access to scientific and technical journals, significantly increased the number of registered users to over 230, of which 110 are active institutional users. ARDI has also dramatically increased the number of peer-reviewed journals available to eligible institutions from 250 to nearly 3,000 by the end of 2012. Moreover, it also provides access to almost 7,000 e-books.

14.3. WIPO's Access to Specialized Patent Information (ASPI) program, which facilitates access to specialized commercial patent databases, continues to attract more users, although at a slower pace than ARDI, in spite of a promotional campaign aimed at Member State IP Offices in 2012. In total, just over 30 users have registered, of which 12 institutions are currently active users of databases available through ASPI.

14.4. The eTISC knowledge management platform⁹ was launched in November 2012 to encourage the exchange of information, experiences and best practices among TISCs both nationally and internationally. The eTISC provides advanced social media tools and integrates new services aimed at reinforcing WIPO's activities in supporting the development of TISCs worldwide, including specially targeted e-learning modules and webinars.

14.5. Furthermore, an interactive e-Tutorial on using and exploiting patent information was also launched in November 2012. The tutorial is available both on CD-ROM and online¹⁰ and comprises sections on Patent Basics, Patent Search and Retrieval, and Patent Analysis.

14.6. Feedback from TISCs at the end of 2012 suggests a continuing positive impact on their institutions and users, as documented in the Survey Summary Report on the Progress Needs and Assessment Questionnaire¹¹. Continuing strong demand for implementation of TISC networks in Member States indicates that the project concept remains relevant to their priorities and needs.

14.7. For over 30 years, WIPO has provided developing countries and LDCs with two patent information services, namely, Patent Information Services (WPIS) and International Cooperation for the Examination of Inventions (ICE, formerly ICSEI). These services deliver technology search reports in response to requests from private sector and public institutions and search and examination reports for pending patent applications in response to requests from patent offices in developing countries. The demand for technology search reports saw a decrease in 2012, partly due to the implementation of TISC networks, which will gradually become the delivery mechanism for such reports. As regards ICE, one sub-regional workshop for 25 participants from English speaking African IP Offices and two national workshops for the patent offices of Thailand (35 participants) and Viet Nam (60 participants) were held in 2012.

14.8. Initiated in 2011, WPIS completed two new Patent Landscape Reports (PLRs) in collaboration with public institutions in developing countries, IGOs and NGOs as first level users. The reports are also freely accessible on a dedicated website for second level users¹². Finally, in collaboration with the Patent Office of the Philippines, two national workshops were held on patent analytics and landscaping for some 36 participants from TISCs and universities in the Philippines.

⁹ <http://etisc.wipo.org>

¹⁰ <http://wipo.int/tisc/etutorial>

¹¹ http://www.wipo.int/export/sites/www/tisc/en/doc/TISC_2012_Survey_Summary_Report.pdf

¹² www.wipo.int/patentscope/en/programs/patent_landscapes/index.html.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

14.9. The design, planning and implementation of activities undertaken by Program 14 were informed by the relevant DA Recommendations, in particular Recommendations 1, 8, 19, 30 and 31. A major part of the Program’s work during the period under review consisted of the implementation of two DA projects namely: ‘Specialized Databases’ Access and Support and Developing Tools for Access to Patent Information. These two projects were completed and evaluated in 2012. Evaluation reports were reviewed by the CDIP. The CDIP also approved a Phase II of each of the two projects.

PERFORMANCE DATA

Expected Result: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of national TISC networks launched	12 national TISC networks launched (1 quarter 2011): Africa (4) Arab region (3) Asia and Pacific (2) Latin America and the Caribbean (2) Certain Countries in Europe and Asia (1)	20 TISC networks Africa (4) Arab region (7) Asia and Pacific (2) Latin America and the Caribbean (5) Certain Countries in Europe and Asia (2)	16 additional TISC Networks launched: Africa (10); Arab (1); Latin America and the Caribbean (4) ; Certain Countries in Europe and Asia (1)	On track
No. of users serviced by TISCs per quarter and country	Tbd by end 2011	200 (min.) – 630 (max.) average no. of users serviced by TISCs per day	300 (min.) – 750 (max.) average no. of users serviced by TISCs per day	On track
% of users satisfied with TISC services	n/a		Strongly satisfied 33% Somewhat satisfied 44%	On track
No. of users of the value-added information services (technology search service, Patent Landscape Reports and ICE)	Tbd by end 2011	For ICE/WPIS service: 284 search requests (2011) from 16 countries, including 107 ICE examination requests For PLRs: Cooperation partners: around 20 No. of unique page views 2,000 hits; No. of downloads 1,500	For ICE/WPIS service: 241 search requests received in 2012 from 19 countries, including 101 ICE examination report requests For PLRs: 13,102 visits (unique clicks) 8,930 PDF downloads	On track

% of recipients satisfied with the value-added information services (technology search service, Patent Landscape Reports and ICE)	n/a	For ICE/WPIS: 70% For PLR: First level users: 70% Second level users 50%	Evaluation surveys on users' satisfaction for ICE/WPIS reports are currently being discussed with donor offices. Start of implementation foreseen 2013. For PLRs: 88% of first and second level users were satisfied with the reports; 67% of the users found the reports useful for their work.	NA for 2012 On track
Number of registered users of aRDI and ASPI	aRDI (24), ASPI (6)		aRDI had 230 registered users of which 110 were active. ASPI had 30 registered users of which 12 were active	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IV.2 Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain	7,038	7,634	3,444
Total	7,038	7,634	3,444

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	5,650	6,288	2,991	48%
Non-personnel Resources	1,388	1,347	453	34%
TOTAL	7,038	7,634	3,444	45%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

14.10. The Budget after transfers for 2012/13 reflects an increase in personnel resources resulting from internal re-deployment to support work related to seminars/workshops on access to IP information and knowledge, content and access to web and paper publications and TISCs in Member States.

B. Budget utilization 2012

14.11. Overall budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track. Lower than expected utilization rate for non-personnel resources is mainly due to the fact that Phase II of the DA project on Developing Tools for Access to Patent Information was approved by the tenth session of the CDIP in November 2012 only.

PROGRAM 15 BUSINESS SOLUTIONS FOR IP OFFICES

Program Manager Mr. Y. Takagi

OVERVIEW OF PROGRESS IN 2012

15.1. The year 2012 continued to see an increase in demand for technical assistance from IP Offices, both in terms of number of Offices requesting assistance and the range of assistance requested. Offices increasingly expect assistance with electronic document management, online filing and online publication.

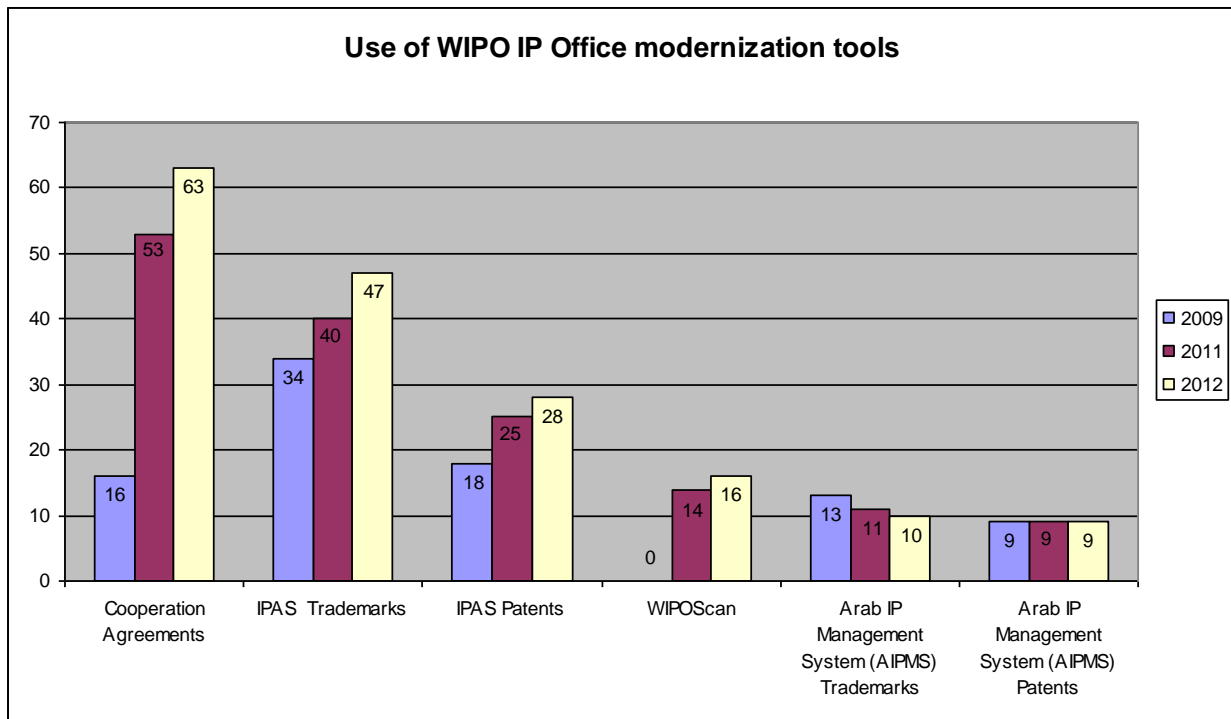
15.2. Good progress was made on the development of the WIPO CASE (Centralized Access to Search and Examination) and DAS (Digital Access Service) platforms although the number of participating Offices and overall activity remained limited.

15.3. The following tables provide the highlights of progress made, by region, in 2012.

IP Office Platforms – Highlights

Africa Region	IPAS (Industrial Property Automation System) upgrades were completed in 10 African IP Offices. These upgrades were not only system changes, but also included significant business process reengineering, capacity building and knowledge transfer.
Asia / Pacific Region	IPAS deployed in Indonesia for Trademarks. IPAS project completed in Philippines for Patents, Utility Models and Trademarks, including EDMS (Electronic Document Management System) deployment.
Arab Region	Deployment of WIPO EDMS in Morocco, integrated with locally developed administration systems. Deployment of the complete WIPO package in Algeria for Trademarks (IPAS, EDMS, WIPO Scan, Madrid module). Deployment of IPAS for Trademarks in the United Arab Emirates.
LAC Region	Completion of IPAS project in Chile for Patents and Trademarks. Continued preparation for the deployment of IPAS for Trademarks in Brazil. Completion of digitization projects in Colombia and Argentina.
Development of Software Platforms	The WIPO EDMS has been successfully integrated with IPAS and deployed in several offices. Development continued on IPAS and one major enhancement was released in 2012. There are many outstanding features to be developed.

15.4. The graphic below shows the current status of deployment of WIPO software packages in IP offices world wide. The total number of offices using at least one WIPO product is 66.



Infrastructure Platforms – Highlights

WIPO DAS A major upgrade was completed in mid-2012. The new version of the system (DAS 2.0) implements a simplified security mechanism and other enhancements agreed at the DAS working group in 2011. The new system should be more attractive to applicants and Offices. There are currently 11 participating Offices.

WIPO CASE A major upgrade to the system was completed in mid-2012. This upgrade added a patent family search function as well as remote access to IP Office digital libraries, which allows Offices to make their documents available over the Internet instead of uploading them to a centralized server at WIPO.

The system is actively used by the four participating offices (Australia, Canada, New Zealand and the United Kingdom).

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

15.5. The design, planning and implementation of activities undertaken by Program 15 were informed and guided by the relevant DA Recommendations in particular 1, 2 and 10. In addition, the Program was engaged in the implementation of the DA project on Smart IP Institutions and the project on Information and Communication Technologies (ICTs), the Digital Divide and Access to Knowledge. These two projects were completed at the end of 2011 and evaluated in 2012. Evaluation reports were discussed by the CDIP.

15.6. In addition, with a view to enhance the technical and knowledge infrastructure of IP Offices and other IP institutions to provide improved services to their stakeholders, the Program continued providing technical assistance to IP Offices in developing countries and LDCs to improve their ICT-based business systems for reception, administration, examination, registration and publication of IP titles. By the end of 2012, a total of 66 IP Offices were using administration systems provided and supported by WIPO under this Program and, in the course of 2012, activities were implemented in 54 countries in all regions.

PERFORMANCE DATA

Expected Result: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines beginning 2012	Performance Data	TLS
No. of Offices with fully automated vs. partially automated IP administration systems provided by WIPO	38 offices fully automated vs. 25 offices partially automated. Total of 58 offices using WIPO IP administration systems.	No. of fully automated offices end 2011: 33 No. of partially automated offices end 2011: 25 Total: 58 offices using WIPO IP administration systems (end 2011)	No. of fully automated offices end 2012: 36 No. of partially automated offices end 2012: 25 No. using WIPO CASE platform: 4 Total of 65 offices using WIPO IP administration systems at the end of 2012.	On track
No. of Offices with IP data online in WIPO databases	20		38 Offices with IP data online in WIPO databases (PatentScope, Global Brand Database)	On track
No. of Groups of Offices participating in a common platform	1		1 Group (comprising 4 offices: Australia, Canada, United Kingdom, New Zealand)	Not on track
No. of Offices processing PCT and Madrid data with the support of WIPO supplied systems	5		24 Offices	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IV.5 Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders	7,813	8,104	3,911
Total	7,813	8,104	3,911

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	3,893	4,427	2,153	49%
Non-personnel Resources	3,919	3,677	1,758	48%
TOTAL	7,813	8,104	3,911	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

15.7. Additional personnel resources were allocated to the Program under Result IV.5 (Enhanced technical and knowledge infrastructure) to support the design of WIPO software solutions and infrastructure platforms provided to IP Offices worldwide.

B. Budget utilization 2012

15.8. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 16 ECONOMICS AND STATISTICS

Program Manager Director General

OVERVIEW OF PROGRESS IN 2012

16.1. The statistical work fully achieved its objective in providing high quality empirical inputs for policymaking. As in previous years, the Program conducted a statistical survey of national IP offices. Compared to previous years, country coverage improved, especially for middle income countries, including – for the first time – India. The collected data were made available free of charge on WIPO's statistics webpage and are used by researchers from around the world, as evidenced by data downloads, user requests and citations in media reports and research articles. In the last quarter of 2012, the Program launched a new web-based interface for IP statistics – the "IP Statistics Data Center". This new tool has improved the flexibility and user-friendliness of accessing WIPO's statistical data.

16.2. As in previous years, the Program published various statistical reports on IP filing trends worldwide and the performance of WIPO's IP filing treaties. Key achievements included an expanded World IP Indicators report that, for the first time, provided information on patent prosecution highways and plant variety filings. In addition, the Program launched a new annual statistical review on the Hague system offering a wider range of data and in-depth analysis compared to the statistical tables published previously.

16.3. During times of continued economic uncertainty, the Program provided timely performance reporting and forecasting to the PCT, the Department of Finance and Budget and WIPO's Senior Management, enabling well-informed operational and financial decision-making.

16.4. In the area of economic analysis, the Program provided inputs to WIPO committees, in particular a supplement to the patent surge study prepared in 2011, and a new study on the effects of simplifying and harmonizing formalities for the registration of industrial designs (in cooperation with Program 2). New study work – on IP and the informal economy and IP and brain drain – was launched as part of CDIP projects for which implementation started in 2012. In addition, the multiyear CDIP project on IP and socioeconomic development made considerable progress in 2012 with national country studies having been launched in Brazil, Chile, China, Egypt, Thailand and Uruguay. This project promises to generate new evidence on the development linkages of IP policy.

16.5. In 2012, WIPO assumed the role of a co-publisher in the Global Innovation Index (GII), thus participating more prominently in the development and dissemination of the GII compared to 2011, where WIPO was one among several knowledge partners. The Program contributed actively in refining the GII methodology, especially strengthening the measurement of creative activities in the Index. The launch of the GII in the summer of 2012 received considerable attention from policymakers and the media worldwide. Several Ministers have since referred to the GII in speeches and policy debates.

16.6. Finally, the Program has continued to promote economic analysis in the policy discourse on IP, notably through hosting the economic seminar series, publishing new research working papers and translated versions of the World IP Report, and coordinating the network of IP Office economists. The Program's economics outputs – especially the World IP Report – have been frequently referred to in policy reports and academic articles; despite its short existence, the Program has emerged as a credible analytical broker in the field of IP economics.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

16.7. The design, planning and implementation of activities undertaken by Program 16 were informed by the relevant DA Recommendations, in particular Recommendations 1, 35 and 37. In addition, the Program was engaged in the implementation of three DA projects: Project on IP and Economic and Social Development, Project on IP and Brain Drain, and Project on IP and the Informal Economy:

- Under the Project on IP and Economic and Social Development, country studies in Chile and Brazil completed the creation of the necessary IP data capacity and the research teams employed the data to investigate patterns of IP use at the micro level.

- Under the Project on IP and Brain Drain DA_39_40_01, a mapping study of scientist migration flows was developed, and a database of inventor migration flows was put together.
- Under the Project on IP and the Informal Economy DA_34_01, the internal draft of the conceptual study on “Innovation, IP and the Informal Economy” was completed, and the first International Workshop on “Innovation, IP and the Informal Economy”, organized by WIPO and the Institute for Economic Research on Innovation, was held in Pretoria, South Africa from November 19 to 21, 2012.

PERFORMANCE DATA

Expected Result: Increased usage of WIPO statistical information on the performance of the international IP system				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of downloads of two main statistical reports	Tbd		In 2012, the latest available editions (2011 and 2012 editions) of the <i>World Intellectual Property Indicators</i> (publication n°941) and <i>WIPO IP Facts and Figures</i> (n°943) were downloaded, altogether, 48,321 times.	On track
No. of data downloads	Tbd		In 2012, the WIPO Statistics Data Center, which was launched in September 2012 and replaces the set of downloadable Excel files, was used by 6,253 unique visitors who viewed 89,189 pages.	On track
Expected Result: Take-up of WIPO economic analysis as an input into the formulation of IP policy				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of citations in economic publications and government policy reports	Given novelty of program, baseline not available	The first World IP Report was published in November 2011, so it is too early to count citations as of end 2011	<p>The World IP Report has been referred to in policy reports and academic articles, though it is difficult to reliably track use of analytical flagship publication in different languages.</p> <p>The GII Report has been referred to numerous times by Ministers and parliamentary debates.</p> <p>Media articles referring to the GII were published, amongst others, by <i>The Economist</i>, <i>Forbes</i>, <i>Business Week</i>, <i>Science Business</i>, <i>The Huffington Post</i>, <i>the IPKat</i>, <i>El Pais</i>, <i>Le Monde</i>, <i>Le Figaro</i>, <i>Vedomosti</i>, <i>The Australian</i>, <i>Nikkei Business</i>, <i>China's People's Daily</i>, <i>The Times</i>, <i>Jornal do Brasil</i>, key papers in the Middle East and other Arab Countries, and wire services such as Bloomberg.</p> <p>Media analysis by Fisheye Analytics indicates that between June 1 and December 14, 2012, about 5,181 articles were published with reference to the GII, reaching an estimated 434 million viewers.</p>	On track
No. of developing countries which find WIPO economic studies useful and degree of usefulness	--	Since developing country studies will only be completed in 2013, no baseline available.	Six country studies are under way; first results were presented to policymakers in 2012; studies will only be completed in 2013. It is too early to assess to what extent governments find these studies useful.	N/A 2012

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
III.6 Development Agenda principles further mainstreamed into the Organization's programs and activities	276	234	101
V.1 Increased usage of WIPO statistical information on the performance of the international IP system	1,569	1,875	782
V.2 Take-up of WIPO economic analysis as an input into the formulation of IP policy	2,711	3,059	1,338
VII.3 IP-based tools are used for technology transfer from developed to developing countries, particularly least developed countries, to address global challenges	30	30	-
Total	4,585	5,198	2,222

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	3,455	3,787	1,759	46%
Non-personnel Resources	1,130	1,411	462	33%
TOTAL	4,585	5,198	2,222	43%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

16.8. Additional resources were allocated to the Program under Result III.6 (Mainstreaming of DA) and Result V.I. (International Classifications and WIPO Standards) for the revised project proposal for the DA project IP and Brain Drain, as approved by the CDIP at its May 2012 session. Further additional resources were also allocated to Results V.1 and V.2 (Enhanced access to, and use of, IP information and knowledge) to reflect increased emphasis on activities related to economic studies and analyses and the publication of the *World IP Report* and *Global Innovation Index*, as well as for DA projects on IP and Socio-Economic Development and IP and Informal Economy.

B. Budget utilization 2012

16.9. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track. The low utilization rate for non-personnel resources is primarily related to the DA project on IP and Brain Drain, where the bulk of activities is planned for the second year of the biennium.

PROGRAM 17 BUILDING RESPECT FOR IP**Program Manager Mr. J. C. Wichard**

OVERVIEW OF PROGRESS IN 2012

17.1. Through a process of consultation, the Program succeeded in refreshing the confidence of Member States and Observers in the WIPO Advisory Committee on Enforcement (ACE) as a forum for constructive policy dialogue, including an environment conducive to exchanging experiences in the context of building respect for IP. The eighth session of the ACE was characterized by a spirit of cooperation in order to identify the motivations, including socio-economic variables, fuelling IP rights infringements; to discuss the development of analytical methodologies measuring the impact of counterfeiting and piracy; and to analyze alternate models to address the prevalence of counterfeiting and piracy. Member States agreed on the work program for the ninth session of the ACE, embracing both alternative dispute resolution practices in the field of IP and preventive actions and measures or successful experiences to complement enforcement measures.

17.2. The Program continued responding to the increasing demand from Member States (developing countries and LDCs) for legislative assistance to strengthen national or regional legal frameworks to meet the standards and obligations contained in Part III of the TRIPS Agreement. In providing such assistance, the Program systematically indicated the flexibilities and options contained in Part III and, in line with Recommendation 45 of the DA, emphasized the broader development-oriented concerns to be taken into account in the implementation of enforcement-related provisions. The Program also responded to the numerous requests for capacity-building activities, ensuring that the content of these activities adequately reflects socio-economic concerns and the appropriate balance between private rights and public interest. Program 17 received an increasing number of requests for assistance in the area of public awareness, including outreach tools, publications and material.

17.3. In order to integrate development-oriented concerns in the work streams of partner organizations, the Program continued to cooperate and coordinate with intergovernmental- and non-governmental organizations, associations of stakeholders, as well as academic institutions. The interests of both civil society and industry prompted the Program to pursue balance in all its activities; an approach which was supported by partner organizations.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

17.4. The design, planning and implementation of all activities undertaken by Program 17 were informed and guided by the relevant DA Recommendations, in particular Recommendations 1 and 45.

17.5. More specifically, the Program's technical assistance, capacity-building and legislative assistance activities were development-oriented, demand-driven and transparent, in line with the aforementioned Recommendations as well as Recommendations 6, 12, 13, 14 and 17. In addition, DA Recommendation 45 guided the work program agreed by the ACE for its eighth session.

PERFORMANCE DATA

Expected Result: Progress in the international policy dialogue among WIPO Member States on building respect for IP, guided by Recommendation 45 of the WIPO Development Agenda				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Continued agreement by Member States on the substantive work of the WIPO Advisory Committee on Enforcement (ACE) in the biennium, incorporating development-oriented elements	Current work program		Member States agreed on the future program of this Committee, to include alternative dispute resolution practices; and preventive actions or measures to complement enforcement measures (see par. 34 of Draft Summary by the Chair – doc. WIP/ACE/8/12/PROV).	On track
Expected Result: Tailored and balanced IP legislative, regulatory and policy frameworks				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries provided with technical assistance on new or updated legislative frameworks for effective enforcement, taking into account flexibilities in Part III of TRIPS	One regional group (Africa) One country (Asia)	One regional group (Africa) and two countries (in 2010/11)	Legislative assistance provided to one regional group and four countries (two in Africa and two in Asia) in 2012.	On track
Expected Result: Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Inclusion of development-related issues in WIPO enforcement training programs	No current data available		11 (sub-) regional and nine national capacity-building activities, as well as five study visits of, or meetings with, law enforcement officials, judges and staff of IP Offices at WIPO headquarters were conducted in 2012; the programs of all these activities were driven by DA Recommendation 45.	On track
% of trained enforcement officials that report satisfaction with the training provided, including guidance on strategic cooperation, and its usefulness for their professional life	No current data available		Over 80% of satisfaction rate in terms of relevance of the topics, interest of the participants in the subject matter, and quality of presentations.	On track
Expected Result: Systematic, transparent and effective cooperation and coordination between the work of WIPO and other international organizations in the field of building respect for IP				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of formal cooperation mechanisms in place	Three		Three	On track
No. of joint activities	30	35 (in 2010/11)	17 activities jointly organized with partner organizations and stakeholders, and/or in which Program 17 participated.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
I.4 Tailored and balanced IP legislative, regulatory and policy frameworks	311	288	123
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	1,261	1,330	559
VI.1 Progress in the international policy dialogue among WIPO Member States on building respect for IP, guided by Recommendation 45 of the WIPO Development Agenda	635	468	217
VI.2 Systematic and effective cooperation and coordination between the work of WIPO and other international organizations in the field of building respect for IP	785	798	349
Total	2,992	2,884	1,248

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	2,192	2,104	963	46%
Non-personnel Resources	800	780	285	37%
TOTAL	2,992	2,884	1,248	43%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

17.6. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

17.7. Budget utilization is within the expected range of 40- 60 per cent for the first year of the biennium and is on track.

PROGRAM 18 IP AND GLOBAL CHALLENGES

Program Manager Mr. J. C. Wichard

OVERVIEW OF PROGRESS IN 2012

18.1. Program 18 addresses innovation and IP at the intersection of pressing global and interconnected issues, in particular Global Health, Climate Change, and Food Security. In 2012, the Program made substantive progress in supporting an enhanced understanding among policy makers on the interface between global challenges and innovation and IP. The Program continued to receive positive comments and support from a wide range of stakeholders for WIPO's work on IP and Global Challenges.

18.2. Working closely with Program 20, efforts have led to an increased recognition of WIPO as a credible source of support, collaboration with and reference for information on innovation and IP in relation to the global challenges cited above, resulting in continued requests to contribute to and participate in relevant public policy processes, seminars, workshops and conferences by other international organizations, including WHO, WTO, NGOs, universities and institutions like the Graduate Institute of International and Development Studies. An important step in support of these endeavors was the launch of the *WIPO Global Challenges Seminar Series* in March 2012. Three seminars took place in 2012 and opened a forum for participants to share ideas, expertise and information relating to each of the three core areas of the Program.

18.3. WIPO Re:Search made significant progress in 2012. Launched in October 2011, the consortium marked as achievements a doubling of membership and the initiation of 13 separate research collaborations between a range of Members during its first year. Moreover, and especially important for WIPO's broader policy goals as articulated in the DA, WIPO Re:Search includes ten Members from nine African countries. In addition to several research collaborations involving research centers in Africa, African scientists from Cameroon, Egypt and Ghana will be developing their research skills at facilities of developed country Members of WIPO Re:Search made possible by a Funds-in-Trust provided by the Government of Australia.

18.4. WIPO GREEN, a platform for the accelerated transfer, adaptation and adoption of environmentally sound technologies, made progress as a pilot. Some 40 technologies and needs were uploaded by the end of 2012. In addition, new functionalities were added to the database and the subscription base to the WIPO GREEN monthly newsletters increased to over 500 subscribers. Two case studies were also published showing successful green technology transfers and several discussions held with strategic partners, including the UN Global Compact, UNEP, UNDP and UNIDO, as well as with financing institutions, such as infoDev and the Asian Development Bank.

18.5. Work on the relationship between IP and food security was progressing through the further exploration of a case study on IP, innovation and food security, jointly with the Government of Tanzania and other relevant stakeholders.

18.6. The trilateral cooperation with WHO and WTO on health, IP and trade focused in 2012 on the drafting of the joint technical study *Promoting Access to Medical Technologies and Innovation – Intersections between public health, intellectual property and trade*¹³, which was published on February 5, 2013.

18.7. As regards IP and Competition Policy, the number of requests from Member States asking the Secretariat to engage in a dialogue, as well as to assist them in better understanding the interface between IP and competition continued to increase in 2012. Moreover, a structured, albeit informal, cooperation with other relevant organizations in this field has been initiated, most notably the OECD, UNCTAD and the WTO, as well as with the International Competition Network.

¹³ http://www.wipo.int/export/sites/www/freepublications/en/global_challenges/628/wipo_pub_628.pdf

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

18.8. The design, planning and implementation of activities undertaken by Program 18 were guided by the relevant DA Recommendations. The Program contributed to the implementation of the DA through contributing to public policy patent landscaping initiatives concerning food security, health, and climate change in the context of the project on Developing Tools for Access to Patent information. In addition the Program was also engaged in the implementation of the project on IP and Competition Policy. This project was completed and evaluated. Under this project, the following studies were finalized and discussed in the CDIP: Interaction of Agencies Dealing with Intellectual Property and Competition Law (CDPI/8/INF/4); Interface Between Exhaustion of Intellectual Rights and Competition Law (CDPI/8/INF/5); An Analysis of the Economic/Legal Literature on the Effects of IP Rights as a Barrier to Entry (CDPI/8/INF/6 Corr.); and Study on the Anti-Competitive Enforcement of Intellectual Property Rights: Sham Litigation (document CDIP/9/INF/6).

PERFORMANCE DATA

Expected Result: Enhanced understanding among policy makers on the interface between global challenges and innovation and intellectual property as a basis for improved policy decision making				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
References to WIPO's work in the area of global challenges in other policy processes	Tbd	References from Member States in WIPO meetings (such as the General Assemblies, the CDIP or the SCP), the WHO Executive Board, the World Health Assembly, and the WTO TRIPS Council	Delegates in key policy fora, such as the WIPO SCP, CDIP and the WIPO General Assemblies, as well as the WHO Executive Board, the World Health Assembly, and the WTO Council for TRIPS have expressed their continued support for WIPO's work on IP and Global Challenges. WIPO GREEN is part of the UN System High Level Committee on Programs (HLCP) Working Group on Climate Change.	On track
Increased use of material from the Global Challenges website	No. of downloads (0 as website launched in early 2012)		Data: 10,928 page views 463 downloads of pdf files	On track
Feedback from participants in policy fora	Positive feedback from key participants		The majority of participants in two workshops and a training program indicated "satisfaction" in their questionnaires and gave positive personal feedback.	On track
Expected Result: WIPO established as a credible source of support, assistance, and reference for information on innovation and IP in relevant public policy processes				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. and diversity of specific requests from Member States and international organizations for WIPO contributions on IP in relation to global public policy issues	One formal request (WHO)		The Program received a request for a joint event on IP and climate change from the World Bank-infoDev initiative, Kenya Climate Innovation Center. At the request of an African Network for Drug and Device Innovation (ANDI) Centre of Excellence and in cooperation with Program 30, a customized WIPO Training Program on Successful Technology Licensing was organized in Geneva on November 1 and 2, 2012.	On track

Expected Result: IP-based tools are used for technology transfer from developed to developing countries, particularly least developed countries, to address global challenges				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of participants in IP-based platforms	0	WIPO Re:Search: 31 participants WIPO GREEN: 14 participants	WIPO Re:Search: 61 members (providers, users and supporters) (cumulative) WIPO GREEN; 20 participants (collaborating organizations, technology providers and seekers) (cumulative)	On track
No. of transactions concluded using the platform(s)	0		WIPO Re:Search: 13 collaborations as of end 2012 WIPO GREEN: no transactions	On track
Expected Result: WIPO established as the relevant Forum for analyzing and debating issues in the field of IP and competition policy				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of countries requesting WIPO's specific contributions on IP in relation to competition law-related issues	Two requests (as of December 2010)		Five meetings organized in Member States on specific IP/competition issues and one draft legislation on unfair competition and competition law	On track
No. and diversity of stakeholders (IP offices, competition authorities, relevant IGOs and NGOs) engaged in dialogue with WIPO	Engagement with five national competition authorities (from three Member States) and three IGOs		13 workshops and meetings engaging 10 competition authorities. Establishment of the International IP&C Club (with UNCTAD, WTO and OECD) on an informal and continued basis.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
VII.1 Enhanced understanding among policy makers on the interface between global challenges and innovation and intellectual property as a basis for improved policy decision making	1,040	1,714	876
VII.2 WIPO established as a credible source of support, assistance, and reference for information on innovation and IP in relevant public policy processes	2,149	2,499	1,219
VII.3 IP-based tools are used for technology transfer from developed to developing countries, particularly least developed countries, to address global challenges	2,198	1,440	754
VII.4 WIPO established as the relevant Forum for analyzing and debating issues in the field of IP and competition policy	1,381	1,396	666
Total	6,768	7,048	3,516

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	5,513	5,923	3,031	51%
Non-personnel Resources	1,255	1,125	485	43%
TOTAL	6,768	7,048	3,516	50%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

18.9. The adjusted allocation of resources for Results VII. 1 (Enhanced understanding of global challenges and IP), VII.2 (WIPO established as a credible source on information on innovation and IP) and VII.3 (Usage of IP-based tools for technology transfer) is due to: an increase in the resources for (Result VII.1 (Enhanced understanding of global challenges and IP)); and increase in resources allocated to Result VII.2 (WIPO established as a credible source on information on innovation and IP) to respond to the continued requests to contribute to, and participate in, public policy processes, seminars, workshops and conferences. Despite significant progress made, the development and implementation of the IP-based platforms has experienced some delays compared to original plans, which is reflected in the downward adjustment of resource for Result VII.3 (Usage of IP-based tools for technology transfer).

B. Budget utilization 2012

18.10. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 19 COMMUNICATIONS

Program Manager Mr. J. C. Wichard

OVERVIEW OF PROGRESS IN 2012

19.1. Program 19 covered substantial ground in 2012 in implementing key strategies designed to improve the delivery and quality of WIPO content; to raise the level of visibility and understanding of WIPO's work; and to build an internal culture of communication and of service. Progress was made on major strategic improvement projects on web communications, organizational identity, customer service and internal communications. Moreover, exponential increases were achieved in the number of people worldwide who accessed unique WIPO content.

19.2. In the second phase of WIPO's social media strategy, new channels were opened to enable direct engagement with our stakeholders and improve delivery of WIPO content to broad and specialized audiences: Following the launch of the first official WIPO presences on Twitter, Flickr (photo sharing) and Scribd (publication sharing) in March 2012, potential "impressions" of WIPO tweets reached 5.5 million, and WIPO's social influence rating (measured by *Klout*) rose to 62 by end 2012, overtaking many comparable institutions with longer established social media presences. The WIPO YouTube channel was also expanded, extending our use of video as a front-line delivery means for facilitating open access to WIPO seminars, meetings and press events.

19.3. The groundwork for a comprehensive overhaul of the WIPO website to better serve the needs of WIPO's stakeholders was completed. The ongoing content review phase included the removal of redundant content; the creation of new or improved sites for 14 areas (including two databases); and the creation of new WIPO Country Profile resource pages, which pull together dynamic content for over 190 countries from some 20 underlying WIPO databases, including statistics, service usage, cooperation activities, case studies, event photographs, etc. Three leading experts were also contracted to guide development and implementation of a new user-experience strategy, information architecture and responsive design in 2013.

19.4. The creation of unique, accessible, quality content remained a priority. A publications policy and Publications Board with the objective of ensuring that all new WIPO publications meet standards of quality, relevance and utility was established. Responding to the global demand for more visual communication, information-rich, arresting infographics were created to enhance the accessibility of unique data in key WIPO reports. The Program invested in the production of quality photographic content, creating image galleries on Flickr to provide an alternative, pictorial view of WIPO's activities and events. These photos were viewed more than 150,000 times within the first nine months of the launch. The new design concept for the DG's Report to the Assemblies – incorporating a "Year in Pictures" parallel narrative - resulted in a higher impact publication to communicate the year's achievements. Graphic design also played a central role in the upgrade of the flagship WIPO Magazine, which attracted significant positive comment via Twitter and from print readers. A total of 24 new videos – were created, including more news-style content as well as IP stories. The YouTube viewing figures rocketed following the addition of the "*Pororo*" animations for children, ending the year with a more than 400 per cent increase in total channel views compared to 2011.

19.5. To raise public visibility and understanding of WIPO's work, we continued to work on a more integrated approach to promoting major events, products and achievements. This included more consistent messaging frameworks; the creation of tailored, original content (editorial, visual and web) in six languages; cultivation of press and stakeholder relations; leveraging the use of well-known personalities as spokespeople; and dissemination via multiple channels. As a result, substantial positive global media coverage was achieved for the Beijing Treaty adoption; the publication of the World IP Indicators (230 per cent increase in views of the 2012 press release compared to 2011); and the Global Innovation Index (435 per cent increase on 2011).

19.6. The World IP Day campaign is WIPO's most high profile, annual public outreach activity. To create a greater sense of engagement and public ownership, WIPO intensified its focus on social media-based communication. More than 5,000 fans joined the World IP Day Facebook campaign (double the 2011 figure), including a high proportion from developing countries. The "weekly reach of the World IP Day Facebook page" topped 86,000 people, and the most popular World IP Day tweet achieved 1.05

million potential impressions. WIPO leveraged the World IP Day exhibition on Steve Jobs' patents and created a stream of attractive content (editorial, design, photographic, video and web) on the theme of *Visionary Innovators*, which was widely shared across press, web and social media. The WIPO Awards program also delivered some 220 awards to support national outreach activities in 2012. And 26 new Depository Libraries were established in developing and transition countries in response to Member States' requests. WIPO engaged the local Geneva community in cultural outreach events to illustrate the link between IP and cultural production, notably a festival of Indian film which filled Room A for four consecutive nights.

19.7. The Program conducted a strategic project to define and articulate the elements that make up WIPO's "brand" or organizational identity. This began with a perceptions survey – the first to be conducted in WIPO's history – in order to understand better how the Organization is viewed by its external and internal stakeholders, and to identify key communications challenges. A strategic plan was developed for roll-out in 2013, designed to strengthen the clarity and consistency with which WIPO's identity, role, mission, vision and values are expressed – verbally and visually – across its external and internal communications.

19.8. The Program helped improve internal communication throughout the Organization through the implementation of recommendations developed by staff in the framework of the SRP internal communications initiative. The resulting actions focused first on engaging staff through concrete mechanisms, which encourage informal horizontal communication across Sectors and help overcome the "silo" culture; and second on establishing more frequent, direct vertical communication between management and staff at all levels. Staff feedback has been enthusiastic: 75 per cent of respondents to an internal poll found that the monthly "What's New" initiative had made a positive difference to internal communication at WIPO; with the majority of respondents also assessing positively the implementation of ten other initiatives.

19.9. The customer service center processed more than 6,000 inquiries. Substantial progress was made in improving staff handling of phone, web and email enquiries, focusing on responsiveness, and a round-the-clock service was launched using the WIPO External Offices to field out-of-hours enquiries. A well-received staff training program was rolled out to build awareness and skills; and practical tools and guidance were provided to help improve performance. More than 250 staff were trained in 2012. The positive impact of the customer service program was reflected in both internal and external survey results; in improved responsiveness rates in phone call statistics; and in the reduced number of service-related complaints received. While a lack of over-arching governance on customer service-related matters made for weaknesses in cross-Sector coordination, the results of the SRP core values survey indicated a steady cultural change underway, with positive perceptions by staff of WIPO's service-orientation rising from 53 per cent in 2011 to 61 per cent in 2012. WIPO's first ever survey to measure the satisfaction of external customers with WIPO's service orientation used a new methodology to evaluate a range of satisfaction quotients for Madrid, the Hague and Finance customers, and provided real baselines for many indicators.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

19.10. The design, planning and implementation of activities undertaken by Program 19 were informed by relevant DA Recommendations. Specific activities were tailored to enhance public awareness in developing countries and LDCs of the importance and benefits of the IP rights system. WIPO continued to build the *IP Advantage* database of case studies- a DA initiative which was endorsed by the CDIP; and provided editorial, design, video, web and other communications support to numerous DA-related products and outputs by other programs across the Organization.

PERFORMANCE DATA

Expected Result: More effective communication to a broad public about intellectual property and WIPO's role				
Performance Indicators	Baselines (P&B 2011/12/13)	Updated Baselines end 2011	Performance Data	TLS
No. of press articles on WIPO's work	6,226 (2008/09)	7,423 (2010/11)	5,016 articles in 2012, a 35% increase (on rolling average yearly baseline figure for 2010/11 of 3,711.5)	On track
Availability rate of WIPO core publications in all official UN languages	63.8%	63.8%	71.2%	On track
Number of views (on average) per WIPO video on YouTube	414 per video (April 26 to December 31, 2010)	1,618 per video (Apr 26, 2010 to Dec 31, 2011)	Total 478,888 views for 146 videos in 2012, which equals an average of 3,280 views per video or a 203% increase	On track
No. of downloads (on average) per WIPO publication	Tbd	Tbd (analytics tools not yet in place)	112,000 publications were distributed in hard copy, however the expected web analytics tools for capturing downloads were not made available in 2012. A new e-publications platform is now being developed	N/A 2012
No. of countries with reported World IP Day events and activities	Tbd	World IP Day events reported from 132 countries (58 in 2010; 74 in 2011)	76 countries reported World IP Day events	On track
No. of external information requests serviced by the WIPO Library	270 (2008/09)	514 (2010/11)	610 (18.5% increase)	On track
% of stakeholders with a positive recognition of WIPO's mission, activities and organizational image	Tbd	65% of survey respondents perceived WIPO as the global leader in the protection and promotion of IP (WIPO Stakeholders Perceptions Survey, January 2012)	Measured once every two years. Next survey due end 2013.	N/A 2012
Expected Result: Improved service orientation and responsiveness to inquiries				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Customer/stakeholder satisfaction rate	Tbd	86% (March 2012)	86% of Madrid and Hague customers satisfied or highly satisfied (2012 survey results).	On track
Processing time of information inquiries handled through ticketing system	Data from Sep to Dec 2011	70%	90% of enquiries received by the Customer Service Center from March 27, 2012 to March 27, 2013 were processed within 3 working days.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
VIII.1 More effective communication to a broad public about intellectual property and WIPO's role	13,664	13,571	6,394
VIII.2 Improved service orientation and responsiveness to inquiries	2,935	2,698	1,292
Total	16,599	16,269	7,686

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	13,299	13,379	6,626	50%
Non-personnel Resources	3,300	2,890	1,060	37%
TOTAL	16,599	16,269	7,686	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

19.11. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

19.12. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 20 EXTERNAL RELATIONS, PARTNERSHIPS AND EXTERNAL OFFICES

Program Manager Mr. J. C. Wichard

OVERVIEW OF PROGRESS IN 2012

External Relations

20.1 Throughout 2012, WIPO continued to strengthen its engagement in the work of the UN and to actively fulfill its role as a specialized agency of the UN system (Recommendations 30 and 40). In addition to WIPO's long-standing cooperation with partner organizations such as the WHO and WTO, the Organization has in recent years expanded its cooperation with other UN and intergovernmental organizations and participates in all relevant UN Conferences, processes and initiatives.

20.2 In this regard, the main achievements in 2012 include:

- (i) *Rio+20 Conference*: WIPO organized jointly with the National Institute of Industrial Property of Brazil (INPI-Brazil) a side event on Green Innovations and Technologies: Practical Solutions and also co-hosted an information booth with Brazil INPI to promote WIPO projects such as WIPO GREEN, Patent Landscape Reports, the TISCs project and the WIPO DA. WIPO also participated in the UN Day at Rio which was organized by the Government of the State of Rio and UNESCO; a panel session organized by the UN Group on the Information Society, and Business Day organized by Business Action for Sustainable Development (BASD).
- (ii) ECOSOC: Throughout 2012, Program 20 was responsible for ensuring WIPO's lead role in ECOSOC 2013, the theme of which is: Science, technology and innovation, and the potential of culture, for promoting sustainable development and achieving the Millennium Development Goals. In 2012, WIPO contributed to a number of preparatory meetings for ECOSOC 2013.
- (iii) *MDGs and the post 2015 Development Agenda*: In September 2011, the UN Secretary-General established the UN System Task Team (UNTT) on the Post-2015 UN Development Agenda. WIPO is a member and has taken the lead role in co-authoring two of the UNTT's inter-agency think pieces entitled: (i) *Science, technology and innovation and intellectual property rights: The vision for development*, and (ii) *Science, technology and innovation for sustainable development in the global partnership for development beyond 2015*. Following the 10th Session of the CDIP in November 2012, WIPO has also joined the MDG Gap Task Force and, as an observer, the UNDG Task Force on Accelerating Achievement of the MDGs.
- (iv) *World Summit on the Information Society and the Internet Governance Forum*: The Director General gave a keynote speech at the Opening Ceremony of the WSIS Forum in May 2012. WIPO was also represented at the seventh Annual Meeting of the Internet Governance Forum which took place in Baku, Azerbaijan in November 2012 and participated in two workshops, including one organized by the Internet Society (ISOC).
- (v) *UNFCCC*: WIPO provided support as an observer at the 18th UNFCCC Conference of the Parties in Doha. In recent years, WIPO has acted as the lead organizer of UN system side events on technology transfer. WIPO also supports the discussions at the UNFCCC Technology Executive Committee (TEC) in an observer capacity and, in response to an invitation, provided a contribution and a presentation on work that WIPO undertakes relevant to the objectives of the TEC.
- (vi) *WTO*: In order to ensure close coordination, WIPO participates regularly at the WTO TRIPS Council. At the request of the WTO, and in line with WIPO DA Recommendation 14, WIPO continues to provide speakers for WTO regional and national workshops on various topics (e.g. IP and public health, creative industries, IP and public policies, TRIPS flexibilities and LDCs needs assessments). WIPO also contributed to the WTO Symposium on LDC Needs Assessment, October 31 to November 2, 2012 and at an IP and Aid for Trade Seminar in November, which provided an opportunity to showcase the CDIP project on IP and Product

Branding. This Program also worked closely with Program 18 on these issues, in particular on the WTO-WHO-WIPO trilateral study.

- (vii) *WHO*: The WHO is a key partner for WIPO. In addition to the work undertaken in the context of the trilateral, this Program also ensured WIPO's effective engagement in the WHO Executive Board and the World Health Assembly. In addition, WIPO contributed to a series of meetings in the area of public health in the framework of the UN process on Non-communicable Diseases (NCDs).
- (viii) *UNCTAD*: In order to enhance cooperation, identify synergies and reduce duplication, WIPO hosted the first WIPO-UNCTAD Cooperation Meeting as a follow up to the outcomes of the Thirteenth Session of the United Nations Conference on Trade and Development (UNCTAD XIII).
- (ix) *Global Entrepreneurship Week*: WIPO in cooperation with UNCTAD, UNITAR, ILO, ITC, UNIGE/UNITEC and the Geneva Department for Economic Development co-organized the Global Entrepreneurship Week (GEW) 2012 in Geneva, which showcased the successful use of IP by developing country SMEs.
- (x) *World Water Day*: In 2012, WIPO hosted - for the first time - a Workshop on World Water Day with the topic The Role of Patent Information in Supporting Sustainable Access to Safe Drinking Water. The Workshop was organized in cooperation with the International Renewable Energy Agency (IRENA) and the Global Institute for Water, Environment and Health (GIWEH). Representatives from nine Member States, eleven IGOs, five NGOs, the academia and other civil society participants attended the event and welcomed WIPO's initiative and work in the area of water related technologies and patent information.

20.3 Work also continued to ensure the active engagement of non-governmental stakeholders in WIPO's work. In 2012, outreach efforts were intensified and activities organized to facilitate more effective discussions NGOs have increasingly been invited to participate in a wide range of WIPO activities, including, in particular, those relating to the WIPO DA and briefings focused primarily on information sharing regarding WIPO's Programs. In 2012, WIPO hosted the first such briefing with the Director General exclusively for NGOs. Work also continued throughout 2012 to support Member States in accessing partnerships and resources for IP for development projects.

External Offices

WIPO Brazil Office (WBO)

20.4 WBO continued to focus on strengthening national capacities and promoting the use of WIPO services. In this regard, a MoU was signed between WIPO and INPI-Brazil for the establishment in Brazil of a center for IP mediation services. (See also Program 7) In addition, INPI-Brazil and the National Forum of Technology Managers (FORTEC) became partners of WIPO GREEN. WBO also negotiated a second Funds-in-Trust for the support of South-South Cooperation Projects with the Brazilian government. The collaborative agreement was signed in September 2012 by the INPI-Brazil, the Brazilian Cooperation Agency and WIPO. WBO will manage the South-South cooperation activities under this agreement.

20.5 WBO participated in several national and regional activities for the use of PCT and for the promotion of other services, with a special focus on the Madrid system. The Brazilian industrial sector has been particularly active in organizing debates on the advantages of the Madrid Protocol for the competitiveness of global Brazilian companies.

20.6 In addition, WBO contributed to the work of a Technical Committee to define the main guidelines for the establishment of a Lusophone Trademark System. A formal proposal was finalized by representatives of the eight countries and WBO. WBO organized with Brazilian partners an International Seminar on the Strategic Use of IP in the Sport Industry, attended by the Director General of WIPO, with major media coverage. Along the same lines, the Office contributed to the promotion of an Inter-Regional debate on best practices of the IPAS system by IP Offices of Latin America and African Lusophone countries.

20.7 Finally, WBO organized more than twenty national and international events and hosted over 40 technical meetings throughout the year.

WIPO Japan Office (WJO)

20.8 The WJO made significant progress towards its transformation into a WIPO service center, providing timely and efficient services to users in Japan of WIPO's Global IP systems such as the PCT and Madrid, and the Arbitration and Mediation Center. The WJO was relocated to a center of IP activity in order to be closer to various stakeholders, including the host Government, industry, attorneys and academia. Through such channels, the WJO expanded its promotional activities and provided a number of lectures and seminars at over 30 venues in Japan, benefiting a wide range of stakeholders (more than 6,000 participants attended). As a result, further activities on WIPO's services are considered for the coming year.

20.9 The WJO also engaged in capacity building activities in the region with the cooperation of the host Government under FIT/Japan. The newly developed IP Advantage database, a showcase of successful utilization of IP, expanded its coverage in terms of the number of cases, reaching more than 170, as well as the number of countries. Translation into other languages of a "manga" on counterfeiting and piracy, originally published in English and Japanese, started in an effort to reach a wider audience. Workshops and training courses were also organized to enhance the capacity of developing countries in various IP fields.

20.10 In order to enhance the awareness and visibility of WIPO, the WJO undertook a series of discussions and presentations on WIPO activities. These included WIPO's global platforms such as WIPO GREEN and WIPO Re:Search, and also covered WIPO's work in industrial property, copyright, and arbitration and mediation. The WJO enhanced the content of its website, available both in Japanese and English, to provide up-to-date information on WIPO and the WJO. In an effort to provide more information in Japanese for stakeholders in Japan, the WJO translated the PATENTSCOPE User's Guide into Japanese, to enhance Japanese users' utilization of the database. The WJO was also involved in WIPO's new round-the-clock customer service initiative launched in 2012.

The WIPO Singapore Office (WSO)

20.11 WSO reinforced its presence as a service center in the Asia Pacific region, supporting and providing services to users of WIPO Global IP systems, the Arbitration and Mediation Center as well as other WIPO products and services. As a result, WSO has been steadily increasing its visibility and the prominence of WIPO services with a number of new partners, local institutions as well as several international associations in Singapore and the region, particularly with respect to the business sector concerning the use of WIPO services.

20.12 The WSO also enhanced its engagement with the Association of South East Asian Nations (ASEAN) and played an increasingly central role in coordinating activities requested by the Working Group on Intellectual Property Cooperation (AWGIPC) in the implementation of the ASEAN IPR Action Plan 2011-2015, particularly in certain areas of cooperation with WIPO.

20.13 As every year WSO managed and implemented the MoU between WIPO and the Government of Singapore which consisted of three thematic regional events on patent work-sharing initiatives, management and commercialization of IP assets and copyright exceptions and limitations for visually impaired persons respectively.

20.14 Among others, WSO prepared a draft statute requested by the Government of Cambodia for an upcoming collecting society in Cambodia, organized study visits to IP related institutions in Singapore for representatives from Cambodia, Lao PDR, Myanmar, Pakistan and Vietnam, and to Innovation and Technology Support Offices (ITSOs) for representatives from the Philippines, held the WIPO DA Regional Consultation Meeting on IP and Technology Transfer and a colloquium for Pakistani judges on the enforcement of IPRs.

20.15 In total, WSO's reached out to more than 449 participants in events organized at the national level in various countries resulting in the enhancement of capacity and knowledge of policy makers, government officials, IP professionals and practitioners, IP owners and the user community, including on the role and function of the Arbitration and Mediation Center Singapore Office.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

20.16 The design of activities under Program 20 is aimed at implementing DA Recommendations 2, 9, 14, 22, 24, 30, 40, and 42.

20.17 In this regard, Program 20 continues to act as the coordination point within WIPO to support the mobilization of extra-budgetary resources (Recommendation 2) and cooperates with Program 9 on the implementation of the DA Project to implement The WIPO Matchmaking Database (Recommendation 9).

20.18 With respect to Recommendation 14 on providing advice to developing countries and LDC's, on the implementation and operation of the rights and obligations and the understanding and use of flexibilities contained in the TRIPS agreement, Program 20, in cooperation with the substantive WIPO sectors, ensured that activities undertaken with the WTO reflected this Recommendation.

20.19 Program 20 also worked with relevant WIPO sectors to enhance their cooperation with other intergovernmental organizations. Throughout 2012, The Program continued to strengthen WIPO's engagement in the work of the UN and to actively fulfill its role as a specialized agency of the UN system, as required by the DA (Recommendations 30 and 40). Three key areas of activity in this regard in 2012 were: the Rio+20 Conference and its follow-up; inter-agency processes related to the MDGs and the post 2015 Development Agenda; and, preparations for ECOSOC 2013.

20.20 Program 20 also worked to enhance participation by civil society in several WIPO meetings. In this regard, the first annual open meeting with all accredited NGOs was organized in April 2012, which provided an opportunity for a dialogue with the Director General on the priorities and objectives of WIPO in 2012 as well as on issues relating to the international IP system.

PERFORMANCE DATA

Expected Result: WIPO effectively interacts and partners with UN and other IGO processes and negotiations				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Use of WIPO's contributions in reports, resolutions and documents from targeted processes	Data not available	20 out of 24 submissions (2010/11)	16 submissions in 2012, all of which were satisfactorily reflected.	On track
Feedback on WIPO's contribution/participation in UN and other IGO processes and for a	Data not available		Data not available	Dis-continued
Percentage of responses to external requests for contributions from the UN, IGOs etc, submitted on time	Data not available	80%	83% processed within 5 working days	On track
No. of joint activities/workplans implemented and reviewed in line with agreements with partner organizations (new and existing MoU's with IGOs)	Data not available	Reported in relevant programs for 2010/11	12 joint activities (e.g. Global Entrepreneurship Week (GEW) 2012 - UN Joint Event (WIPO, UNCTAD, ILO, UNITAR); the UN system side event on technology at the UNFCCC COP 18 in Doha).	On track

Expected Result: Open, transparent and responsive interaction with NGOs				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of briefing sessions and meetings/activities organized for NGOs	Data not available	4	3	On track
No. of briefing sessions and meeting/activities organized for developing country and LDC NGOs	Data not available		Data not available	Dis-continued
Expected Result: Increased extra-budgetary resources available for IP for development, either through direct contributions to WIPO or access to other external funding mechanisms				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
An increase in funds available through Fund in Trust arrangements	See FMR 2010/11	11.9 million Swiss francs for 2010/11	FIT income in 2012 totaled 8.8 million Swiss francs. FIT income in 2011 totaled 6.2 million Swiss francs, an increase of 2.6 million Swiss francs or approximately 42%.	On track
No. and financial value of WIPO implemented projects funded by existing external donor funded mechanisms	No data	Zero	Data not available	Dis-continued
Establishment of WIPO Guidelines for Partnership with the Private Sector	Draft under preparation for consultations	Draft prepared and reviewed internally. Final draft to form the basis for consultations with Member States	Internal process is on-going. The aim is to begin consultations in May 2013 and, subject to outcome, submit to Program and Budget Committee in September 2013.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
II.1 Informed strategic use of the PCT by all innovators who could potentially benefit from it	661	1,151	545
II.8 Better use of the Madrid & Lisbon systems, including by developing countries and LDCs	738	618	189
III.2 Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition	3,053	2,660	1,188
III.10 Increased extra-budgetary resources available for IP for development, either through direct contributions to WIPO or access to other external funding mechanisms	1,769	1,507	658
IV.5 Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders	135	112	34
VIII.3 WIPO effectively interacts and partners with UN and other IGO processes and negotiations	3,362	3,124	1,206
VIII.4 Open, transparent and responsive interaction with NGOs	1,194	1,177	426
Total	10,912	10,349	4,245

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	7,554	7,150	3,205	45%
Non-personnel Resources	3,358	3,198	1,040	33%
TOTAL	10,912	10,349	4,245	41%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

20.21 The resource distribution to individual Results reflects the focus of the External Offices on services in support of WIPO's Global IP Services, in particular under Result II.1 (Informed strategic use of the PCT). Cost efficiencies have resulted in lower resource allocations for Result III.2 (Enhanced human resource capacities).

20.22 The slight decrease under Result III.10 (Increased extra-budgetary resources) reflects a shift in the strategy for mobilizing extra-budgetary resources to a focus on specific projects. The net decrease in Result VIII.3 (Partnering with UN and IGOs) reflects a decrease primarily due to cost efficiency related savings.

B. Budget utilization 2012

20.23 Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 21 EXECUTIVE MANAGEMENT**Program Manager Director General**

OVERVIEW OF PROGRESS IN 2012

21.1. Program 21 covers the Office of the Director General (ODG), the Office of the Legal Counsel (OLC), the Assemblies Affairs and Documentation Division (AADD), the Office of the Ombudsman, the Ethics Office and the Protocol Service.

21.2. Effective engagement with Member States and other stakeholders remains a cornerstone for continued progress towards realization of the Organization's nine Strategic Goals. Such engagement was important in 2012 in support of the considerable change, which took place in the Organization on the level of organizational reform and improvement, in support of advances on the normative front and in program implementation. To this end, the Director General conducted regular briefings for Ambassadors and meetings with Member States, which also proved to be an invaluable means by which to receive feedback and advice which enhanced progress on many issues.

21.3. Internal engagement was equally a focus, particularly with respect to managing change and building support for it across the Organization. In this regard, the regular sessions of the Senior Management Team (SMT) provided direction to organizational units as well as the means by which strategic decisions were translated into operational realities. The Director General devoted considerable attention to reaching out to managers, the staff at large and in small groups to ensure a consistent message across the Organization and to encourage necessary buy-in for reforms.

21.4. A key element of the change process throughout the year was bringing WIPO's Strategic Realignment Program (SRP) to a successful conclusion as a portfolio of initiatives generating comprehensive organizational improvement. The SRP contained 19 interrelated initiatives grouped under the Organization's four aspirational Core Values, and its outcomes were measured by a staff survey and results dashboard (both available to Member States on the internet). The results were encouraging, indicating that in many respects, the SRP brought a new focus to the Secretariat's culture and values, a greater efficiency to its business processes and better alignment of Programs, structure and resources to the Strategic Goals of the Organization.

21.5. This was the first full year during which the AADD was operational, and the benefits of establishing a dedicated and centralized unit to manage delivery of the Assemblies continued to be realized. Organizational innovations and rationalizations such as webcasting of proceedings, electronic registration and new travel procedures were continued and refined. Documentation was delivered well in advance and earlier than previously. The number and quality of side-events was enhanced. The attention to improving the efficiency and Member State experience of the Assemblies was reflected in the very high satisfaction levels achieved in 2012 from a survey of participants.

21.6. The OLC faced a challenging year characterized by increased demand for its services. The Office continued to provide prompt, independent and reliable legal advice and services on constitutional and general legal issues, contracts, treaty law, administrative and human resource related matters and on IP law, to the Director General, the Secretariat and Member States. The depository functions of WIPO-administered treaties continued to function very efficiently. At the same time, there was a significant increase in workload associated with Member States' meetings. The provision of advice and services to the Beijing Diplomatic Conference, including in the lead up to the meeting, was noteworthy and effectively managed. The continued provision of timely and effective legal advice associated with the new conference hall also contributed to the good progress of the project within an adequate quality framework.

21.7. WIPO continued to participate actively in the UN system, including in the CEB and in its two committees – the High Level Committee on Management (HLCM) and the High Level Committee on Programmes (HLCP). The Director General is the current HLCM Chair (since September 2012). WIPO is actively collaborating with other UN bodies in contributing substantively on issues dealt with by the CEB, in particular on the post-2015 development agenda.

21.8. Substantial progress towards delivering on the Director General's commitment to establish a comprehensive ethics and integrity system at WIPO was achieved. Two important elements of the ethics and integrity framework were published in 2012. The WIPO Code of Ethics, developed following extensive internal consultations, provides a common platform of guiding principles and values expected to be observed by WIPO staff in the conduct of their functions. The WIPO Whistleblower Protection Policy articulates the value the Organization places on the participation of WIPO staff members in the Organization's oversight activities and the protection afforded for staff encountering retaliation linked to such participation. In addition, a comprehensive training program was launched and initial feedback indicates a significantly increased awareness of principles of professional ethics at WIPO and an increased commitment to observing such principles.

21.9. The Ombudsman's Office became an established part of WIPO's accountability and integrity framework. Throughout the year, the Office continued to actively promote an alternative approach towards workplace conflict, conducting regular outreach to staff and providing coaching and mediation services towards finding amicable and sustainable solutions. The 2012 visitor statistics as well as the 2012 feedback survey point to a positive trend in the staff's uptake of informal conflict resolution.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

21.10. All Programs related to Strategic Goal IX "Efficient administrative and financial support structure to enable WIPO to deliver its programs" provide support or other services to the Organization as a whole to achieve WIPO's Expected Results. In this regard, Program 21, which includes the work of the Office of the Director General, plays a key role in providing the overall strategic guidance and oversight to facilitate the mainstreaming and implementation of the WIPO Development Agenda by all relevant Sectors within WIPO. In order to implement the DA Recommendation 6, a WIPO Ethics Office was established and a Code of Ethics issued following consultations with the WIPO Staff Council and all staff.

PERFORMANCE DATA

Expected Result: Effective engagement with Member States				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of Committee Meetings for which pre-Committee information meetings for Member States are held	Tbd: No. of information meetings before committee meetings in 2010/11	No. of information meetings before committee meetings in 2011: 80%	83% from a survey of secretaries of committees	On track
% of letters to the DG from Member States are responded to within 2 weeks	Tbd	80%	82% from an assessment of incoming and outgoing correspondence	On track
Member States satisfaction levels with the preparation and functioning of the Assemblies	Data currently not available		88% from the 2012 WIPO Assemblies survey	On track
Timeliness of publication of Assembly documents	90% published at least two months before Assemblies		For the 2012 Assemblies all documents were published at least two months in advance of the Assemblies. This does not include those documents which, by their nature, are always published closer to the date of the Assemblies (e.g. the list of participants, the list of documents, the list of officers, the summary of the September PBC Decisions).	On track

Expected Result: Enhanced coordination and coherence within the Secretariat				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Completion of the SRP	One out of 19 initiatives completed in 2010	One out of 19 initiatives complete (MTSP)	16 out of 19 initiatives completed (ERP, internal communications and risk management and internal controls continue).	On track
Achievement of SRP Value Level Outcomes Perception of staff that WIPO is good/excellent at specified value	See Annex on SRP Baseline Report (URL)	Service orientation: 45%* Working as One 37%* Accountability for Results 68%* Environmental, social & governance responsibility 63%*	Service orientation: 56% ¹⁴ Working as One: 55% Accountability for Results: 80% Environmental, social & governance responsibility: 70% ¹⁵	On track
% of queries for legal advice which receive <i>prompt, independent and reliable</i> responses from the Office of the Legal Counsel	100%		Despite an increase in the number of requests for advice as well as in the fields covered, 95% of the queries received prompt and reliable responses from OLC.	On track
% of adherence notifications processed in a timely manner	100% processed within three days		95% of adherence notifications processed within three days	On track
% of users satisfied with standard of service obtained from Ombuds-Office	Data not available	76%	77% as per the 2012 user feedback survey	On track
Expected Result: Improved working environment supported by enabling regulatory framework and effective channels to address staff concerns				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of staff aware of WIPO ethical principles and policies	64%	74%	96% from the SRP Core Values Survey	On track
Expected Result: WIPO effectively interacts and partners with UN and other IGO processes and negotiations				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
New joint initiatives with other UN agencies	n/a	Two for the 2012/13 biennium	One in 2012	On track

¹⁴ An average of the responses to the Core Values Survey pertaining to WIPO staff perception of internal service orientation (51.4 per cent) and external service orientation (61.5 per cent) as excellent or good as per the 2012 SRP Results Framework (http://www.wipo.int/about-wipo/en/strategic_realignment/results_framework.html)

¹⁵ An average of the responses to the Core Values Survey questions pertaining to ethics (70.3%) and the environment (69.8 per cent) as per the 2012 SRP Results Framework (http://www.wipo.int/about-wipo/en/strategic_realignment/results_framework.html)

Expected Result: Enhanced access to, and use of, IP-related legal information				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Enhanced coverage in WIPO Lex database of IP-related legal information	Limited coverage of regional economic integration treaties (23 of which 13 have been notified to WTO) and of bilateral treaties with IP-related provisions (currently 90 of which 40 have been notified to WTO)		56 regional economic integration treaties and 484 bilateral treaties with IP provisions	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result) (in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
V.3 Enhanced access to, and use of, IP-related legal information	2,244	2,082	897
VIII.3 WIPO effectively interacts and partners with UN and other IGO processes and negotiations	100	90	31
VIII.5 Effective engagement with Member States	5,311	4,400	1,983
IX.7 Enhanced coordination and coherence within the Secretariat	10,255	10,777	5,345
IX.8 Improved working environment supported by enabling regulatory framework and effective channels to address staff concerns	1,038	988	446
Total	18,948	18,338	8,703

Budget and Actual Expenditure (personnel and non-personnel) (in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	16,420	14,843	7,260	49%
Non-personnel Resources	2,528	3,495	1,443	41%
TOTAL	18,948	18,338	8,703	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

21.11. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

21.12. Budget utilization is within the expected range of 40-60per cent for the first year of the biennium and is on track.

PROGRAM 22 PROGRAM AND RESOURCE MANAGEMENT**Program Manager Mr. A. Sundaram**

OVERVIEW OF PROGRESS IN 2012

22.1. The stronger planning platform provided in the Program and Budget 2012/13 formed the basis for continuing program and financial management enhancements made in 2012.

22.2. The 2012 annual workplanning process was further improved, supported by a first generation workplanning tool delivered by the ERP EPM project, closely aligning resources with Expected Results through the workplan activities. For the first time, this enabled the Secretariat to perform cross-organizational analysis of workplan activities on several dimensions, such as results and countries, contributing to better coordination among implementing entities. This system also allowed managers to track, for the first time, actual expenditure against their workplan during implementation.

22.3. In addition, considerable progress was made in the development of an EPM tool to support the planning process for the biennium 2014/15. The tool was rolled-out to managers at the beginning of 2013 and was expected to enhance efficiency of the planning process as well to considerably improve the analytical capabilities of Program Managers' submissions.

22.4. Of the key priorities established for 2012/13, good progress was also made in 2012 in respect of:

- (i) the review of processes related to the management and forecasting of WIPO's income, in preparation for the production of the Program and Budget 2014/15;
- (ii) institutionalizing a responsible spending culture, with revised and new Office Instructions issued to reflect cost efficiency measures;
- (iii) enhancement of the Organization's ability to track development-related expenditure;
- (iv) identifying areas where stronger controls could be introduced for ensuring compliance with both programmatic and resource management; and
- (v) the implementation of the Human Resources/Payroll module within the ERP (go-live foreseen for 2013).

22.5. Following the approval and issuance of the new revised Staff Regulations and Rules (SRR), the Program contributed to the implementation of the revised SRR, including the review and update of related procedures and policy documents resulting in significant progress in the clarification of processes, roles and responsibilities and the formulation of OIs for addressing these (interns, fellowships, individual contractual services).

22.6. Targeted reviews were also undertaken of specific policies and procedures which were deemed to require updates or changes. This included a review in respect of the processing of pre-encumbrances and encumbrances in the PCT in the area of translation services. The conclusions and recommendations of the review are expected in 2013 and may result in changes and enhancements to current processes and procedures.

22.7. The implementation of cost efficiency measures was pursued vigorously, with appropriate guidance and instructions issued to this effect in respect of internships, hospitality, honoraria and fees for speakers and special service agreement holders, travel etc.

22.8. Payment processes were improved in terms of efficiency and security during the year. Most of the payments previously made by manual methods are now made electronically and the security surrounding the transmission of payment files to banks has been considerably enhanced. A business continuity plan covering critical finance functions, particularly with regard to payments, was prepared and introduced during 2012 and further work on this will be carried out in 2013.

PERFORMANCE DATA

Expected Result: Efficient and effective results-based programmatic and financial planning, processing, implementation, assessment and reporting				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of WIPO Programs using performance data for managing Program performance	20%		53%	On track
% of (WIPO) respondents who perceive that WIPO is accountable for its results	59%		80.7%	On track
Financial operations and budget management conform to the provisions of the applicable WIPO conventions and treaties, the WIPO Financial Rules and regulations and applicable accounting standards	Existing set of documented policies, rules and procedures	In 2010/11 the Office Instruction on Official Hospitality was updated. Updates to the FRR were submitted to the WIPO Assemblies. Policies approved and promulgated included: Budgetary Process Applied to Projects Proposed by the CDIP for the Implementation of the DA Recommendations; Policy on Reserves and Principles Applied in Respect of the Use of Reserves; Policy on Investments; WIPO's Capital Planning and Management Framework.	<p>Following the approval and issuance of the new revised SRR, the Program contributed to the implementation of the revised SRR, including the review and update of related procedures and policy documents.</p> <p>Program contributed to the review of the various elements of the contract reform package (both staff and non-staff categories), which resulted in the clarification of processes, roles and responsibilities and the formulation of OIs for addressing these (interns, fellowships, individual contractual services).</p> <p>Targeted reviews were undertaken of specific policies and procedures deemed to require updates or changes, including in respect of the processing of pre-encumbrances and encumbrances in the PCT translation services. The conclusions and recommendations of the review are expected in 2013, and may result in changes and enhancements to current processes and procedures.</p> <p>OIs on Official Travel and Related Expenses, Official Hospitality, and Payment of Honoraria to Speakers were revised and issued in early 2012, also reflecting the cost efficiency measures put in place by the Secretariat.</p> <p>Further updates to the FRR, required as a result of the Organization's adoption of IPSAS, were submitted to the WIPO Assemblies. In accordance with the Policy on Investments, the Investment Advisory Committee held its first meeting in 2012 and agreed its terms of reference.</p>	On track
Satisfactory financial report from the External Auditors confirms the conformity of accounting operations with applicable regulations, rules and standards	Unqualified report from the External Auditor		As at the time of publication, the external audit of the financial statements has been completed and all of the issues raised by the External Auditor have been resolved.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.2 Efficient and effective results-based programmatic and financial planning, processing, implementation, assessment and reporting	18,901	19,074	8,987
Total	18,901	19,074	8,987

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	16,760	16,778	8,199	49%
Non-personnel Resources	2,141	2,296	788	34%
TOTAL	18,901	19,074	8,987	47%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

22.9. The increase in resources allocated to the Program reflects the costs of the DA project Enhancement of WIPO's Results-Based Management (RBM) Framework to Support the Monitoring and Evaluation of Development Activities.

B. Budget utilization 2012

22.10. Overall budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track. The low utilization rate on non-personnel resources reflects the postponement of certain RBM related activities to 2013.

PROGRAM 23 HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

Program Manager Director General

OVERVIEW OF PROGRESS IN 2012

23.1. During 2012, a number of human resources initiatives continued to be implemented as part of the SRP. These initiatives aim at contributing to enhanced effectiveness and efficiency of the human resource management function.

23.2. The year 2012 saw an increase in client satisfaction and an acknowledgment that the HR teams have become more responsive to the staff needs as confirmed by the exit interviews and the results of the recent core values survey.

23.3. The Program developed an effective management dashboard, which is now used regularly by senior managers in WIPO. This tool provides monthly and quarterly updates on indicators such as headcount, upcoming retirements, and statistics on gender balance, absences, overtime, open administrative law cases, as well as recruitments in progress. This has already shown positive impact in supporting managers and the HR management function with input for decision-making.

23.4. Despite an increased workload related to the implementation of the contractual reform and the Enterprise Resource Planning (ERP), HR operations managed to service the routine human resources transactions within four days.

23.5. The regularization process for long-serving temporary employees was successfully implemented, as approved by the Member States in 2010. As a result of this process, 30 employees performing continuing functions and having five or more years of continuous and satisfactory service on January 1, 2012, were regularized following a competitive process. This process will continue in 2013 and will be completed in 2014.

23.6. The Performance Management and Staff Development System (PMSDS) was refined and launched on January 1, 2012, complemented by comprehensive communication and training efforts. Moreover, the IT tool ePMSDS was redesigned to make the application more user-friendly and to further increase the efficiency of PMSDS processes. The positive impact of the refinement was confirmed in the core values survey, in which a higher number of staff agreed that their individual objectives contributed to the expected results of their Programs and that they received regular feedback from their supervisor on their performance.

23.7. With respect to staff development, the Organization continued to provide corporate training (including customer service orientation, ethics and PMSDS) under the SRP initiatives, impacting positively on SRP outcomes. Cost-effective cross-sectoral group trainings were also conducted (including conflict resolution and people management) after prioritizing training needs identified in PMSDS. There was a notable increase in the percentage of staff who expressed satisfaction with the learning opportunities provided in WIPO in the recent core value survey.

23.8. WIPO continued to move forward with the organizational design and strategic workforce planning initiative that will ensure that its structure and functions are pro-actively and continually reviewed to best support its work with a focus on the desired results. Organizational design and workforce planning are integral components of Results Based Management, and 2012 witnessed considerable progress in this area comprising: (i) realignment of the Organization's structures and resources with longer-term strategic goals; (ii) collection of workforce planning data to inform 2013 annual workplanning and 2014/15 biennial planning; and (iii) development of an Organizational Design framework, with policies in place and elements identified to form the basis of the new HR Strategy. In 2013, the aim will be to ensure that strategic planning for human resources becomes a key business activity and an integral part of biennial planning, thereby enabling the Organization to look to the future and pro-actively anticipate evolving needs.

23.9. The revised chapter four of the Staff Rules and Regulations on Recruitment was implemented on January 01, 2012. The new compositions of Appointment Boards and streamlined processes have resulted in a 29 per cent reduction in recruitment lead time. It is expected to be within the target of 21 weeks by the end of the biennium. However, more emphasis is also being placed on qualitative aspects to ensure recruitment of staff with the right skill sets in order to meet future needs.

23.10. Improvements were observed in 2012 as regards both gender and geographical diversity. A gender and diversity specialist function has been created and further policies will be developed in the course of 2013.

23.11. Following an intensive consultative process, WIPO modernized its Staff Regulation and Rules (SRR), in line with ICSC standards and best practices in the UN common system. The revised SSRs entered into force on January 1, 2013, supported by a comprehensively updated Office Instruction framework. WIPO also implemented a streamlined contractual framework in 2012, in line with ICSC recommendations. The new framework accorded temporary employees the status of staff members, resulting in enhanced benefits.

23.12. Finally, a review of the internal justice system was initiated, as the first step in a comprehensive review of the entire system. This is expected to result in further revisions of the SRR in 2013.

IMPLEMENTATION OF THE DEVELOPMENT AGENDA

23.13. All Programs related to Strategic Goal IX provide support or other services to the Organization as a whole in delivering on WIPO's Expected Results. In this regard, Program 23 facilitates the implementation of the WIPO DA from a human resource management perspective. The Standards of Conduct for the International Civil Service continues to be incorporated in all WIPO contracts. In addition, a mandatory organization-wide ethics and integrity training program was conducted for all staff, a draft Whistleblower Protection Policy was developed and consultations on it initiated. The Roster of Consultants (ROC) presented at CDIP/3 was integrated within the project Intellectual Property Technical Assistance Database (IP-TAD) and continues to be regularly updated.

PERFORMANCE DATA

Expected Result: Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Reduced time from submission to completion of standard human resources transactions (education grant, dependency allowances)	Three days	Four days	Four days. Target expected to be reached once ERP HR module goes live in 2013.	Not on track
Ratio of employees (full time equivalent) to human resources staff	One HR employee for 31 Organization's employees (Jan 2011)	29.3	31. Target expected to be reached once ERP HR module goes live in 2013.	Not on track
% of staff satisfied with HR services	Highly satisfied: 30.8%, Satisfied: 48.2 %, Dissatisfied: 17.9%, Highly dissatisfied: 3.1%	Highly satisfied: 31.8%, Satisfied: 45.5 %, Dissatisfied: 18.2%, Highly dissatisfied: 4.5%	Exit interviews: Highly satisfied 31.2%; Satisfied 48.7 %; Dissatisfied 17.2%; Highly dissatisfied 2.9% Core values survey results: Excellent 8%; Good 44%; Could improve 41 %; Poor 5%; Don't know 3%	On track

Expected Result: Well managed, diversified, motivated and appropriately skilled professional workforce				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of staff whose performance is evaluated against their individual objectives and competencies	62%	92%	91% of the staff covered under PMSDS was evaluated against individual objectives.	On track
Recruitment lead time	24 weeks	37,7 weeks	16.5 weeks	On track
% of total mass salary invested in staff development	0.44% (Jan 2011, HRMD)	0.46% (HRMD)	2012: 0.43 (HRMD) 2012: 0.74% (HRMD and training activities funded by ICT, ERP and SRP). These figures do not take into account training conducted by internal trainers.	On track
Geographical diversity - % of Member States represented	56.70%	57.8%	Increase by 1.1 percentage points in geographical diversity.	On track
% of women in professional and higher positions	P4 – 44.2% P5 - 30.9 % D1 - 12.1 % D2 – 9.1%	P4 – 43.9% P5 – 31.9 % D1 – 14.6 % D2 – 25.0%	P4 – 44.4% P5 – 30.3 % D1 – 24.4 % D2 – 23.1%	Not on track
Decreased absenteeism	Average number of sick leave days per employees: 9.6	11.3	9.07	Not on track
Decreased appeals	27 cases	WIPO Appeal Board: 14 ILOAT: 12	WIPO Appeal Board - 32 ILOAT - 14 The increase in the number of appeal cases was primarily due to the Contract Reform under the revised SRR and the enhanced maturity of the PMSDS process.	Not on track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.1 Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)	8,790	10,109	4,774
IX.3 Well managed, diversified, motivated and appropriately skilled professional workforce	12,703	11,798	5,225
Total	21,493	21,907	9,998

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	16,832	17,484	8,211	47%
Non-personnel Resources	4,661	4,424	1,787	40%
TOTAL	21,493	21,907	9,998	46%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

23.14. The overall increase in resources allocated to the Program primarily affects Result IX.1 (Effective, efficient, quality and customer-oriented support services) and includes: (i) incremental personnel costs related to the implementation of the Staff Regulations and Rules (SRR), the contract reform, and the ERP; (ii) increased customer orientation and enhanced support services provided to managers as well as staff; (iii) the increased costs of WIPO's agreement with UNOG for the provision of medical services; and, (iv) the enhanced support in respect of gender balance and geographical diversity in the Organization. Incremental non-personnel resources have also been provided for the implementation of Result IX.3 (Well managed and skilled professional workforce), to support training and performance management activities, which are offset by the re-assignment of personnel resources to Result IX.1 (Effective, efficient, quality and customer-oriented support services).

B. Budget utilization 2012

23.15. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 24 GENERAL SUPPORT SERVICES**Program Manager Mr. A. Sundaram**

OVERVIEW OF PROGRESS IN 2012

24.1 In 2012, procurement and travel made satisfactory progress towards achieving its expected results, as indicated in the performance data below, in spite of a changing environment. In terms of tools, the ERP procurement modules were upgraded in 2012 to version 9.1, and non-staff travel requests were integrated into E-Work. The regulatory framework was also updated and enhanced with a new procurement procedure for the completion of the new conference hall project, a code of conduct for managing supplier relationships and a new travel policy including a change of threshold for business class entitlement.

24.2 Savings continued to be yielded from the tenders carried out and through cooperation with other international organizations. With the implementation of the new business class threshold (nine hours), the reduction of DSA payments for overnight flights and more advance ticket booking, a total savings of 600,000 Swiss francs was obtained in 2012. Further cost improvements are expected as we continue to streamline the travel booking process to take advantage of more economical air fares. Additional internal efficiency gains were also achieved, such as a reduction in processing time of third party visas and event and travel requests.

24.3 As regards premises management, at the end of 2012, a total of 1,616 workplaces were available in all buildings combined (WIPO-owned and rented premises), i.e. an increase of 37 additional workplaces as compared to 2011 (1,579 workplaces). Of these, 84 per cent were occupied in 2012, compared to 87 per cent at the end of 2011. The increase in empty workplaces resulted mainly from the full implementation of the stricter office space allocation policy (issued in December 2010) in all buildings.

24.4 To enhance safety, a policy was implemented in all buildings (as was done in the New Building from the outset) whereby certain large IT equipment, filing cabinets and paper supplies have to be located in closed areas, to be isolated in case of fire or other incidents. As a consequence, a number of the workspaces available today will have to be converted into dedicated IT and local storage spaces, thereby gradually reducing the total number of available workplaces over the remainder of this biennium and in the course of next biennium. A number of workspaces were also reserved on a single floor of the PCT Building in order to create the needed "swing space", thereby preparing the means for launching the major renovation of the facades and cooling/heating system which are foreseen in the biennium 2014/15.

24.5 As a result of the above mentioned measures, the Secretariat was able to continue to manage the demand for workplaces, thereby avoiding the need for rental of additional space off-site. In addition, a certain volume of stored documents, material and equipment were disposed of, thereby contributing to a more efficient and cost-effective use of storage areas on- and off-site. This led to termination of the rental of two off-site storage areas in the course of 2012, according to plan.

24.6 In respect of technical installations, regular maintenance was undertaken and all premises continued to function adequately, except the PCT building and GBII building. As regards the PCT building, the replacement of the cooling/heating system and renovation of the facades, constituting the first major renovation project in the existing buildings, is currently being assessed through a second technical expert whose results are expected to be received in the second half of 2013. Concerning the GBII building, in which the cooling machine unexpectedly broke down in mid-2011, it was decided to replace it with a more environmentally-friendly alternative. Thus, for both the GBI and GBII buildings, which are physically connected floor by floor, an extension of the Geneva Lake Water cooling system (already used for the New Building and being installed for the future New Conference Hall) will be installed. The new cooling installation for GBI and GBII Buildings will be completed before mid-2013.

24.7 Measures aimed at reducing electricity consumption were almost completed in the GBI Building in 2012, with some works remaining in 2013. These measures, which involve replacement of original installations and equipment by new technological solutions, are expected to result in an overall reduction of consumption costs as well as an improvement of the carbon footprint. Data on these reductions will be collected in the course of the biennium. Other measures are an integral part of a charter discussed in 2012 (and signed at the beginning of 2013) with the local energy provider, including both electricity and

water consumption reductions over several years, while the local provider offers technical training for the technical staff concerned, as well as assistance in verifying compliance with recently enacted stricter local regulations on building consumption efficiency.

24.8 In respect of asset management, the Property Survey Board continued its review aimed at establishing simpler and more consistent inventory procedures, in particular the tracking and disposal of articles and a better interface with the financial aspects of assets management. Following the extensive review carried out in 2011 and on the basis of a recommendation of the Board, new procedures were issued in 2012 aimed, in particular, at increasing the threshold for tracking items from 100 Swiss francs to 1,000 Swiss francs and the threshold for capitalization of items from 1,000 Swiss francs to 5,000 Swiss francs (similarly to other UN Organizations), thereby streamlining low added value processes. The interface with the financial aspects of asset management was fully implemented, thereby terminating the previous double data entry work and obvious periodical reconciliation. Also in 2012, the Board approved the recycling of a number of particularly old items of furniture and IT equipment, as well as three old official cars, thereby reducing the car fleet.

24.9 Under the WIPO Accessibility Project, which was part of the SRP, a complete physical accessibility audit was carried out in 2012 by a specialized architect in all existing buildings of the WIPO Campus. A detailed list of recommendations resulted from this audit which will be reviewed in 2013 in order to establish a priority list of improvement measures, together with timetable and cost estimates. A similar audit will be carried out in the first half of 2013 in respect of the future New Conference Hall and the various parts of the main headquarters building being modified as part of the construction work.

24.10 Under the framework of the WIPO Environmental Responsibility, another SRP initiative, a number of activities were undertaken in 2012 aimed at raising environmental awareness amongst staff and/or taking concrete and practical actions. These actions related to: premises-related issues (e.g., upgrading of technical installations to more ecological solutions, upgrading of electrical installation reducing electricity consumption, conclusion of the agreement with the local electricity provider, renewal for the New Building of the electricity tariff with the highest percentage of contribution to renewable electricity production in the Canton of Geneva), introduction of environmental criteria in certain tenders (e.g., cafeteria services, vending machines, disposable cafeteria articles, cleaning products, improved recycling), use of alternative means of commuting to and from work (mobility days or months on public transport and free rental of electrical bikes and bike repairs). In addition, WIPO participated in a number of initiatives within the UN-Interagency context, mainly through UNEP and Sustainable UN (“SUN”), such as participation in the annual collection of data for the Greenhouse Gas (GHG) Calculator, as well as participation in the Inter-Agency Facilities Management annual meeting.

24.11 In line with WIPO’s strategy to progressively reduce its vehicle fleet and replace existing vehicles with environmentally-friendly alternatives, three of WIPO’s 11 vehicles were sold during 2012. Moreover, the purchase of at least one new hybrid car and eventually a small electrical car to reduce carbon emissions is planned for 2013. The Program has also assumed management responsibility for the use of all official vehicles throughout the Organization.

PERFORMANCE DATA

Expected Result: Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Cost savings for goods and services procured by WIPO (derived from RFPs, negotiations, or UN globalization actions)	500,000 Swiss francs (P&B 10/11 value)		1,074,000 Swiss francs, as per Estimated Cost Avoidances published by CPAG	On track
% of internal clients satisfied with procurement services	Tbd (end 2011)	75%	73%	On track

% of spend subject to UN leverage or benchmark	Tbd (end 2011)	10%	3%	Not on Track
Processing time of e-Travel Authorization (TA) and e-Event Request (subject to respected deadline)	e-TA = 1 day e-ER = 2 hours		Less than a day 2 hours	On track
Processing time for 3rd party visas	4-5 days		2 to 3 days	On track
Reduction in travel costs as a result of e-conferences and video conferences	Tbd			N/A 2012
Rental of additional workplaces and related facilities (assuming same headcount as end 2011)	80 workplaces	80 workplaces	80 workplaces (no additional space needed beyond existing rentals)	On track
No. of main technical installations (electrical, sanitary, heating and cooling) improved in line with applicable standards (to be defined)	n/a	Upgrading or replacement of one cooling installation in at least one building to meet the standard established under the "Geneva Lake Water" installation requirements. Other standards for other installations to be defined.	<p>Decision in 2012 to upgrade the cooling installation in GBII using the Geneva Lake Water system (instead of replacing the installation after it broke down). In view of proximity of GBI, decision to upgrade GBI installation at the same time to benefit from cost savings (single tender process and intervention). Installation to be completed and connected to GLN before summer 2013.</p> <p>The electrical installations in the oldest building (GBI) started to be upgraded in order to comply with recently enacted local legislation, with the added benefit of setting a technical framework for reducing electricity consumption. Around 50% of the work was carried out in 2012, the remainder will be completed in 2013.</p> <p>Work on the identification of other standards progressed in 2012, with the aim to establish a main list with definitions by the end of the biennium.</p>	On track

Expected Result: Reduced impact of WIPO's activities on the environment				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
No. of Programs with environmental improvement indicators, baselines and targets	Tbd end 2011	Four Programs in 2011	<p>Four Programs in 2012 reflected environmental responsibility:</p> <p><u>Program 24:</u> Geneva Lake Water system deployed to two buildings in 2013, following decision in 2012; continued choice of electricity tariff with highest contribution on investment in renewable energies (for the New Building); inclusion of green criteria in tender requirements;</p> <p><u>Program 29:</u> Geneva Lake Water system included in the construction phase for the New Hall and for several renovated areas in the AB Building;</p> <p><u>Program 28:</u> Disposal in 2012 of three older model vehicles from the official WIPO fleet, and another in January 2013, which will result in a reduction in carbon emissions as from 2013.</p> <p><u>Program 19:</u> Publication of several articles on "green" issues in the WIPO Magazine.</p>	<p>Not on Track</p>
% of reduction in carbon emissions in respect of energy consumption	Tbd end 2011	2% reduction in carbon emissions or compensation via investment in local sustainable energy production	<p>Compensation via investment in local sustainable energy production by means of the choice (for the New Building) of the electricity tariff with highest contribution on such investment.</p> <p>In order to diminish the carbon emissions, 3 cars out of 11 were sold in 2012. The fuel consumption, between 2011 and 2012, decreased by 1,500 Swiss Francs.</p>	<p>On track</p>
Expected Result: Improved physical access to the WIPO Campus				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines beginning 2012	Performance Data	TLS
No. of relevant Programs with physical accessibility indicators, baselines and targets	Tbd end 2011	At least one Program per year of the biennium	<p>Two programs in 2012 reflected physical accessibility despite the fact that indicators and baselines could not be appraised during the biennium:</p> <p><u>Program 24:</u> A physical audit of the existing buildings was carried out in autumn 2012 and will serve as a basis to establish an implementation plan;</p> <p><u>Program 29:</u> It was decided to commission an audit of the New Conference Hall Project, on the basis of the blueprint, which will be carried out in the first semester of 2013.</p>	<p>On track</p>

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
VIII.3 WIPO effectively interacts and partners with UN and other IGO processes and negotiations	190	179	70
IX.1 Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)	44,747	38,423	17,128
IX.4 WIPO staff, delegates, visitors and information and physical assets are safe and secure	393	433	215
IX.6 New conference hall and related facilities available for meetings of Member States	202	217	111
IX.9 Reduced impact of WIPO's activities on the environment	299	289	83
IX.10 Improved physical access to the WIPO Campus	439	459	185
Total	46,271	40,000	17,792

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	17,351	18,017	9,028	50%
Non-personnel Resources	28,920	21,983	8,764	40%
TOTAL	46,271	40,000	17,792	44%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

24.12 The overall reduction in resources allocated to the Program reflects the cost efficiency related savings from eliminating the need to rent additional two floors of office space and establish a Building Maintenance Fund. This is primarily reflected under the reduction of resources allocated to Result IX.1 (Effective, efficient, quality and customer-oriented support services). Furthermore, since most of the contractual services and maintenance contracts are contributing to this Result, the downward cost efficiency adjustment made at the beginning of the biennium reflects cost efficiency gains targeting this Result.

B. Budget utilization 2012

24.13 Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 25 INFORMATION AND COMMUNICATION TECHNOLOGY**Program Manager Mr. A. Sundaram**

OVERVIEW OF PROGRESS IN 2012

25.1. Realignment of WIPO's ICT infrastructure management continued in 2012 under the guidance of a renewed ICT Board chaired by the Director General.

25.2. During 2012, strong progress was made on the development of a client-oriented ICT environment that is capable of providing a consolidated user experience with a more accessible, interoperable and compatible environment, both within WIPO and for its external clients.

25.3. Significant progress was made in the provision of ICT infrastructure with operations strategically outsourced to ensure high levels of service and cost effectiveness. Switching the infrastructure and service management to an outsourcing model proved to be resource intensive during the transitional period.

25.4. The following technical highlights are indicators of progress in the field of Infrastructure Services, Business Solution Services (including Internet Services), IT Service Management Service and Information Security Service:

- (i) The Organization-wide deployment of the new internal data network architecture was completed in 2012, providing reinforced network security controls and the effective handling of multimedia (voice, video and data) traffic.
- (ii) A new IP Telephony system for replacing the obsolete Nortel Telephone exchange was deployed in 2012. All defined business objectives were achieved, in particular:
 - eliminating operational risks related to the use of obsolete technologies and the need to support redundant, parallel solutions;
 - enhancing service availability through the introduction of system replication and the distribution of key system components between different WIPO building locations;
 - introducing new functionalities in order to make internal communications more effective, such as voice and video communications and the integration of telephony services with the PC desktop environment (generally referred to as Unified Communications services); and;
 - comprehensive training of staff for the effective use of the new technologies.
- (iii) During the course of 2012, all 18 major WIPO meetings, including the Beijing Diplomatic Conference, were broadcast live over the Internet (via webcasting). The recorded video sessions were also made available through the WIPO Web site in the form of "video-on-demand". This Program actively participated in the provision of the ICT infrastructure for the Beijing Diplomatic Conference.
- (iv) ICT-related preparatory work continued for the New Conference Hall, primarily focusing on technology selection, procurement and contract negotiations. Progress in 2012 included the selection of a suitable solution for the deployment of high capacity wireless (Wi-Fi) services in and around the New Conference Hall, designed to sustain up to 2,000 concurrent connections.
- (v) Technical preparations were largely completed in 2012 for the migration of the Organization's Office Automation systems to an industry-standard Microsoft environment, including transition to Microsoft Active Directory. The replacement of obsolete desktop workstations and the migration to Windows 7 and Office 2010 will start in early 2013 and is expected to be completed before the end of the year.

- (vi) Progress was made in the implementation of the ICT service continuity strategy, with 38 core ICT services assessed and suitable measures implemented for mitigating risks and ensuring their enhanced availability.
- (vii) A new Branch Office package has been developed and implemented in the Tokyo external office for integrating IP Telephony and Internet connectivity services. The same standard solution will be deployed in other WIPO External Offices during the course of 2013.
- (viii) Contracts on the network printing services were re-negotiated. A new agreement resulting in significant cost savings was concluded with the supplier.
- (ix) A major project was undertaken to upgrade PeopleSoft to its latest version (9.1) in preparation for the implementation of the ERP portfolio of projects, in particular to prepare for the integration of the HR modules. This helps to protect the investment through better support by the provider and enables new features and functions for the users.
- (x) A Web single sign-on (SSO) platform has been successfully delivered, allowing a more secure and efficient use of the new PeopleSoft modules deployed within the framework of the ERP Project.
- (xi) All non-staff travel requests were fully integrated within the electronic Travel Authorization process and the invoice processing was automated, resulting in increased efficiency of the administrative process.
- (xii) Improved AIMS user experience and efficiency was achieved through the implementation of packages of enhancements. The payment gateway was replaced by a more secure service.
- (xiii) A new release of WIPO's Performance Management and Staff Development System (PMSDS) was developed for PMSDS cycle 2013.
- (xiv) A number of externally oriented projects, such as the Trusted Intermediary Global Accessible Resources (TIGAR), WIPO Re:search Enhancements, AMC e-filing and IP Stats Database were further progressed in close collaboration with Programs 3, 7, 16 and 18.
- (xv) A Content Delivery Network (CDN) became operational.
- (xvi) In the field of contract management, the support of the PeopleSoft system as well as a general purpose ICT Support contract were re-tendered. The supplier selection and contract negotiation processes were successfully concluded.
- (xvii) In the field of Project Management, IT projects started using WIPO customized PRINCE2 templates adapted according to the size of the projects.
- (xviii) A policy proposal was presented to the ICT Board on the use of mobile devices, proposing the Choose Your Own Device approach. The approach was approved by the ICT Board.
- (xix) In the field of Information Security, ISO 27001 certification work was commenced with the PCT Application Data Handling processes as the initial scope. Detailed Information Risk Assessment was carried out as part of the ISO Certification process.
- (xx) A computer based Information Security Awareness program was developed and successfully piloted.
- (xxi) Organizational resilience against external attacks, including Distributed Denial of Service attacks, was enhanced through the deployment of technological controls.

PERFORMANCE DATA

Expected Result: ICT investments are closely aligned with strategic priorities and yield business benefits				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of projects having benefit realization assessed post project implementation	0		Expected to be available by end 2013. Projects initiated after May 1, 2012 and completed before the end of 2012 were candidates for benefit reviews. The number of such reviews was approximately 20%.	N/A 2012
Maturity level of ITIL implementation based upon the official self-assessment on scale 5	In average two of the service support		Maturity of the incident management and change management increased by one step (to three)	On track
Expected Result: Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Outsourcing in operation and provision of IT technical infrastructure	Two hosted applications		IP telephony and network operations are fully outsourced; infrastructure hosting progressed, applications hosting in progress. (approximately one-third of infrastructure, operating systems and applications)	On track
WIPO meetings are accessible real-time over the Internet or after the event	Assemblies broadcasted		18 major WIPO meetings, including the Beijing Diplomatic Conference, were broadcast live over the Internet (via webcasting).	On track
No. of communication channels seamlessly integrated	e-mail, phone separated		E-mail and phone were integrated in the IP telephony; CISCO Jabber installed	On track
Expected Result: WIPO staff, delegates, visitors and information and physical assets are safe and secure				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Comprehensiveness and relevance of the set of information security policies, procedures and standards	Eight policies, under revision		Six updated policies published Five policies reviewed In the second half of 2012, work was launched on the ISO 27001 certification, which resulted in a complete revision of the Information Security Program. As a result, no further policy updates were published. The current process will result in 15 to 18 policies covering all 133 control areas of the ISO standard, of which 6 have required substantial reworking.	On track
Up-to-date information security risk registry	Risk registry has been created		Risk registry has been created and updated	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.1 Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)	45,827	43,533	21,236
IX.4 WIPO staff, delegates, visitors and information and physical assets are safe and secure	2,433	2,200	936
IX.14 ICT investments are closely aligned with strategic priorities and yield business benefits	2,147	2,244	961
Total	50,408	47,977	23,133

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	19,128	19,830	9,948	50%
Non-personnel Resources	31,279	28,147	13,185	47%
TOTAL	50,408	47,977	23,133	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

25.5. The decrease in resources allocated to Result IX.1 (Effective, efficient, quality and customer-oriented support services) and IX.4 (A safe and secure environment) is the reflection of the cost efficiency saving related to each of these results respectively. The cost structure of the Program and more specifically, Result IX.1, which includes the UNICC hosting contracts, business continuity services, Helpdesk, is weighted heavily towards non-personnel costs, reflecting the focused strategy to outsource services wherever appropriate and cost effective. Accordingly, the downward cost efficiency adjustment made at the beginning of the biennium is fully reflected in the resources allocated to these Results.

B. Budget utilization 2012

25.6. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 26 INTERNAL OVERSIGHT**Program Manager Mr. T. Rajaobelina**

OVERVIEW OF PROGRESS IN 2012

26.1. The Internal Audit and Oversight Division (IAOD) has undergone significant changes in staffing with the arrival of the new director of IAOD and the appointment of a new head for the Investigation Section. Other recruitments were also finalized in 2012, as a result of which all positions were filled by the end of the year. Major changes also occurred with the introduction and use of a software for recording work done and organizing evidence supporting findings and recommendations. The implementation of the software required a significant amount of time and therefore slightly delayed the implementation of the workplan. The software is, however, expected to result in enhanced working processes.

26.2. IAOD issued ten audit and evaluation reports delivering 96 recommendations for improvements. Areas selected for audit and evaluation were included in the Oversight Plan developed using IAOD's risk assessment of WIPO's operational entities and relevant business processes, as well as input received from Member States, the Independent Advisory Oversight Committee (IAOC), Senior Management and the External Auditor. Audit and evaluation covered areas such as program and project management, including the Development Agenda, results based management, human resources management, Information and Communication Technology, travel and revenues generated by the PCT.

26.3. IAOD contributes to build up and maintain a culture of learning and a strong commitment to accountability at all levels of WIPO, while contributing to improved organizational processes and operations.

26.4. The backlog of investigation cases came under control without caseload management compromising the Oversight Plan. IAOD will continue its efforts to ensure that it only deals with cases that fall within its mandate and cases that cannot be dealt with more effectively through alternative and/or more informal avenues.

26.5. To better understand colleagues' expectations and solicit feedback on oversight work, IAOD, in 2012, began issuing client satisfaction surveys. Such surveys will enable IAOD to better identify areas for improvement.

26.6. IAOD continued to reach out to staff, management and Member States. IAOD also organized a seminar to further raise awareness of the WIPO Evaluation Function and advocate for good evaluation practices and their usefulness for management and decision-making.

26.7. IAOD followed up on previous years' recommendations to ensure that these had been effectively addressed. WIPO management also regularly consulted with IAOD on other issues such as the drafting or revision of policies and the preparation of external reviews.

26.8. IAOD's work continued to be closely reviewed by the IAOC. Since its inception, the Committee has expressed its concerns on a number of issues pertaining to IAOD, including staff vacancies, work plans and their implementation and the less than adequate coverage of high-risk areas and follow-up procedures. In the past, the IAOC had ranked the functioning of IAOD as high risk. In its annual report to the Program and Budget Committee in 2012¹⁶, the IAOC underlined that it believed that the progress made towards addressing deficiencies in IAOD had been sufficient to reduce the risk ranking of IAOD's work.

¹⁶ WO/PBC/19/10 from July 31, 2012

PERFORMANCE DATA

Expected Result: An effective and professional internal audit function is in place covering all high risk work areas				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Number of audits performed in high risk areas	Six audits completed (2010)	Six audits of high risk areas completed	Four audits of high risk areas were completed in 2012	Not on track
The professional standards, code of ethics, and practice advisories of the Institute of Internal Auditors (IIA) are applied.	Internal audit section received "general conformance with the IIA standards" rating (External Auditor's quality assurance review of the Internal Audit Section, 2009)	Quality assurance review of Internal Audit Function conducted by External Auditor.	Audit work is subject to two level supervision and quality control to ensure compliance with IIA standards and practice advisory	On track
Complete and accurate tracking of the implementation of oversight recommendations, showing all historical recommendations made, new ones added and their status	IAOD reviewed the implementation status of oversight recommendations twice in 2010	Bi-annual reporting on the implementation status of open oversight.	Regular bi-annual reporting to the DG included all oversight recommendations	On track
Expected Result: Investigation reports provide a sound basis for decision making by the Director General				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Investigation activity is carried out in accordance with the Internal Oversight Charter, UN Uniform Guidelines for Investigation, the Investigation Procedures Manual and the Investigation Policy (currently in draft).	Investigations are carried out in a timely manner in accordance with the Internal Oversight Charter, the UN Uniform Guidelines for Investigation and the Investigation Procedures Manual	12 months	21 investigation cases registered in 2012 compared to 11 in 2011 and 13 in 2010. Despite the increased workload, 25 cases were closed in 2012 compared to 15 in 2011 and 23 in 2010. Also despite the increased workload, investigations completed in 2012 were completed on average in 10 months (8.5 months when not counting a case that had been pending for 48 months due to circumstances beyond IAOD's control) compared to 18 months in 2011 and 17.5 months in 2010.	On track
Expected Result: Evidence-based evaluative information is available to senior management, program managers and Member States for decision making				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Evaluations are produced in line with the Evaluation Policy and Evaluation Section Procedures Manual.	The Evaluation Policy will be progressively implemented through 2012 and 2013	1 country portfolio evaluation (Kenya) was almost completed (draft final report received)	Country portfolio evaluation (Kenya) was finalized, and validation report of the PPR 2010/11 (in collaboration with Audit Section) as well as 4 DA project evaluations were produced / presented to CDIP who agreed with / acted on the main recommendations. All evaluation work was done according to principles and procedures of the policy, strategy and manual.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.11 An effective and professional internal audit function is in place covering all high risk work areas	1,364	1,254	740
IX.12 Investigation reports provide a sound basis for decision making by the Director General	1,364	1,247	537
IX.13 Evidence-based evaluative information is available to senior management, program managers and Member States for decision making	2,321	2,337	1,030
Total	5,050	4,837	2,306

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	4,250	4,032	1,939	48%
Non-personnel Resources	800	805	367	46%
TOTAL	5,050	4,837	2,306	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

26.9. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

26.10. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 27 CONFERENCE AND LANGUAGE SERVICES**Program Manager Mr. A. Sundaram**

OVERVIEW OF PROGRESS IN 2012

27.1. The Program facilitates the activities of the Organization by providing efficient and effective conference, translation, interpretation, records management and archives, printing and mail expedition services; deals with the formulation, adoption and implementation of related policy issues; and manages IT projects to streamline and improve the functioning of these areas.

27.2. The implementation of the WIPO Language Policy, adopted by Member States at the 2011 Assemblies, commenced in 2012 with six-language coverage provided to documentation for meetings of all WIPO Committees and most Main Bodies. As a result of the extended language coverage, translation volumes increased significantly in 2012. Compared to a total of 11.93 million words (approximately 36,000 standard UN pages), translated in 2011, the Program translated 18.24 million words (55,000 standard UN pages) in 2012, an increase of 53 per cent. The Secretariat continued to make efforts to limit the size of documents through rationalization and control measures. The increasing workload was handled mainly by adopting a business model placing a higher reliance on outsourcing of translation services. In order to ensure that quality standards were maintained, the Program endeavored to apply the "quality at source" concept, commencing with the recruitment of competent translators, as well as strengthening its core team of in-house translators and revisers.

27.3. In order to enhance translation quality, streamline work processes and develop multilingual terminology databases, appropriate Computer-Assisted-Translation (CAT) tools were identified at the end of 2012, with deployment planned for 2013.

27.4. Interpretation services continued to be provided for all WIPO meetings, both at Headquarters and in other locations, as required. Some of these meetings were called at very short notice.

27.5. The Program was actively involved in the organization of the Diplomatic Conference on the Protection of Audiovisual Performances in Beijing, China in June 2012. It provided conference, translation and interpretation services for the event, which was attended by some 900 participants.

27.6. Delegate services like webcasting, video-on-demand and online registration continued to be improved during the year.

27.7. During the reporting period, some 152 intergovernmental meetings were held in Geneva, compared to 123 in 2011. The number of *ad hoc* meetings serviced (study visits, consultations, groups, presentations, internal meetings), increased to 5,700 compared to 3,900 in 2011. This included some 140 bilateral meetings organized during the Assemblies and held at the CICG (compared to approximately 100 the previous year), as well as sessions organized during the Diplomatic Conference in Beijing.

27.8. The Records Management and Archiving Policy was adopted in 2012. The purpose of the Policy is to establish general principles and guidelines for the management and archiving of WIPO records at the organizational level. The Policy serves as the general framework for the future development of WIPO's procedures and retention schedules with respect to the use, control, security, preservation and disposition of WIPO Records.

27.9. Guided by WIPO's drive for improved efficiency measures, the Mail Expedition Unit continued to negotiate tariffs with external partners in order to reduce prices for mail services. The Mail Unit delivered 1.8 million items at a total cost of 2.2 million Swiss francs in 2012 compared with 1.7 million items at a total cost of 2.5 million Swiss francs the previous year.

27.10. The Printing and Publication Production Section continued to maintain efficient and timely services.

PERFORMANCE DATA

Expected Result: Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of internal and external users satisfied with WIPO's conference services	Rate at end 2011	89% favorable feedback	A total of 152 conferences were held in Geneva for a total duration of 366 days and attended by 8,400 participants. In addition, conference-support services were provided for some 5,700 other events, such as groups, bilateral meetings, side events, official visits and internal meetings.	On track
Translation productivity standards and cost per page of translation	Productivity and cost levels at end 2011	11,933,276 words in 2011 (approx. 36,161 UN standard pages)	With the implementation of the new Language Policy in January 2012, a total of 1.52 million words were translated per month in 2012, a sharp increase of 53% over 2011.	On track
		213 Swiss francs per page	The average per-page translation cost decreased to 177 Swiss francs, 16.5% lower than the previous year.	
A comprehensive language policy adopted by Member States together with related resource allocation requirements	Language Policy elaborated in 2010 only for documentation of WIPO Standing Committees	Language Policy 2011 elaborated for documentation of WIPO Standing Committees and Main Bodies	Documentation was provided in six UN official languages for meetings of all WIPO Standing Committees and Main Bodies in 2012, except for the WIPO Coordination Committee and the PCT Union Assembly, to which full six-language coverage will be extended as of 2013.	On track
Productivity rate for calculations, data input and collection and provision of statistics (mail delivery)	Rate of productivity at end 2011.	1,694,940 items sent at a cost of 2,495,669 Swiss francs in 2011	Renegotiation of contracts with mail carriers resulted in an overall decrease in mailing costs by 12.6% in 2012 compared with 2011(1,803,346 items at a cost of 2,216,038 Swiss francs).	On track
% of PCT Media batch in paper and electronic format on time	Rates at end 2011		PCT Media batch in paper format statistics available on time – 97%	On track
			PCT Media batch in electronic format statistics available on time–100%	
% of Madrid Notifications in paper format on time	Rates at end 2011		Expected to be available by end 2013	N/A 2012
% of Madrid Romarin in electronic format on time	Rates at end 2011		Madrid Romarin available on time - 100%	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.1 Effective, efficient, quality and customer-oriented support services both to internal clients and to external stakeholders (human resources, IT, conference, language, procurement, travel, printing and publication, premises management)	37,240	37,691	18,207
Total	37,240	37,691	18,207

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	28,090	28,021	13,598	49%
Non-personnel Resources	9,150	9,670	4,609	48%
TOTAL	37,240	37,691	18,207	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

27.11. As a result of the extended language coverage, translation volumes increased significantly in 2012, representing a 53 per cent increase in workload. The net increase in resources allocated to the Program and Result IX.1 (Effective, efficient, quality and customer-oriented support services) reflects the combined outcome of: (i) the increased cost of translation, which was mitigated by conscious efforts to contain the cost increase; and (ii) the cost savings achieved through reduced prices for mail services.

B. Budget utilization 2012

27.12. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 28 SAFETY AND SECURITY

Program Manager Mr. A. Sundaram

OVERVIEW OF PROGRESS IN 2012

28.1. Costs related to safety and security services during 2012 continued to be consistent with previous years' costs as a percentage of total organizational expenditure. In 2012, the Program continued to manage all organization-wide safety and security systems and gradually took over management responsibility for the new safety and security systems in the New Building as the guarantees expired.

28.2. A new tender for uniformed security services was launched due to the expiration of the previous contract, which had been in force since December 2007. This tender resulted in an increase of approximately 650,000 Swiss francs per annum for such services, due mainly to the increase in the current market prices in Geneva, as well as to the rise in wages since 2007.

28.3. The year 2012 saw the implementation of new policies on safety and security for official staff travel, UNSMS standardization of badge layouts, improved biometric access controls to the New Building Datacenter and better security of WIPO sponsored events outside of Geneva. Following the decision of the CEB in November 2012, event security was further tightened. As regards the total number of reported incidents in 2012, less than two per cent pertained to staff injuries.

28.4. Annual assessment audits of the WIPO Coordination Office premises in Singapore and Tokyo were duly performed. The audits of the offices in Rio de Janeiro and New York are planned for the first half of 2013. In addition, the Program provided extensive input into the Business Continuity Response Plan (BCRP) and the Business Continuity Management Strategy (BCMS) for WIPO operations.

28.5. During 2012, construction of the Control Center began. Moreover, in order to improve physical accessibility at WIPO, eight parking places were created for people with disabilities in the NB Parking. The Program is responsible for the management of these places, which are allocated with the issuance of a medical certificate from the Section of the UN Medical Services at UNOG.

PERFORMANCE DATA

Expected Result: WIPO staff, delegates, visitors and information and physical assets are safe and secure				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
% of WIPO staff, delegates and visitors reporting a work related injury or incident	2%		There were 6 reported incidents with staff injuries in 2012. The total percentage of staff related incidents with injuries was far less than 2 %.	On track
% of timely requests for safety and security assistance at conferences or events held in or outside of Geneva	65%		Approximately 70% of the total risk assessments and audits carried out for Headquarters and coordination premises, conferences, meetings and various functions did meet UN security management system standards. In 2012, there were two audits undertaken of External Office premises and of two external events managed directly by WIPO. In addition, three audits were undertaken of external conferences/meetings where UN DSS in the country assisted WIPO by coordinating the safety and security of the event.	Not on track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.4 WIPO staff, delegates, visitors and information and physical assets are safe and secure	12,159	10,814	5,212
Total	12,159	10,814	5,212

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	2,693	2,199	1,101	50%
Non-personnel Resources	9,466	8,615	4,110	48%
TOTAL	12,159	10,814	5,212	48%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

28.6. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

28.7. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

PROGRAM 29 CONSTRUCTION PROJECTS**Program Manager Mr. A. Sundaram**

OVERVIEW OF PROGRESS IN 2012

New Construction Project

29.1. By the end of 2011, a number of repairs, replacement and finishing works had not been completed by the former general contractor. In view of the continued delays, the Secretariat engaged in a series of high-level discussions with the former general contractor from December 2011 to July 2012. Following these meetings, WIPO and the former general contractor agreed to jointly and amicably terminate the contract. As of August 2012, all repair, replacement and finishing works are being carried out by WIPO, while the costs will be covered from funds retained from the last payments to the former general contractor. A number of these outstanding works started to be implemented in the second half of 2012 and will continue, depending on their scope, until the end of 2013 or the middle of 2014.

New Conference Hall Project

29.2. The worksite for the New Conference Hall Project opened in mid-August 2011, and the excavation and construction of the main structure were ongoing until end-2011. In view of delays caused by the former general contractor at the beginning of 2012 and the consequent lack of compliance with certain contractual requirements, the Secretariat engaged in a high-level series of discussions with the former general contractor until July 2012. Following these meetings, WIPO and the former general contractor agreed to jointly and amicably terminate the contract. As of August 2012, the worksite has been under the direct responsibility of WIPO. A number of modifications to the project management structure were introduced in order to correspond to the new situation without another general contractor, in particular, dedicated Committees were created and additional mandates were given to the architect, pilot and engineer firms so as to distribute all the elements of the mandate of the general contractor. Since August 2012, the project has been managed on the basis of this modified management structure, which brings added flexibility and immediate response time to implement a project of such a scope and magnitude. As at the end of 2012, about 27 per cent of the contractors and providers were engaged by WIPO following a specific procurement process, corresponding to about 42 per cent of the total construction cost.

29.3. The consequence of the delays by the former general contractor and the subsequent amicable termination of the contract led to a revision of the provisional timetable and brought the expected completion date from April 2013 to February 2014.

29.4. All new and ongoing commitments as well as new expenditure, including those caused by the modifications of the contractual framework and the new structure put in place were absorbed by the budget and provisions as approved by Member States in 2009 and 2011. Potential modifications during project execution and unforeseen matters would be covered by the remaining amount available from the approved provisions.

PERFORMANCE DATA

Expected Result: New conference hall and related facilities available for meetings of Member States				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Construction of new conference hall and related facilities in compliance with the approved quality, budget and time framework	n/a		<p>Completion of the construction phase of the New Conference Hall Project (new conference hall per se, modifications to three floors of the AB Building and the new access center to the WIPO campus) deferred until first trimester 2014 due to amicable termination of contract with general contractor in July 2012 and taking over of the Project by WIPO.</p> <p>Compliance with approved and required quality standards and budgetary limits continued to be closely monitored by the Pilot and the Construction Committee.</p>	<p>Not on Track</p> <p>On track</p>
Expected Result: Costs related to the new administrative building are kept to a minimum				
Performance Indicators	Baselines (P&B 2012/13)	Updated Baselines end 2011	Performance Data	TLS
Use of remaining funds available under the approved consolidated budget and provisions during the construction guarantee period	n/a		Expenditure was within the budgetary limits at the end of 2012.	On track

BUDGET AND ACTUAL EXPENDITURE

Budget and Actual Expenditure (by result)
(in thousands of Swiss francs)

Expected Result No. and Description	2012/13 Approved Budget	2012/13 Budget After Transfers	2012 Expenditure
IX.4 WIPO staff, delegates, visitors and information and physical assets are safe and secure	46	46	36
IX.5 Costs related to the new administrative building are kept to a minimum	7,020	6,526	3,319
IX.6 New conference hall and related facilities available for meetings of Member States	608	572	163
Total	7,675	7,144	3,518

Budget and Actual Expenditure (personnel and non-personnel)
(in thousands of Swiss francs)

	Approved Budget 2012/13	Budget after transfers 2012/13	Expenditures 2012	Utilization rate (%)
Personnel Resources	345	349	178	51%
Non-personnel Resources	7,330	6,795	3,340	49%
TOTAL	7,675	7,144	3,518	49%

NOTES:

(1) Budget after transfers reflects the adjusted budget of Programs, following transfers during 2012/13 in line with Financial Regulation 5.5.

(2) The personnel allocation for the 2012/13 Budget after transfers represent actual expenditures incurred up to March 31, 2013 and budgeted amounts, based on standard costs, for the remaining nine months of 2013.

(3) The non-personnel allocation for the 2012/13 Budget after Transfers reflects downward adjustments made for cost efficiency gains, in accordance with the Organization's commitment to reduce expenditures by 10.2 million Swiss francs in the 2012/13 biennium.

A. Budget after Transfers 2012/13

29.5. The Budget after transfers for 2012/13 reflects the adjustments detailed in the notes above.

B. Budget utilization 2012

29.6. Budget utilization is within the expected range of 40-60 per cent for the first year of the biennium and is on track.

[Appendix follows]

APPENDIX

IMPLEMENTATION OF FUNDS-IN-TRUST 2012

As part of the efforts to enhance the integration of all activities under the results-based management framework of the Organization, irrespective of the source of funds, this Appendix provides an overview of activities implemented under the WIPO Funds-in-Trust (FIT/s). At the same time, this report responds to a request by donors for a more comprehensive report on all Funds-in-Trust, including both programmatic and financial information. In order to streamline reporting, the FIT report is an integral part of the Program Performance Report, providing an annual view of activities implemented in 2012. The next annual FIT report will be included in the biennial PPR for 2012/13. This annex reports on the FIT/s listed in the table below and excludes the FITs for Junior Professional Officers (JPOs).

FUND-IN-TRUST	IMPLEMENTING SECTOR
Australia	Office of the Director General
Brazil	Global Infrastructure
EU/Pakistan	Development Sector
Finland Copyright I	Culture and Creative Industries Sector
Finland Copyright II	Culture and Creative Industries Sector
Finland Copyright III	Culture and Creative Industries Sector
France IP	Development Sector
Ibero-American Program of Industrial Property	Development Sector
Italy	Development Sector
Japan Copyright	Culture and Creative Industries Sector
Japan IP	Development Sector
Japan IP/Africa	Development Sector
Mexico	Development Sector
Republic of Korea Copyright	Culture and Creative Industries Sector
Republic of Korea Education	Development Sector
Republic of Korea IP	Development Sector
Spain	Development Sector
US Copyright	Culture and Creative Industries Sector
US IP/Enforcement	Global Issues Sector
US SMEs	Innovation and Technology

AUSTRALIA

RESULT:		Enhanced human resources capacities enable IP officials to deal with the broad range of requirements for the effective use of IP for development in DCs, LDCs and countries with economies in transition	
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
WIPO Regional Seminar on the Legislative, Economic and Policy Aspects of Utility Models Protection System in cooperation with the Intellectual Property Corporation of Malaysia (MyIPO), and with the assistance of the Japan Patent Office (JPO).	September 2012	Malaysia/ 20 participants were invited from the following 13 countries: Bangladesh (1), Bhutan (1), Cambodia (1), China (2), India (2), Indonesia (2), Lao People's Democratic Republic (1), Mongolia (2), Pakistan (1), Philippines (2), Sri Lanka (1), Thailand (2) and Viet Nam (2). In addition, representatives from the host country Malaysia.	The objectives were to: (i) promote understanding about the benefits of the utility models protection system; (ii) review different legislative approaches and IP offices' practices for the protection of utility models; (iii) share best practices on the effective use of the system to promote innovation; and (iv) identify policy and legal aspects to be considered when drafting utility model national laws.
Seminar for delegation of officials from Vietnam visiting Canberra, Australia in cooperation with IP Australia.	October, 24 and 25, 2012	Australia/ 12 participants: a visiting delegation from Vietnam	The objectives were to promote an understanding among officials of: (i) the importance of intellectual property, and how its protection and exploitation can lead to economic benefits for a country and its enterprises; (ii) basic IP protection strategies; (iii) basic IP commercialization strategies.
Study visit of a student at the Queensland University of Technology (enrolled in the Master of Intellectual Property Law course) to IP Australia	November, 5 to 9, 2012	One student from Botswana (Office of Registrar of Companies and Intellectual Property, ROCIP) undertook the study visit.	The purpose of the visit was to provide the student with hands on experience of the operations of IP Australia and thereby provide examples of intellectual property examination (particularly in the area of trademarks) and administration of benefit to the ROCIP.

AUSTRALIA Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
-	1,861,475	20,068	-	1,841,406

¹ WIPO Financial Statements 2012 (Annex III)

BRAZIL

RESULT: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Exchange of experiences among South American countries and members of PROSUR, aiming at the increase of collaboration strategies on patent examination and search. Missions of the Directive and Technical Committee from eight national offices in Chile	July 5 to 6, 2012	Argentina, Brazil, Colombia, Ecuador, Paraguay, Peru, Suriname and Uruguay	To further discuss developments in the context of the collaborative project, with a special focusing on the implementation of technical solutions for the cooperation on trademark and patent examination and on possibilities of future institutionalization of PROSUR
Meetings of countries, which have adopted IPAS system aiming at the exchange of information and ideas for improvement of the system. Financing of one representative from nine countries (three days).	June 4 to 6, 2012	Angola, Argentina, Colombia, Cuba, Ecuador, El Salvador, Honduras, Dominican Republic, Mexico, Mozambique, Paraguay, Peru Uruguay	To promote the exchange of experiences among different national institutions in order to facilitate the use of IPAS as a tool for the improvement of productivity and of the quality of the services provided by IP Offices
Consolidate expertise on the procedures for registration and examination of geographical indications. Mission of one international expert to INPI-Brazil	August 20 to 21, 2012	Brazil	To promote the discussion of IP related issues in order to improve the understanding and the use of the IP system
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
International Symposium on the Strategic Use of IP for the Sports Industry (two days). Financing of five international experts	September 12 to 3, 2012	Brazil	To provide the general public with a broad range of information on how the management of IP can serve as a central tool for the development of the sports industry
Emerging IP Issues Event; Financing of one international expert.	August 22 to 24, 2012	Brazil	To promote the discussion of IP related issues in order to improve the understanding and the use of the IP system
V Academic Meeting on Intellectual Property, Innovation and Development (ENAPID); Financing of two international speakers	September 19 to 21, 2012	Brazil	To discuss different issues related to IP and innovation
XV REPICT (IP	December	Brazil	REPICT Annual Meeting is one of the

Network of Rio de Janeiro)- Meeting on IP Commercialization and Technology Transfer, Financing of one speaker	10 to 11, 2012		most important regular events on IP and technology transfer in Brazil. It is traditionally attended by approximately 300 participants from universities, research and technological institutions, enterprises and government representatives from all over the country, aiming at introducing concepts and entrepreneurial approaches for trends and strategies on IP management and technology transfer, including licensing, valuation of new technologies and challenges for commercialization, as well as to present international experiences on the strategic use of IP for innovation.
64th Annual Meeting of the Brazilian Society for the Progress of Science (SBPC: Workshop on IP and TT. Financing of one international speaker	July 24 to 27, 2012	Brazil	To improve capacity building in Brazilian academic institutions
Meeting of the Forum of Technology Managers. Financing of one international speaker	April 17 to 19, 2012	Brazil	The expert conducted a workshop on IP Marketing and Valuation and participated in meetings at the Catholic University of Rio de Janeiro.
RESULT: Better use of the Madrid & Lisbon systems, including by developing countries and LDCs			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
IP and Exports: strategies, use of WIPO international services and exchange of experiences; financing of one international speaker	May 2 to 4, 2012	Brazil	The expert provided a presentation on Management and Protection of Intellectual Property to Export Enterprises.
RESULT: Enhanced understanding among policy makers on the interface between global challenges and innovation and intellectual property as a basis for improved policy decision making			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
V International Congress on Free Software and Electronic Government (CONSEGI); financing of two international speakers; held in Belem, Brazil	December 3 to 7, 2012	Brazil	The CONSEGI initiative aims at the promotion of a debate among representatives from the Brazilian government and the civil society on projects and initiatives related to knowledge-sharing, adoption of open-source standards and promotion of free software solutions in order to contribute to the enhancement of public policies on information and communication technologies.
IV Formal Meeting of the Brazil-China workgroup about Intellectual Property. Financing of one speaker	June 20 to 27, 2012	Brazil	
First WIPO Interregional Meeting	August 8 to 10, 2012	Brazil, Burkina Faso, Egypt, Peru, Sri Lanka	To discuss the challenges and opportunities on issues related to IP

on South-South Cooperation on Intellectual Property (IP) Governance; Genetic Resources, Traditional Knowledge and Folklore (GRTKF); and Copyright and Related Rights. Financing of for participants		Governance; Genetic Resources, Traditional Knowledge, Folklore, Copyright and Related Rights in developing countries and LDC's at the national, regional and international levels	
RESULT:		Tailored and balanced IP legislative, regulatory and policy frameworks	
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Meeting for the creation of the Lusophone Trademark, in Lisbon, Portugal; financing of six participants (three from Sao Tome and Principe and three from Angola)	December 17 to 19, 2012	Portugal/ Angola, Sao Tome and Principe	To finalize the technical and legal aspects of the structuring of the Lusophone Trademark
RESULT:		International and domestic intellectual property disputes are increasingly prevented or resolved through mediation, arbitration and other alternative dispute resolution methods	
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Creation of a Mediation and Arbitration Center at INPI Brazil; financing of two missions of experts from WIPO's AMC and one expert from Portugal	July 23 to 26, 2012 September 24 to 28, 2012 November 26 to 28, 2012	Brazil	Training of INPI's staff and participation on the technical discussions of the project for the creation of a mediation center
RESULT:		WIPO established as the relevant Forum for analyzing and debating issues in the field of IP and competition policy	
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Seminar on recent debates on IP and competition policies (two days); financing of participants from Peru, Chile, and Colombia.	July 16 to 18, 2012	Brazil, Chile, Colombia, Peru	To: (i) promote the interaction between intellectual property offices and competition authorities; and (ii) establish a dialogue on how to acquire a better understanding of the main principles and statutes at stake

Brazil Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
359,491	370,809	260,378	3,675	466,247

¹ WIPO Financial Statements 2012 (Annex III)

EUROPEAN UNION (Pakistan Project)

RESULT: Tailored and balanced IP legislative, regulatory and policy frameworks			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Expert mission for consultations with national stakeholders on establishment of a Collective Management Organization (CMO)	May 5 to 11, 2012	Pakistan	To: (i) provide an updated assessment of the economic viability of operating a CMO; (ii) evaluate recent initiatives by the private sector and the government to establish a CMO; and (iii) suggest measures required for operationalizing an effective CMO
Consultation visit on Madrid System (WIPO, Geneva)	May 30 to June 1, 2012	Pakistan 6 participants (Pakistan IP officials and stakeholders)	Consultations focused on: (i) legislative, regulatory, organizational and human resources measures required to accede to, and benefit from, the Madrid System; (ii) steps to be taken to meet the obligations under it; and (iii) advantages and benefits for various stakeholders, as well as concerns, in particular, of the IP Attorneys
An analytical paper entitled "Utility Model Protection in Pakistan - An Option for Incentivizing Incremental Innovation" finalized and shared with IPO Pakistan	September 2012	Pakistan	The paper contains the following elements: (i) an overview of the legal and economic aspects of utility models; (ii) key features of utility models legislation in certain countries having utility models protection, and the experience of these countries in the use of utility models; (iii) reasons for introduction, or non-introduction, of utility models protection in Pakistan, taking into account the country's level of economic and technological development; and (iv) recommendations on further actions, including on alternatives to utility models protection
Consultation visit and workshop on PCT procedures for officials of Pakistan at WIPO in Geneva	September 11 to 13, 2012	Pakistan Five participants (Pakistan IP officials and stakeholders)	To deepen understanding on the PCT system in order to facilitate accession to the PCT; Consultations focused on issues of special relevance to Pakistan's accession to the PCT, including the steps to be taken to meet the obligations under it and the measures required to fully benefit from the treaty
An updated study entitled "Establishment of a Collective Management Organization (CMO) in Pakistan" finalized and shared with IPO Pakistan	November 2012	Pakistan	The paper contains the following elements: (i) a brief overview of the current initiatives to establish a CMO in the country; (ii) an updated assessment of the economic viability of establishing a CMO; (iii) options for operating a cost effective and sustainable CMO; (iv) specific recommendations on the way forward for establishing a viable CMO that can function effectively in the specific conditions of Pakistan
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Review of trademark administrative procedures and training of trademark examiners (Karachi, Pakistan)	January 9 to 13, 2012	Pakistan 21 officials from the Trade Marks Registry	To: (i) review and advise on trademark administrative procedures against the respective national rules and regulations and against international best practices; and (ii) provide customized training to trademark examiners on search and substantive examination and on the

			challenges faced by them in their work
Training of trainers from enforcement agencies in Pakistan (Manchester, UK)	February 20 to 24, 2012	Pakistan Four Pakistan officials (Customs, Police, Federal Investigation Agency and IPO Pakistan)	To enable the key enforcement agencies in the country to develop and organize their own training programs in a sustained manner
Enrollment in the WIPO-University of Turin LLM Course on Intellectual Property	June 1, 2012 to February 28, 2013	Pakistan Two Pakistan officials	To develop capacity on dealing with IP policy related matters through a deeper understanding of IP law
Workshop on Effective Use of the Intellectual Property System by Small and Medium Sized Enterprises in Pakistan (WIPO, Geneva)	June 4 to 7, 2012	Pakistan 12 participants (officials from SMEs, Chambers of Commerce and IPO Pakistan)	To: (i) enhance the understanding of the participants about key IP instruments and how those may be used by business enterprises, especially SMEs to increase their competitiveness; (ii) exchange views on how SMEs in Pakistan can use the IP system more effectively; and (iii) identify measures, which may be taken to promote the use of the IP system by SMEs in Pakistan
Workshop on Results Based Management (RBM) and HR/Financial Planning	September 19 to 20, 2012	15 IPO Pakistan officials	To equip IPO Pakistan management and administrative officials with modern tools and skills for systematic management of the Organization's program and budget including: (i) strategic HR planning; (ii) RBM; (iii) preparation of organizational development plans; (iv) project development and management; (v) report/paper writing techniques; (vi) modern accounting systems; and (vii) budget preparation and planning
Colloquium for judges on enforcement of IP Rights (WIPO Singapore Office)	September 26-27, 2012	Pakistan 18 participants (district/session court judges, Federal Judicial Academy and IPO Pakistan officials)	To: (i) discuss the scope and impact of counterfeiting, including the need for public awareness as an alternative to punitive measures; (ii) examine the justification for criminal sanctions, the elements of IP crimes, evidentiary requirements, interim measures and orders, as well as proportionate sentencing options; (iii) consider a strategic approach to enforcement, bearing in mind the socio-economic challenges in Pakistan; and (iv) review topical issues, including effective public/private cooperation
RESULT:	Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Advisory mission on IT Infrastructure (Part 2)	January 9 to 13, 2012	Pakistan	To: (i) review current status of server rooms at the IP Registries in view of consolidating them into a single data center; (ii) review IT and IP standards in use; (iii) review hardware, software and system components of information and Internet security; and (iv) review the backup/recovery mechanisms in practice
First Session on technology training in Karachi, Pakistan	April 2 to 6, 2012	Pakistan 12 IPO Pakistan IT staff	To improve technical skills and expertise of IT staff of IPO Pakistan on maintenance and support of automation systems and

Topic: Systems Administration		networks at the IP Registries	
Video-conference/Skype training and support sessions on digitization and IPAS Java	2 nd half of 2012	Pakistan IPO Pakistan IT staff	To: (i) impart knowledge about digitization scanning tools; (ii) troubleshooting of test IPAS Java installation; (iii) IP business procedures review and mapping for automation
Procurement procedures initiated for digitization services	November 2012	Pakistan	Digitization of paper IP records (patent, trademark and copyright), including scanning, data capture of missing records, validation of IP databases and supporting equipment

EUROPEAN UNION (Pakistan Project) Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
354,583	613,968	348,886	-	619,665

¹ WIPO Financial Statements 2012 (Annex III)

FINLAND/ COPYRIGHT I, II, III

RESULT:		Evidence-based decision making on copyright issues	
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Preparation of a methodology on measuring economic, social and cultural impact of Copyright in the Creative Industries	January to December 2012	All users	To provide a robust methodology for measuring Copyright impact
Contribution to High Level Panel on Creative Industries	June 20 to 23, 2012	Japan	To provide an overview of WIPO methodologies for measuring economic, social and cultural impact of Copyright

FINLAND/ COPYRIGHT I, II, III Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
15,434	-140	92	-	15,201
11,837	-126	3,084	-	8,626
167,092	40,494	24,952	-	182,634

¹ WIPO Financial Statements 2012 (Annex III)

FRANCE/ INDUSTRIAL PROPERTY

RESULT: Enhanced Institutional capacity building of senior officials and professionals of LDCs on IP and the use of IP for technological, economic, social and cultural development			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Meeting WIPO/National Industrial Property Institute	February, 12, 2012	Paris, France	To discuss projects in African countries
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Sub-regional seminar to promote the respect of IP among judges of WIPO's Member States and other French-speaking Sub-Saharan African Countries	October, 20 to 22, 2012	Abidjan, Côte d'Ivoire	The objective of the seminar was to: (i) enhance capacity of judges and officials on matters of IP litigation; and (ii) provide the opportunity for judges from OAPI countries to meet and discuss respecting intellectual property rights in their countries and other French-speaking African countries

FRANCE/ INDUSTRIAL PROPERTY Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
287,845	300,609	41,167	-	547,287

¹ WIPO Financial Statements 2012 (Annex III)

IBERO-AMERICAN PROGRAM OF INDUSTRIAL PROPERTY¹⁷

RESULT: Upgraded IP Management skills for business			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Spanish Patent and Trademark Office (SPTO) progress in hiring enterprise to undertake the development of the Spanish platform on industrial property services and contents, adapted to the needs of IberoAmerican entrepreneurial sector with a special focus on SMEs (CIBEPYME)	Since October 2012	All Ibero-American countries	Project of a platform in Spanish on industrial property services and contents, adapted to the needs of Ibero-American entrepreneurial sector with a special focus on SMEs (CIBEPYME)
SPTO hosted a server for the platform	Since October 2012	All Ibero-American countries	To make the CIBEPYME Platform more accessible

¹⁷ The Memorandum creating the FIT Ibero-American Program of Industrial Property was signed in October 2012.

WIPO recruitment of an expert for the development of services and contents of the platform, and coordinate the inputs of Ibero-America	Since October 2012	All IberoAmerican countries	To create and coordinate CIBEPYME
WIPO recruitment of an expert for a situation analysis and action plan proposal	Since October 2012	All Ibero-American countries	To: (i) detect asymmetries between OPIS on quality management and information technology; (ii) design a program of action aimed at eliminating them through training; and (iii) coordinate the implementation of this project
RESULT: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Design and development of an internal Platform among member countries to facilitate the exchange of experiences and good practices between offices.	Since October 2012	All Latin American countries	To encourage cooperation between Latin American IPOs, in order to obtain good management practices as well as interact in the process of formulating proposals and projects

IBERO –AMERICAN PROGRAM OF INDUSTRIAL PROPERTY Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
-	44,622	22	-	44,600

¹ WIPO Financial Statements 2012 (Annex III)

ITALY

RESULT: Easier access to IP education			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Adaptation, translation into Italian and publication of a WIPO Guide on the "Creation and Management of Technology Transfer Offices in Universities" (original language Spanish)	May to September 2012	Italy	To develop and disseminate effective tools to support the creation and management of IP and technology transfer offices in Italian universities, with the goal of facilitating university-business relationships

ITALY Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
141,817	600,780	5,558	-	737,039

¹ WIPO Financial Statements 2012 (Annex III)

JAPAN/COPYRIGHT

RESULT: Increased awareness and capacity of Member States in copyright and related rights			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Special Course on Enforcement of Copyright and related Rights (postponed from 2011)	February 6 to 17, 2012	Japan 8 participants from 4 countries (China, Indonesia, Sri Lanka and Thailand)	To discuss the importance of the enforcement of copyright and related rights and enhance the enforcement systems
Asia Pacific Regional Symposium on Capacity Building in the Field of Copyright and Related Rights	April 24 and 25, 2012	Philippines 25 foreign participants from 18 Asia and Pacific countries	To provide a forum for information on the recent developments in the copyright system, to identify issues and challenges and to discuss the formulation of policies and strategies to enhance capacity building in the area of copyright and related rights
WIPO – SPC Seminar on Awareness of Copyright and Culture	July 9 to 11, 2012	Solomon Islands 50 participants	To promote awareness of the link between copyright and culture and to discuss the establishment of copyright system
Asia Pacific Regional Symposium on the Development of National Copyright Strategies and Policies	September 10 to 12, 2012	Viet Nam 26 foreign participants from 21 Asia and Pacific countries	To provide a forum to discuss the importance of developing national copyright policies and strategies and to enhance capacity building in the area of copyright and related rights
National Workshop on Copyright Awareness and Production of Copyright Literature	September 13, 2012	Viet Nam 25 local participants	To promote a better understanding of copyright and related rights in Viet Nam; to produce handbook and reading materials on copyright in the local language
National Seminar on the Protection and Management of Copyright and related Rights	November 1 and 2, 2012	Indonesia 80 local participants	To promote public awareness on the importance of the protection and management of copyright and related rights and assist in enhancing the operation of the copyright system in Indonesia
National Seminar on the Protection and Management of Copyright and Related Rights	November 5 and 6, 2012	Thailand 70 local participants	To promote better understanding on the protection of copyright and related rights and assist in encouraging an efficient management of copyright and related rights
Special Course on the Enforcement of Copyright and Related Rights	November 19 to 30, 2012	Japan 12 participants from 6 countries (Bangladesh, China, Malaysia, Nepal, Pakistan and Viet Nam)	To discuss the importance of enforcement of copyright and related rights and enhance the enforcement systems
Study Visit to Collective Management Organizations	November 26 to 30, 2012	Japan 6 participants from 3 countries (India, Mongolia and Sri Lanka)	To deepen the knowledge and understanding of collective management issues and facilitate cooperation and coordination among copyright offices and CMOs, as well as to learn the Japanese experience in copyright and related rights

JAPAN/COPYRIGHT Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
504,045	469,232	690,331	-	282,946

¹ WIPO Financial Statements 2012 (Annex III)

JAPAN/ INDUSTRIAL PROPERTY

RESULT:		Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
WIPO Regional Conference on the Role of Intellectual Property (IP) Offices in Promoting innovation, Business Competitiveness and Economic Growth	February 6 and 7, 2012	Japan	To: (i) provide senior managers of IPOs and government officials responsible for economic and trade policies with an opportunity to deepen their understanding on the role of IP system for the promotion of innovation for economic growth and business competitiveness; (ii) share experiences in establishing a national IP policy and strategy that is consistent with, and contributes to, overall economic and trade policies; and (iii) exchange views on the role of IPOs in achieving national development policies and goals	
RESULT:		Enhanced technical and knowledge infrastructure for IP offices and other IP institutions leading to better services		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
WIPO ASEAN Sub-regional Workshop on the Establishment of an Information Technology (IT) Infrastructure for the Effective Utilization of Patent Examination Results of Other Intellectual Property Offices (IPOs)	September 8 and 9, 2012	Japan	To: (i) provide an opportunity to share challenges and best practices of effective use of information on patent examinations conducted by other Intellectual Property Offices (IPOs); (ii) study and examine ways to establish a platform to facilitate access to such information, with particular reference to on-going international projects; and (iii) deepen the understanding of utility IT in developing a platform for regional and international cooperation in patent examination	
RESULT:		Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
Training Course on the Examination Practices of Industrial Property Basic Program	January 18 to 31, 2012	Japan	To assist the participants to acquire a basic knowledge of the laws and substantive examination procedures in the field of examination of industrial property rights through lectures, practical exercises, and case studies	
Training Course on Industrial Property Administration and Management of IP Offices	February 6 to 10, 2012	Japan	To: (i) enhance the knowledge of senior managers of IP Offices on modern practices and tools for administering IP Offices; (ii) increase the capacity of participants to effectively administer the IP system in accordance with modern management practices; and (iii) expose participants to management approaches that would enable IP Offices to contribute to overall national development policies and goals	

Training Course for Patent Examiners on Specified Technologies (Optical Apparatus)	February 15 to 22, 2012	Japan	To: (i) acquaint the participants with current trends and modern practices in the examination of patents regarding optical apparatus; (ii) impart practical knowledge and insights on examination methodologies; (iii) offer an opportunity to share experiences and views among participants on patent examination issues; and (iv) enhance participants' professional capabilities for examination in the field of optical apparatus
Training Course for Patent Examiners on Specified Technologies (Pharmaceuticals)	February 23 to March 1, 2012	Japan	To: (i) acquaint the participants with current trends and modern practices in the examination of patents regarding pharmaceuticals; (ii) impart practical knowledge and insights on examination methodologies; (iii) offer an opportunity to share experiences and views among participants on patent examination issues; and (iv) enhance participants' professional capabilities for examination in the field of pharmaceuticals
WIPO Sub-regional Workshop on the Accession and Effective Use of the Madrid System	March 8 and 9, 2012	Japan	To: (i) provide the participants from States that are not members of the Madrid system with an opportunity to learn about requirements of accession to the Madrid system and the practical procedures of the system; (ii) review the total workload and the tasks involved in the administration of the Madrid system through discussions with concerned people, including trademark examiners and attorneys in Japan; and (iii) promote understanding about the benefits and requirements of accession to the Madrid system
WIPO Sub-regional Workshop on Effective Use of the PCT System: The Experience of Asian Countries	May 16 and 17, 2012	Thailand/ China, Indonesia, India, Japan, Sri Lanka, Republic of Korea, Malaysia, Mongolia, Philippines, Thailand and Viet Nam	To: (i) share best practices of effective use of the PCT system by enterprises in Asia; (ii) learn about recent developments of the system and deepen the understanding on the benefits of the system; (iii) share information on the services provided, and promotional activities conducted by the Intellectual Property Offices (IPOs) and WIPO; and (iv) exchange views on how to gain the maximum benefits from the system
WIPO Regional Forum on Intellectual Property (IP) and Environmentally Sound Technologies (ESTs)	May 29 to 30, 2012	Sri Lanka	To: (i) provide policy makers and representatives from industries with an opportunity to exchange views on sustainable development through effective technology transfer of environment-friendly technologies; (ii) explore how the IP system contributes to the development of environment-friendly technologies; and (iii) discuss possible international cooperation to expand access to environment-friendly technologies
WIPO Regional Seminar on The Legislative, Economic and Policy Aspects of the Utility Models Protection System	September 3 and 4, 2012	Malaysia	To: (i) promote understanding about the benefits of the utility models protection system; (ii) review different approaches for the protection of utility models; and (iii) share best practices on the effective use of the system to promote innovation
Training Course on the Examination Practices of Industrial Property Intermediate/ Advanced program	October 22 to November 2, 2012	Japan	To assist the participants to acquire intermediate/ advanced knowledge of the laws and substantive examination procedures in the field of examination of industrial property rights through lectures, practical exercises and case studies
Expert Mission	October 23 to 25, 2012	Philippines	To assist the Intellectual Property Office of Philippines (IPOP HL) in various areas including the training of trademark examiners on the Nice and Vienna Classifications and design examiners on the Locarno Classification

Training Course on the Enforcement of Intellectual Property Rights (IPRs)	November 5 to 16, 2012	Japan	To: (i) review current trends and practices in the area of IPR enforcement; (ii) examine the justification, elements, investigation, prosecution of, and liabilities for, IP crimes and infringements; and (iv) discuss various topical policy issues relating to IP enforcement
WIPO National Workshops for Patent Examiners on the Utilization of External Patent Examination Results	November 21 to 23, 2012	Thailand	To: (i) strengthen patent examination capacities of IP authorities of limited resources; (ii) improve the efficiency of patent prosecution by utilizing external examination results for patent family members, and building confidence in using such results; and (iii) develop the skills of patent examiners in retrieving external results from various resources (e.g. JPO IPDL and AIPN, Espacenet, Patentscope, US PAIR, and ICE) and exploiting them in the national legislative context
	November 26 to 28, 2012	Viet Nam	
Expert Mission	December 3 to 7, 2012	Viet Nam	To assist National Office of Intellectual Property of Viet Nam (NOIP) in various areas, including the training of industrial design examiners on industrial design examination with a focus on the appeal system for disputes
Training Course on the Use of Information Technology in Industrial Property Administration	December 3 to 14, 2012	Japan	To familiarize the participants with the implications of recent developments in information technology in relation to industrial property administration; impart practical knowledge of the use of information technology through interactive sessions using networked personal computers as well as through visits to relevant private entities; provide an opportunity to exchange views and concerns among participants on topical related issues and thereby enhance the participants' professional capacities in planning and managing the use of information technology in industrial property administration
WIPO ASEAN Sub-regional Seminar on Accession to the Geneva Act of the Hague Agreement	December 19 and 20, 2012	Philippines	To: (i) provide the participants from ASEAN member states that are not members of the Hague Agreement with an opportunity to learn about the practical procedures of the Hague system; (ii) review the total workload and the tasks involved in the administration of the Hague System; and (iii) promote understanding about the benefits and requirements of accession to the Hague System.
Provision of IP Reference Material	September, 2012	Indonesia	To enhance the ability of students/researchers to examine and analyze IP issues

JAPAN/ INDUSTRIAL PROPERTY Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
1,916,603	1,830,815	1,833,242	-	1,914,176

¹ WIPO Financial Statements 2012 (Annex III)

JAPAN/ IP/AFRICA-LDCs

RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
WIPO Regional Conference on the Role of Intellectual Property Offices (IPOs) in Promoting Innovation, Business Competitiveness and Economic Growth	February 2 to 3, 2012	Japan 5 participants from 5 African countries	The objectives were to: (i) provide senior managers of IPOs and government officials responsible for economic and trade policies with an opportunity to deepen their understanding on the role of the IP system for the promotion of innovation for economic growth and business competitiveness; (ii) share experiences in establishing a national IP policy and strategy that is consistent with, and contributes to, overall economic and trade policies; and (iii) exchange views on the role of IPOs in achieving national developmental policies and goals.
WIPO Sub-regional Workshop on the Accession and Effective Use of the Madrid System	March 8 to 9, 2012	Japan 2 participants from 2 African countries and participants from ARIPO (1) and OAPI (1)	The objectives were to: (i) provide the participants from States that are not members of the Madrid system with an opportunity to learn about the requirements of accession to the Madrid system and the practical procedures of the system; (ii) review the total workload and the tasks involved in the administration of the Madrid system through discussions with concerned people, including trademark examiners and attorneys in Japan; and (iii) promote understanding about the benefits and requirements of accession to the Madrid system.
Sub-regional Workshop on the Social and Economic consequences of counterfeiting and other IP rights infringements	March 27 to 29, 2012	Burkina Faso 47 participants from 8 African countries	The seminar was aimed at raising awareness and providing participants with knowledge on IP Rights to enable them to better fight against counterfeiting and piracy and assess the social and economic consequences in their respective countries, as well as the UEMOA sub-region. The event was an opportunity to exchange experiences among heads of IP Offices, magistrates, law practitioners and civil society on judicial and administrative procedures relating to IP rights enforcement; to build skills in the fight against counterfeiting and piracy by identifying challenges in respect of provisional measures of enforcement in IP within the UEMOA; for recommending measures for UEMOA's consideration aimed at harmonizing practices relating to disputes settlement on IP matters with its member states.
WIPO/ARIPO Seminar on Commercialization of R & D Results and Competitiveness of SMEs	April 16 to 20, 2012	Namibia 12 participants from 11 African countries and 13 local participants from Namibia	The purpose of the seminar was to create an opportunity for research institutions and chambers of commerce, as well as entrepreneurs, business managers and associations to come together to discuss the business aspects of IP for SMEs, Research and Development (R&D) institutions and the relevance of the IP system in increasing the innovative abilities and competitiveness of SMEs. The seminar also provided insight into and understanding on how to use the tools of IP to develop IP portfolios and gain competitiveness in the market place.

WIPO-Medical Research Council (MRC) Satellite Session with ANDI on sharing Innovation in the Fight against Tropical Diseases, Global Health Research Forum	2012 April 23 to May 2, 2012	South Africa 10 participants from 8 African Countries	The objective of the seminar was to: (i) raise awareness of WIPO Re:Search within the African scientific and research community, in particular the African Network for Drug Innovation (ANDI) Centers of Excellence (CoE) and create a foundation for the development of concrete partnerships for drug research and development; (ii) engage ANDI CoEs as Members of WIPO Re:Search, specifically as potential users; and (iii) to create the foundation for concrete partnerships between providers and ANDI CoEs and other health/science research institutions in Africa under the terms of WIPO Re:Search.
Training program on Classification Standards for Trademark examiners	July 10 to 12, 2012	Kenya 16 participants from 14 countries	The purpose of the training was to (i) develop and strengthen the skills of examiners in order to improve the efficiency of trademark processing (ii) enhance Industrial Property Offices' (IPOs) capacities to meet the increasing global demand in trademark applications and (iii) provide an opportunity for the trademark examiners from participating offices to exchange information and experiences on best practices.
Sub-regional Workshop on the Social and Economic consequences of counterfeiting and other IP rights infringements for the Economic Community of the West African States (ECOWAS)	October 16 to 18, 2012	Dakar, Senegal, 42 participants from 13 African countries	The objectives of the workshop were to: (i) enhance the understanding of the judiciary, customs and other law enforcement officials and public prosecutors on IP, and (ii) provide exposure to procedures and approaches, including the practical approaches of industry, to create and strengthen effective mechanisms for building respect of IPRs; (iii) sensitize on the economic and social consequences of piracy and counterfeiting, particularly as regards the health, food, transportation and safety sectors and their impact on overall welfare of society.
Partnership between WIPO/ARIPO and Africa University in Mutare, Zimbabwe	May 2011 to June 2012	Zimbabwe 5 scholarships awarded to students from 5 African countries	To provide general and specialized IP training for government officials and IP professionals, in cooperation with ARIPO and other regional educational institutes and provide opportunities for human resource development and capacity building through IP training and teaching for persons engaged in teaching and research on IP at universities and other institutions
Partnership between WIPO/OAPI (Denis Ekani Training center) and the University of Yaoundé II	October, 2011 to May 2012	Cameroon 10 scholarships awarded to students from 10 African Countries	To provide general and specialized IP training for government officials and IP professionals in cooperation with OAPI and other regional educational institutes and provide opportunities for human resource development and capacity building through IP training and teaching for persons engaged in teaching and research on IP at universities and other institutions
WIPO-South Africa Summer School on Intellectual Property (IP) and Transfer of Technology (TOT), Cape Town, South Africa	November 26 to December 7, 2012	South Africa 5 scholarships awarded to students from 3 African countries	The program focused on the IP implications of transfer of technology and on patent information.
Training Program on Successful Technology Licensing (STL) for the African Network Drug (ANDI)	November 1 to 2, 2012	Switzerland 14 participants from 11 African countries	The objective of the program was to provide information and training regarding IP licensing in the research – industry collaboration context. The base of the program was the WIPO STL program, focusing on issues identified by the target audience as of particular interest for their work. The program created an interactive communication between participants and participating experts (speakers and coaches), in order to facilitate learning and practical application of the knowledge acquired. In that context, there was a particular focus on a tailored simulation of licensing negotiation, which enabled immediate practical application of the “lessons learned” during the theoretical part of the course.

Seminar on Leveraging Innovation and Intellectual Property Rights (IPRs) for local development for Sub-Saharan African (SSA) Countries	December 13 to 23, 2012	Israel 15 participants from 15 African countries	The objectives of the seminar were to (i) promote innovation and Intellectual Property Rights (IPRs) for local development in Sub-Saharan African (SSA) countries by exposing participants to the Israeli experience in leveraging innovation and IPRs; (ii) provide participants with tools and methodologies to foster innovation and increase impact at socio-economic levels; and (iii) design a roadmap for dissemination and implementation of the knowledge and experience gained.
Enforcement of intellectual property rights	November 5 to 16, 2012	Japan 3 participants from 3 African countries	The objectives of the training course within the framework of the Strategic Goal VI of WIPO were the following: (i) discuss various issues relating to building respect for IP and IP enforcement, such as alternate models to address counterfeiting and piracy, and the disposal and destruction of infringing goods; (ii) consider the minimum standards and flexibilities contained in Part III of the TRIPS Agreement, including recent case-law developments; (iii) examine the motivations, elements, investigation and prosecution of IP crimes and infringements, including sentencing and proportionality; and (iv) analyze the role of various stakeholders in the interest of strategic and effective cooperation.
Use of information technology in industrial property administration	December 3 to 14, 2012	Japan 2 participants from 2 African countries and 1 participant from Regional Intellectual Property Organization (ARIPO) and 1 participant from African Intellectual Property Organization and (OAPI)	The first part of the two-week training course was on the use of information technology in industrial property administration and the second part of the training focused on JPO's automation experience and current IP information systems.

RESULT: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders

Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
WIPO Technology and Innovation support centers (TISCS) regional training on patent search strategies and techniques for OAPI Member States	April 23 and 24, 2012	Cameroon 16 participants from 8 African countries and 11 local participants	The objective of the training was to build the capacity of member states to promote innovation and address the usefulness, value and dissemination of patent information for developing business, academic and technological sectors. The training program provided patent search strategies and techniques; discussions were held on establishing technology and innovation support networks in Africa.
Training on Patent Search Strategies and Techniques	June 13 to 15, 2012	Côte d'Ivoire 70 local participants	The objective of the training was to enable the TISC personnel as well as stakeholders from research centers, universities, associations of inventors and SMEs to carry out patent and non-patent searches to retrieve patent information and non-patent literature.
Regional workshop for patent examiners for English Speaking countries on utilization of examination results of other IPOs	10 to 12 July, 2012	Zimbabwe 17 participants from 15 African countries	The objectives of the workshop were to : (i) provide participants with an opportunity to understand the effectiveness of utilizing preliminary examination results (search and /or examination reports) prepared by other IPOs in the PCT national phases, or final examination results (granted claims or rejections) in reducing workloads in IPOs and streamlining patent granting procedures; (ii) develop skills to utilize services such as the International cooperation on Examination (ICE) by WIPO and the Advanced Industrial Property Network (AIPN) by the Japan Patent Office (JPO); and (iii) exchange best practices of various IPOs and examiners on the challenges encountered in accelerating examination processes and increasing quality of patents.

JAPAN/ IP/ AFRICA- LDCs Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
1,518,458	1,098,445	1,109,103	-	1,507,801

¹ WIPO Financial Statements 2012 (Annex III)

MEXICO

RESULT:				Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works in the public domain
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
First International Expo on Innovation and Business	February 28 to March 1, 2012	Argentina, Belize, Brazil, Chile, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, and representatives from ARIPO based in Zimbabwe	To promote research and development (R&D); innovation and IP protection; commercialization and access to IP knowledge	
RESULT:				Enhanced human resource capacities to deal with the broad range of requirements for the effective use of IP for development in developing countries
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
International Seminar on Opposition Procedures	August 28, 2012	Mexico	To enhance human resources capacities with the objective to facilitate the implementation of the Madrid Protocol in early 2013	
RESULT:				Clearly defined and coherent national innovation and IP policies, strategies and development plans consistent with national development goals and objectives
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
Reception on the occasion of the accession of Mexico to the Madrid Protocol	November 19, 2012	Mexico	To formally announce the accession of Mexico to the Madrid Protocol	

MEXICO Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
125,330	65	100,060	-	25,335

¹ WIPO Financial Statements 2012 (Annex III)

REPUBLIC OF KOREA/COPYRIGHT

RESULT: Increased awareness and capacity of Member States in copyright and related rights			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Expert Mission for Assessing Needs for Technical Assistance; and Country Project for Awareness Building on Copyright and Related Rights	January 30 to February 2, 2012; and February to December, 2012	Vanuatu	To: (i) assess the needs for technical assistance; and (ii) enhance capacity of the newly established IP Office of Vanuatu to promote copyright awareness
National Seminar on Copyright and Related Rights	March 29 and 30, 2012	Cambodia/ 65 local participants	To: (i) provide in-depth understanding of the various dimensions of copyright and related rights; and (ii) raise awareness on the importance of the protection and management of copyright and related rights
National Workshop on Copyright and Creative Industries	April 3 and 4, 2012	Indonesia/ 80 local participants	To: (i) raise awareness among policy makers and key stakeholders on the importance of copyright in ensuring the sustained growth of creative industries and cultural prosperity; and (ii) provide them with practical knowledge to assist them to develop and maintain adequate copyright policies and strategies
Regional Seminar on Issues of Copyright and Related Rights in the Music Industry	May 2 and 3, 2012	Malaysia/ 28 foreign participants (Bangladesh, Bhutan, Cambodia, China, Fiji, India, Indonesia, Lao People's Democratic Republic, Maldives, Mongolia, Pakistan, Papua New Guinea, Philippines, Republic of Korea, Samoa, Thailand, Vanuatu and Viet Nam), and 50 local participants	To: provide a forum for exchange information and views on emerging issues of copyright and related rights concerning the music industry; and (ii) discuss the policies and strategies to cope with the challenges participating countries are facing
National Seminar on Awareness Building on Copyright and Related Rights	November 5 to 7, 2012	Maldives/ 70 local participants	To enhance understanding of the importance of copyright and related rights and the methods and approaches of promoting copyright awareness especially among government officials, legal experts as well as stakeholders
Study Visit to the Korea Copyright Commission	December 3 to 7, 2012, Seoul	Republic of Korea/ 14 participants from 13 countries (Bangladesh, Bhutan, Cambodia, India, Kenya, Kuwait, Lao PDR, Mongolia, Myanmar, Nepal, Pakistan, Senegal and Sri Lanka)	To provide an opportunity to share the Korean experience in the administration of copyright and related rights; to strengthen their capacity to formulate copyright policies, modernize legislative and administrative frameworks and improve the functioning of the copyright management organizations

REPUBLIC OF KOREA/COPYRIGHT Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
453,452	341,703	262,251	-	532,904

¹ WIPO Financial Statements 2012 (Annex III)

REPUBLIC OF KOREA (EDUCATION) - Scholarships on IP (Academy)

RESULT: Easier access to IP education			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Participation in the WIPO-Queensland University of Technology (QUT) Master of Intellectual Property Law (MIP) Program	February 27 to October 29, 2012	Australia/ Republic of Korea	The FIT provided funds for five government officials from the Republic of Korea to participate in the WIPO-QUT MIP Program at a 25% discount rate.
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Participation in the WIPO-Seoul National University (SNU) MIP Program	September 2012 to June 2014	Republic of Korea/ China, Malaysia, Mongolia, Philippines and Uzbekistan	The FIT provided funds for six participants from the Asia-Pacific region and two from Uzbekistan to participate in the WIPO-SNU program in Seoul, Republic of Korea, which is a 2-year program.

REPUBLIC OF KOREA (EDUCATION) - Scholarships on IP (Academy) Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
160,858	167,447	98,486	-	229,820

¹ WIPO Financial Statements 2012 (Annex III)

REPUBLIC OF KOREA/ INTELLECTUAL PROPERTY

RESULT: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and socio-economic development			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Appropriate Technology Competition	March to October, 2012	Philippines 145 participants	To encourage and reward excellence in innovative solutions to frequently recurring problems, especially solutions that utilize technologies appropriate to local conditions. The utilization of patent information for devising solutions was a key element of the competition The competition comprised an orientation workshop (May 17 and 21, 2012), an evaluation and short-listing of submitted entries (October 2012), presentations by shortlisted candidates and a workshop on commercialization (October 23 and 24, 2012).
Appropriate Technology Competition	March to December, 2012	Ethiopia 60 participants	To encourage and reward excellence in innovative solutions to frequently recurring problems, especially solutions that utilize technologies appropriate to local conditions. The utilization of patent information for devising solutions was a key element of the competition The competition comprised an orientation workshop (May 3, 2012), an evaluation and short-listing of submitted entries (October 2012), presentations by shortlisted candidates and a workshop on

commercialization (December 11 and 12, 2012).			
RESULT: Tailored and balanced IP legislative, regulatory and policy frameworks			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Study on the accession to the Madrid system	May 1, 2011 to April 30, 2012		The study addresses factors involved in the accession to the Madrid system and its use in five countries (Mongolia, Republic of Korea, Singapore, Turkey and Viet Nam). The specific objectives were to: (i) identify preparatory measures involved in the process of accession to the System; (ii) elaborate on the challenges and constraints encountered in the process of accession to the System; (iii) outline changes in IP acquisition activities of rights holders and in IP administration by Trademark Offices subsequent to accession to the System; and (iv) provide relevant information to policymakers in an objective manner so that they would be well prepared in considering accession to the Madrid system.
RESULT: Clearly defined and coherent national innovation and intellectual property (IP) policies, strategies and development plans consistent with national development goals and objectives			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Support for Branding Strategies	October 2010 to December 2012	Tanzania	To: (i) identify specific product(s) as having potential for development of successful brands; and (ii) propose efficient and sustainable brand strategies for the selected product(s). The program included the following elements: (i) the employment of two international experts for drafting an IP and Branding strategy; (ii) an initial evaluation mission for needs assessment and fact finding; (iii) a meeting to validate the preliminary fact finding; (iv) a study visit of five stakeholders from the coffee sector to Ethiopia; and (v) a wrap-up mission for the validation of a draft IP and Branding Strategy
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Training Course on Patent Law and Examination	March 6 to 15, 2012	Republic of Korea 19 patent examiners from 10 countries.	To provide an overview and explanation of global patent systems, principles of patent law and examination procedures Special sessions were added, including (i) practical sessions on access to, and use of, foreign examination results and understanding of notifications communicated; and (ii) a session on patent quality control mechanisms, in particular, on opposition and trial proceedings.
Training Course on Trademark Law and Examination	April 24 to May 2, 2012	Republic of Korea 20 trademark examiners from 12 countries.	To provide an overview and explanation of principles of trademark law and examination procedures, as well as the Madrid system The training course comprised the following three elements: (i) enhancing the knowledge and skills of trademark examiners on examination procedures; (ii) trademarks search strategy, understanding of notifications communicated and utilization of foreign examination results; and (iii) a special session on the Madrid system.
Production of Intellectual Property Educational Material	July 1, 2011 to October 3, 2012		To produce three short animation films: (i) <i>IP and Creative Thinking</i> ; (ii) <i>Benefitting from Inventions</i> ; and (iii) <i>Benefitting from Trademarks</i> The objectives were to (i) enhance the interest of the younger generation on IP issues; and (ii) assist schools and other educational institutions in developing creativity enhancing curricula.

Production of short animation films	March 1, 2011 to April 30, 2013		<p>The production of animated versions of two comic books on patents and trademarks (WIPO Publication No.485 and No.483 respectively). The two comic books were adapted into two short animation films, and produced in English, French and Spanish, as well as in the international version.</p> <p>The objectives were to (i) inform the younger generation about patents and trademarks so as to foster greater respect and encouragement for inventors and entrepreneurs; (ii) increase awareness of “Patents” and “Trademarks”, and demonstrate their positive roles and relevance towards innovation and entrepreneurship; and (iii) reach young audiences through television and internet.</p>
Expert Mission on Training on the Madrid System	August 29 and 31, 2012	Bhutan	To enhance knowledge on the procedures and operations of the Madrid system. Examiners were provided with hands-on training and theoretical explanations regarding trademark examination and Madrid system
Expert Mission on Trademark Examination	July 23 to 27, 2012	Cambodia	To improve ability of the Cambodian IP Office to undertake trademark examination; designated experts reviewed, and made recommendations on trademark legislation and examination practices and also provided on-the-spot training to trademark examiners

REPUBLIC OF KOREA/ INTELLECTUAL PROPERTY Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
1,241,673	664,498	740,784	-	1,165,387

¹ WIPO Financial Statements 2012 (Annex III)

SPAIN

RESULT:		Enhanced human resource capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
XI WIPO/EPO/OEPM Regional Seminar on Intellectual Property for Judges and Prosecutors from Latin American countries	December 10 to 14, 2012	Antigua, Guatemala / all LA countries and Tribunal of Andean Community	To: (i) provide judges and public prosecutors responsible for IP from Latin American countries with training on IP matters for the decision of litigation cases; and (ii) provide participants with updated information and practical training in the fields of patents, trademarks, copyright and enforcement cases	
Participation of Spanish experts in the Regional Meeting Industrial Property (IP) and Sports	September, 12 and 13, 2012	Rio de Janeiro, Brazil / All LAC countries	To share experiences and knowledge between specialists and representatives of the world of sports, both the business and academic sectors and the competent authorities in the field of IP and Sport with special emphasis on analyzing the current reality linkage between IP and Sports, as well as methods and effective tools for the use of different systems industrial property facing future opportunities in this area.	
RESULT:		Upgraded IP Management skills for business		
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)	
Project to develop a platform in Spanish with content and services on industrial property services and contents to the Ibero-American entrepreneurial sector with special focus on SMEs (CIBEPYME)	2012 (Project on-going since 2010)	All Latin American countries	To design and create one Platform addressed to the private sector in order to: (i) provide assistance and services in their use of IP; (ii) to increase the value of their business; and (iii) provide a private sector forum for the exchange of ideas and experiences	
Spanish Patent and Trademark Office (SPTO) progress in hiring an enterprise for the development of the platform, adapted to the needs of Ibero-America	2012	All Ibero-American countries	To develop CIBEPYME Platform	
SPTO hosted a server for the platform	2012	All Ibero-American countries	To make the CIBEPYME Platform accessible	

WIPO recruitment of an expert for the development of services and contents of the platform, and coordinate the inputs of Ibero-America	2012	All Ibero-American countries	To create and coordinate CIBEPYME
RESULT: New or strengthened cooperation mechanisms, programs and partnerships			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Sub-Regional Meeting on Trademarks from Central American Countries, Panama and the Dominican Republic for the Review and Approval of a Manual on the Examination of Trademark Applications,	Planned for December, 5 and 6 2012, Postponed until February 20 and 21, 2013	Panama / all Central American countries and Dominican Republic	To: (i) provide an opportunity for a final review of the Manual on Trademark Examination for Central American countries, Panama and the Dominican Republic; (ii) propose measures conducive to future use of the Manual in those countries' examination processes; and (iii) establish measures to achieve a consensus on the mechanisms to maintain the relevance of the Manual
Latin America: Regional Project on Documentation and Access Mechanisms to Legal and Administrative Decisions related to Intellectual Property	2012 (Project on-going since 2005)	All Ibero-American countries	To: (i) compile and disseminate information; and (ii) promote the use of an internet platform for the IP case-law database of the region
Ibero-American IP Program		All Ibero-American countries	To promote social and economic development in the region in the framework of the Summit of Heads of States and Governments from Ibero-American countries
Regional Meeting of Heads from LAC IPO's, to prepare the Summit of Ibero-American Heads of Government.	July , 2012	Cádiz, Spain/ All Ibero-American countries	
Participation of the I President of Technical Secretary of the Ibero-American Program on IP in the signature ceremony of the WIPO/ Cumbre Iberoamericana Memorandum	October 2012	Geneva/ All Ibero-American countries	
RESULT: Increased understanding/capacity of SMEs and SMEs support institutions to successfully use IP to support innovation and commercialization			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Project to develop a platform in Spanish with content and services on industrial property services and contents to the Ibero-American entrepreneurial sector with special focus on SMEs (CIBEPYME)	2012 (Project on-going since 2010)	All Latin American countries	To design and create one Platform addressed to the private sector in order to: (i) provide assistance and services in their use of IP; (ii) to increase the value of their business; and (iii) provide a private sector forum for the exchange of ideas and experiences

RESULT: Enhancement of overall PCT system and Informed strategic use of the PCT by all innovators who could benefit from it			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
XIV Regional Seminar on PCT for Latin American countries: The PCT in the framework of the Institutional Organization of IP Management. Panama City, Panama	June 12 to 14, 2012	Dominican Republic/ All LAC countries	Traditionally organized on an annual basis in cooperation with the Spanish Patent and Trademark Office (OEPM), the objective is to promote discussions about PCT in the region and propitiate the exchange of ideas and experiences on PCT implementation
RESULT: Updated and globally accepted system of international classifications and WIPO standards to facilitate access, use and dissemination of IP information among stakeholders in the world			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Regional automation project for translation into Spanish of the advanced level of the International Patent Classification (IPC)	2012 (Project on-going since 2010)	All Latin American countries	To: (i) implement automation for Spanish translation of the advanced level of the IPC, as it was originally commissioned in English and French only; and (ii) make it available to the service of industrial property offices in Latin American countries
RESULT: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to protected creative works and creative works in the public domain			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
LATIPAT PROJECT VIII Regional Meeting WIPO/OEPM/EPO of IT Specialist and Management of Patent Information of Industrial Property Offices in Latin America ,	November 5 to 7, 2012,	Medellín, Colombia / All LAC countries, OEPM/EPO	The LATIPAT Project was created to develop and provide a database with patent information from all Latin American countries. Currently, the LATIPAT Project is an example, not only for the Latin American countries, but also for the different international forums related to patent information, commitment, perseverance and teamwork. Over a period of 12 years the database has amassed more than 2 million documents and receives an average of 14,000 hits per month.
RESULT: Enhanced technical and knowledge infrastructure for IP Offices and other IP institutions leading to better services (cheaper, faster, higher quality) to their stakeholders			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
III Regional seminar on Strategic Planning and Management for Industrial Property (IP) Offices from Latin American Countries	November 12 to 16, 2012 ,	La Antigua, Guatemala / All Latin American countries	To: (i) provide participants with updated information, practical training and useful tools in the field of strategic planning, human resources policies and management of quality; (ii) modernize IP administrations; and (iii) develop an important sense of service-oriented management among administrators in IP Offices from Latin American countries

RESULT: Stronger relationships with PCT users and Offices			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Regional Seminar on PCT for LAC Region	June 12 to14, 2012	Santo Domingo / Dominican Republic, Argentina, Bolivia, Brazil, Chile, Costa Rica, Cuba, Ecuador, El Salvador, Guatamala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay	To promote discussions about the PCT in the region and exchange ideas and experiences on PCT implementation

SPAIN Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
-	293,317	171,917	-	121,399

¹ WIPO Financial Statements 2012 (Annex III)

UNITED STATES OF AMERICA/ COPYRIGHT

RESULT: Evidence -based decision making on copyright issues			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
National studies on the economic contribution of the copyright-based industries	January to December 2012	Albania, Argentina, Brazil, China, Indonesia, Jordan, Lithuania, Malawi, The Organization of Eastern Caribbean States (OECS), Republic of Korea, Thailand, Trinidad and Tobago, United Republic Of Tanzania, South Africa	To: (i) quantify the economic contribution of copyright-based industries in an economy; and (ii) provide a basis for policy-making through the use of statistical information
Impact Studies on Specific Copyright-Based Industries	January to December 2012	China, Mexico, Lebanon	To: (i) analyze the impact of copyright in specific copyright-based industries; and (ii) ensure a better understanding of the trends in creative industries and factors affecting their performance
RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Publication and translation of training tools on the Management of IP in specific copyright industries	January to December 2012	All WIPO Member States	To enhance knowledge of stakeholders in creative industries to understand and manage IP/copyright in relevant specific creative industries
Awareness building and training activities	January to December 2012	Ecuador, India, Jamaica, Paraguay, Nigeria, Tunis, Philippines	To enhance knowledge of stakeholders in creative industries to understand and manage IP/copyright in relevant specific creative industries

RESULT: Enhanced access to, and use of, IP information and knowledge by IP institutions and the public to promote innovation and increased access to creative works and creative works in the public domain			
Development of methodologies	January to December 2012	All WIPO Member States	To provide tools to enable policy makers to formulate IP-relevant policies based on practical and tested analytical methodologies

UNITED STATES OF AMERICA/ COPYRIGHT Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
427,414	-5,250	310,157	-	112,007

¹ WIPO Financial Statements 2012 (Annex III)

UNITED STATES OF AMERICA/ ENFORCEMENT OF INTELLECTUAL PROPERTY RIGHTS

RESULT: Enhanced human resources capacities able to deal with the broad range of requirements for the effective use of IP for development in developing countries, LDCs and countries with economies in transition			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
Regional workshop on the enforcement of IP rights for the judiciary	May 22 to 23, 2012	Antigua and Barbuda / Antigua and Barbuda; Dominica; Grenada, St. Kitts and Nevis; St.-Lucia.	To improve the skills and knowledge level necessary to provide fair, efficient, and consistent handling and adjudication of IP cases within the framework of Strategic Goal VI
Regional workshop on the enforcement of IP rights for the judiciary and law enforcement officials	July 26 to 27, 2012	Zambia / Botswana, Gambia, Ghana, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Sierra Leone, South Africa, Sudan, Swaziland, Uganda, United Republic of Tanzania, Zambia, and Zimbabwe.	Within the framework of Strategic Goal VI, to: (i) consider the value of IP protection and enforcement to the social and economic development of the participating countries; (ii) examine the minimum standards and flexibilities contained in Part III of TRIPS; (iii) review topical issues, including consumer awareness-raising as a preventative measure and the equitable disposal of infringing goods; and (iv) envisage national and regional strategies for effective cooperation, including public/private partnerships, as well as capacity-building needs.

UNITED STATES OF AMERICA/ ENFORCEMENT OF INTELLECTUAL PROPERTY RIGHTS Donor Contributions and Expenditure in 2012¹

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
46,932	92,166	109,103	-	29,995

¹ WIPO Financial Statements 2012 (Annex III)

UNITED STATES OF AMERICA/ SMALL- AND MEDIUM-SIZED ENTERPRISES

RESULT: Facilitating the use of IP for Development			
Activity	Date	Host Country/ Recipients	Purpose(s)/Description(s)
National Version of IP Panorama (in Swahili)	December 2012	Kenya	To improve awareness of SMEs and SME support institutions on IP assets management
Commissioning of four publications: (1) Strategic Management of IP Assets for Value Creation in Business; (2) Role of IP in Franchising; (3) Managing Trade Secrets: A Practical Guide; and (4) IP for Financing	Work in Progress (to be completed during 2013). In Good company: Managing IP Issues in Franchising is completed. Translations into UN languages (except Russian) are underway).		To improve awareness of SMEs and SME support institutions on IP assets management

**UNITED STATES OF AMERICA/ SMALL- AND MEDIUM-SIZED ENTERPRISES
Donor Contributions and Expenditure in 2012¹**

Balance as of December 31, 2011	Income 2012	Expenditure 2012	Reimbursements	Balance as of December 31, 2012
180,732	-1,216	84,669	-	94,845.79

¹ WIPO Financial Statements 2012 (Annex III)

[End of Appendix and of document]