



Canadian Intellectual Property Office

An Agency of Industry Canada

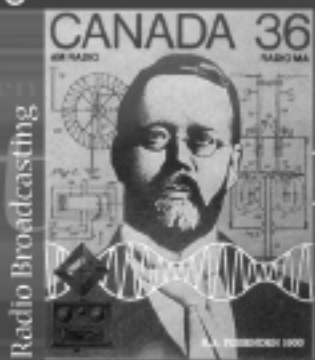
Office de la propriété intellectuelle du Canada

Un organisme d'Industrie Canada

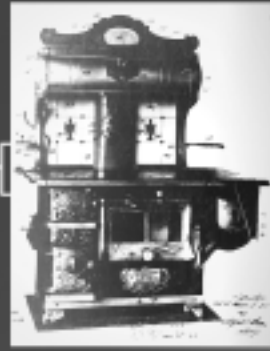
MARCHING INTO THE NEW MILLENNIUM

Annual Report 1999-2000

Reginald A. Fessenden
Patent
1900



Radio Broadcasting



Steel Range

D. Moore Company Ltd.
Industrial Design
1912

Dr. Frederick G. Banting and Dr. Charles H. Best
Patent
1921



Insulin



Pablum

Dr. A. Brown, Dr. T.G.H. Drake and Dr. F.E. Tisdall
Patent and Trade-mark
1930

Joseph Armand Bombardier
Patent and Trade-mark
1945

Full Track Snowmachine B-12



Goalie Mask

Jacques Plante
Industrial Design
1959

The Canadian National Railway Company
Trade-mark
1960



CN Train



Literary Work

Margaret Atwood
Copyright
1977

Canadarm
Patent
1980
Canada



Canadarm



1999 Nunavut
Trade-mark
CIPO  OPIC

Canadian Intellectual Property Office (CIPO)

*Annual Report 1999-2000
Marching Into the New Millennium*

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www.cipo.gc.ca

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Annual Report 1999-2000

**Marching
Into
the
New
Millennium**

www.cipo.gc.ca

**CIPO's
Vision, Mission
and Values**

Vision

Serving Canadians with excellent intellectual property (IP) services.

Mission

To accelerate Canada's economic development by:

- **fostering** the use of the IP system and the exploitation of IP information;
- **encouraging** invention, innovation and creativity in Canada;
- **administering** the IP system in Canada (patents, trade-marks, copyrights, industrial designs and integrated circuit topographies); and
- **promoting** Canada's international IP interests.

Values

Integrity
Fairness
Respect
Efficiency
Trust
Continuous improvement



**Canadian
Intellectual Property
Office**

An Agency of
Industry Canada

**Office de la propriété
intellectuelle
du Canada**

Un organisme
d'Industrie Canada

Our Client Service Commitment

Telephone

We answer your call with courtesy and efficiency and, if necessary, refer you to the appropriate officer to deal with your enquiry in the official language of your choice.

We record all voice mail greetings clearly and bilingually. We provide an alternative number for immediate contact.

We listen to voice messages at least once a day and return your call by the end of the next business day.

In person

We greet you within three minutes in the official language of your choice, during normal business hours.

We direct you to a person competent to deal with your enquiry within the next five minutes.

We ensure that you meet with a specialist within 20 minutes of your arrival.

General mail

We correspond with you in the official language of your choice.

We reply to your mail within four weeks of receipt or explain the reason for the delay.

Suggestions

We invite you to comment on our services and to offer suggestions for improvement.

If you wish to ask questions or have a complaint and cannot resolve the problem with the person you have been dealing with, you can speak to the supervisor or director.

If you feel that the supervisor or director has not dealt with the issue to your satisfaction, you may call or write and we will respond within 10 working days.

If you like the service you receive, let us know!

How to reach us

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Hull, Quebec K1A 0C9

For general enquiries : (819) 997-1936
Fax: (819) 953-7620
E-mail: cipo.contact@ic.gc.ca
Web site: www.cipo.gc.ca

Canada

CIPO  OPIC

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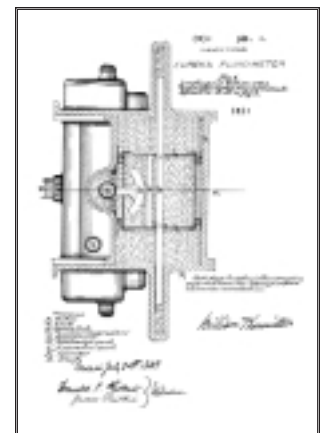
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William Hamilton
Eureka Fluid Meter
Canada's First Patent, drawing #1

MESSAGE FROM THE CEO



The advent of the new millennium found this country proudly celebrating its wealth and diversity of leadership in a number of far-flung fields, ranging from pioneering diabetes research to space-vision systems, communications,

computer technology and music. Canada's galaxy of discoveries included the telephone, snowmobile, Pabulum, washing machine and Trivial Pursuit.

I was fortunate to assume the position of CEO at such a pivotal point in our country's history. I am pleased to report that I inherited an organization with a management working very hard to ensure that the Canadian Intellectual Property Office (CIPO) entered this century with a firm handle on its financial levers. As well, prudent administration practices underscored the importance of continued emphasis on improved service to clients and employee training.

CIPO is meeting client demand for fast and effective delivery of information through the on-going development of Internet Web products and services plus on-line databases and electronic publications.

CIPO is also making the transition to a knowledge-based economy in conjunction with the mandate and mission of Industry Canada and the federal government.

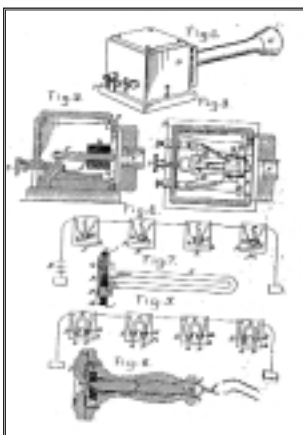
We are very much linked to the implementation of e-commerce to make Canada a connected country and to thereby enhance the economic prosperity and intellectual property (IP) awareness of its people.

CIPO embarked on its second five-year Business Plan (1999-2004) as a Special Operating Agency in April 1999. It turned out to be a pivotal year characterized by intense preparation for the new millennium. The threat of the "bug" shutting down our highly automated office systems necessitated the formation of a multi-disciplinary committee of dedicated employees.

They worked diligently for over a year to ensure that, under any circumstances, the critical priority of granting and registering of IP rights would not be interrupted. Thanks to the careful preparation and anticipation of a broad range of contingencies, our primary business functions did not skip a beat.

CIPO is continuing to strive to become an "employer of choice". In an environment of constant change, our most valuable assets remain the expertise and dedication of our staff—and their ability to work together effectively. The prospects of our staff maintaining and improving our services have never looked brighter. The human resources renewal program will give rise to recruitment and retention strategies directed at highly qualified personnel. It will allow CIPO to provide continued service excellence in an increasingly competitive labour marketplace.

Intellectual property has become a key element of Industry Canada's strategy to strengthen Canada's innovation capacity. A major innovative step, which has accelerated the government's drive to ensure Canadians succeed in the knowledge-based economy, was the implementation of electronic filing for all of CIPO's product lines.



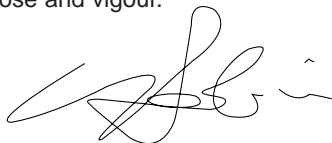
Alexander Graham Bell
Telephone

With a significant increase in demand for IP services, attention was concentrated on client service and satisfaction. CIPO's service standards are under continuing review as we seek further improvements in the form of reduced turnaround times and electronic capability.

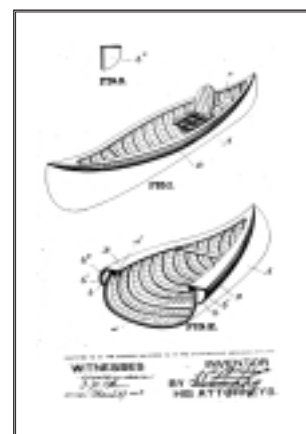
Internally, CIPO is fully aligned with the goals of Industry Canada and the federal government by fostering the use of IP systems and the exploitation of IP information to accelerate Canadian economic development in a knowledge-based world.

Externally, we strengthened communications with key stakeholders and saw an increased adoption of our on-line services. We established single-window access through our new Client Service Centre which merged enquiries and product line search facilities. Improvements were made to the IP framework: we began consultation for an IP Improvement Bill; revised patent, trade-mark and industrial design regulations were adopted.

As my predecessor, Tony McDonough, indicated a year ago, CIPO appeared prepared and poised to meet the challenges of an increasingly connected world of commerce. It still is—and I am grateful for Tony's contribution to a distinguished organization whose reputation I intend to consolidate and enhance. I know I will be able to count on the support of employees and the cooperation of clients as we march into the new millennium with renewed purpose and vigour.



David Tobin
Chief Executive Officer,
Commissioner of Patents and
Registrar of Trade-marks



T. Chestnut
Air Chamber for a boat or canoe

INTRODUCTION

The Canadian Intellectual Property Office (CIPO) is part of the federal government's fundamental culture change in delivering services to clients and citizens. As a Special Operating Agency (SOA), with the authority to operate through a revolving fund, CIPO subscribes to and carries out the federal government's commitment to citizen-centred service. This undertaking incorporates clients' concerns at every stage of the service design and delivery process.

CIPO also continues to look for ways to improve its performance through partnerships that build upon increased awareness of its products and services, including provincial research councils, universities, other federal government agencies such as the National Research Council, and the Canada Business Service Centres.

Under this umbrella, CIPO manages Canada's intellectual property (IP) system. It contributes to Canada's economic growth in two ways. First, it grants or registers ownership rights for five different kinds of IP—patents, trade-marks, copyrights, industrial designs and integrated circuit topographies. Second, it makes accessible to the public the details of new innovations registered in Canada, thereby encouraging evermore economic activity.

CIPO serves four distinct client groups, aside from the general public:

- applicants for IP protection;
- agents representing applicants;
- exploiters of IP systems; and
- the Canadian business community.

By examining what is already protected, firms gain insights into specific industry sectors, identify potential licensing partners, solve technical problems and avoid duplicating existing research.

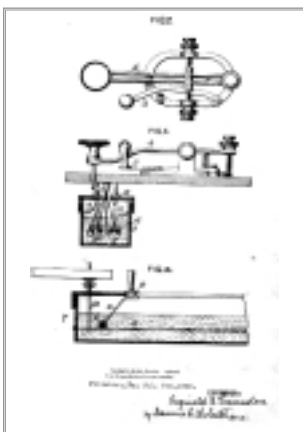
The organization ensures that the manner and the means by which it approves or rejects an application are familiar and fair, and that its decisions are dependable and firm. Thus, two appeal mechanisms exist—the Patent Appeal Board and the Trade-marks Opposition Board. Decisions resulting from these appeals can be addressed further in the Federal Court of Canada.

Because the IP world is always changing, CIPO assesses Canada's IP legislation and regulations, and proposes amendments. As well, the Office works closely with bilateral, regional and international groups—especially the World Intellectual Property Organization (WIPO) in Geneva—to harmonize the many ways used to protect IP around the world.

In discharging its responsibilities, CIPO acquires huge amounts of information. It keeps on file all the texts and drawings contained in all applications for IP rights. Most of these records are now captured in databases that can be accessed through the Internet and state-of-the-art data management systems that were created by CIPO for its clients' and its own needs. As well, CIPO is developing electronic commerce and filing capabilities for both domestic and international clients.

In this way, CIPO is a major contributor to Industry Canada's strategic objectives to:

- build a fair, efficient and competitive marketplace;
- make Canada the most connected country in the world; and
- support the transition to a knowledge-based economy.



Reginald A. Fessenden
Wireless signaling device

Financial Stewardship

One of CIPO's key objectives in 1999-2000 was to improve the integration of its business and financial planning processes to create a stronger financial framework that is more responsive to ongoing service delivery challenges. CIPO achieved an operating surplus (\$3.3M), thus surpassing its financial target (\$-3.6M) for the fiscal year.

In 1999-2000, CIPO improved its communications and reporting practices by establishing a quarterly performance reporting system and formal mid-year and year-end review processes. This has increased CIPO's capacity to monitor progress in achieving service standards and to better respond to identified challenges. All of these efforts are in line with the government's "modern comptrollership" initiative to help the organization make better decisions, manage risk and demonstrate accountability.

Seamless Y2K Compliance

The Informatics Services Branch (ISB) successfully tested all of CIPO's technological applications in a Y2K environment in accordance with Industry Canada's Y2K compliance guidelines and participated in the preparation of a comprehensive and detailed contingency plan. This was a major undertaking which involved meticulous planning, consultation and testing to ensure that there was blanket compliance by all CIPO's systems at the end of 1999.

Connectedness

CIPO also worked hard to improve its relationships with external clients and stakeholders. Consultations have been held regularly on legislative and administrative issues. As well, there has been an increased use of our on-line services such as the patent and trade-mark database searches and the electronic filing of applications.

Increased Demand

Patent applications filed in 1999-2000 numbered 36,784 over the previous year's total of 33,021. Trade-mark applications during the same period were up to 42,763 from 37,336. These increases placed pressure on inventory levels and turnaround times. Since 1994-1995, trade-mark applications have increased by 50% while those in patents have jumped 33%.

Turnaround Times

The goal to reduce turnaround times is a key challenge for CIPO in the face of increasing demand.

Patents: The time taken from request for examination to first examiner action is being maintained at approximately 24 months.

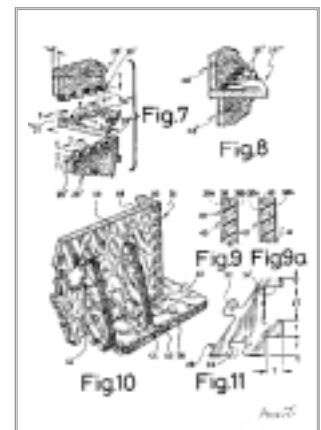
Trade-marks: The time taken from filing to first action almost doubled from 4 to 7.7 months due to increased demand and loss of examination staff to the private sector.

Copyrights: The time taken from filing to registration went down from 4 to just under 3.5 weeks.

Industrial Designs: The time taken to grant applications remained stable at about 12.5 months.

Business Transformation

In an effort to improve efficiency and productivity, we have launched a re-engineering and transformation exercise in the product lines and corporate services branches to address the increase in applications and inventory.



Paul Gallant
Three Dimensional Puzzle

New Client Service Centre

CIPO also established single-window access through the new Client Service Centre. This facility was created through the merger of separate patent, trade-mark, copyright and industrial design public search facilities, the resource centre and the enquiries section.

The Centre responded to 89,860 requests for general information, up from a total of 76,064 in 1998-1999.

Electronic Service Delivery

Various phases of e-commerce have been implemented for each of the intellectual property (IP) rights. Electronic filing for patents, trade-marks, copyrights, industrial designs and integrated circuit topographies was introduced. Clients can also use the Web site to complete transactions, such as registering documents, paying fees, exchanging correspondence and agent registration.

Legislative Review

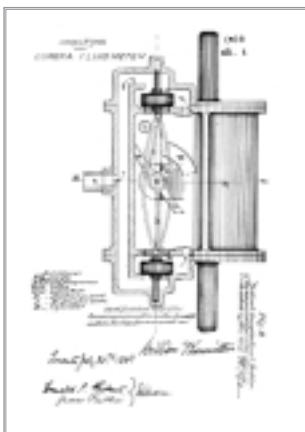
Continuously improving the IP framework is an ongoing commitment of Industry Canada and CIPO. A series of consultations that will result in the development of a comprehensive IP Improvement Bill was launched by CIPO. In addition, revised patent, trade-mark and industrial design regulations were adopted to facilitate the introduction of electronic filing.

Employee Pride and Dedication

On the human resources side, the Public Service Employee Survey results demonstrated that CIPO employees took pride in their work and believed in its inherent importance. They felt they were part of a good working environment and subscribed strongly to an orientation which stressed excellence in client service.

International Interests

- In May 1999, the Acting Commissioner of Patents along with a representative of Industry Canada's Intellectual Property Policy Directorate (IPPD), attended an informal meeting, in Tokyo, of the Heads of Intellectual Property Offices (IPOs).
- In June 1999, CIPO successfully co-hosted, with the World Intellectual Property Organization (WIPO), a two-week trade-marks training course for 12 representatives of Latin American and Caribbean countries.
- The Acting CEO led a Canadian delegation to the WIPO Governing Bodies, held in September 1999.
- From September 27 to October 1, 1999, in close collaboration with WIPO, CIPO offered a Practical Training Course on the Administration of an IPO to officials from Cuba, Uruguay, Venezuela and Estonia.
- CIPO participated in a November 1999 meeting of the WIPO Standing Committee on Information Technologies (SCIT), which discussed WIPO's Information Technology Strategic Implementation Plan.
- CIPO has been taking a leadership role in the development of an agenda for reforming the Patent Law Treaty (PLT).
- In March 2000, CIPO participated in a meeting held in Geneva on the Patent Cooperation Treaty (PCT), with a view to ensuring full harmonization of PCT requirements with those of the draft PLT.



William Hamilton
Eureka Fluid Meter
Canada's First Patent, drawing #2

The Patent Office receives, processes, classifies and examines applications for patents. It also registers assignments or changes of ownership, processes allowances, collects fees and publishes information on patents. The Office is the largest operation, generating 78% of revenues at CIPO.

The mandate of the Office is to grant patents which will result in the acquisition and dissemination of technical information, and the encouragement of the creation, adoption and exploitation of inventions.

The primary clients of the Office are national and international patent applicants. The vast majority are represented by a patent agent. By extension, clients also include users of the patent system, such as interested third parties, searchers, scientists, statisticians and economists.

The stakeholders' list is vast: inventors, entrepreneurs, innovators, the patent profession, research institutes, international organizations, universities, foreign offices and national and international intellectual property (IP) associations.

Applications

The Office experienced another year of steady growth, during which work processes were rationalized and streamlined to attain more efficient work flow in response to the increased number of applications. The goal was, and will continue to be, to improve the quality and timeliness of services. While the Office continues to seek to improve its revenue generating capacity, it also strives to reduce its inventory.

Patent applications filed in 1999-2000 numbered 36,784 over the previous year's total of 33,021.

Re-engineering

Staffing of examiners proceeded in a manner designed to meet projected increases without any reduction in

service levels. At the same time, a bench-marking exercise with Australia was started to ensure we remain competitive with other leading IP practitioners.

Turnaround Times

Turnaround times were maintained from the previous fiscal year. Four weeks, on average, were taken to issue both a certificate of filing and an assignment of registration. Although the time it took from request for examination to a first action on the part of the examiner fell from 24 to 22 months during the early part of the year, an increase in the number of requests lead to a slight rise in this turnaround time back to 24 months at year's end.

Several other service level targets were met and existing levels of operations were maintained.

Automation

With the latest additions to electronic service delivery for patents, clients can now, through a simple on-line transaction, file a patent application, register documents, pay various fees, exchange correspondence or request national entry for a Patent Cooperation Treaty (PCT) application. These transactions can be performed via CIPO's Web site. Instructions on its use, and even a tutorial about writing a patent application, are available.

Full Track Snowmachine B-12



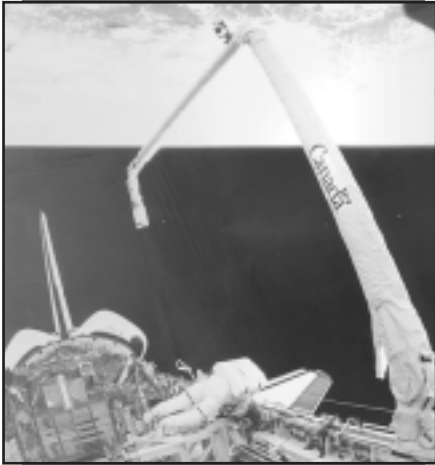
Bombardier Inc., the huge Montreal-based transportation conglomerate, is known for its genius—it makes everything from subway cars to airplanes. The company started in a humble way as a family-run business. Founder Joseph Armand Bombardier was born in the village of Valcourt, Quebec.

Bombardier had dreamed of inventing a motorized vehicle that could travel over snow and allow people in rural and remote areas relief from the isolation of winter. The B-12, while not his first patent, was one of two products that ensured the company's prosperity throughout the postwar years. It was used for public transport, cargo transport, mail delivery and ambulance and rescue services.

In 1922, when Bombardier was only 15, he built his first snow machine, a metal sled which looks like a sewing machine on skates. As a child, this prolific inventor apparently used to drive his mother to distraction because he was always taking apart guns, sewing machines and spinning wheels, to see how they worked.

The museum in Valcourt displays many examples of his ingenuity.

Canadarm



Canada's most famous robot and technological achievement. The launch of "Canadarm" aboard Space Shuttle Columbia (STS-2) took place on November 13, 1981.

"When you cross this country in a space shuttle in nine minutes from coast to coast, you realize its beauty and diversity".
—Julie Payette

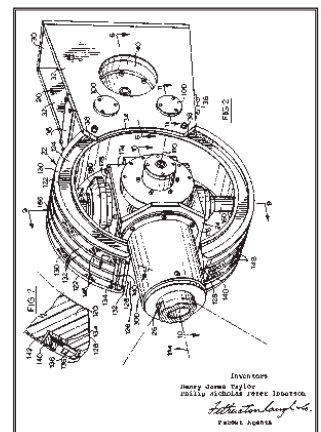
Patents cover new inventions (process, machine, manufacture, composition of matter), or any new and useful improvement of an existing invention.

Planning is now underway to enhance the automation of the Patent Office to move along the road to paper reduction as it implements electronic filing and processing.

Legislative Review

Amendments to the *Patent Rules* to facilitate electronic commerce and to ensure conformity with international obligations under the Patent Cooperation Treaty (PCT) were passed in June 1999.

(The Branch's product outputs are summarized in the Statistics section.)



SPAR Canada
Powered Wrist Joint

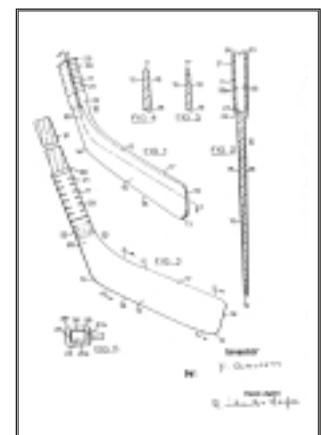
PATENT APPEAL BOARD

The Patent Appeal Board (PAB) is responsible for:

- conducting reviews of the prosecution of patent applications which have been rejected in a final action by a patent examiner. Applications are rejected by examiners for a variety of reasons, including lack of novelty, obviousness and lack of patentable subject matter in the case of applications which are directed to living matter, computer programs and business methods. A review is conducted to ensure consistency in Patent Office practice and to allow the applicant every opportunity to overcome deficiencies in its application. The procedures before the Board may, at the applicant's discretion, include an oral hearing. The Board prepares a recommendation to the Commissioner of Patents either to support the examiner or to return the application to the examiner for further prosecution. If the applicant is not satisfied with the decision of the Commissioner of Patents, he must file a notice of appeal in the Federal Court of Canada;
- conducting a similar type of review of the prosecution of industrial design applications where the examiner has rejected an application on the basis that the design is not original;
- resolving conflicts between two or more patent applicants whose applications claim the same invention. If one or more of the parties is not satisfied with the decision of the Commissioner of Patents, appeal is to the Federal Court of Canada;
- administering the provisions of the *Patent Act* which permits third parties to submit prior art and requests that a patent be re-examined;
- administering the provisions of section 65 of the *Patent Act* which allows a third party to file an application for a compulsory licence in situations where a patentee is alleged to have abused its patent rights; and

- administering the board which sets the qualifying examination for patent and trademark agents. One noteworthy highlight was the record number of candidates that sat the patent agents' qualifying examination this year.

(The Board's operations are summarized in the Statistics section.)



Frank Bassett
Replaceable blade for a hockey stick

TRADE-MARKS

The CN trade-mark



The Canadian National Railway Company Limited (CNR) was incorporated by an act of Parliament on June 6, 1919. In the 1960s, the CN symbol became the new corporate logo, replacing the maple leaf that had identified the CNR from the beginning.

The Trade-marks Office determines whether an owner is entitled to the exclusive use of a trade-mark for a specific set of wares or services. Under the direction of the Registrar of Trade-marks, the Office keeps the trade-marks register, which is a record of all trade-marks registered in Canada. The Office also discloses information on trade-marks to increase public awareness.

Trade-mark applications are examined to make sure they meet all the requirements of the *Trade-marks Act*. The process of examination, with a number of rigorous checks for conflicting trade-marks, determines whether a mark can be registered. If it can, it is published in the weekly *Trade-marks Journal*. If unopposed, the trade-mark is allowed and a registration certificate is issued upon filing of a declaration of use and payment of a registration fee.

Decisions can be appealed to the Federal Court of Canada.

Applications

The Office continued to see major growth in the number of new applications. Trade-mark applications were up to 42,763 in 1999-2000 from 37,336 the previous year.

Turnaround Times

Major increases in application volumes have had a negative effect on turnaround times. While the other sections in the application process have been generally able to maintain their target

turnaround times, the Examination Section has encountered major backlogs.

One area where the Trade-marks Office has seen major improvements in turnaround times is in the Assignment and Renewal Section. Turnaround times have decreased, on average, from 6 to 3 weeks.

Re-engineering

In order to improve service, the Trade-marks Office is currently streamlining the trade-mark process and increasing examiner hiring.

Automation

The year 1999-2000 saw the launch of the Trade-marks Office On-line Electronic Filing system which allows the client to file a trade-mark application over the Internet. The system allows the client to fill in the application and then verifies that the application is complete and permits it to be submitted electronically.

The client has the choice to save the information on his/her workstation for later review and also to print the application. Once the electronic application is received in the Office, it is automatically loaded in the INTREPID II* system with no re-keying of information. This system provides benefits to both the client and the Office.

The client benefits from improved turnaround times, improved accuracy, reduced costs and improved flexibility (the system is available 24 hours a day, 7 days a week). The Office benefits by the elimination of verification that the application is complete and the elimination of the data entry.



The Trade-marks Office has started to reap benefits from their automation initiatives. Its automation system, INTREPID II, has allowed the Office to consolidate portions of the trade-marks operations as well as re-allocate staff within these areas to handle the major increases in applications.

The “trade-mark” portion of the CIPO Web site has also seen improvements based on client requests. This year, CIPO has added the Trade-mark Practice Notices and the List of Trade-mark Agents to provide clients with improved information for them to make their decisions.

Legislative Review

Amendments were made to the *Trade-marks Regulations (1996)* relating to new correspondence procedures and e-commerce.

* INTREPID II—Integrated Trade-mark Electronic Processing of Information and Designs.

(The Branch’s product outputs are summarized in the Statistics section.)

The Original Infant Cereal



The Hospital for Sick Children in Toronto served as the research nursery for the development of Pablum in 1930. Drs. A. Brown, T. Drake and F. Tisdall are credited with creating the first thoroughly cooked and dried infant cereal. Experts had long recognized the special nutritional needs of babies and the creation of Pablum (from the Latin *pabulum*, meaning food) was quickly adopted by new parents. With its high nutrient content and quick preparation time, Pablum (patent and trade-mark) became a staple for babies’ diets.

Trade-marks are words, symbols or designs (or a combination of these), used to distinguish the wares or services of one person or organization from those of others in the marketplace.

Under the *Copyright Act*, CIPO is responsible for registering copyrights in Canada. Registration is an acknowledgment of a claim by the federal government. It signifies that the Copyright Office has recorded the details of the copyright and has issued a certificate of registration.

The Copyright Office also maintains a registry of copyright assignments and licences. That is, an owner of a copyright can register his or her ownership interest in a copyright that has been acquired by a contract. An assignment can transfer any part of the rights or all of the rights to a work. An owner who registers an assignment or licence will receive an official recognition of the transfer. Assignments that are registered receive a statutory presumption of validity as against unregistered assignments.

Under the authority of the Commissioner of Patents and the Registrar of Copyrights, the Copyright Office maintains the register of copyrights, which is open to the public to search for information regarding specific copyrights. The Office makes this information freely available to the public.

Applications

There was a moderate increase in copyright applications and assignments. This fiscal year, the Office received 7,970 applications compared to 7,235 in 1998-1999; and 1,504 assignments compared to 940 the previous year.

Turnaround Times

The turnaround time in processing the applications was improved from 4 to 3.5 weeks.

Legislative Review

The Governor in Council approved amendments on Exceptions for Libraries, Museums and Archives and Educational Institutions within the *Copyright Act*, as

of October 1, 1999. These allowed the Copyright Office to provide its clients with a completely revised *Copyright Guide* and several updated and newly created circulars.

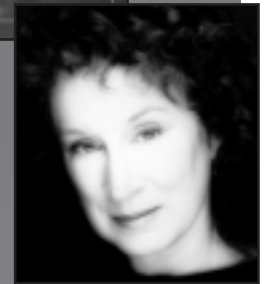
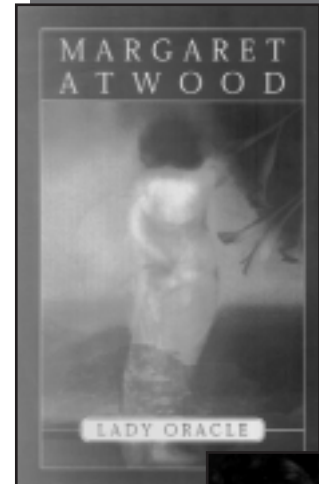
Automation

In order to facilitate copyright registration in Canada, the Copyright Office introduced, in November 1999, electronic commerce for its products.

As well, the Office revised the existing copyright applications to better assist clients when registering their rights.

(The Branch's product outputs are summarized in the Statistics section.)

Copyright



Margaret Atwood is a world-renowned and multiple-prize winning author.

Copyrights provide protection for artistic, dramatic, musical or literary works (including computer programs), and three other subject-matter known as: performance, sound recording and communication signal.

INDUSTRIAL DESIGNS

Goalie Mask



Goalie equipment offers a good example of progressive and inventive ingenuity. It would appear that protection evolved from the skates up. In the early days of hockey, goalies wore little protective equipment. The need for better armour grew as players mastered the art of shooting the puck. In 1929, a player named Clint Benedict wore a leather mask to protect his broken nose.

But it was Jacques Plante, who, in 1959, established the practice of wearing a mask. After being cut in the face, he returned to the ice wearing a fibreglass mask (industrial design) which he had designed himself. Plante had defied the thinking of the time, which did not favour this protection. Plante produced the masks himself. He made several models for himself and fellow players, constantly improving their strength, visibility and lightness. His innovative spirit changed the face of the game.

The Industrial Design Section receives and examines applications for industrial designs from manufacturers (ranging in size from single individuals to large corporations). It determines whether to grant exclusive rights to a design in Canada. No legal claim of ownership can be made for an industrial design, nor is there any legal protection from imitation, unless it is registered. The owner of a registered industrial design has protection for 10 years, provided maintenance fees are paid.

Once registered, industrial designs are publicly disclosed. They become part of a register maintained by the Section, comprising all industrial designs registered in Canada. These records are consulted by CIPO clients in preparation for filing new applications and for assessing infringement cases. The register is an invaluable reference tool, providing an historical snapshot of innovations in design since before Confederation, and may provide the impetus to improve existing designs.

Applications

There has been a modest but constant increase in the number of industrial design applications over the past few years. During the 1999-2000 fiscal year, the Section received 3,240 new applications.

Legislative Review

In a continuing effort to provide improved client service, the Section introduced new *Industrial Design Regulations* which came into effect on December 15, 1999. These changes, among others, facilitated the introduction of electronic commerce and clarified procedures for the registration of industrial designs.

Automation

In order to better serve its clients, electronic commerce was introduced by the Section in November 1999.

Also, the Section reconfigured several industrial design forms and developed an automated program that will reproduce these forms. These steps will realize significant savings through reductions in printing costs and processing time.

(The Section's product outputs are summarized in the Statistics section.)

Industrial designs are the visual features of shape, configuration, pattern or ornament (or any combination of these features), applied to a finished article of manufacture.

INTEGRATED CIRCUIT TOPOGRAPHIES

Integrated circuit topographies (ICTs) are the world's most recently recognized form of intellectual property. Located within microchips, ICTs are vital to the operation of our information, communications and entertainment industries. They are widely used in such fields as medicine and aerospace and are now found in an increasing number of household appliances and in consumer electronics.

The *Integrated Circuit Topography Act* came into force in 1993. Owners of ICTs can protect their topographies against infringement in Canada by registering them with the Registrar of Topographies.

Registrations

So far, 44 topographies have been registered with CIPO, half registered by Canadians, 6 of them during the year under review.

Legislative Review

Aside from processing applications, officials from the Office of the Registrar of Topographies, along with the Intellectual Property Policy Directorate (IPPD) of Industry Canada, carried out consultations in order to obtain stakeholders' views on the provisions and operation of the Act. On the basis of these consultations, the Minister tabled a report in the House of Commons on April 28, 1999.

Integrated circuit topographies refer to the three-dimensional configuration of the electronic circuits embodied in integrated circuit products or layout designs.

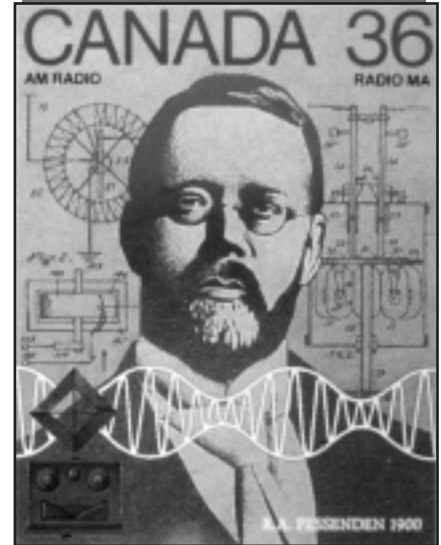
In addition, the Office participated with IPPD and the Department of Justice in the preparation of the harmonization of the *Integrated Circuit Topography Act* with the Quebec Civil Code.

Automation

Electronic commerce was introduced as a new service in November 1999, in order to better serve clients requesting a registration of a topography.

(ICT's product outputs are summarized in the Statistics section.)

Radio Broadcasting



Reginald A. Fessenden—The Father of Radio Broadcasting succeeded in transmitting history's first voice message. He invented the heterodyne system (a patent) which permitted incoming radio signals to be converted into a controllable frequency that could be amplified and heard by human ears.

Fessenden was born October 6, 1866, the eldest son of an Anglican minister in East Bolton, Quebec. With his parents, Elisha and Clementina, he moved to Fergus, Ontario and later to Chippewa near Niagara Falls.

While he made this historic transmission on Cobb Island, in Washington, D.C., his message certainly had a Canadian spin on it: "One, two, three, four. Is it snowing where you are, Mr. Thiessen? If it is, telegraph back and let me know."

Mr. Thiessen did, and that's history!

Fessenden's many creations can be found at the Hammond Radio Museum in Guelph, Ontario.

INFORMATION

Client Service Centre



The team is composed of (L to R):

Carole Choinière, Lisa-Ann Grégoire, Francis Petitclerc, Sylvie St-Jean, Marie-Reine Maisonneuve, Brian Emond, Pierre Landry, Denis D'aoust, Peter Dupuis, Ginette Bernard, Robert Wickes, Juliette Beauger, Sylvain Lamoureux, Richard Lebel, Odette Chartrand, Jocelyne Larouche and Sylvie Lagarde.

In keeping with CIPO's support of Industry Canada's "connectedness" agenda, the Information Branch (IB) acts on CIPO's mandate to foster the use of the intellectual property (IP) system and the exploitation of IP information in Canada. This includes strategic business and technical information that can be extracted from the IP databases created and maintained by CIPO. This information also covers knowledge and expertise regarding Canadian and foreign IP systems, how they can be used and how they can benefit the marketplace. As part of this process, IB is implementing electronic commerce initiatives for improved client service and accessibility.

CIPO has a legislated obligation to maintain and disseminate its IP information holdings. The Branch is responsible for managing the public search rooms, enquiries activities and archival requirements as well as on-line dissemination of IP-based data collections and CIPO Web site. Through IB, CIPO meets its data exchange obligations with other Intellectual Property Offices (IPOs) from international treaties and agreements.

Promoting IP

Regional Advisors

As of April 1, 1999, the Branch assumed responsibility for regional services. The advisors provided IP educational, promotional and advisory services to clients of intermediary and partner organizations, to IC regional offices, to small- and medium-sized enterprises (SMEs), industry, research and academia.

A committee was formed to review needs and a survey has been carried out among intermediary organizations to assess IP information requirements and those of their clients. Final recommendations to senior management for a Regional Action Plan will be forthcoming early in fiscal year 2000-2001.

Service Improvements

Client Service Centre

In February 2000, the Branch amalgamated its Resource Centre, Patent and Trade-marks Search Rooms and Enquiries Section into a new Client Service Centre, now the central point of entry for public enquiries. The Centre plays a critical role in disseminating valuable IP information by providing client-focused services and leading-edge products. Electronic and manual access is available for both domestic and foreign IP documents.

In its planning process, the Branch consulted extensively with its clients to obtain their support and input. To encourage the use of electronic search systems and make this "one-stop shop" as efficient and effective as possible, IB stopped maintaining much of its paper patent and trade-mark search documentation. This initiative resulted in important cost savings relating to accommodation and human resources.

Resource Centre

This Centre contains extensive resources on Canadian and global IP matters, an invaluable source for CIPO staff and researchers alike.

The Resource Centre now offers access to the on-line public catalogue and several research tools via Intranet application. In addition, CIPO now contributes to the National Library of Canada Inventory of Canadian Digital Initiatives. This is yet another commitment to Canada's Government On-line presence in fostering its resource and information sharing.

Automation

Canadian Patent Database

The Branch is responsible for managing the Canadian Patent Database. The usage and feedback of the database were carefully monitored in order to ensure that this product was meeting the users' requirements. A first round of enhancements was released in the fall of this fiscal year and work was underway to prepare for the next improved version to be released in July 2000.

Canadian Trade-marks Database

The Branch also continued to monitor and enhance the Canadian Trade-marks Database on the Internet. An Internet version of the database was released in the Trade-marks Search Room which became the official trade-marks register. This allowed CIPO to prepare for the discontinuance of the paper version of the official registers which will represent significant savings for the organization.

Canadian Patent Office Record

The *Canadian Patent Office Record* was made available online free of charge on CIPO's Web site in April 1999. This downloadable gazette is published every Tuesday and can be searched electronically by name, classification or keyword. Clients who subscribed to the paper version were offered the choice of continuing with the paper copy or using the electronic version. The success of this initiative is shown by the fact that most of the original subscribers now rely solely on the electronic version.

CD-ROMs

The Branch completed the first phase of the development of systems to export patent documents and data on CD-ROM and is now producing patent applications in this format for exchange with foreign IPOs

and sale to commercial clients. Granted patents on CD-ROM will be available in summer 2000. CD-ROMs are less expensive to produce than microfilm and provide for the exchange of documents in electronic format according to World Intellectual Property Organization (WIPO) standards.

Publications

To keep clients and the general public aware of our products and services, the writing, editing, updating, graphic design, and layout of all internal and external publications are produced in-house by the Corporate Affairs Division, Planning, International and Regulatory Affairs Branch. These include the annual report, the five IP guides, the employee newsletter, *CIPO Info*, multi-media presentations, CD-ROM covers, brochures, pamphlets, certificates, banners, posters and other promotional material required for special events such as: the CIPO booth used at SME trade shows and info-fairs, annual meetings and commemorations.

To celebrate a century of Canadian ingenuity, a millennium calendar was produced as a souvenir for employees and was distributed at trade shows, info-fairs and sent to other government departments. On the calendar, every decade highlights significant Canadian achievements of the 20th century and represents the following types of IP: patents, trade-marks, copyrights and industrial designs.

PLANNING, FINANCE AND ADMINISTRATION

In September 1999, the Planning, Finance and Administration Branch (PFAB) was formed through the merger of CIPO's strategic and corporate planning functions with the existing finance and administration functions of the former Finance Branch. This was done to more fully integrate CIPO's business and financial planning, budgeting and performance reporting, in support of CIPO's "financial stewardship" strategic priority and the broader government thrust to adopt modern comptrollership practices.

Since the merger, the Branch plans and directs a full range of integrated services, including strategic business and financial planning, analysis and reporting, computerized financial and administrative systems, accounting, material management, accommodation and security.

Fiscal Responsibility

Early in the fiscal year, an integrated, rolling Five-year Business and Financial Plan, setting out CIPO's strategic objectives and priorities, was developed and approved. One of CIPO's key objectives was to restore its financial stability. Through critical, short-term, cost containment measures, CIPO achieved an operating surplus that surpassed its financial stewardship commitment target (\$-3.6M) for the fiscal year.

Integration of Business, Financial and Long-term Capital Planning Processes

In 1999-2000, PFAB helped launch a number of initiatives to improve the integration of CIPO's business, financial and long-term capital planning processes, in order to better assess and manage risk, and to enhance decision making.

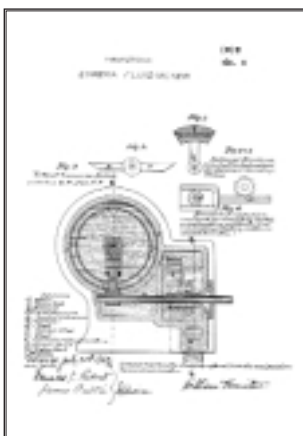
CIPO completed a pilot for risk management planning that produced two risk management action plans dealing with information technology (IT) and revenue

management. The elements of the action plans were subsequently integrated into CIPO's 1999-2000 Five-year Business and Financial Plan. As well, CIPO's committee structure, reporting to CIPO's Executive Committee, was redesigned to improve and facilitate decision making in the areas of IT and strategic planning and finance, as well as service improvement, human resources and intellectual property. CIPO also put in place integrated processes for reviewing IT investment priorities.

PFAB implemented the new Integrated Financial Management System (IFMS) in 1999-2000. The primary reason for this upgrade from the old system was to ensure the consistent presentation of all financial data being produced across government. Considerable effort was expended in implementing this new system. These efforts included financial support and advice to managers, continuing improvements to the IFMS system, user training for IFMS, and refining business processes and procedures. This system enables managers to better monitor their revenue targets and expenditure budgets. This will also allow for the future implementation of additional modules, such as contracting plus fixed asset and salary forecasting, thereby enhancing decision making and accountability from managers.

Improved Communications and Reporting Systems

CIPO improved its communications and reporting systems by establishing a quarterly performance reporting system and formal mid-year and year-end review processes to provide timely and comprehensive branch and CIPO-level information for strategic planning and decision making. This has increased CIPO's capacity to monitor progress in achieving service standards and to better respond to identified challenges.



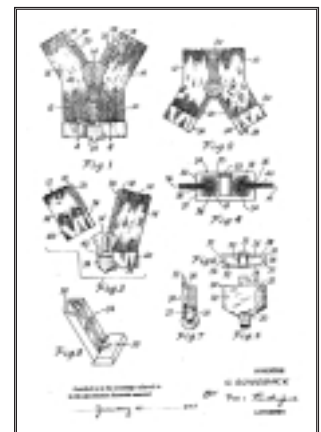
William Hamilton
Eureka Fluid Meter
Canada's First Patent, drawing #3

Other Accomplishments

PFAB was Y2K compliant for branch elements of CIPO's critical business function, i.e., date stamping of documents. As well, CIPO completed its full Business Continuity Plan covering all aspects of its systems and client services.

Improved Decision Making

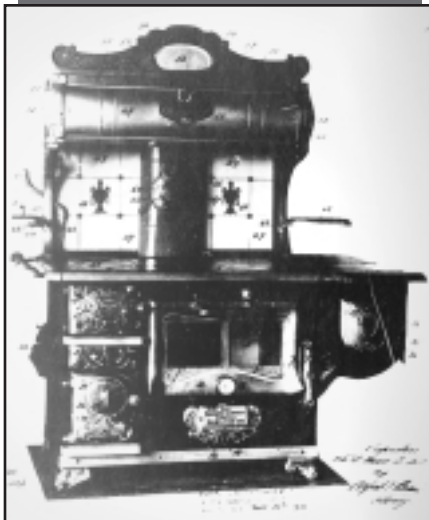
PFAB has undertaken important efforts to meet the needs of its clients. The Branch continues to integrate financial and non-financial information to support more effective decision making and sound management of resources. PFAB is building its capacity to transform large amounts of data into reliable, meaningful information that can be used by decision makers. All of these efforts are in line with the government's "modern comptrollership" initiative to help the organization make better decisions, manage risk and demonstrate accountability.



Gideon Sundack
(1955 Zipper)

INFORMATICS SERVICES

Steel Range



This "Steel Range" reveals 68 numbers that represent features in the application which was submitted for an Industrial Design Registration by the D. Moore Company of Hamilton, Ontario, in 1912.

From the feet of the range with "convex toe projections" to the oven door with a "heavy rectangular convex border, curving slightly outwards at the lower parts", the description is almost sensual. "Circumscribing line scrolls, club spirals, central flutings and side trivets" almost make you forget that you are reading about the attributes of a stove!

This stove is a symbol of the creativity and artisanship of the early 1900s in Canada.

The "Steel Range" is Canadian Industrial Design #3386.

The ongoing purpose of the Informatics Services Branch (ISB) is to develop, implement, maintain, enhance and operate CIPO's automated information systems and the underlying information technology (IT) infrastructure. The Branch works closely with Industry Canada (IC) on the evolution of the Department's IT infrastructure. The Agency has to be in lockstep with IC in implementing standards, and in upgrading office suites and e-mail products.

Activities

Operational Support

In order to ensure high system availability to users, ISB put in place change and problem management procedures for the general CIPO Local Area Network (LAN), the TechSource LAN and the LAN environment for Trade-marks, Copyrights, Industrial Designs and Integrated Circuit Topographies. All of the LAN servers have been centralized in the central computer room and all changes are now controlled through new change control procedures. The combined effect of these improvements is a significantly reduced incidence of problems and improved system availability.

Application and Maintenance Support

A large part of ISB activity consisted of providing application and maintenance support to all IT systems. A significant number of priority fixes and change requests has been implemented for the main operational systems (TechSource for Patents and INTREPID II for Trade-marks), to ensure that these systems continue to respond to client needs in an efficient manner. Regular maintenance was also provided for the systems of the other branches.

Infrastructure Renewal

There has been an increased focus on the renewal of CIPO's IT infrastructure to ensure strong support for its operational systems. Implementation of uniform workstation standards, fully conforming with IC's requirements, has been a major initiative in ISB. A planned migration for TechSource users to a Microsoft NT environment is a significant step towards this CIPO-wide workstation uniformity. Infrastructure renewal will continue as a critical focus in upcoming years.

International

ISB participated in meetings and provided input into the development and implementation strategies of two WIPO initiatives: Patent Cooperation Treaty (PCT) Automation and WIPONET. PCT Automation allows for direct electronic input of international patent applications. WIPONET is a network which will eventually link the major Intellectual Property Offices (IPOs) around the world electronically.

The Branch also engaged in discussions with the United States Patent and Trademark Office (USPTO), to assess the feasibility of providing access to their databases by several countries. The plan is to assess the usefulness of direct access to these databases by CIPO patent examiners in 2000.

Service Improvements

Continuous Systems Improvement Program

ISB successfully completed the procurement for IT services in support of CIPO's long-term IT resourcing strategy and Continuous Systems Improvement Program. The Request For Proposal (RFP) was issued in November 1998 and bids were received in January 1999. The competitive procurement resulted in contracts with two successful IT vendors (DRT and IBM) who are capable of providing comprehensive expert IT services to CIPO on an "as required" basis. This will provide CIPO with the ability and flexibility to deal with future challenges more efficiently.

Server-Computer Consolidation

ISB implemented horizontal management of CIPO's IT resources via the consolidation of servers (e.g. MIMOSA and INTREPID II). This is beneficial for deferring capital expenditures and reducing the operating expenses for server support. Moreover, this provides the same test, user acceptance and production environments for various applications.

Practices are in place to ensure that all CIPO's equipment is utilized in optimum fashion. Excess capacity on servers for the larger applications has been directed to support some smaller requirements, paving the way to reduce the number of servers with their incumbent maintenance and software costs.

Accomplishments

Y2K Readiness

ISB continued to play a key leadership role in the completion of Y2K preparedness for CIPO throughout 1999. The meticulous preparation, which started in 1997 and involved all of CIPO's IT systems, embedded systems and office systems, allowed for CIPO's main systems to be completed well in advance of critical dates. Scores of ISB employees worked very hard during the months leading up to January 1, 2000, to ensure a smooth transition. No problems were encountered during the Y2K roll-over period.

CIPO's preparations for Y2K were recognized by Industry Canada as exemplary. ISB's approach to engage a third party for auditing its Y2K practices was used by IC's Audit and Evaluation Branch as a best practice in promoting similar auditing activities.

As part of the business continuity phase of Y2K, ISB also provided leadership in working closely with the branches in developing CIPO's Business Continuity Plans. ISB's IT infrastructure plans were also cited as a best practice by IC's Y2K Project.

Co-discoverers of Insulin



Born in 1891 in Alliston, Ontario, Frederick Banting studied divinity at the University of Toronto before transferring to medicine. He joined the Canadian Army Medical Corps in 1916, served in World War I in France and was awarded the Military Cross for heroism under fire. After the war ended, Banting returned to Canada and earned his M.D. degree in 1922. He had become deeply interested in diabetes and conceived a technique which permitted the isolation of the anti-diabetic component of the pancreas.

Dr. Charles Best, who was born in Maine of Canadian parents and studied medicine at the University of Toronto, was appointed as Banting's assistant in 1921. Together, they started the work which was to lead to the discovery of insulin (a patent) and thus a treatment for controlling diabetes. In 1923, Banting became a co-recipient with J.R. Macleod of the Nobel prize for medicine and shared his prize money equally with Best in recognition of his substantial contribution to the breakthrough.

Help Desk Consolidation

ISB undertook the first step in consolidating CIPO's three help desk operations into one. All service calls are now directed to a central location where they are recorded in the tracking software. This enables the identification of the most frequent types of problems and leads to proactive solutions to reduce their number. Further integration of help desk operations is planned along with the standardization of the CIPO IT environment. Currently, 80 to 90 percent of all TechSource problems are resolved during the first call without being referred to user support services. ISB plans to more fully integrate this service and extend it to all users. This centralization of service has reduced the help desk cost per user by more than half.

Electronic Commerce

Electronic commerce is a key element in the Government of Canada's "connecting Canadians" agenda and its strategy for electronic service delivery. Industry Canada made a commitment in this regard to have electronic filing available for its major services by December 2000. CIPO surpassed that commitment by providing electronic filing and access to databases over the Internet by the end of 1999.

Clients can now use the Internet to complete different transactions for each of CIPO's product lines.

Trade-marks

Phase I of the electronic filing of trade-mark applications was completed in July 1999. It allows for the electronic filing, via the Internet, of original trade-mark applications from the client to the Trade-marks Office. The correspondence (acknowledgment notice and client proof sheet) resulting from the formalization of these applications can be transmitted electronically to the client via e-mail. If the client so chooses, payment can be set up through CIPO's Finance Branch.

The first user to file electronically gave a big thumbs-up to electronic filing! Here is an excerpt: *"Congratulations on designing such a user-friendly and information-rich on-line model. Since I do considerable work over the Internet, I can say that, without a doubt, you have taken a relatively complex process and made it highly flexible while still maintaining standards. Thanks again for all the work you did to create this system. I know how much detail and attention goes into establishing a successful, interactive electronic model. You and your team have done a masterful job."*

Rey Carr, Victoria, B.C.

Patents

Since December 1999, with the latest additions to the patent electronic service delivery, through a simple on-line transaction, clients may file a patent application, register documents, pay various fees, exchange correspondence or request national entry for a PCT application. Instructions on use and a tutorial on how to write a patent application is also available on the Web site.

Patent Agent Register Maintenance

Since July 1999, CIPO's Web site permits the annual registration renewal of registered patent agents.

Canadian Patent Office Record (CPOR)

The CPOR was made available online free of charge in April 1999. This downloadable gazette is published every Tuesday and can be searched electronically by name, classification or keyword.

Copyrights, Industrial Designs and Integrated Circuit Topographies

As of November 1999, clients have the option of filing applications, assignments and licences, requesting corrections to certificates, ordering copies or sending general correspondence online.

Future phases of these projects will include secure transmission and actual electronic payments.

Activities

In 1999-2000, the Human Resources Branch (HRB) provided a range of services to the organization in the areas of staffing, classification, staff relations, pay, and training and development.

Human Resources Renewal

The human resources renewal program will enable CIPO to become an “employer of choice”—through its alignment with the Department’s People Management Plan and the Operations Sector People Strategy.

CIPO recognizes the crucial role that its employees play in ensuring that it provides Canadians with world-class intellectual property services. In this regard, human resources renewal, retention and recruitment continue to be overriding priorities for the organization.

One of the critical elements addressed by CIPO in the pursuit of its objectives was the recruitment and retention of highly qualified personnel, in particular patent and trade-mark examiners. In an increasingly competitive labour market, this is no small challenge. It will require an ongoing and comprehensive human resources renewal strategy that responds to these concerns, as well as those raised in the 1999 Public Service Employee Survey.

Universal Classification Standard

Treasury Board decided in 1995 that there was a requirement for a new classification system in the Public Service. In 1999-2000, HRB provided support to managers for the preparation of work descriptions for every position in the format of the Universal Classification Standard (UCS). All of these work descriptions were submitted for evaluation and HRB staff participated actively on numerous evaluation, validation and impact assessment exercises neces-

sitated by the introduction of UCS. This took place simultaneously with considerable regular classification activity resulting from major reorganizations in several branches.

Pay and Benefits

The pay and benefits staff in HRB completed all the preliminary work required in order to be able to issue the pay equity payments in 2000-2001. This required treating the files of over 500 current and former CIPO employees, while maintaining a heavy workload of day-to-day compensation work.

Occupational Health and Safety

The Branch was also active in the occupational health and safety area which took on additional importance with the introduction of a revised Canada Labour Code. In this context, revised evacuation procedures were developed, a number of minor accidents was investigated, ergonomic assessments of many workstations in CIPO were coordinated, and several site inspections were conducted regarding a variety of environmental conditions.

Employer of Choice

HRB continued to play a key role in developing and implementing a variety of human resources initiatives to help CIPO meet its objective of becoming an employer of choice.

Through a showcase presentation of the Operations Sector People Strategy, CIPO employees were introduced to a number of initiatives undertaken to provide them with an environment where the organization’s goals contribute to employees’ opportunities for growth. To this end, a Personal Learning Plan initiative was introduced through a pilot project in order to provide employees with a framework for developing personal and professional learning goals.

Competency-based Management

HRB remained heavily involved in pursuing competency-based management by working on the establishment of a table of common competencies to ensure that an infrastructure is in place to implement competency-based management.

Human Resources Committee

A Human Resources Committee was established in CIPO. The committee is co-chaired by the Director, HRB, and the Chairman, Trade-marks Opposition Board, and has representatives from all branches. Its mandate is to consult with employees and develop recommendations on human resources issues in order to improve the organization and to harmonize ideas and efforts from across CIPO in the human resources area.

Planning, International and Regulatory Affairs Branch (PIRAB) provides corporate strategic and policy advice with respect to corporate issues regarding CIPO's mandate, the Department's Policy and Operations sectors within Industry Canada—as well as with other government departments and agencies. These include the Privy Council Office and the Department of Foreign Affairs and International Trade, the World Intellectual Property Organization (WIPO), and non-government organizations, such as the Intellectual Property Institute of Canada, plus the media and the general public.

International and Regulatory Affairs Division

The Division develops and reviews CIPO's international policy and strategy plans and positions, as well as domestic strategies and legislative requirements with respect to intellectual property (IP) issues. It also develops and reviews CIPO's legislative and regulatory agenda in the context of international and domestic developments and coordinates its legislative and regulatory proposals with Industry Canada's Policy Sector and the Privy Council Office.

Corporate Affairs Division

The Division provides a full range of corporate communications services and strategic advice to senior management and staff. It is also responsible for the production of a wide variety of communications products, while also hand-ling media relations. In addition, it is responsible for coordinating the installation and operation of its booth at up to 25 info-fairs, targeted at small- and medium-sized enterprises (SMEs). These events help raise awareness of the value of IP in assisting SMEs to become more efficient at home and more competitive internationally.

International Interests

Canadians need a strong, dependable regime to protect their IP at home. It is equally important to have an international system that is consistent, familiar and fair. The more harmonious the IP arrangements between nations, the easier it is for Canadian innovators to protect and export IP-related goods and services.

CIPO activities continue to be focused on strengthening IP frameworks internationally, as well as domestically.

IP Frameworks

Internationally, CIPO's objectives are:

- to show leadership in international fora with respect to the administration worldwide of the IP system;
- to support efforts by WIPO to harmonize IP laws and practices around the world.

Meeting with Heads of IPOs

In May 1999, the Acting Commissioner of Patents along with a representative of Industry Canada's Intellectual Property Policy Directorate (IPPD), attended an informal meeting, in Tokyo, of heads of Intellectual Property Offices (IPOs), primarily for G-7 countries. This first-ever exchange of ideas among these key players covered a wide range of IP interests and resulted in a proposed second meeting to be held in the spring of 2000 in the United Kingdom.

WIPO Governing Bodies

The Acting CEO led a Canadian delegation to the WIPO Governing Bodies, held in September 1999. The Assemblies approved the 2000-2001 biennium program and budget, agreed to hold a Diplomatic

Conference in May-June 2000 with a view to adopting a Patent Law Treaty (PLT) and approved a joint recommendation for guidelines to protect well-known trade-marks. Canada was an active participant in Group B discussions, which led to a significant consensus on the need to reform the current budget process.

Training Officials from Developing Countries

One initiative conducted in close collaboration with WIPO consisted of training officials from developing countries in the management of trade-mark operations and information services. In June 1999, CIPO successfully co-hosted with WIPO, a two-week trade-marks training course for 12 representatives of Latin American and Caribbean countries. The course, the third in a three-year pilot, exposed the visitors to key facets of CIPO's activities in trade-marks and included three interactive sessions with participants from WIPO via video conferencing.

From September 27 to October 1, 1999, in close collaboration with WIPO, CIPO offered a Practical Training Course on the Administration of an IPO to officials from Cuba, Uruguay and Venezuela. An official from Estonia, attending the Baltic Economic Management Training Program at Dalhousie University, sponsored by the Canadian International Development Agency (CIDA), also participated in the CIPO/WIPO practical training course. With CIDA, CIPO also organized a half-day program for three Indonesian officials on September 1, 1999.

WIPO Standing Committee on Information Technologies

Officials at WIPO are working towards setting up a new international computer network, called WIPONET, which will link all member States. Once in place, WIPONET will greatly influence the way IPOs communicate with each other. For example, it will

allow patent offices to share data instantly, and make it easier for innovators and their agents to apply for international IP rights. CIPO participated in a November 1999 meeting of the WIPO Standing Committee on Information Technologies (SCIT), which discussed WIPO's IT Strategic Implementation Plan, including access to international databases related to the Patent Cooperation Treaty (PCT) and Madrid Protocol and an operational PCT on-line filing environment to be implemented in 2001. The Committee also agreed on an incremental approach to building a global IP information technology infrastructure via WIPONET.

IP Harmonization

CIPO participated actively in preparations for the May 2000 Diplomatic Conference on the Patent Law Treaty (PLT). In view of the conference, CIPO chaired two meetings in Geneva for the Standing Committee of Patents, hosted a series of intra and interdepartmental meetings and held consultation sessions with the professional community.

Geneva Group



This group is composed of (L to R):

Pierre Trépanier, Peter Davies,
David Campbell, Scott Vasudev,
Alan Troicuk and Pierre Leduc.

In March 2000, CIPO participated in a meeting held in Geneva on the PCT, with a view to ensuring full harmonization of PCT requirements with those of the draft PLT, which is expected to be adopted in June 2000 at a WIPO Diplomatic Conference also to be held in Geneva. The PCT provides an administrative framework to facilitate patent filings, searches and examinations among 104 countries, while the PLT will harmonize administrative requirements for countries which will have acceded to the instrument.

Amendments to Canada's IP Domestic Framework

CIPO continued its work to create an appropriate regulatory environment to support electronic commerce and improve service to clients. Three sets of regulations were passed:

- Amendments to the *Patent Rules* to facilitate electronic commerce and to ensure conformity with international obligations under the Patent Cooperation Treaty (PCT) were passed in June 1999;
- In a continuing effort to provide improved client service, the Industrial Design Section introduced new *Industrial Design Regulations* which came into effect on December 15, 1999. These changes, among others, facilitated the introduction of electronic commerce and clarified procedures for the registration of industrial designs; and
- Amendments were made to the *Trade-marks Regulations (1996)* relating to new correspondence procedures and e-commerce.

Canada's Intellectual Property Treaties

The international system is based on a number of bilateral and multilateral agreements:

1. Paris Convention for the Protection of Industrial Property (1883): Canada acceded in 1925.
2. Berne Convention for the Protection of Literary and Artistic Works (1886): Canada acceded in 1928, and to the 1971 revision in 1998.
3. Universal Copyright Convention (1952): Canada acceded in 1962.
4. International Union for the Protection of New Varieties of Plants (UPOV) (1961): Canada acceded in 1991.
5. Rome Convention—International Convention for the Protection of Performers, Producers of Phonograms and Broadcasting Organisations (1961): Canada acceded in 1998.
6. World Intellectual Property Organization (WIPO) Agreement (1967): Canada acceded in 1970.
7. Patent Cooperation Treaty (PCT) (1970): Canada acceded in 1990.
8. Budapest Treaty on the International Recognition of the Deposit of Microorganisms for the Purposes of Patent Procedure (1977): Canada acceded in 1996.
9. United Nations Convention on Biological Diversity (1992): Canada acceded in 1992.
10. North American Free Trade Agreement (NAFTA)—Chapter 17: Protection of Intellectual Property Rights (1992): Canada acceded in 1993.
11. World Trade Organization (WTO)—Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS) (1994): Canada acceded in 1994.
12. Strasbourg Agreement Concerning the International Patent Classification (1971): Canada acceded in 1996.



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AUDITORS' REPORT TO THE DEPUTY MINISTER, INDUSTRY CANADA

We have audited the balance sheet of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2000 and the statements of operations, accumulated surplus and changes in financial position for the year then ended. These financial statements are the responsibility of the management of the Canadian Intellectual Property Office Revolving Fund. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2000 and the results of its operations and the changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles.

KPMG LLP

Chartered Accountants

Ottawa, Canada

June 9, 2000



KPMG LLP, a Canadian owned limited liability partnership established under the laws of Ontario, is a member firm of KPMG International, a Swiss association.

Management Report

The accompanying financial statements of the Canadian Intellectual Property Office (CIPO) Revolving Fund have been prepared by CIPO in accordance with Treasury Board policies and the reporting requirements and standards of the Receiver General for Canada. Financial information contained in the ministerial statements and elsewhere in the *Public Accounts of Canada* is consistent with that in these financial statements. These financial statements were prepared in accordance with generally accepted accounting principles. Significant accounting policies are set out in Note 2. Some of the information included in these financial statements is based on management's best estimates and judgments and gives due consideration to materiality.

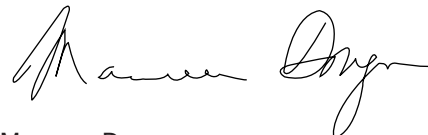
CIPO maintains internal controls designed to indicate accountability, provides assurance that assets are safeguarded and that reliable financial records are kept. Financial management and internal controls are augmented by the maintenance of internal audit programs. Management also seeks to assure the objectivity and integrity of data in its financial statements. This is accomplished by a careful selection, training and development of qualified staff, organizational arrangements that provide appropriate divisions of responsibility and communication programs aimed at ensuring that its regulations, policies, standards and managerial authorities are understood throughout the organization. The functional responsibility for integrity and objectivity of these financial statements rests with CIPO which develops and disseminates financial management and accounting policies and issues specific directives necessary to maintain standards of accounting and financial management.

At the request of CIPO, these financial statements have been examined by external auditors, their role being to express an opinion as to whether the financial statements present fairly the financial position as at March 31, 2000, and the results of operations and the changes in financial position for the year then ended in accordance with generally accepted accounting principles. This external audit was conducted to assure objectivity and freedom from bias in the accompanying financial statements.

Approved by:



David Tobin
Chief Executive Officer



Maureen Dougan
Chief Operating Officer



André Rousseau, CGA
Manager, Finance and Administration

July 20, 2000

Financial Statements

Canadian Intellectual Property Office Revolving Fund
Statement of Authority (Used) Provided (Unaudited)
 For the year ended March 31, 2000

(in thousands of dollars)	2000		1999	
	Estimates	Actual	Estimates	Actual
Net profit (loss) for the year	(4,022)	9,595	100	(2,813)
Add: items not requiring use of funds	<u>11,014</u>	<u>14,356</u>	<u>13,300</u>	<u>13,339</u>
Operating source of funds	6,992	23,951	13,400	10,526
Net capital acquisitions	(931)	(1,941)	(9,569)	(6,186)
Working capital change (Note 8)	(1,170)	(802)	(8,547)	(8,130)
Other items		<u>(3,717)</u>	<u>(5,820)</u>	<u>4,562</u>
Authority (used) provided	<u>4,891</u>	<u>17,491</u>	<u>(10,536)</u>	<u>772</u>

The accompanying notes form an integral part of these financial statements.

Canadian Intellectual Property Office Revolving Fund
Reconciliation of Unused Authority (Unaudited)
As at March 31, 2000

(in thousands of dollars)	2000	1999
(Debit) balance in the accumulated net charge against the Fund's authority	(27,958)	(12,138)
Transfer from Treasury Board Vote 5	<u>(433)</u>	<u>(237)</u>
	(28,391)	(12,375)
Add: PAYE charges against the appropriation account after March 31	5,143	6,142
Less: amounts credited to the appropriation account after March 31	(2,127)	(1,217)
Net authority provided, end of year	(25,375)	(7,450)
Authority limit	<u>15,000</u>	<u>15,000</u>
Unused authority carried forward	40,375	22,450

The accompanying notes form an integral part of these financial statements.

Canadian Intellectual Property Office Revolving Fund

Balance Sheet
As at March 31, 2000

(in thousands of dollars)	2000	1999 (Restated Note 3)
ASSETS		
Current		
Petty cash	2	2
Accounts receivable		
Government of Canada	1,450	817
Outside parties	1,200	754
Unbilled revenues	5,246	5,781
Prepaid expenses	<u>23</u>	<u>70</u>
	<u>7,921</u>	<u>7,424</u>
Capital assets (Note 4)	82,218	94,633
Unbilled revenues	<u>703</u>	<u>323</u>
	90,842	102,380
LIABILITIES		
Current		
Deposit accounts	475	381
Accounts payable		
Government of Canada	2,472	1,697
Outside parties	5,201	5,868
Deferred revenues	<u>12,827</u>	<u>13,334</u>
	<u>20,975</u>	<u>21,280</u>
Employee termination benefits and vacation pay	2,509	2,050
Deferred revenues	<u>15,865</u>	<u>14,947</u>
	<u>18,374</u>	<u>16,997</u>
Deferred capital assistance (Note 5)	46,290	52,675
Contractual obligations (Note 7)		
Contingencies (Notes 11)		
EQUITY OF CANADA (Note 6)		
Accumulated net charge against the		
Fund's authority	(27,958)	(12,138)
Accumulated surplus	<u>33,161</u>	<u>23,566</u>
	<u>5,203</u>	<u>11,428</u>
	90,842	102,380

The accompanying notes form an integral part of these financial statements.

Canadian Intellectual Property Office Revolving Fund

Statement of Operations

For the year ended March 31, 2000

(in thousands of dollars)	2000	1999
		(Restated Note 3)
Revenues	70,980	64,298
Expenses		
Salaries and employee benefits	35,897	38,537
Amortization of capital assets	14,356	13,339
Professional services	9,625	14,756
Accommodation	4,084	3,448
Materials and supplies	1,403	1,058
Information	867	596
Communications	530	599
Travel	196	377
Freight and postage	256	250
Repairs and maintenance	249	235
Training	87	140
Rentals	148	161
	<u>67,698</u>	<u>73,496</u>
Profit (loss) before amortization of deferred capital assistance and loss on disposal of capital assets	<u>3,282</u>	<u>(9,198)</u>
Amortization of deferred capital assistance	<u>6,385</u>	<u>6,385</u>
Profit (loss) before disposal of capital assets	<u>9,667</u>	<u>(2,813)</u>
Loss on disposal of capital assets	<u>(72)</u>	<u>0</u>
Net profit (loss)	9,595	(2,813)

The accompanying notes form an integral part of these financial statements.

Canadian Intellectual Property Office Revolving Fund
Statement of Accumulated Surplus
For the year ended March 31, 2000

(in thousands of dollars)	2000	1999
		(Restated Note 3)
Balance, beginning of year	23,566	26,379
Net profit (loss) for the year	<u>9,595</u>	<u>(2,813)</u>
Balance, end of year (Note 6)	33,161	23,566

The accompanying notes form an integral part of these financial statements.

Canadian Intellectual Property Office Revolving Fund
Statement of Changes in Financial Positions
For the year ended March 31, 2000

(in thousands of dollars)	2000	1999
Operating activities:		
Net profit (loss)	9,595	(2,813)
Add: amortization of capital assets	14,356	13,339
Add: loss on disposal of capital assets	72	
Less: amortization of deferred capital assistance	<u>6,385</u>	<u>6,385</u>
	17,638	4,141
Changes in current assets and liabilities (Note 8)	(802)	(8,130)
Changes in other assets and liabilities		
Unbilled revenues	(380)	373
Employee termination benefits and vacation pay	459	512
Deferred revenues	<u>918</u>	<u>3,870</u>
	<u>997</u>	<u>4,755</u>
Net financial resources provided by operating activities	17,833	766
Investing activities:		
Capital assets acquired	<u>(2,013)</u>	<u>(6,186)</u>
Net financial resources provided (used) and change in the accumulated net charge against the Fund's authority account, during the year	15,820	(5,420)
Accumulated net charge against the Fund's authority account, beginning of the year	<u>12,138</u>	<u>17,558</u>
Accumulated net charge against the Fund's authority account, end of year (Note 6)	<u>27,958</u>	<u>12,138</u>

The accompanying notes form an integral part of these financial statements.

Notes to Financial Statements

1. Purpose and authority

The CIPO grants or registers exclusive ownership of intellectual property in Canada. In exchange, CIPO acquires intellectual property information and state-of-the-art technology which it disseminates to Canadian firms, industries and individuals to improve economic performance, competitiveness and to stimulate further invention and innovation.

The CIPO Revolving Fund was established on April 1, 1994. The authority to make expenditures out of the Consolidated Revenue Fund was granted on February 22, 1994 and has an authorized limit of \$15 million. CIPO has continuing non-lapsing authority from Parliament to make payments out of the Consolidated Revenue Fund for working capital, capital acquisitions and temporary financing of accumulated operating deficits. CIPO may retain surpluses within the Revolving Fund to continue to automate operations.

2. Significant accounting policies

Revenue recognition

Revenue derived from processing patent, trade-mark and industrial design applications is recognized using the percentage of completion method as work progresses. Other revenue is recognized upon receipt. Fees are prescribed by various Orders in Council.

Capital assets and amortization

Capital assets transferred to the Revolving Fund on its establishment are recorded at the Crown's costs less accumulated amortization. Capital assets acquired subsequent to implementation of the Revolving Fund are recorded at cost. Capital assets are amortized on a straight-line basis over their estimated useful lives, beginning in the month after acquisition, as follows:

Software	3 years
Hardware	3-5 years
Furniture	10-15 years
Equipment	10 years
Leasehold	
Improvements	term of the lease plus option period
Systems	estimated useful life, beginning in year of deployment

Employee termination benefits and vacation pay

Employees of CIPO are entitled to specified termination benefits, calculated based on salary levels in effect at the time of termination as provided for under collective agreements and conditions of employment. Employee termination benefits earned prior to an employee joining the Revolving Fund are a liability of the Treasury Board and accordingly have not been recorded in the accounts. As at March 31, 2000, the Treasury Board liability for CIPO employees is \$4.7 million. The liability for benefits earned after an employee joins the Revolving Fund is recorded in the accounts as the benefits accrue to employees.

Vacation pay owing at the time an employee joins the Revolving Fund is payable to the Revolving Fund by the Department from which the employee came. The liability for benefits earned after an employee joins the Revolving Fund is recorded in the accounts as the benefits accrue to employees.

Pension plan

Employees of CIPO are covered by the Public Service Superannuation Plan administered by the Government of Canada. Under present legislation, contributions made by CIPO to the Plan are limited to an amount equal to the employee's contributions on account of

current service. These contributions represent the total pension obligations of CIPO and are charged to operations on a current basis. CIPO is not required under present legislation to make contributions with respect to actuarial deficiencies of the Public Service Superannuation Account and/or with respect to charges to the Consolidated Revenue Fund for the indexation of payments under the *Supplementary Retirement Benefits Act*.

Use of estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at

the date of the financial statements and the reported amounts of revenues and expenses during the period. Actual results could differ from those estimates.

3. Previous year adjustment

The 1999 comparative figures have been restated for a prior period error in the calculation of long-term deferred revenue relating to patents. The effect of this restatement is to increase deferred revenue and decrease revenue and accumulated surplus by \$1.03 million.

4. Capital assets and accumulated amortization (in thousands of dollars)

	Cost March 31, 1999	Net Additions	Cost March 31, 2000	Accumulated Amortization	Net Carrying Value
Leasehold improvements	10,491	502	10,993	4,216	6,777
Software	850	(4)	846	621	225
Hardware	7,223	6	7,229	4,435	2,794
Equipment	143		143	65	78
Furniture	1,709		1,709	433	1,276
Systems					
INTREPID II	3,735		3,735	1,505	2,230
TechSource	93,423	187	93,610	28,350	65,260
Other	2,666	1,095	3,761	622	3,139
Systems under development	284	155	439		439
Total	120,524	1,941	122,465	40,247	82,218

**5. Deferred capital assistance
(in thousands of dollars)**

CIPO received \$63,848 from the Crown for the development of the TechSource automation project, which was implemented in 1997-1998.

Deferred capital assistance contribution	63,848
Accumulated amortization	<u>17,558</u>
Net book value	46,290

This amount was recorded as a capital asset (Note 4) and deferred capital assistance in the period received. The deferred capital assistance is amortized on a straight-line basis over the estimated useful life of the TechSource system.

**6. Equity of Canada
(in thousands of dollars)**

Accumulated net charge against the Fund's authority

Accumulated net charge against the Fund's authority is the cash position of the Revolving Fund, held by the Government on behalf of the Revolving Fund.

Accumulated surplus

The accumulated surplus is an accumulation of each year's surpluses including the absorption of the opening deficit of \$9.45 million upon establishment of the Revolving Fund.

**7. Contractual obligations
(in thousands of dollars)**

TechSource

CIPO has contracted IBM Canada to provide maintenance services for the TechSource system.

Amounts committed are:

2001	3,177
2002	<u>3,180</u>
	6,357

8. Changes in current assets and liabilities (in thousands of dollars)

Components of the change in current assets and liabilities include:

	2000	1999
Accounts receivable	(1,079)	579
Unbilled revenues (short term)	535	262
Prepaid expenses	47	(47)
Deposit accounts	94	(104)
Accounts payable	108	(6,691)
Deferred revenues (short term)	<u>(507)</u>	<u>(2,129)</u>
	(802)	(8,130)

9. Related party transactions

Through common ownership, CIPO is related to all Government of Canada created departments, agencies and Crown corporations. Payments for accommodation and legal services are made to related parties in the normal course of business.

10. Insurance

CIPO does not carry insurance on its property. This is in accordance with the Government of Canada policy of self insurance.

11. Contingencies

Sick leave

Employees are permitted to accumulate unused sick leave. However, such leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements which will become payable in future years cannot reasonably be determined and accordingly have not been recorded in the accompanying financial statements. Payments of sick leave benefits are included in current operations as incurred.

12. Income taxes

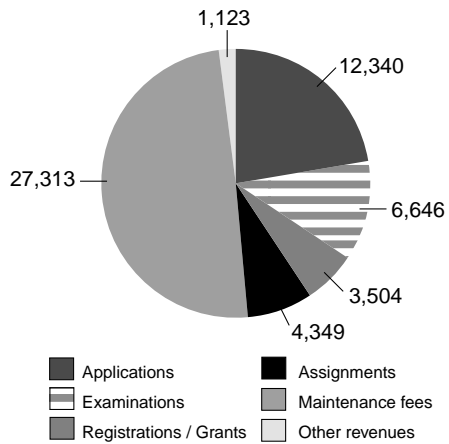
CIPO is not subject to income taxes.

13. Comparative figures

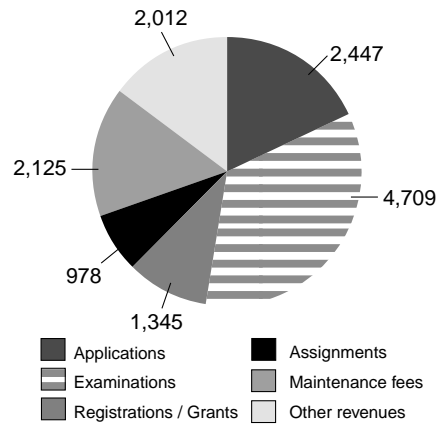
Certain comparative figures have been reclassified to conform with the current year's presentation.

Revenues by Products and Services

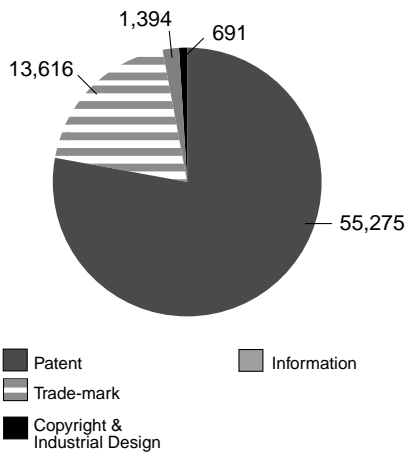
Patent Revenues
(in thousands of dollars)



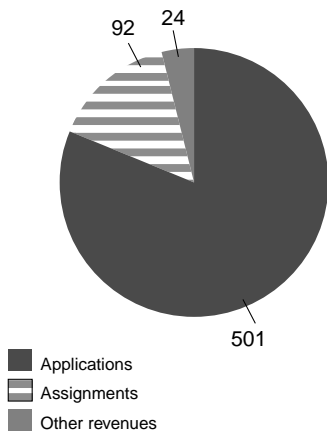
Trade-mark Revenues
(in thousands of dollars)



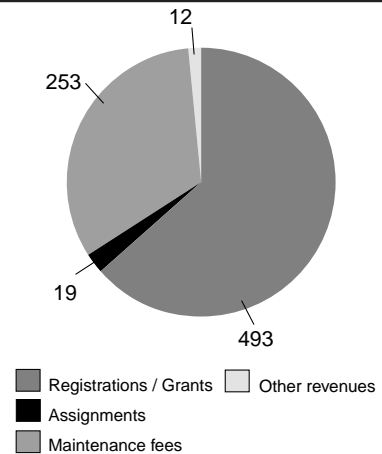
Revenues by Products and Services
(in thousands of dollars)



Copyright Revenues
(in thousands of dollars)



Industrial Design Revenues
(in thousands of dollars)



STATISTICS

Product Outputs

Applications filed	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	26,629	27,646	30,866	33,021	36,784
National	14,616	13,831	14,292	15,269	15,211
Patent Cooperation Treaty	12,013	13,815	16,574	17,752	21,573
Trade-marks	29,528	32,593	33,562	37,336	42,763
Copyrights	9,251	8,977	8,091	7,235	7,970
Industrial designs	2,859	3,013	3,206	3,199	3,240
Integrated circuit topographies	5	13	4	3	6
Assignments recorded	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	39,192	37,970	29,650	57,633	51,059
Trade-marks	26,797	24,339	32,818	32,718	48,173
Copyrights	1,525	2,035	951	940	1,504
Industrial designs	789	536	544	897	827
Enquiries processed	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	39,324	28,931	27,911	23,931	30,366
Trade-marks	23,368	22,391	26,036	25,437	30,199
Copyrights	32,285	16,054	17,448	22,468	23,567
Industrial designs	7,111	3,399	3,601	4,168	5,533
Integrated circuit topographies	11	6	14	60	195
Technological information searches processed	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	840	754	448	284	166
Grants/Registrations	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	8,256	7,374	5,936	11,110	13,310
Trade-marks	14,817	17,876	18,486	18,434	16,186
Copyrights	9,237	9,357	7,772	8,120	7,629
Industrial designs	2,109	2,153	3,359	2,903	2,805
Integrated circuit topographies	6	9	3	5	6
Maintenance/Renewals transactions	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	146,373	156,839	174,949	195,365	213,227
Trade-marks	7,804	6,158	6,185	7,756	7,086
Industrial designs	1,191	1,076	1,015	1,001	1,117
Abandonments	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	12,077	21,514	18,795	21,388	21,800
Trade-marks	9,462	10,541	11,458	12,696	12,347
Copyrights	465	77	472	356	190
Industrial designs	129	259	312	464	302
Disposals*	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	11,424	13,105	16,738	17,269	18,838
Requests for examination	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000
Patents	10,957	14,710	19,151	18,381	21,909

* Disposals: allowances and abandonments (with requests for examination)

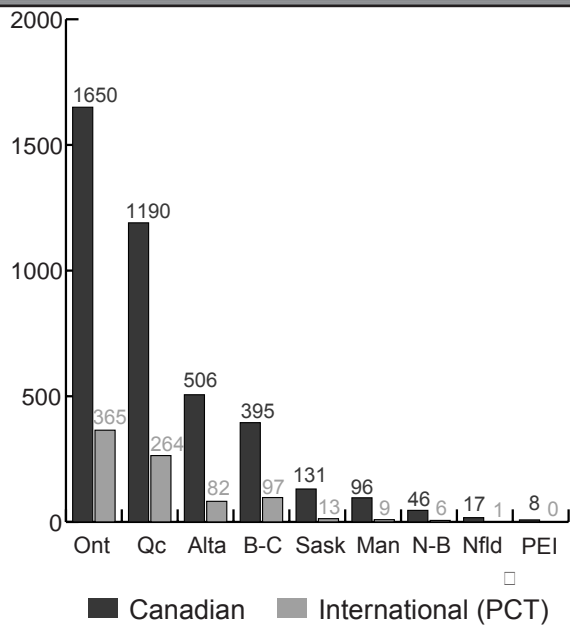
Patent Applications (New Act)

Category	Caseload*	Workload**
Mechanical-Civil	39,174	13,917
Electrical-Physics	13,915	4,691
Computer-related	22,830	8,606
Organic Chemistry	27,160	9,124
Biotechnology	15,357	4,949
Inorganic Chemistry	25,909	9,320
Miscellaneous	16,932	5,432
Total	161,277	56,039

* Caseload means applications that are pending as of March 31, 2000, with or without requests for examination.

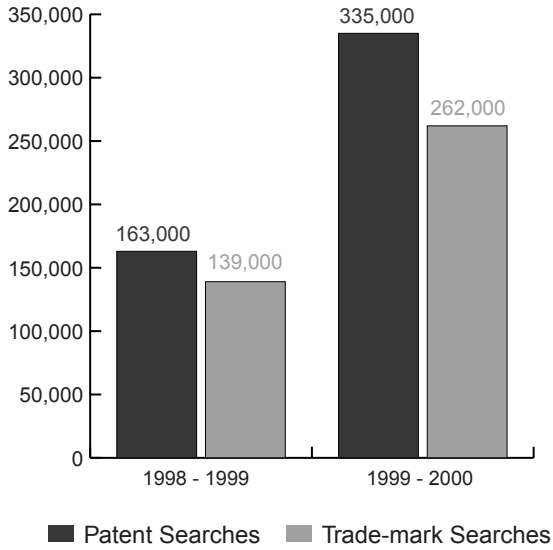
** Workload means applications that are pending as of March 31, 2000, with requests for examination.

**Patent Applications Filed by Canadian Applicants*
(Breakdown by Province)**

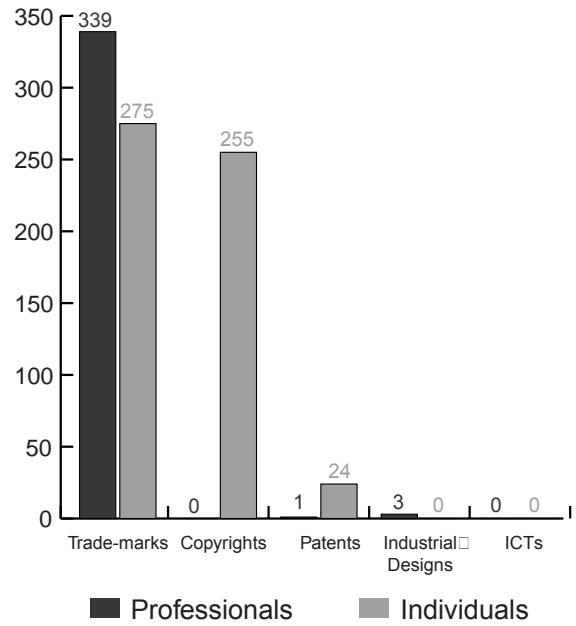


* Canadian applicant is any applicant who has submitted a Canadian address.

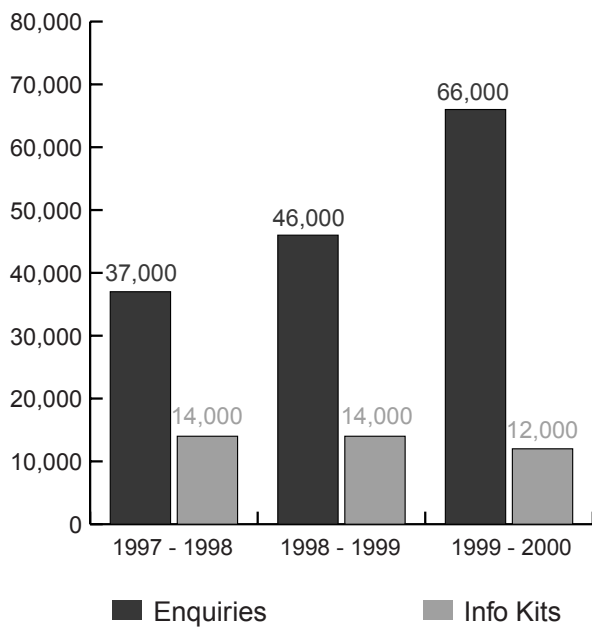
Use of CIPO Internet Databases



No. of Applications Filed (E-Commerce)



General Information



Patent Appeal Board

Final actions	1998-1999	1999-2000
Referrals	13	7
Disposals	13	10
Industrial designs		
Referrals	7	5
Disposals	3	3
Conflicts		
Referrals	4	1
Disposals	5	2
Re-examination - Section 48.1		
Filings	0	3
Disposals	4	0
Abuse - Section 67		
Referrals	3	2
Disposals	3	0
Candidates for agent examination		
Patents	84	112
Trade-marks	29	37

Trade-marks Opposition Board

Statements of opposition served	1998-1999	1999-2000
	1,272	1,077
Opposition decisions rendered*		
	161	168
Section 45 notices issued		
	861	849
Section 45 decisions rendered**		
	533	610

* Approximately 15 percent of opposition cases proceed to a final decision. The remainder are either settled by the parties or one or other of the parties voluntarily withdraws from the opposition.

** Approximately 90 percent of the final section 45 decisions are automatic expungement decisions where the registered owner fails to respond to the section 45 notice issued by the Registrar.

CIPO CLIENT SERVICE STANDARDS

CIPO Client Service Standards

Services	Client Service Standards	Status: March 31, 2000
<p>Patents</p> <ul style="list-style-type: none"> • acknowledge patent applications that include self-addressed return card • issue filing certificate for patent applications meeting filing requirements • issue an ownership registration certificate on receipt of documentation meeting registration requirements • provide substantive examination on receipt of an examination request filed after August 1, 1996 • state all known objections to patentability in the first examiner's report • issue a patent 	<ul style="list-style-type: none"> • within 1 working day from the date of receipt of the application • within 4 weeks from the date of receipt of the application • within 4 weeks from the date of receipt of documentation • within 23 months from the date of receipt of an examination request • at the time of examination • within 12 weeks after receipt of final fees 	<ul style="list-style-type: none"> • 1 working day • 4 weeks • 4 weeks • 23.4 months • at examination • 12 weeks
<p>Patent Appeal Board</p> <ul style="list-style-type: none"> • Patents <ul style="list-style-type: none"> - contact applicant to arrange hearing date • Industrial Designs <ul style="list-style-type: none"> - contact applicant to arrange hearing date 	<ul style="list-style-type: none"> - within 24 months - within 2 months 	<ul style="list-style-type: none"> - 24 months - 2 months
<p>Trade-marks</p> <ul style="list-style-type: none"> • acknowledge correctly filed new applications • acknowledge e-commerce applications • approve acceptable applications • issue first examination reports for unacceptable applications • advertise marks in the <i>Trade-marks Journal</i> • allow unopposed marks where no examination report was needed • allow unopposed marks where one or more examination reports were needed • issue registration certificates • issue assignment records for correctly filed assignment requests • issue renewal certificates 	<ul style="list-style-type: none"> • within 7 working days of filing date • within 1 working day • within 5 months of filing date • within 5 months of filing date • within 6 weeks of approval • within 9 months of filing date • within 17 months of filing date • within 10 working days • within 6 weeks of departmental receipts • within 15 working days of departmental receipt of fees 	<ul style="list-style-type: none"> • 22 working da • 1 working day • 11 months • 13 months • 5 weeks • 14 months • 23 months • 22 working days • 4 weeks • 9 working days

CIPO Client Service Standards

Services	Client Service Standards	Status: March 31, 2000
Trade-marks Opposition Board		
<ul style="list-style-type: none"> • respond to correspondence <ul style="list-style-type: none"> - opposition - section 45 • conduct oral hearings <ul style="list-style-type: none"> - opposition - section 45 • render decisions <ul style="list-style-type: none"> - oral hearing opposition - oral hearing section 45 - non-hearing opposition - non-hearing section 45 	<ul style="list-style-type: none"> - within 1 month of receipt by Board - within 1 month of receipt by Board - within 4 months of receipt of request - within 4 months of receipt of request - within 2 months of oral hearing - within 2 months of oral hearing - within 4 months of decision stage - within 4 months of decision stage 	<ul style="list-style-type: none"> - 1 month - 1 month - 8-10 months - 4 months - 1 month - 2 months - 4 months - 3 months
Copyrights		
<ul style="list-style-type: none"> • regular process <ul style="list-style-type: none"> - forward to reviewer for examination - check application for accuracy - assign copyright registration number; print registration certificate; carry out quality control check - mail registration certificate to applicant • accelerated action <ul style="list-style-type: none"> - undertake process upon receipt of request; inform applicant by telephone • assignments and licensing: verify authenticity of documents and issue file number upon receipt of original document (or the certified true copy) to be registered; mail registration and assignment document to applicant • copies or register extracts • certified copies 	<ul style="list-style-type: none"> - 2 weeks from receipt of application - 1 week - 1 week - 4 weeks from receipt of application - 3 working days from receipt of request • 4 weeks • 2 working days • 3 working days 	<ul style="list-style-type: none"> - 1 week - 1 week - 1 week - 3 weeks - 1 working day • 3 weeks • 2 working days • 2 working days

CIPO Client Service Standards

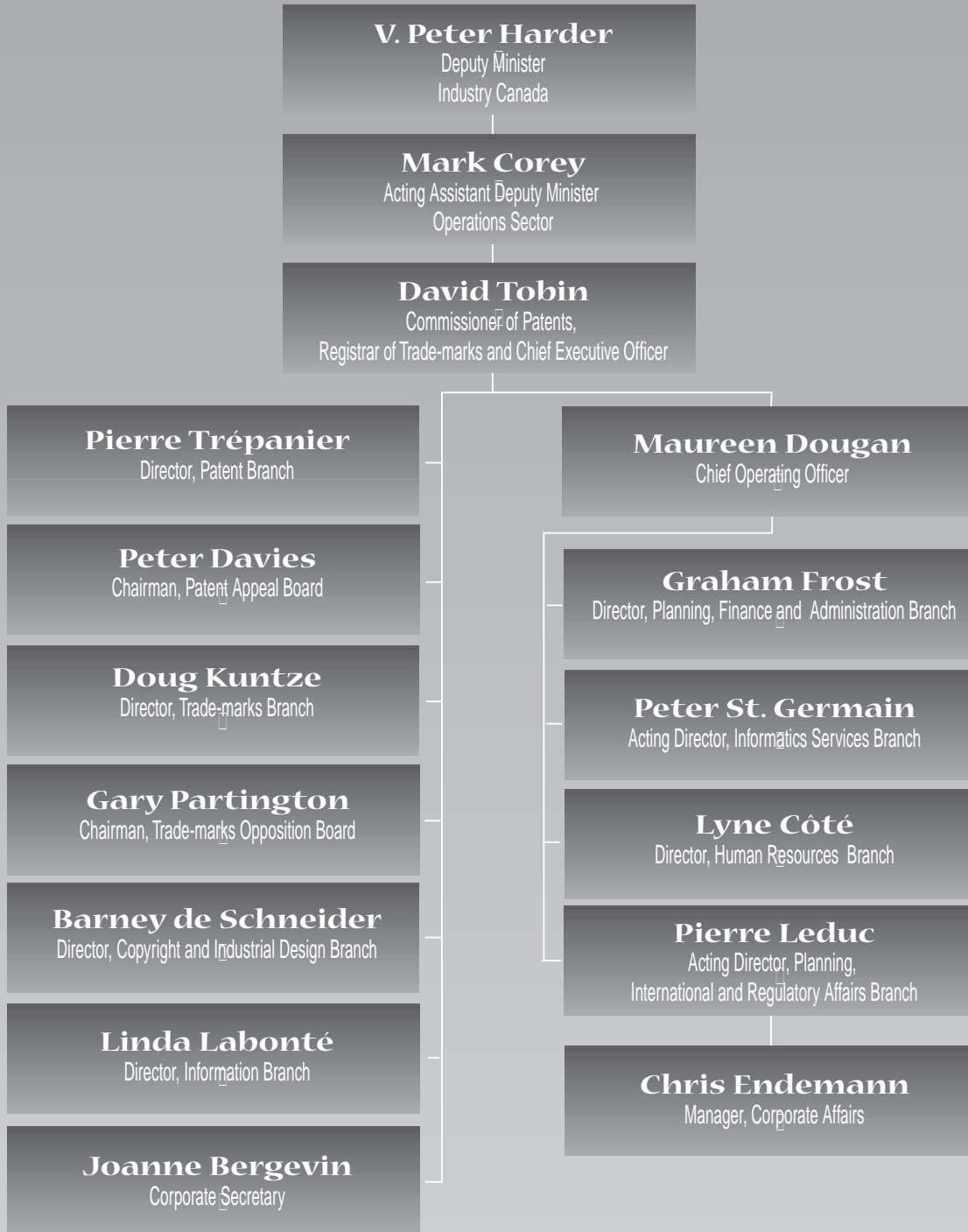
Services	Client Service Standards	Status: March 31, 2000
<h3>Industrial Designs</h3>		
<ul style="list-style-type: none"> • receive applications <ul style="list-style-type: none"> - verify requirements are met - assign filing date and application number - prepare filing certificate or issue letter indicating application is incomplete • classify applications in accordance with Canadian Industrial Design classification system • search registered and prior art and examine applications to determine originality of designs <ul style="list-style-type: none"> - allow application, or issue examiners report outlining deficiencies • assign registration numbers <ul style="list-style-type: none"> - microfiche and mail registration certificates • abandonment and reinstatement <ul style="list-style-type: none"> - issue notification of abandonment - return reinstated application to examination process • prepare and mail transaction certificate and assignment • prepare and mail maintenance certificate 	<ul style="list-style-type: none"> • within 4 weeks of receipt of application • within 2 weeks of preliminary classification • within 9 months of receipt of application • within 2 weeks of allowance - within 2 weeks of files so identified - within 2 weeks of request • within 1 week of receipt of assignment • within 1 week of receipt of fee 	<ul style="list-style-type: none"> • 4 weeks • 2 weeks • 11 months • 2 months - 2 weeks - 2 weeks • 1 week • 1 week
<h3>Patent Search Room (Information Branch)</h3>		
<ul style="list-style-type: none"> • public access to patent reference documents <ul style="list-style-type: none"> - stored in Patent Search Room - stored in Canadian search files area - stored in archives and off-site • access to Search Information Officer • access to automated search tools • section 11 • request of archived patent documents 	<ul style="list-style-type: none"> - 15 minutes - 15 minutes - 2 working days • 5 minutes • workstation availability • 5 working days • 2 working days 	<ul style="list-style-type: none"> - 15 minutes - 15 minutes - 2 working days • 5 minutes • workstation availability • 5 working days • 2 working days

CIPO Client Service Standards

Services	Client Service Standards	Status: March 31, 2000
<p>Trade-marks Search Room (Information Branch)</p> <ul style="list-style-type: none"> • written enquiries reply 	<ul style="list-style-type: none"> • 5 working days 	<ul style="list-style-type: none"> • 5 working days
<p>Enquiries Services (Information Branch)</p> <ul style="list-style-type: none"> • response to calls • access to Information Officer (on-site) • acknowledgement of voice-mail requests, e-mail, Internet, fax • general correspondence requests • kit mail-out 	<ul style="list-style-type: none"> • immediate • 10 minutes • 2 working day • 5 working days • 2 working day 	<ul style="list-style-type: none"> • immediate • 10 minutes • 2 working day • 5 working days • 2 working day
<p>Reproduction and Sale (Information Branch)</p> <ul style="list-style-type: none"> • over-the-counter copies <ul style="list-style-type: none"> - small order (less than 5 patents from microfiche) - large order (more than 5 patents) • certified copies • regular mail • photocopies <ul style="list-style-type: none"> - less than 500 pages - more than 500 pages • certified copies <ul style="list-style-type: none"> - files in the office - files in public archives 	<ul style="list-style-type: none"> - 30 minutes (before 3:30 p.m.) - 1 working day • 3 working days • 5 working days - 2 working days - 5 working days - 2 working days - 5 working days 	<ul style="list-style-type: none"> - 30 minutes - 1 working day • 3 working days • 5 working days - 2 working days - 5 working days - 2 working days - 5 working days

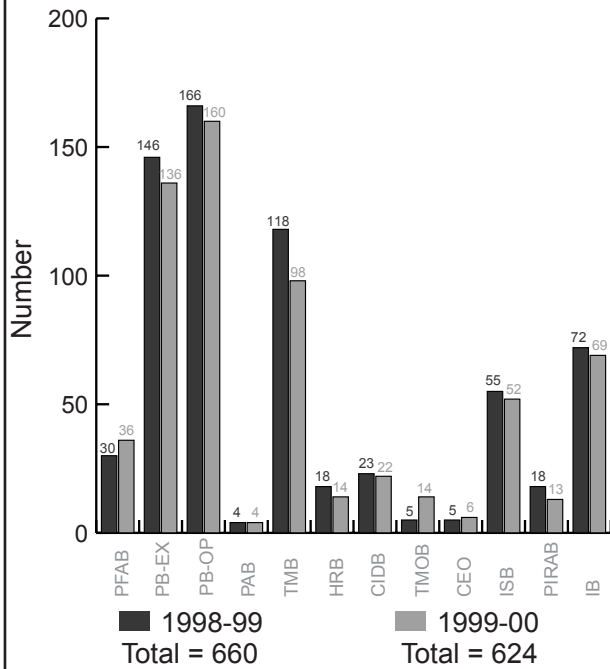
CIPO AT A GLANCE

Organizational Structure

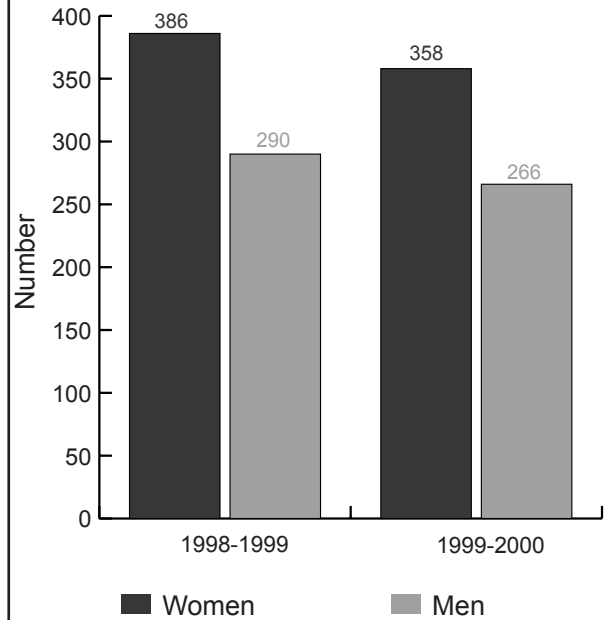


Demographics

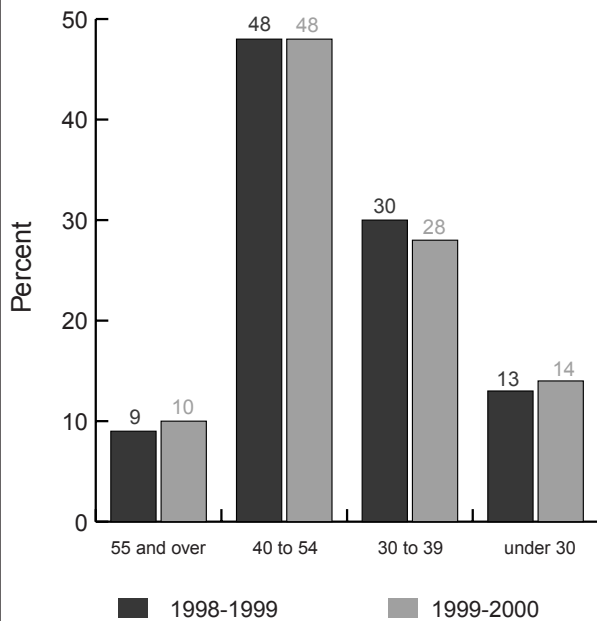
Employees by Branch



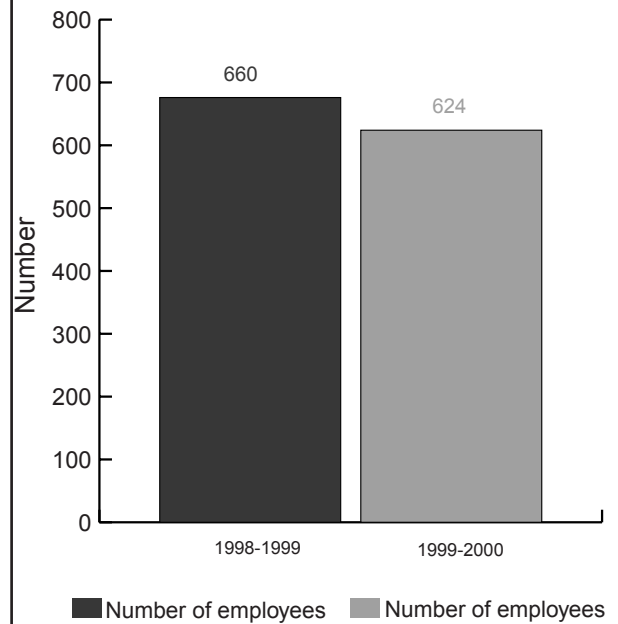
Representation by Gender



Employees by Age Groups



CIPO Employees



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