

CPBO CHALLENGE REPORT

2021: In-House Pro Bono in a Challenging Year



Covering the Year 2020

CORPORATE PRO BONO

Founded in 2000, Corporate Pro Bono (CPBO) is the global project of Pro Bono Institute (PBI).

MISSION

CPBO's mission is to explore and identify new approaches to and resources for the provision of legal services to the poor, disadvantaged, and other individuals or groups unable to secure legal assistance to address critical problems. CPBO does so by supporting, enhancing, and transforming the pro bono efforts of in-house legal departments in the U.S. and around the world. Since its inception, CPBO has worked with more than 1200 legal departments and ACC chapters.

THE **CORPORATE PRO BONO CHALLENGE**[®] INITIATIVE

In 2006, at the urging of chief legal officers, CPBO launched an initiative enabling legal departments to identify, benchmark, and communicate their support for pro bono service. The Corporate Pro Bono Challenge initiative is the standard for in-house pro bono. It is a simple, voluntary statement of commitment to pro bono service by legal departments and their lawyers and staff.

Specifically, the CPBO Challenge statement calls for chief legal officers to:

- » encourage and promote pro bono service by their legal department staff;
- » use their best efforts to encourage their staff, including at least one-half of their legal staff, to support and participate in pro bono service; and
- » encourage the outside law firms with whom they work to acknowledge publicly their support for pro bono by becoming signatories to the Pro Bono Institute's **Law Firm Pro Bono Challenge**[®] initiative.

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SNAPSHOT OF SIGNATORIES

186

CPBO Challenge® Signatories
(as of 7/7/2021)

86

Fortune 500 Companies

44

2020 Survey Respondents

49%

Average U.S. Lawyer Participation
Rate (2020)

ADVISORY BOARD

Co-chairs

Dev Stahlkopf

*Executive Vice President and Chief Legal Officer
Cisco Systems, Inc.*

Laura Stein

*Executive Vice President, General Counsel, Corporate & Legal Affairs
Mondelez International*

Members

Marcus V. Brown

*Executive Vice President and General Counsel
Entergy Corporation*

Todd Machtmes

*General Counsel
Salesforce*

Matthew Cooper

*General Counsel
Capital One Financial Corporation*

Michael O'Connor

*General Counsel
Massachusetts Mutual Life Insurance Company*

Ivan K. Fong

*Senior Vice President, Legal Affairs and General Counsel
3M Company*

Tonya Robinson

*Vice Chair and General Counsel – Legal, Regulatory and Compliance
KPMG LLP*

Elisa Garcia

*Chief Legal Officer
Macy's, Inc.*

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*Executive Vice President, General Counsel and Corporate Secretary
Tenneco Inc.*

Michael J. Holston

*Senior Vice President, General Counsel & Secretary
General Electric Company*

John Schultz

*Executive Vice President and Chief Operating Officer
Hewlett Packard Enterprise Company*

James R. Jenkins

*Retired, Senior Vice President and General Counsel
Deere & Company*

Craig Silliman

*Executive Vice President – Public Policy and General Counsel
Verizon Communications Inc.*

INTRODUCTION

The 2021 CPBO Challenge Report: In-House Pro Bono in a Challenging Year covers the year 2020. This report summarizes the responses of 44 legal departments that responded to the CPBO Challenge survey in 2021.

At the time of this survey, there were 182 signatories to the Corporate Pro Bono Challenge statement, headquartered in cities around the U.S. and internationally, and with offices and legal staff around the globe. Access previous CPBO Challenge reports here:

2007-2012 CPBO Challenge Report: [The Development of In-House Pro Bono](#)

2013 CPBO Challenge Report: [The Growth of In-House Pro Bono](#)

2015 CPBO Challenge Report: [The Path of In-House Pro Bono](#)

2016 CPBO Challenge Report: [Report on In-House Pro Bono](#)

2017 CPBO Challenge Report: [The Endurance of In-House Pro Bono](#)

2018 CPBO Challenge Report: [The Expansion of In-House Pro Bono](#)

2019 CPBO Challenge Report: [Report on the Growth of In-House Pro Bono](#)

2020 CPBO Challenge Report: [In-House Pro Bono Rising to Meet the Challenge](#)

Company Headquarters of CPBO Challenge Survey Respondents

U.S. Company Headquarters

California (4)

San Francisco (3), San Jose

Georgia (1)

Atlanta

Illinois (7)

Chicago (4), Moline, Riverwoods, Schaumburg

Louisiana (1)

New Orleans

Massachusetts (1)

Marlborough

Minnesota (8)

*Inver Grove Heights, Minneapolis (2),
Minnetonka (2), Richfield, Rochester, Wayzata*

New York (7)

New York City (7)

Ohio (1)

Columbus

Oklahoma (1)

Tulsa

New Jersey (1)

Basking Ridge

Pennsylvania (4)

Moon Township, Philadelphia, Pittsburgh (2)

Texas (2)

Dallas, Irving

Virginia (1)

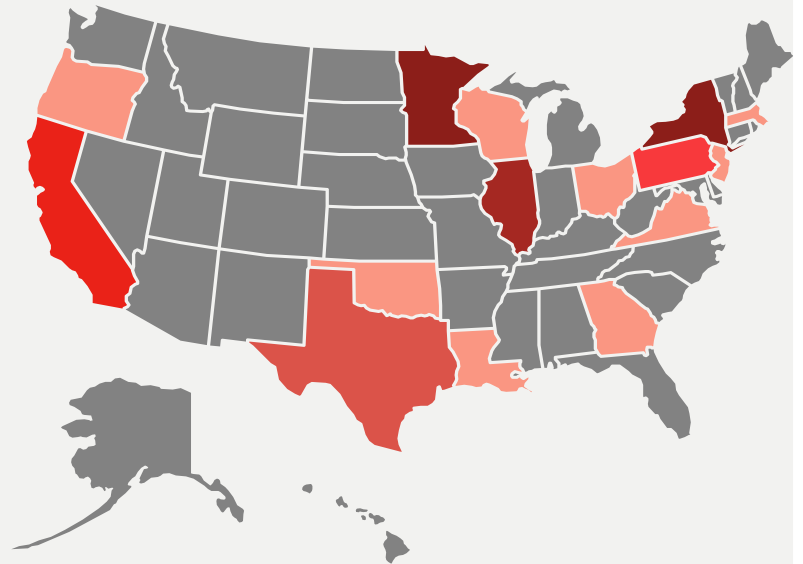
Richmond

Washington (1)

Seattle

Wisconsin (1)

Madison



International Company Headquarters

Canada (1)

Toronto

England (1)

London

Ireland (1)

Dublin



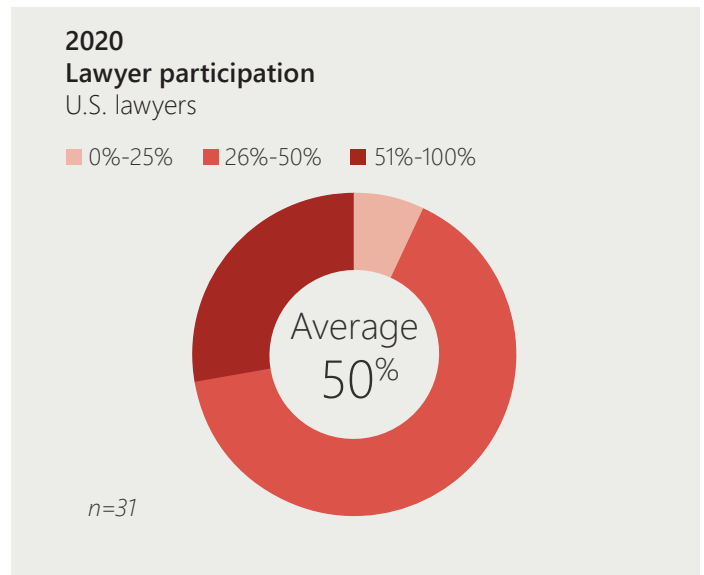
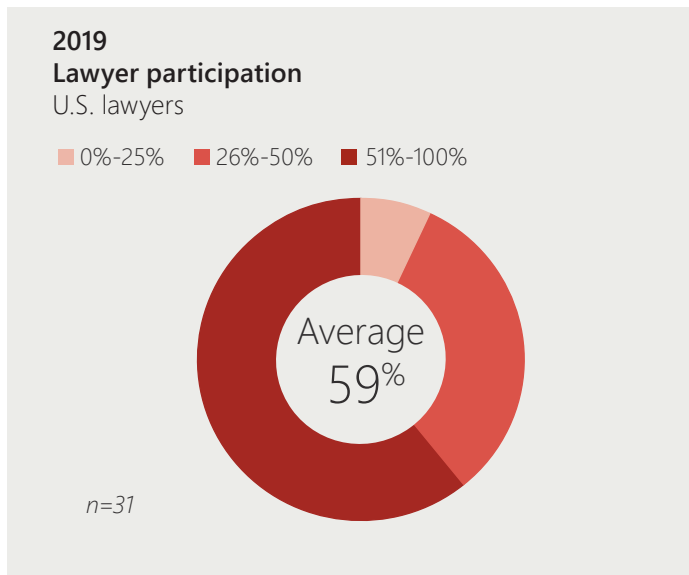
Throughout this publication, "n" is used to denote the total respondents in the relevant sample.

LEGAL DEPARTMENT PARTICIPATION, 2019 AND 2020

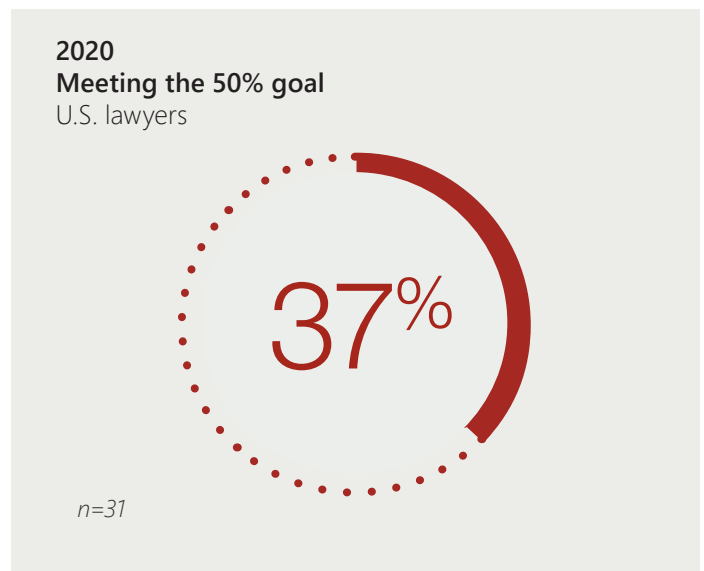
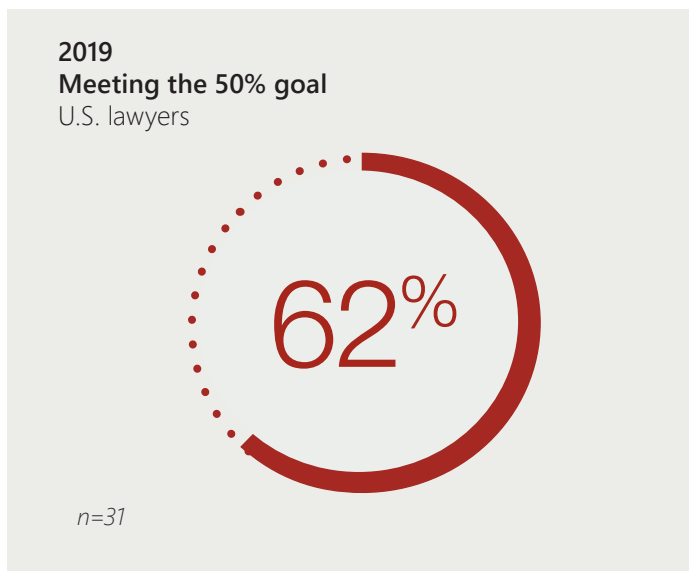
When signing the Corporate Pro Bono Challenge statement, legal departments commit to encourage 50 percent of department employees, including attorneys and legal staff, to engage in legal pro bono work.

U.S. Lawyer Participation

Participation in pro bono by U.S. lawyers of signatories that responded to the CPBO Challenge survey in 2019 and 2020 decreased by 9 percent.



The percentage of responding signatories that met or exceeded the goal of 50 percent participation in pro bono by attorneys decreased from 62 percent to 37 percent.

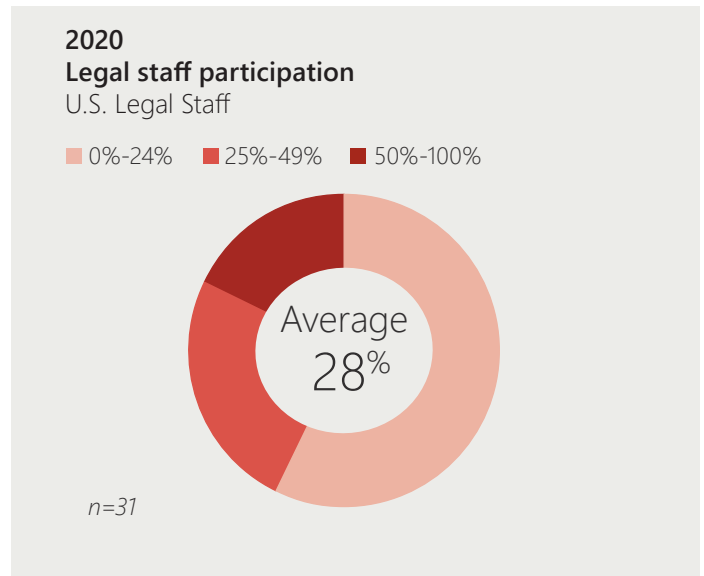
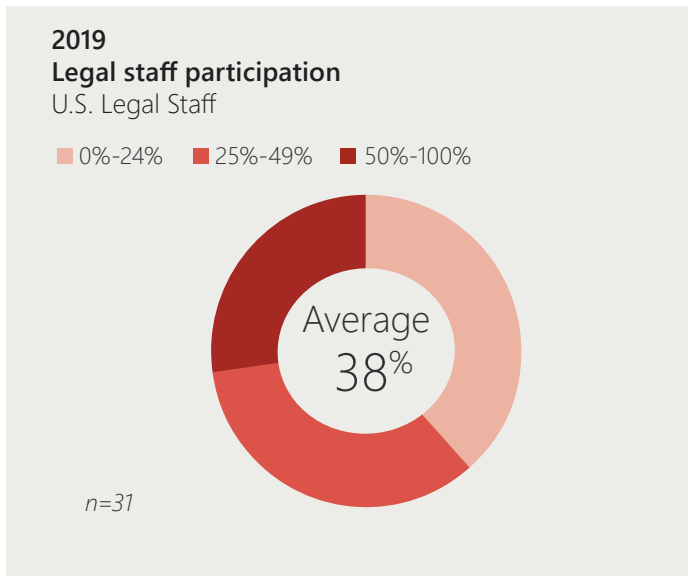


LEGAL DEPARTMENT PARTICIPATION, 2019 AND 2020

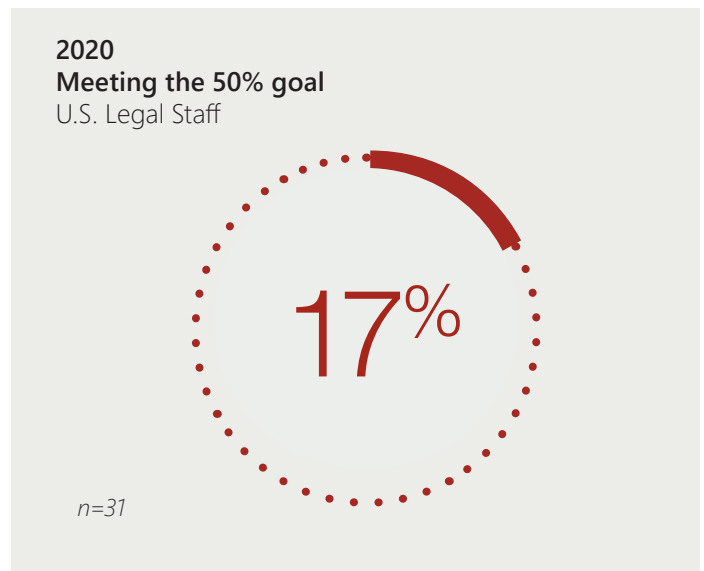
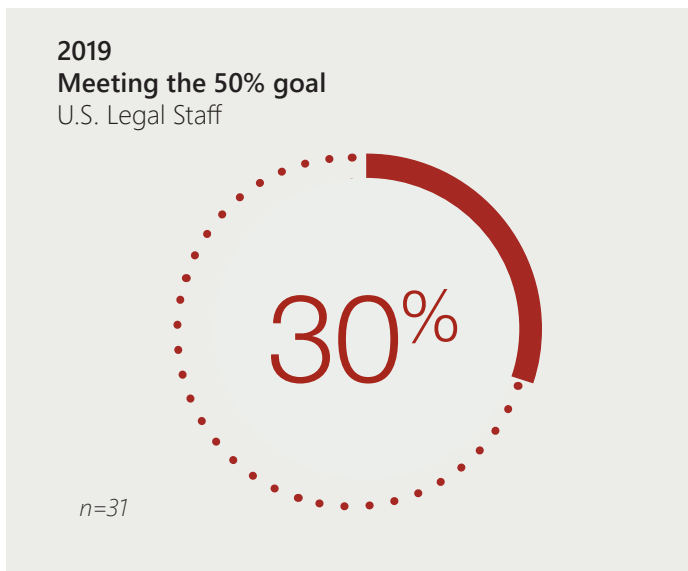
When signing the Corporate Pro Bono Challenge statement, legal departments commit to encourage 50 percent of their legal staff to engage in legal pro bono work. This includes all staff who sit within the legal department, such as paralegals, legal assistants, and compliance professionals.

U.S. Legal Staff Participation

Participation in pro bono by U.S. legal staff of signatories that responded to the CPBO Challenge survey in 2019 and 2020 decreased by 10 percent.



The percentage of responding signatories that met or exceeded the goal of 50 percent participation decreased from 30 percent in 2019 to 17 percent in 2020.

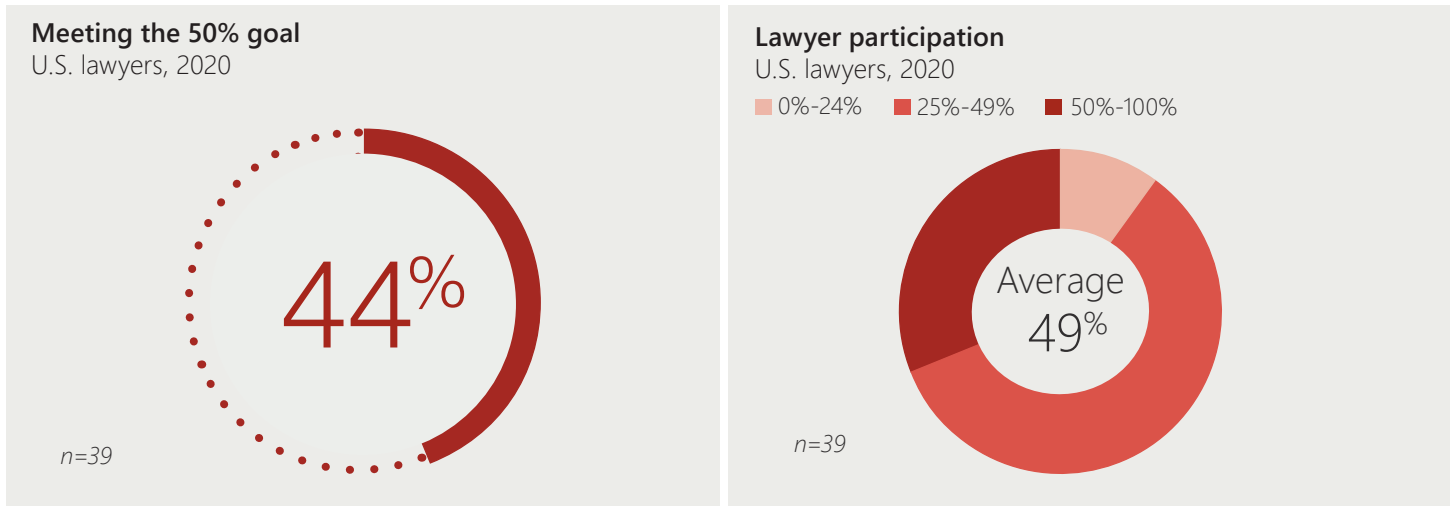


LEGAL DEPARTMENT PARTICIPATION, 2020

When signing the Corporate Pro Bono Challenge statement, legal departments commit to encourage 50 percent of their department employees, including attorneys and legal staff, to engage in legal pro bono work.

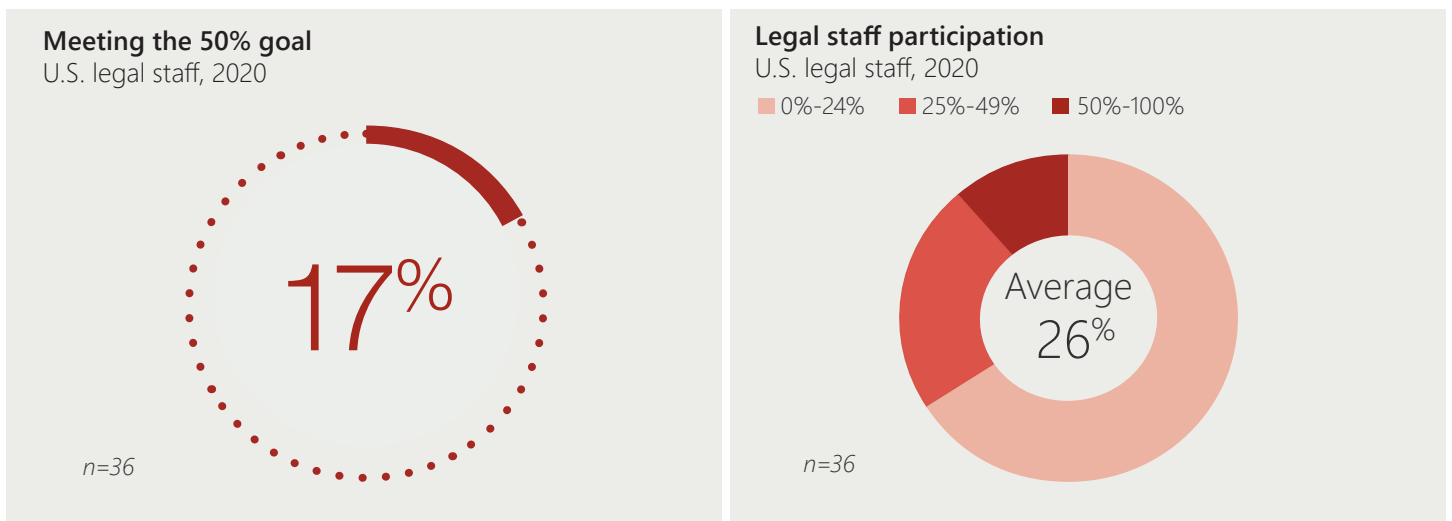
U.S. Lawyer Participation

Forty-four percent of signatories responding to the 2020 CPBO Challenge survey met or exceeded the goal of 50 percent attorney participation in legal pro bono. The average participation rate was 49 percent.



U.S. Legal Staff Participation

Legal departments are encouraged to engage all staff members – such as paralegals, legal assistants, compliance experts, and other professionals – in pro bono. Seventeen percent of signatories responding to the 2020 CPBO Challenge survey met or exceeded the goal of 50 percent legal staff participation in legal pro bono. The average participation rate was 26 percent.



GLOBAL PRO BONO, 2020

Percentage of signatories engaged in global pro bono Legal departments, 2020

= percent engaged (48%) = percent not engaged (52%)

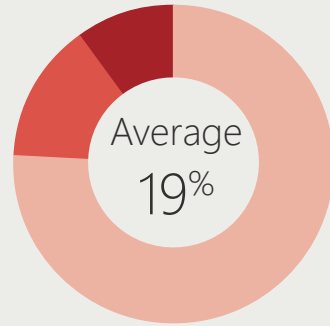


n=21 respondents with lawyers outside of the U.S.

Global participation

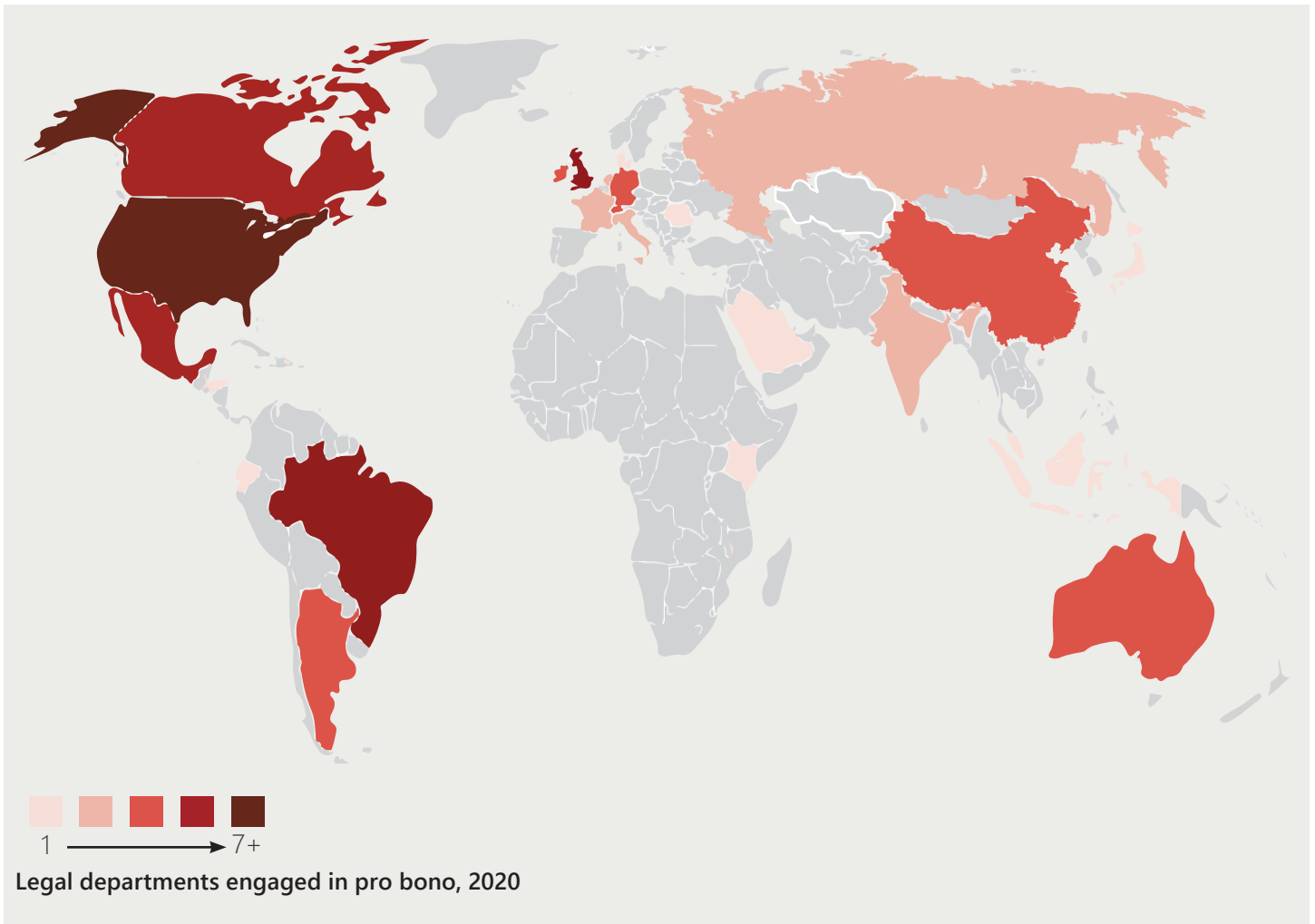
Lawyers Outside the U.S., 2020

0%-24% 25%-49% 50%-100%



n=21

Locations Where Signatories Engaged In Pro Bono

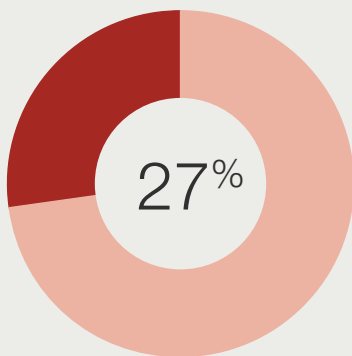


PARTICIPATION OUTSIDE THE LEGAL DEPARTMENT, 2020

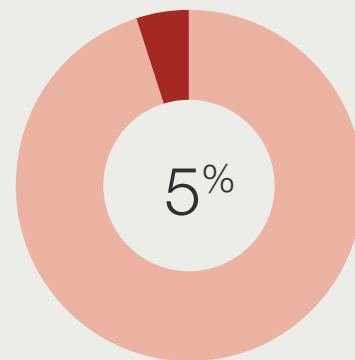
U.S. Participation Outside the Legal Department

Twenty-seven percent of signatories responding to the 2020 CPBO Challenge survey reported that some lawyers in the U.S. who work outside of the legal department participate in the legal department's pro bono program. Five percent of responding signatories reported that some professionals or staff in the U.S. who work for the company outside of the legal department participated in pro bono.

Signatories with lawyer participation outside department
U.S. lawyers, 2020



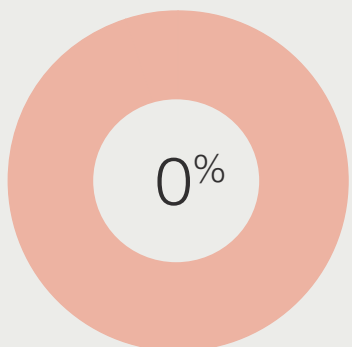
Signatories with staff participation outside department
U.S. staff and professionals, 2020



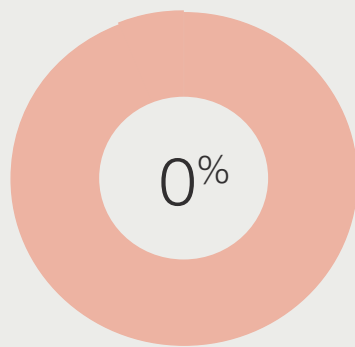
Global Staff Participation Outside the Department

No signatories that responded to the 2020 CPBO Challenge survey have lawyers or staff working outside of the United States and outside of the legal department participating in the legal department's pro bono program.

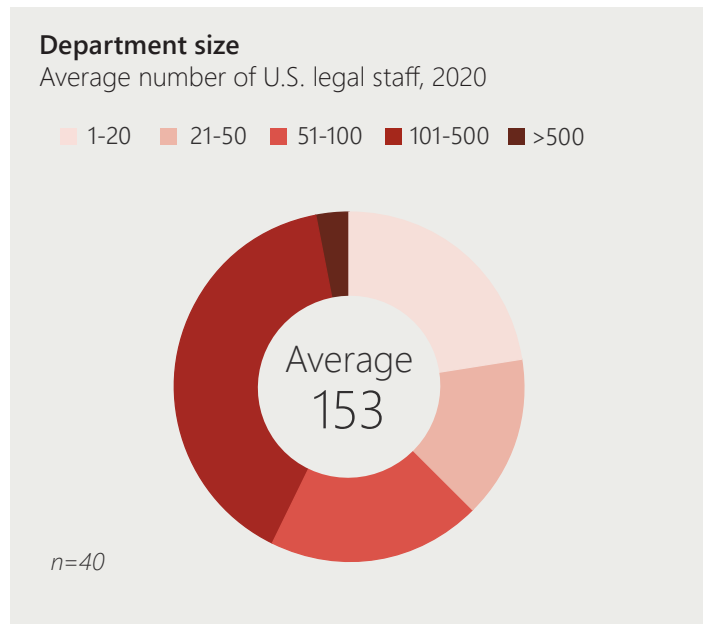
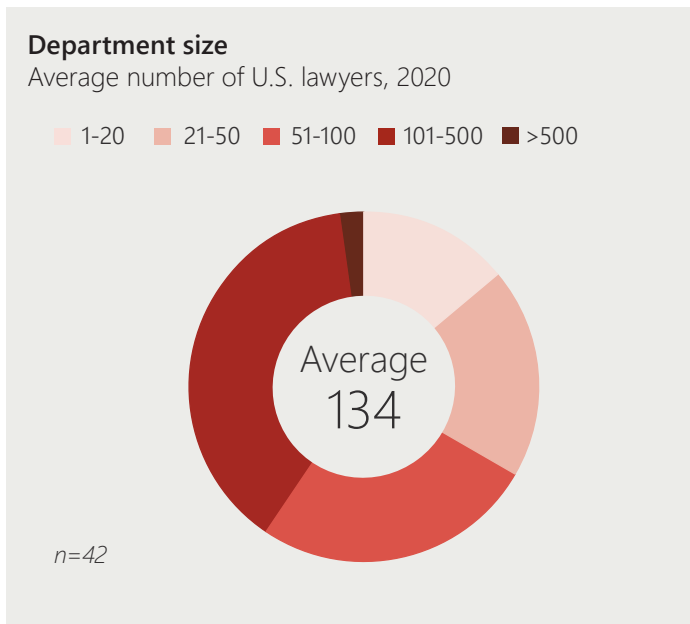
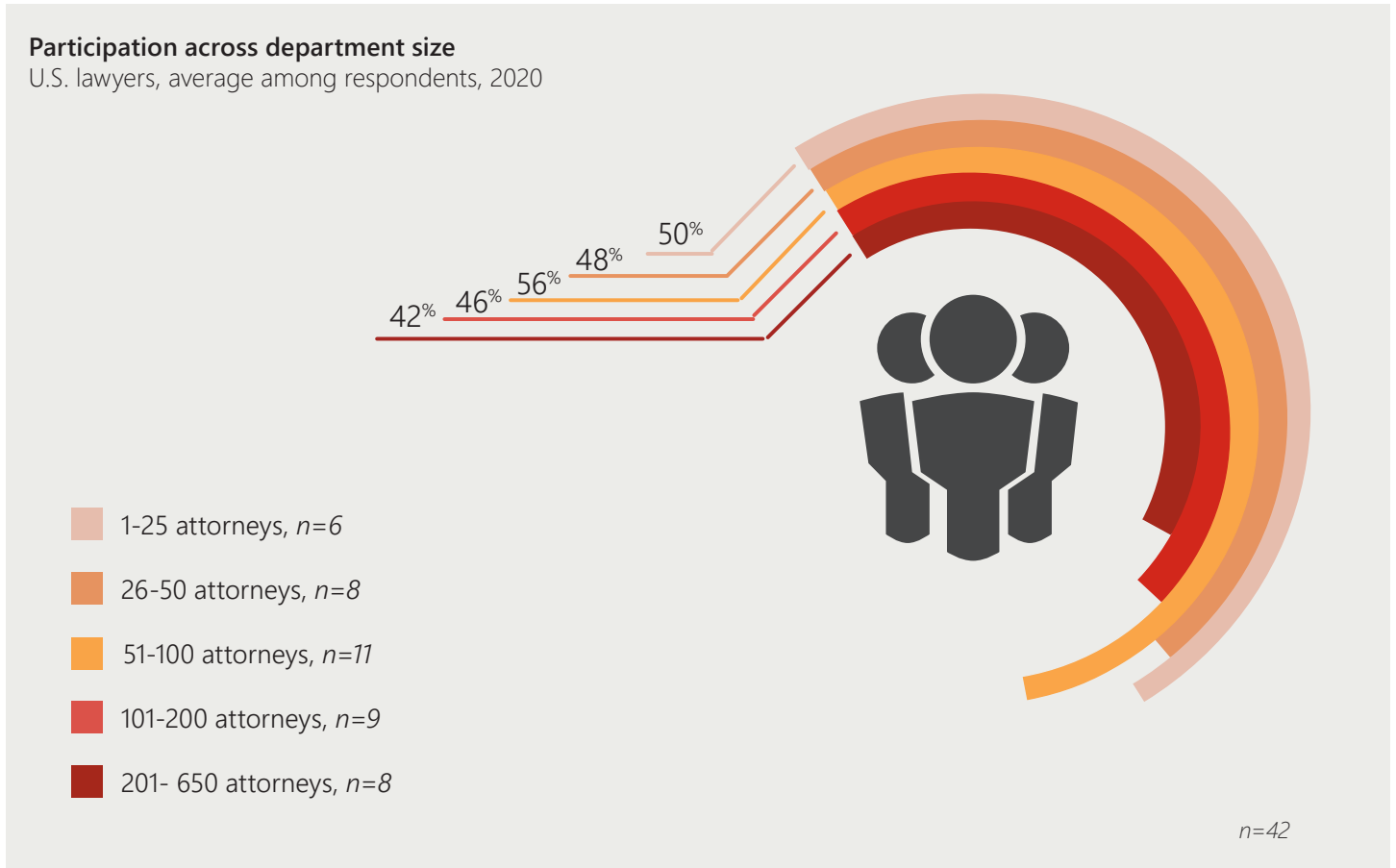
Signatories with global lawyer participation outside department
Global lawyers, 2020



Signatories with global staff participation outside department
Global staff and professionals, 2020



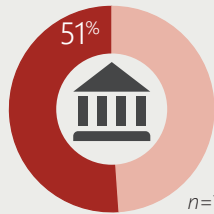
DEMOGRAPHICS, 2020



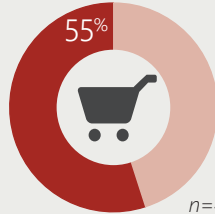
DEMOGRAPHICS, 2020

Participation across industry subsector

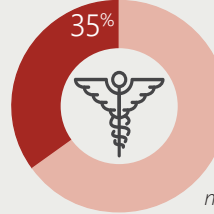
U.S. lawyers, 2020



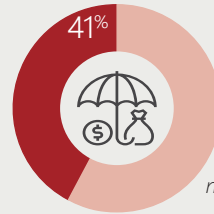
Financial Services



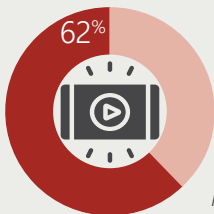
Food Products



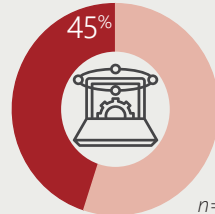
Healthcare



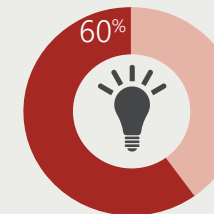
Insurance



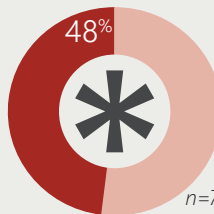
Media



Technology



Utilities



Other

PRO BONO PROGRAMS AND POLICIES, 2020

Written Pro Bono Policy

Year adopted

Average year adopted

1975 1980 1985 1990 1995 2000 2005 2010 2015 2020



less more

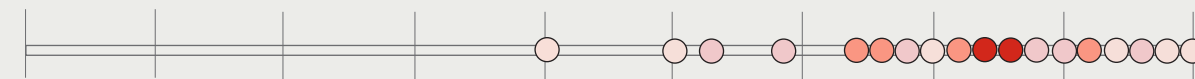
► '12

Formal Pro Bono Program

Year adopted

Average year adopted

1975 1980 1985 1990 1995 2000 2005 2010 2015 2020



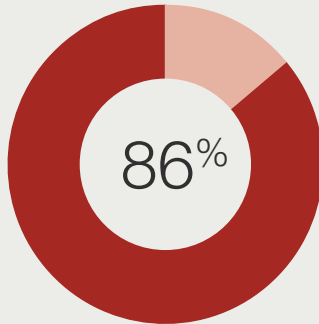
less more

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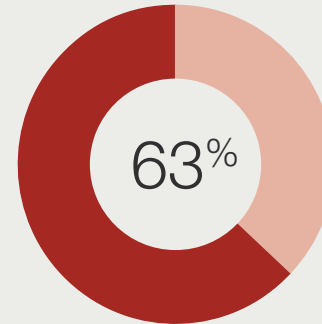
PARTNERSHIPS WITH LAW FIRMS, 2020

Partnerships

with outside law firms, 2020



n=43

Consider law firm pro bono performance when evaluating outside counsel, 2020

n=41

The Law Firm Pro Bono Challenge Initiative

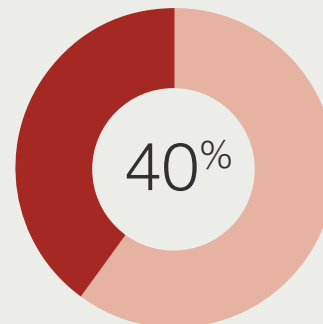
The Law Firm Pro Bono Challenge initiative is the definitive aspirational pro bono standard for large law firms. By committing to a Statement of Principles, signatories pledge their best efforts to achieve the following goals of the challenge and annually report their progress to PBI:

an institutional commitment to encourage and support participation by all attorneys in the firm;

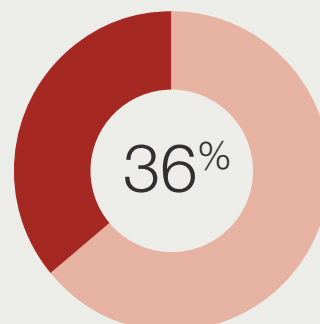
the firm annually contributes to pro bono work (as defined by the Law Firm Pro Bono Challenge initiative) a minimum of either (i) five percent of total billable hours or 100 hours per attorney or (ii) three percent of total billable hours or 60 hours per attorney;

a majority of such pro bono work is spent representing persons of limited means or charitable, religious, civic, community, governmental, and educational organizations in matters that primarily address the needs of persons of limited means; and

a majority of both partners and associates in the firm participate annually in pro bono activities.

Inquire about law firm pro bono performance in RFPs, 2020

n=42

Law Firm Pro Bono Challenge Initiative encouraged outside law firms to join, 2020

n=42

PRO BONO IN 2020

In response to extraordinary crises in 2020, CPBO added questions to the CPBO Challenge Survey to understand the impact of the Covid-19 pandemic and call for racial justice on in-house pro bono programs.

Pros of Remote Pro Bono, 2020



no commute time



ease and flexibility of virtual pro bono



volunteers have more flexible schedules



fewer geographic restrictions

Cons of Remote Pro Bono, 2020



volunteers with other priorities, such as childcare



technical challenges of virtual pro bono



in-person events postponed

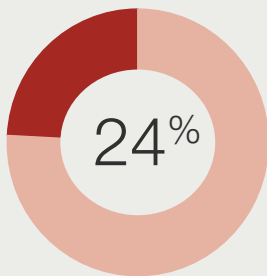


lack of pro bono opportunities while programs reorganized

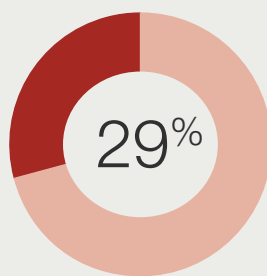
Impact of Remote Work on Departments' Pro Bono Programs

Volunteer Interest In Pro Bono, 2020

Increased

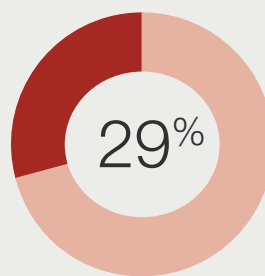


Decreased

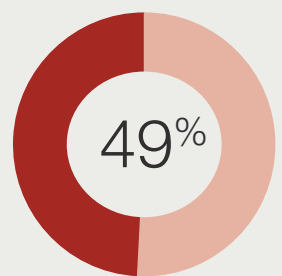


Availability of Pro Bono Opportunities, 2020

Increased

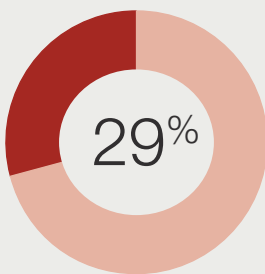


Decreased

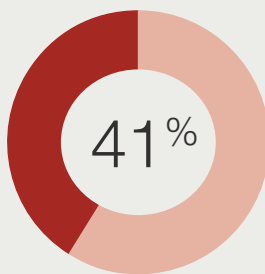


Pro Bono Volunteer Availability, 2020

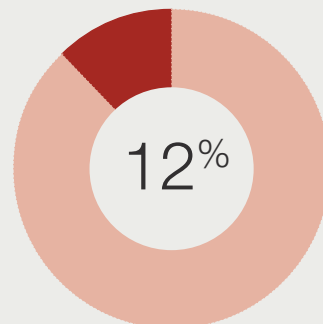
Increased



Decreased



Participation Unaffected by Remote Pro Bono, 2020



n=47

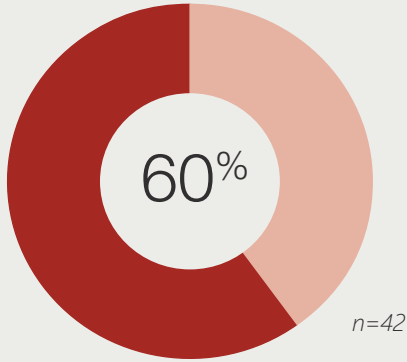
PRO BONO IN 2020

Sixty percent of responding signatories adopted a new or renewed focus on racial justice as reflected in the pro bono program.

Fifty-eight percent of responding signatories were involved in some type of Covid-19 related pro bono in 2020.

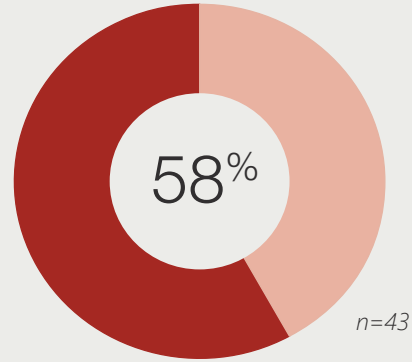
Racial Justice Pro Bono

participation by departments, 2020



Covid-19 Pro Bono

participation by departments, 2020



Areas of Focus for Racial Justice Pro Bono



commit to racial justice as a priority



pro bono policy changes to reflect racial justice



economic empowerment



Education



Voting Rights



criminal justice and policing reform



immigration



minority-owned businesses

Areas of Focus for Covid-19 Pro Bono



frontline healthcare workers



nonprofits/small businesses



compassionate release



eviction and housing



immigration



expungement



estate planning and wills

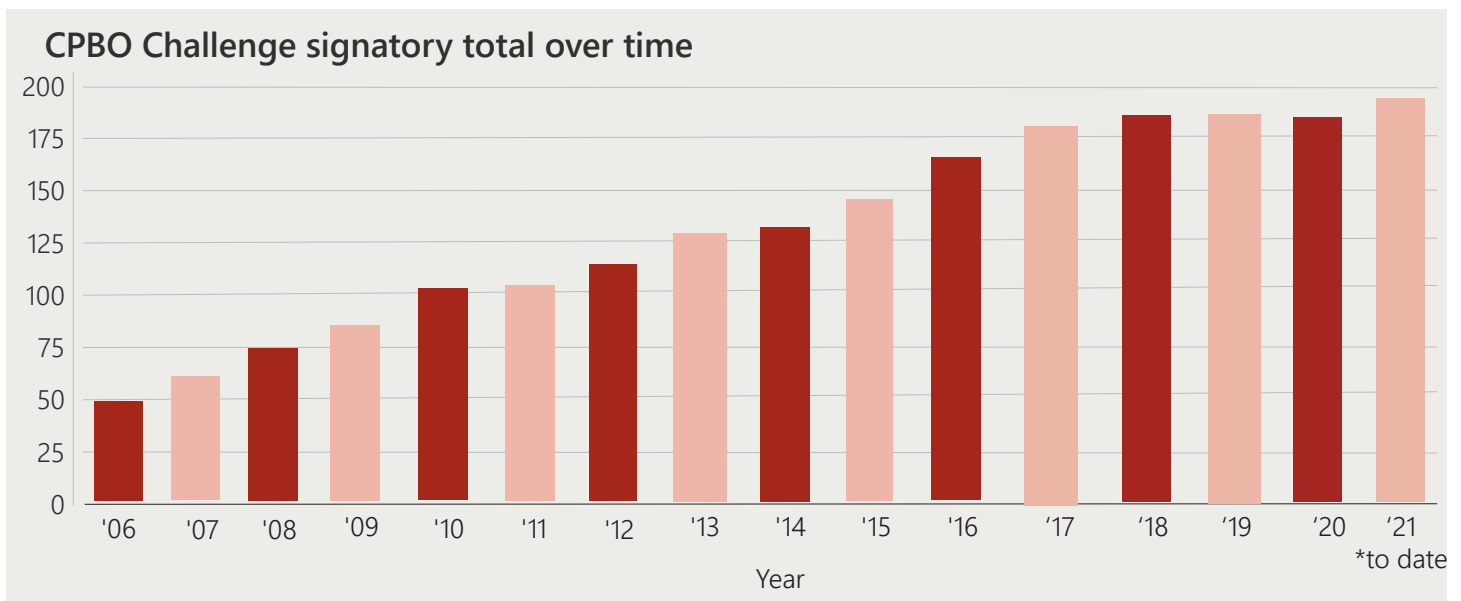


domestic violence

ABOUT THE CPBO CHALLENGE INITIATIVE

Companies are placing increased emphasis on corporate social responsibility as an integral part of their identity and strategic planning. For their legal departments, moving beyond compliance with operational, ethical, and legal standards to focus on improving the economic and social climate of communities and a broad range of stakeholders is not only the right thing to do but also promotes trust and enhances the companies' business goals.

Many legal departments have found that having a concrete and quantifiable, but voluntary, goal has helped to increase visibility, participation, and performance while assuring legal staff that they will not be disadvantaged because of their pro bono participation. The CPBO Challenge goals are thus an important tool for corporate social responsibility and good citizenship.



The CPBO Challenge Statement

As Chief Legal Officers, we recognize the critical importance of pro bono service as a cornerstone of our professional identity and accept the unique role that we can play in promoting pro bono in our legal departments. As leaders, we understand that the legal and business interests of our clients are furthered when access to the legal system is readily available to resolve disputes.

In recognition of our commitment and as signatories to this Corporate Pro Bono Challenge statement, we will encourage and promote pro bono service by our legal department staff and use our best efforts to encourage our staffs, including at least one-half of our legal staff, to support and participate, as appropriate, in pro bono service.

To underscore the importance of promoting pro bono service, we will encourage the outside law firms with whom we work to acknowledge publicly their support for pro bono by becoming signatories to the Pro Bono Institute's Law Firm Pro Bono Challenge initiative.

CONCLUSION

From the inception of the CPBO Challenge initiative in 2006, the number of new signatories grew steadily; however, the total number of signatories plateaued in recent years, as some signatories departed due to mergers, acquisitions, and other corporate changes. CPBO is seeing renewed interest from department leaders in publicly committing to support pro bono and access to justice, as the CPBO Challenge celebrates its 15th anniversary in 2021.

2020 was a challenging year, and in-house pro bono was no exception. In 2020, the average U.S. lawyer pro bono participation rate dropped below 50 percent for the first time since 2014. An average of 49 percent of U.S. lawyers at responding departments participated in pro bono in 2020 (compared to 59 percent of U.S. lawyers at responding departments in 2019, 58 percent in 2018, 61 percent in 2017, 52 percent in 2016, 55 percent in 2015, 49 percent in 2014, 48 percent in 2013, and 50 percent in 2012).

Also in 2020, the average U.S. legal staff pro bono participation rate dropped to the lowest level since CPBO began issuing Challenge Reports. An average of 26 percent of U.S. legal staff at responding departments participated in pro bono in 2020 (compared to 38 percent in 2019, 42 percent in 2018, 38 percent in 2017, 34 percent in 2016, 33 percent in 2015, 27 percent in 2014, 28 percent in 2013, and 30 percent in 2012). Additionally, only 44 percent of responding departments in 2020 met the aspirational goal of at least 50 percent pro bono participation by U.S. lawyers, compared to 67 percent of responding departments in 2019.

Interestingly, one bright spot of comparison was in global pro bono. In 2020, 48 percent of departments with international legal departments participated in pro bono across 21 countries (compared to 38 percent in 2019). An average of 19 percent of lawyers practicing outside the U.S. participated in pro bono in 2020 (compared to 10 percent in 2019).

Because the responding signatories vary from year to year, we also examined the participation rates of the subset of 31 signatories who responded to the CPBO Challenge survey in both 2019 and 2020. The year-to-year comparison for those companies shows that the average U.S. lawyer participation rate dropped from 59 percent in 2019 to 50 percent in 2020, and the average U.S. legal staff participation rate dropped from 38 percent to 28 percent. While 62 percent of those responding departments met the aspirational Challenge benchmark of at least 50 percent participation among their U.S. lawyers in 2019, only 37 percent of those same departments met that benchmark in 2020.

CPBO also compared industry participation rates between 2019 and 2020. Not surprisingly given the year, Healthcare saw the steepest decline, dropping from 72 percent participation in 2019 to 35 percent in 2020. Utilities showed another large drop in participation, from 84 percent in 2019 to 60 percent in 2020, while Food Products dropped 66 percent to 55 percent. Media was the only industry that showed a slight increase from 58 percent in 2019 to 62 percent in 2020. This shows there was some variation across industries, although the overall trend was a drop in participation.

The overall decline in in-house pro bono participation in 2020 reflected in the Challenge data is not surprising, given the tumultuous year. The Covid-19 pandemic ensured that 2020 was a year full of hardships to every person around the globe. In March of 2020, legal departments across the U.S. sent their employees to work from home, which meant conducting pro bono legal work from home as well. Some departments experienced furloughs or layoffs, leaving the remaining in-house counsel and staff with increased workloads. Pressures further increased on working parents and caregivers with young children, remote learners, and unwell relatives at home. A number of survey respondents expressed that some regular volunteers were unable to continue pro bono practice due to increased business demand and increased family responsibilities, while others experienced general fatigue with remote work. Additionally, 49 percent of responding departments reported that their legal aid partners understandably needed time to pivot to remote work, temporarily reducing the availability of pro bono opportunities for volunteers.

CONCLUSION

Yet, to their credit, many in-house lawyers and staff, aware of the increased need for pro bono legal services for low-income individuals and families, nonprofits, and small businesses hurting because of the pandemic, engaged in pro bono despite the challenges. Remarkably, 24 percent of responding departments reported an increase in volunteer interest in pro bono, and 29 percent of responding departments reported an increase in pro bono volunteer availability. For some volunteers, remote work gave them more time and energy to focus on pro bono, and more flexibility to fit pro bono into their schedule. While we do not ask our signatories to track or report their total pro bono hours, some departments volunteered that their pro bono hours were consistent or increased over the prior year, suggesting that possibly fewer volunteers were taking on increased pro bono work.

In 2020, responding legal departments answered the call for pro bono legal services by helping small businesses and nonprofits apply for loans and address employment and other issues related to the pandemic; drafting wills for health care workers; working on eviction diversion and eviction defense; helping prisoners seeking compassionate release; assisting domestic violence survivors; holding virtual clinics on expungement, family law, and estate planning; and answering legal questions through online platforms.

Additionally, after the killings of George Floyd, Breonna Taylor, Ahmaud Arbery, and many other Black people by law enforcement or vigilante civilians, many corporations pledged money and action to support racial equity and tackle systemic racism. In this vein, many legal departments prioritized pro bono opportunities to further racial justice and serve marginalized communities. Some responding departments updated their pro bono policies to address racial justice issues, while others offered new pro bono opportunities in areas such as criminal justice, voting rights, economic empowerment, and support for minority-owned businesses. Several respondents noted that racial justice and social justice are now pillars of their pro bono programs.

While the rate of participation decreased in 2020, CPBO is encouraged that the reduction does not reflect a dampening of signatories' commitment to pro bono. We are encouraged by the development of new programs and the innovations that capitalized on remote platforms. We are excited to see the growth of impactful in-house pro bono work in the coming years. CPBO thanks the Chief Legal Officers and General Counsel who have signed their departments on to the Challenge and those who have sustained their department's commitment, as well as the dedicated pro bono leaders without whom these programs would not exist, and the committed volunteers who increase access to justice by providing pro bono legal services.

METHODOLOGY

All data included in this report is presented in the aggregate to maintain the confidentiality of the Corporate Pro Bono Challenge survey respondents.

The primary objective of the survey was to determine if CPBO Challenge signatories met the goal of 50 percent participation in pro bono. In addition, survey questions solicited information about pro bono policies and practices, including partnerships with outside law firms. For the 2020 survey, we added new questions about how the Covid-19 pandemic, the related shift to remote work, and corporate commitments to racial justice impacted in-house pro bono programs. A copy of the survey is included in the appendix at the end of this report.

CPBO began surveying CPBO Challenge signatories in 2007. Each year, the survey response rate has varied with a different combination of departments responding. In 2020, 44 out of 182 signatories submitted responses, whereas in 2019, 36 of 183 signatories eligible to participate submitted responses. CPBO sent out its survey in March 2021 and extended the response deadline through May 2021.

CPBO Challenge signatories contribute tremendous value by reporting their pro bono work. CPBO continues to encourage signatories to respond to the survey each year. Increasing the number of respondents will allow CPBO to conduct and publish more extensive analysis of the data.

REPORTING COMPANIES

2019 & 2020

Accenture plc
 American International Group, Inc.
 Apple Bank
 Barclays Bank PLC
 Best Buy Co., Inc.
 Bloomberg L.P.
 BMO Financial Group
 Boston Scientific Corporation
 Capital One Financial Corporation
 Cargill, Inc.
 Comcast NBCUniversal
 CUNA Mutual Group
 Deere & Company
 Delta Dental of California
 Discover Financial Services
 Duquesne Light Company
 Entergy Corporation
 Exelon Corporation
 FedEx Ground Package System, Inc.
 Mayo Clinic
 MetLife, Inc.
 Nationwide Mutual Insurance Company
 Target Corporation
 TCF Financial Corporation
 The PNC Financial Services Group, Inc.
 U.S. Bancorp
 United Airlines Holdings, Inc.
 UnitedHealth Group Inc.
 Verizon Communications Inc.
 Zurich American Insurance Company

2020

Accenture plc
 Archer Daniels Midland
 American International Group, Inc.
 Apple Bank
 AT&T Inc.
 Barclays Bank PLC
 Best Buy Co., Inc.
 Bloomberg L.P.
 BMO Financial Group
 BNY Mellon
 Boston Scientific Corporation
 Capital One Financial Corporation
 Cargill, Inc.
 CHS Inc.
 Comcast NBCUniversal
 CUNA Mutual Group
 Deere & Company
 Delta Dental of California
 Discover Financial Services
 Duquesne Light Company
 Entergy Corporation
 Exelon Corporation
 FedEx Ground Package System, Inc.
 Marsh & McLennan
 Mayo Clinic
 McDonald's Corporation
 McKesson Corporation
 MetLife, Inc.
 Microsoft Corporation
 Nationwide Mutual Insurance Company
 Pfizer Inc.
 Salesforce
 Target Corporation
 TCF National Bank
 The PNC Financial Services Group, Inc.
 The Williams Companies, Inc.
 U.S. Bancorp
 Uber Technologies, Inc.
 United Airlines Holdings, Inc.
 United Parcel Service, Inc.
 UnitedHealth Group Inc.
 Verizon Communications Inc.
 Xperi Holding Corporation
 Zurich American Insurance Company

JOIN THE CHALLENGE FORM

As Chief Legal Officers, we recognize the critical importance of pro bono service as a cornerstone of our professional identity and accept the unique role that we can play in promoting pro bono in our legal departments. As leaders, we understand that the legal and business interests of our clients are furthered when access to the legal system is readily available to resolve disputes.

In recognition of our commitment and as signatories to this Corporate Pro Bono Challenge statement, we will encourage and promote pro bono service by our legal department staff and use our best efforts to encourage our staffs, including at least one-half of our legal staff, to support and participate, as appropriate, in pro bono service.

To underscore the importance of promoting pro bono service, we will encourage the outside law firms with whom we work to acknowledge publicly their support for pro bono by becoming signatories to the Pro Bono Institute's Law Firm Pro Bono Challenge.

On behalf of my legal department, I hereby sign the Corporate Pro Bono (CPBO) Challenge statement:

Signature (Chief Legal Officer): _____ Date: _____

Name and Title: _____

Company: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Contact Person Name and Title: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Please send completed forms to CPBO at asaunders@probonoinst.org. For more information about the CPBO Challenge statement, please contact Alyssa Saunders, CPBO director, at 202.729.6695 or asaunders@probonoinst.org. Thank you for your interest and support.

2020 CPBO CHALLENGE SURVEY, JANUARY 1, 2020 - DECEMBER 31, 2020

Welcome to the 2020 Corporate Pro Bono Challenge Survey. Your answers to this survey will be treated in the strictest confidence and any information published will be only in the aggregate.

Background Information

1. Company Information

Company Name _____

Address (Headquarters) _____

Address 2 _____

City _____

State/Province _____

Zip Code _____

Pro Bono Contact Name _____

Pro Bono Contact Title _____

Pro Bono Contact Email _____

Pro Bono Contact Phone _____

2. Person Completing this Survey (if different than pro bono contact)

Name _____

Title _____

Email _____

Phone _____

3. Company Information

Annual Revenue _____

Number of Employees _____

4. Number of Offices with Legal Department Professionals

Inside the U.S. _____

Outside the U.S. _____

Participation in Pro Bono

1. Please record the number of legal department professionals in the U.S. as of 12/31/20 and how many of those provided pro bono legal services (not including community service) during the reporting period. If you do not have any participants, please indicate 0.

| | Total in Legal Department | Participating in Pro Bono | Percentage |
|------------------|------------------------------|------------------------------|------------|
| U.S. Lawyers | _____ | _____ | _____ |
| U.S. Legal Staff | _____ | _____ | _____ |

2. If there are lawyers or staff in the U.S. and who are outside the legal department providing pro bono legal services as part of the legal department's pro bono program (not including community service) as of 12/31/20, please state the number below. If you do not have any participants, please indicate 0.

| | Participating in Pro Bono |
|------------------|------------------------------|
| U.S. Lawyers | _____ |
| U.S. Legal Staff | _____ |

3. Please record the number of legal department professionals outside of the U.S. as of 12/31/20 and how many of those provided pro bono legal services (not including community service) during the reporting period. If you do not have any participants, please indicate 0.

| | Total in Legal Department | Participating in Pro Bono | Percentage |
|--------------------|------------------------------|------------------------------|------------|
| Global Lawyers | _____ | _____ | _____ |
| Global Legal Staff | _____ | _____ | _____ |

4. If there are lawyers or staff outside of the U.S. who are outside of the legal department providing pro bono legal services as part of the legal department's pro bono program (not including community service) as of 12/31/20, please state

| | Participating in Pro Bono |
|--------------------|------------------------------|
| Global Lawyers | _____ |
| Global Legal Staff | _____ |

Active Pro Bono Policies and Programs

1. Does your legal department have a written pro bono policy?
 - (a). If yes, what year did your legal department adopt a written pro bono policy?
2. Does your legal department have a formal pro bono program?
 - (a). If yes, what year did your legal department implement a formal pro bono program?

Global Pro Bono

1. Please list the continents where members of your legal department (lawyers and non-lawyers) are engaged in pro bono.

Pro Bono Partnerships

1. Does your legal department partner with outside law firms to provide legal pro bono work?
 - (a). If yes, with which firms does your legal department partner?
2. Does your legal department inquire in RFPs, beauty contests, and/or retention processes whether its outside firms perform legal pro bono work?
3. Does your legal department consider a firm's pro bono performance when evaluating outside counsel?
4. Does your legal department encourage its outside firms to join the Pro Bono Institute's Law Firm Pro Bono Challenge?

Pro Bono in 2020

1. In 2020, did your legal department provide any pro bono legal work directly in response to the Covid-19 crisis?
 - (a). If yes, please briefly describe the pro bono legal work that responded to the Covid-19 crisis.
2. In 2020, did your legal department adopt a new or renewed focus on racial justice, as reflected in its pro bono legal work?
 - (b.). If yes, please briefly describe the pro bono legal work that focused on racial justice and/or how the focus of the pro bono program differed from prior years.
3. In 2020, did the transition to remote work impact your department's pro bono program?
 - (a). Please briefly explain your response above. (E.g., Volunteers had more flexibility to assist pro bono clients located far from the office because we met them virtually; Some of our regular volunteers were not able to participate because they were caring for sick relatives or homeschooling.)



www.cpbo.org

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Developed by Corporate Pro Bono
A global project of Pro Bono Institute

www.cpbo.org

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