

# CPBO CHALLENGE REPORT

2024: In-House Pro Bono on the Rise



Covering the Year 2023

## CORPORATE PRO BONO

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

## MISSION

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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 1,200 legal departments and ACC chapters.

## THE CORPORATE PRO BONO CHALLENGE® INITIATIVE

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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 Law Firm Pro Bono Challenge® initiative.

## CORPORATE PRO BONO STAFF

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Eve Runyon, President & CEO, Pro Bono Institute  
Alyssa Saunders, Director, Corporate Pro Bono  
Erin Palmer, Associate Director, Corporate Pro Bono  
Genevieve Timm, Project Assistant, Pro Bono Institute

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## SNAPSHOT OF SIGNATORIES

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## ADVISORY BOARD

### Co-chairs

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

**Laura Stein**  
Executive Vice President, Corporate & Legal Affairs,  
General Counsel, and Corporate Secretary  
Mondelēz International

### Members

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Executive Vice President and General Counsel  
Entergy Corporation

**Michael O'Connor**  
General Counsel  
Massachusetts Mutual Life Insurance Company

**Matthew Cooper**  
General Counsel, Corporate Secretary and Head of  
ESG  
Capital One Financial Corporation

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

**Ivan K. Fong**  
Executive Vice President, General Counsel & Secretary  
Medtronic

**Thomas Sabatino**  
Executive Vice President and Chief Legal Officer  
Rite Aid

**James R. Jenkins**  
Retired, Senior Vice President and General Counsel  
Deere & Company

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

**Todd Machtmes**  
Executive Vice President and General Counsel  
Salesforce

**Vandana Venkatesh**  
Executive Vice President and Chief Legal Officer  
Verizon Communications, Inc.

**Hosseini Nowbar**  
Chief Legal Officer  
Microsoft Corporation

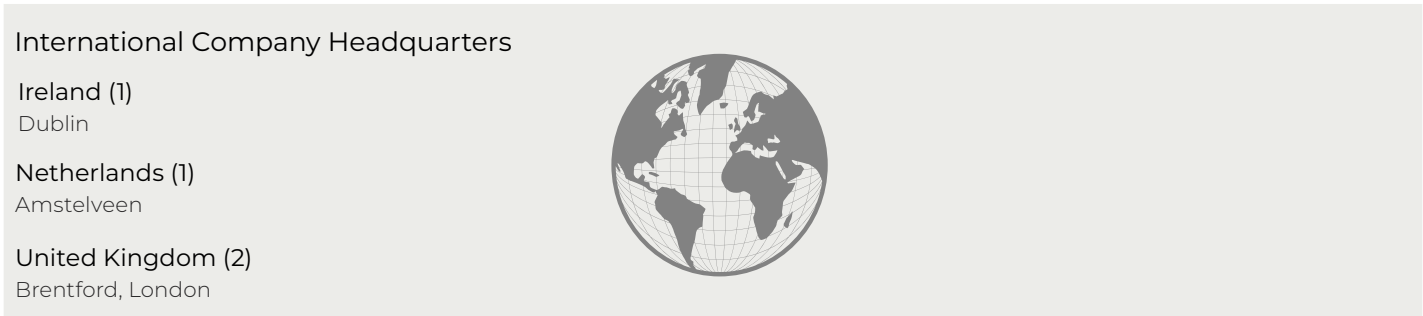
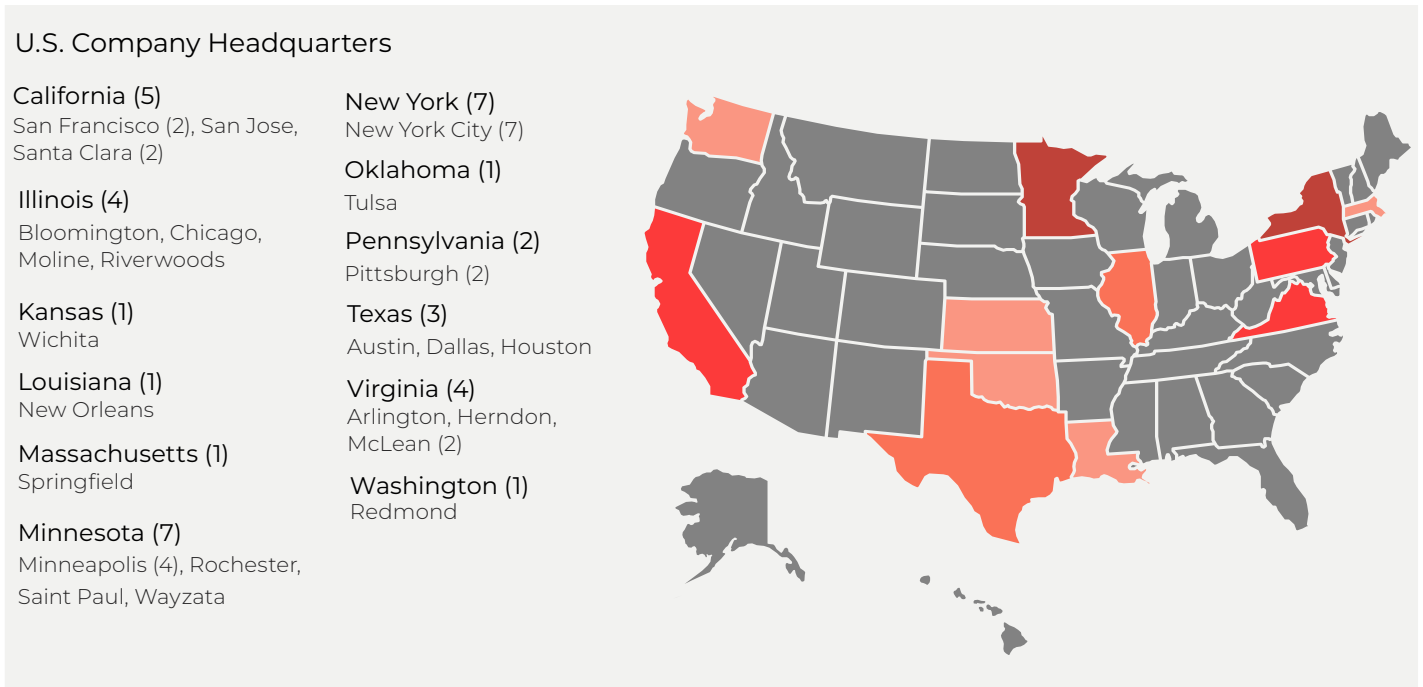
## INTRODUCTION

The 2024 CPBO Challenge® Report: In-House Pro Bono on the Rise covers the year 2023. This report summarizes the responses of 42 legal departments that responded to the CPBO Challenge® survey in 2024.

There were 191 signatories to the Corporate Pro Bono Challenge statement that were eligible to take the survey. These companies are 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](#)
- 2021 CPBO Challenge Report: [In-House Pro Bono in a Challenging Year](#)
- 2022 CPBO Challenge Report: [In-House Pro Bono Report](#)
- 2023 CPBO Challenge Report: [In-House Pro Bono Holding the Course](#)

### Company Headquarters of CPBO Challenge Survey Respondents

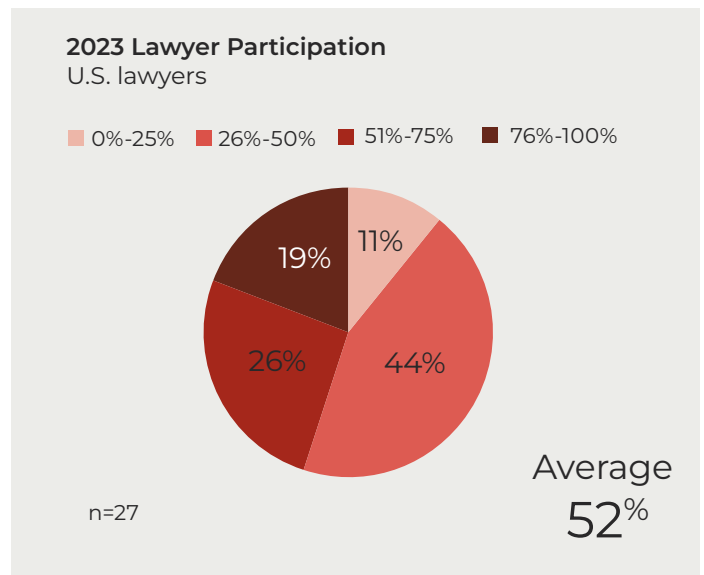
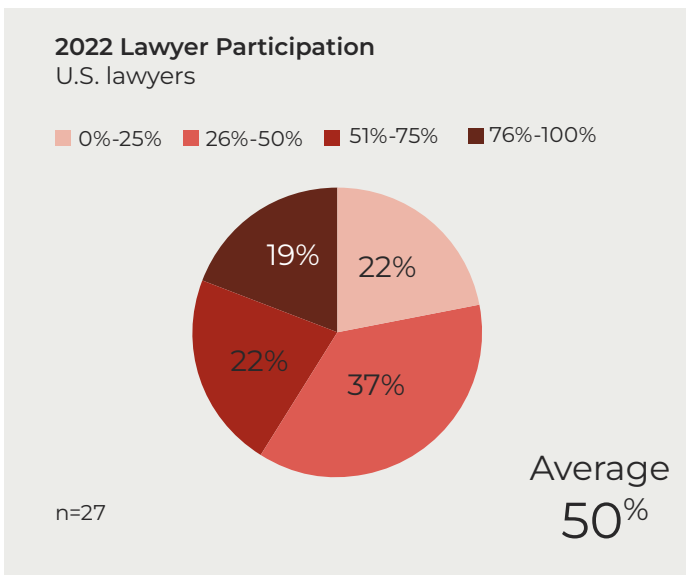


## LEGAL DEPARTMENT PARTICIPATION, 2022 AND 2023

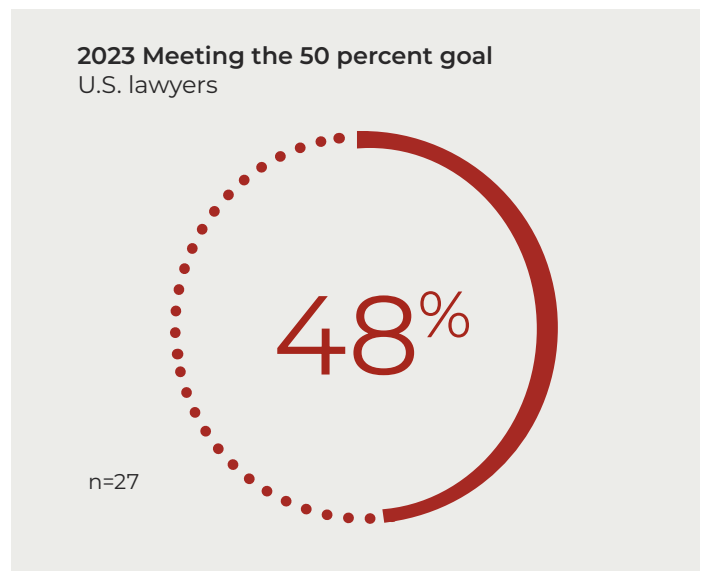
When signing the Corporate Pro Bono Challenge statement, legal departments commit to encourage 50 percent of department employees, including attorneys and legal staff, to engage in legal pro bono work. The 50 percent participation metric is an aspirational goal. This page addresses data only for the subset of companies that responded to the CPBO Challenge surveys for both 2022 and 2023.

### U.S. Lawyer Participation

Participation in pro bono by U.S. lawyers of signatories that responded to the CPBO Challenge surveys for both 2022 and 2023 increased by two percent during this two-year period, from 50 percent in 2022 to 52 percent in 2023.



The percentage of signatories who responded in both 2022 and 2023 that met or exceeded the goal of 50 percent participation in pro bono by attorneys remained consistent at 48 percent.



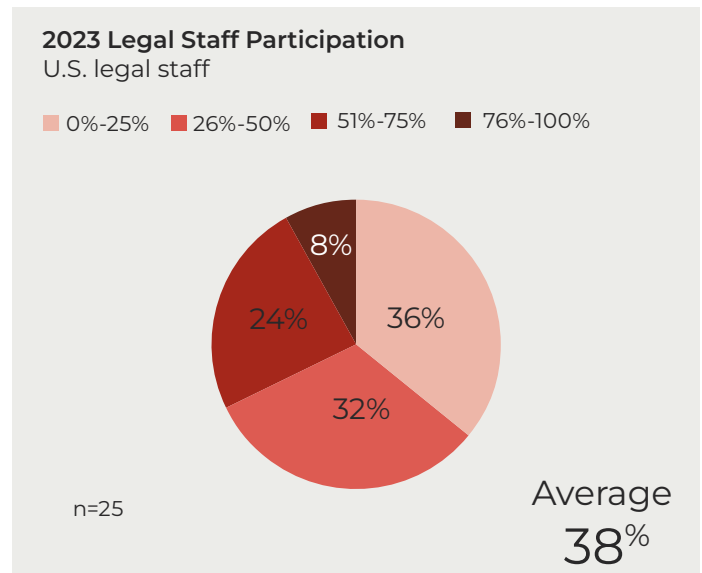
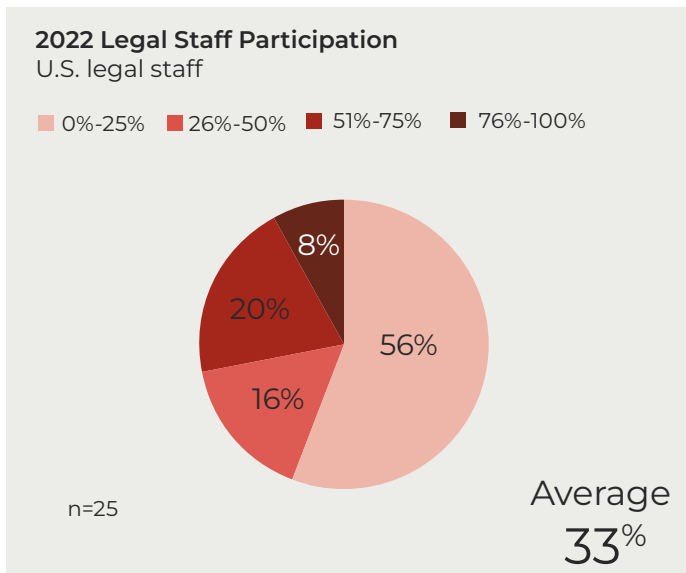
Throughout this publication, “n” is used to denote the total respondents in the relevant sample.

## LEGAL DEPARTMENT PARTICIPATION, 2022 AND 2023

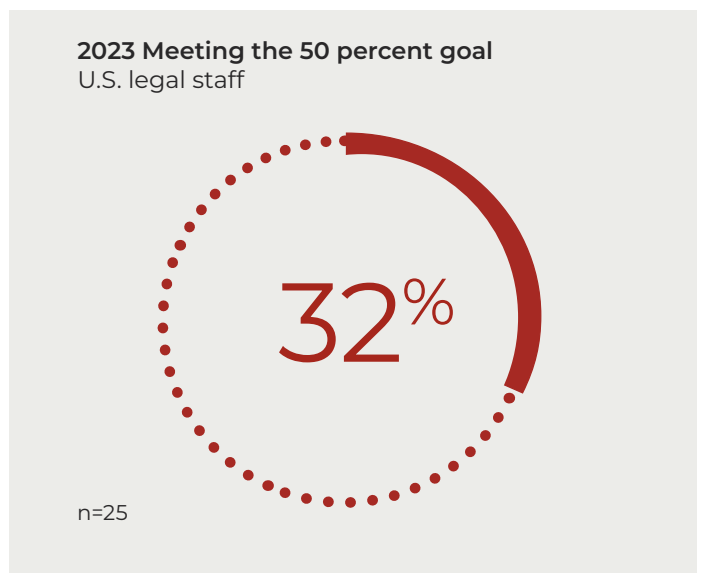
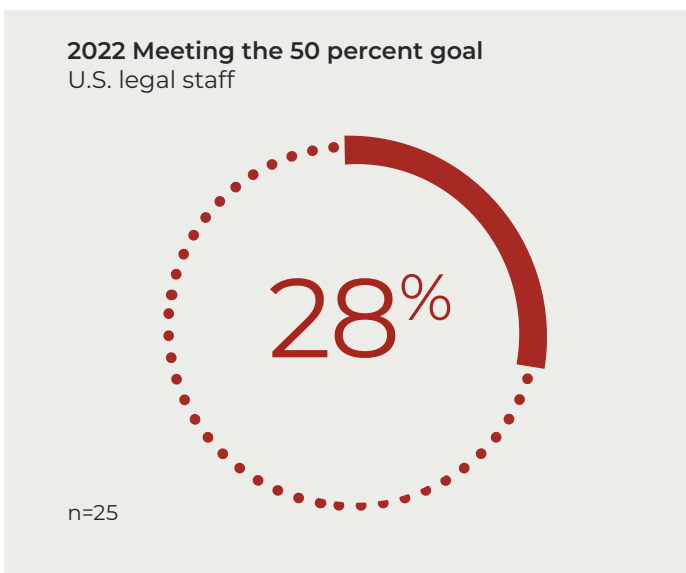
When signing the Corporate Pro Bono Challenge statement, legal departments commit to encourage 50 percent of their legal staff to engage in legal pro bono work. The 50 percent participation metric is an aspirational goal. This includes all staff who sit within the legal department, such as paralegals, legal assistants, and compliance professionals. This page addresses data only for the subset of companies that responded to the CPBO Challenge surveys for both 2022 and 2023.

### U.S. Legal Staff Participation

Participation in pro bono by U.S. legal staff of signatories that responded to the CPBO Challenge surveys for both 2022 and 2023 increased by five percent during this two-year period, from 33 percent in 2022 to 38 percent in 2023.



The percentage of signatories who responded in both 2022 and 2023 that met or exceeded the goal of 50 percent participation by legal staff increased from 28 percent in 2022 to 32 percent in 2023.

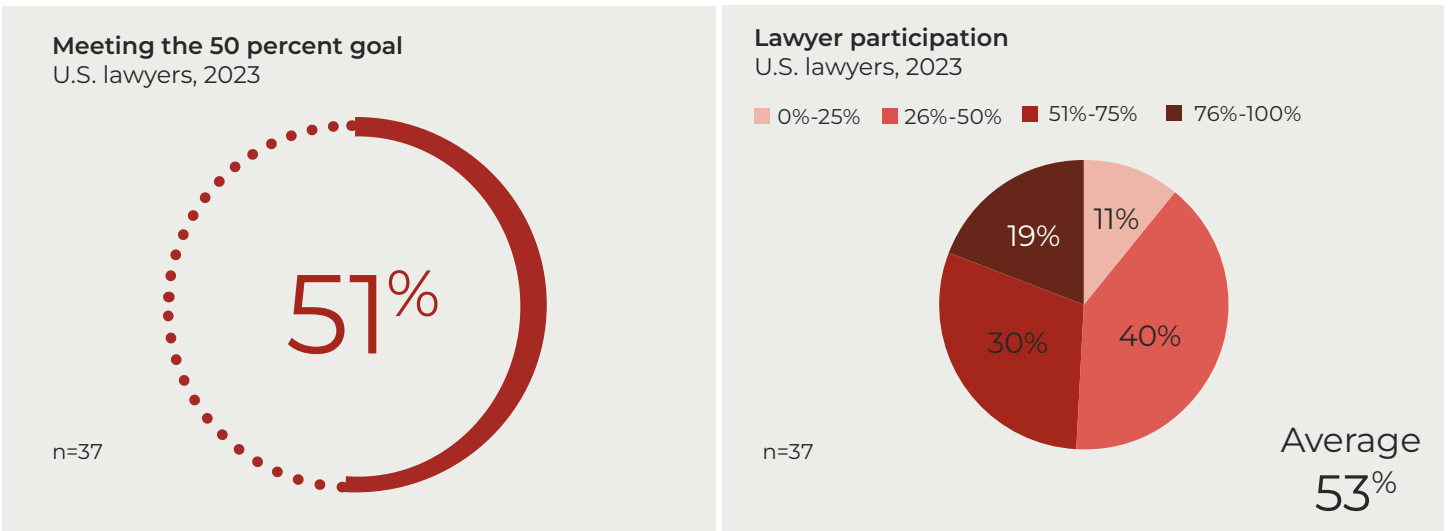


## LEGAL DEPARTMENT PARTICIPATION, 2023

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.

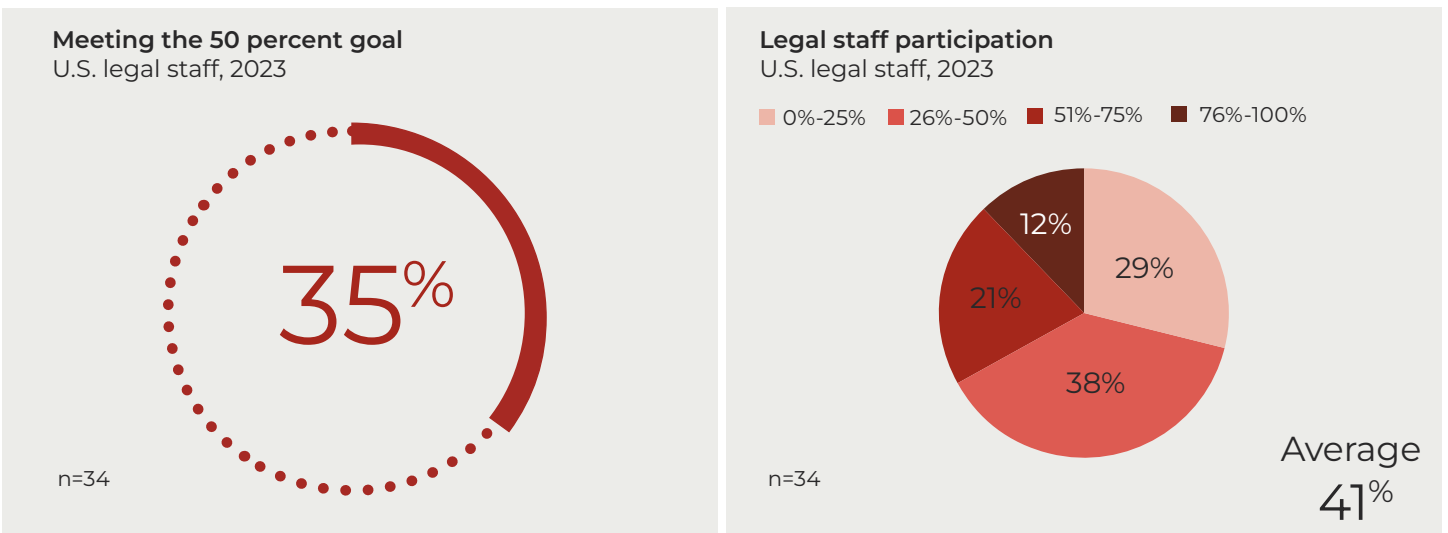
### U.S. Lawyer Participation

Fifty-one percent of signatories responding to the CPBO Challenge survey covering 2023 met or exceeded the goal of 50 percent attorney participation in legal pro bono. The average participation rate was 53 percent.



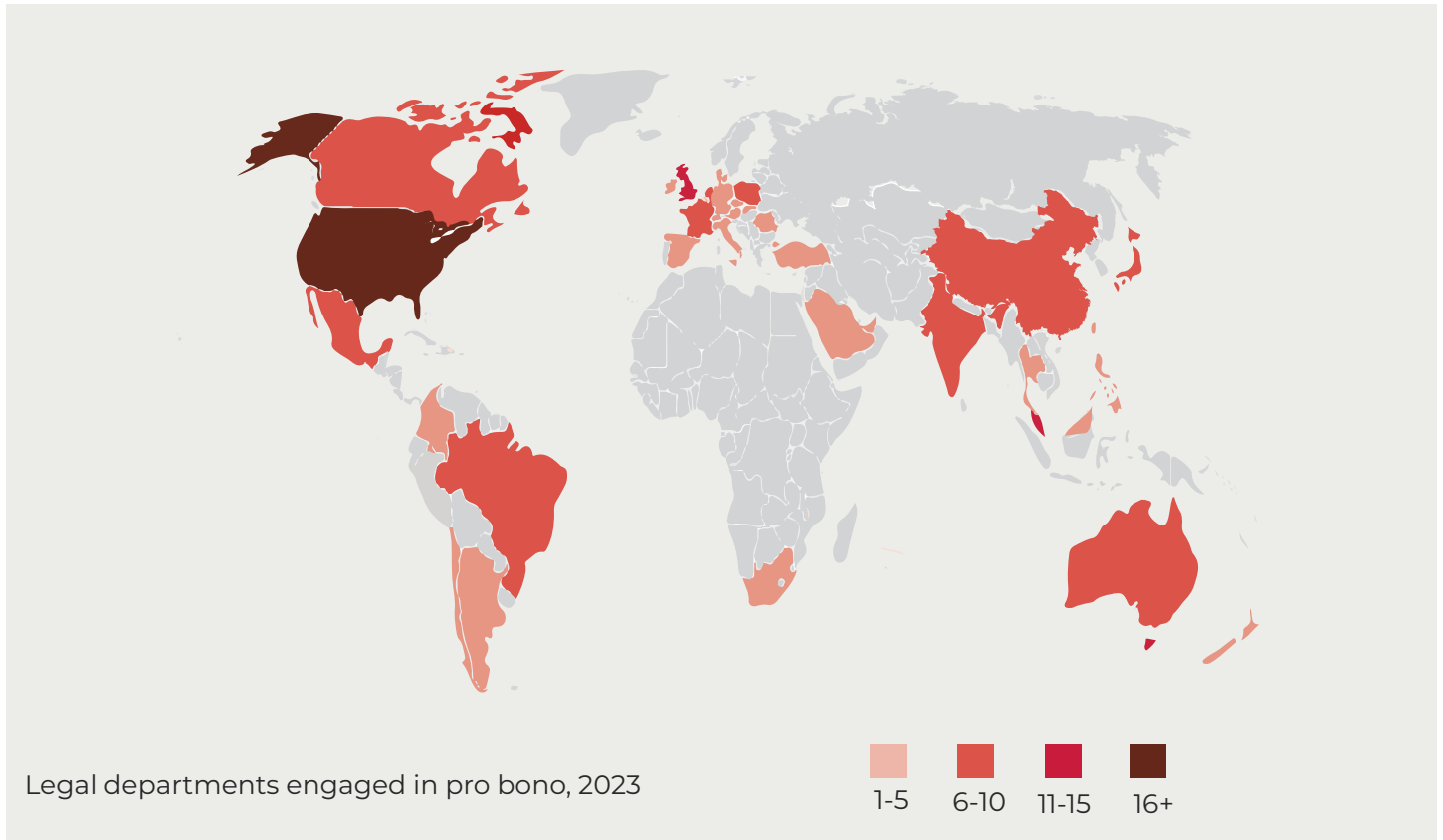
### U.S. Legal Staff Participation

Legal departments are encouraged to engage all staff members – such as paralegals, legal assistants, compliance experts, and other professionals – in pro bono. Thirty-five percent of signatories responding to the CPBO Challenge survey covering 2023 met or exceeded the goal of 50 percent legal staff participation in legal pro bono. The average participation rate was 41 percent.





## GLOBAL PRO BONO, 2023



### Countries where legal departments engaged in global pro bono, 2023

#### Africa (5)

- Mauritius (2)
- South Africa (3)

#### Asia (45)

- Bahrain
- China (6)
- Hong Kong
- Special Administrative Region*
- India (9)
- Japan (7)
- Malaysia
- Phillipines (4)
- Saudi Arabia
- Singapore (12)
- Thailand
- United Arab Emirates (2)

#### Australia (10)

- Australia (8)
- New Zealand (2)

#### Europe (66)

- Austria
- Belgium (7)
- Czech Republic (2)
- Denmark
- France (6)
- Germany (7)
- Ireland (3)
- Italy (5)
- Luxembourg (3)
- Netherlands (4)
- Poland (4)
- Romania
- Slovakia (2)
- Spain (3)
- Switzerland (2)
- Turkey
- United Kingdom (14)

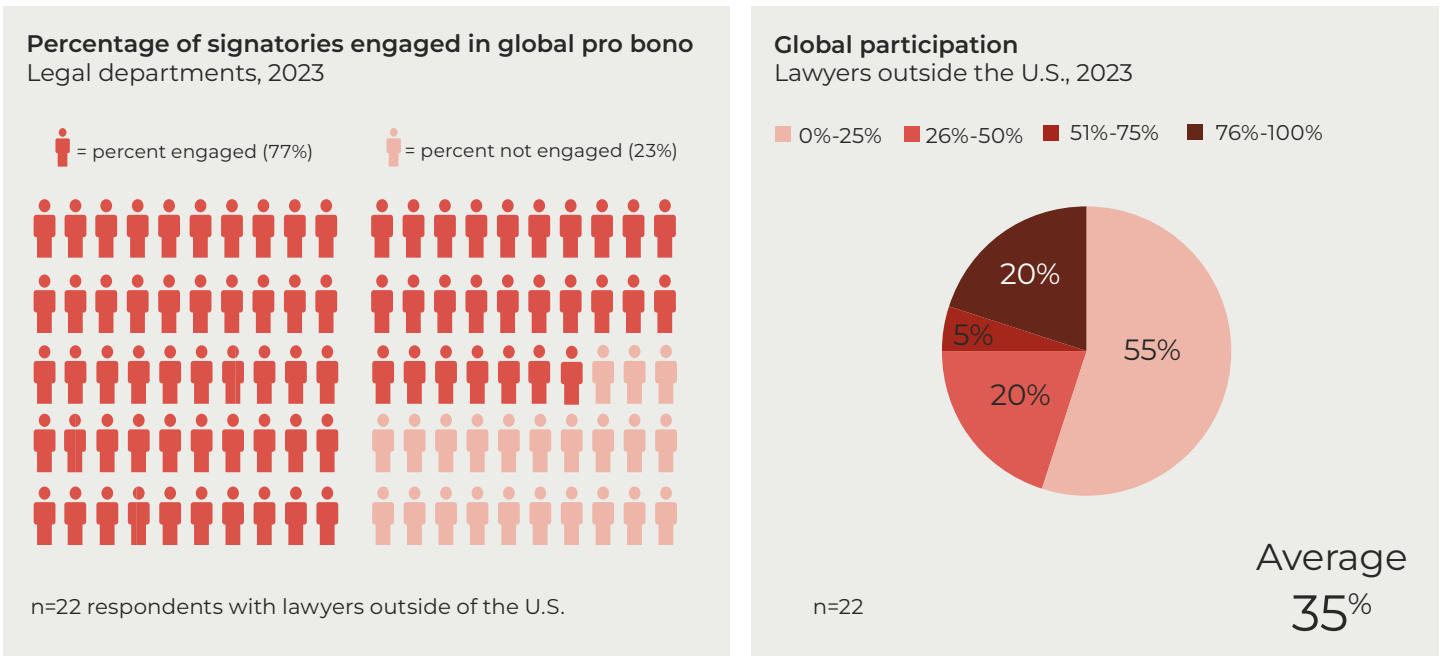
#### North America (52)

- Canada (8)
- Mexico (7)
- United States (37)

#### South America (17)

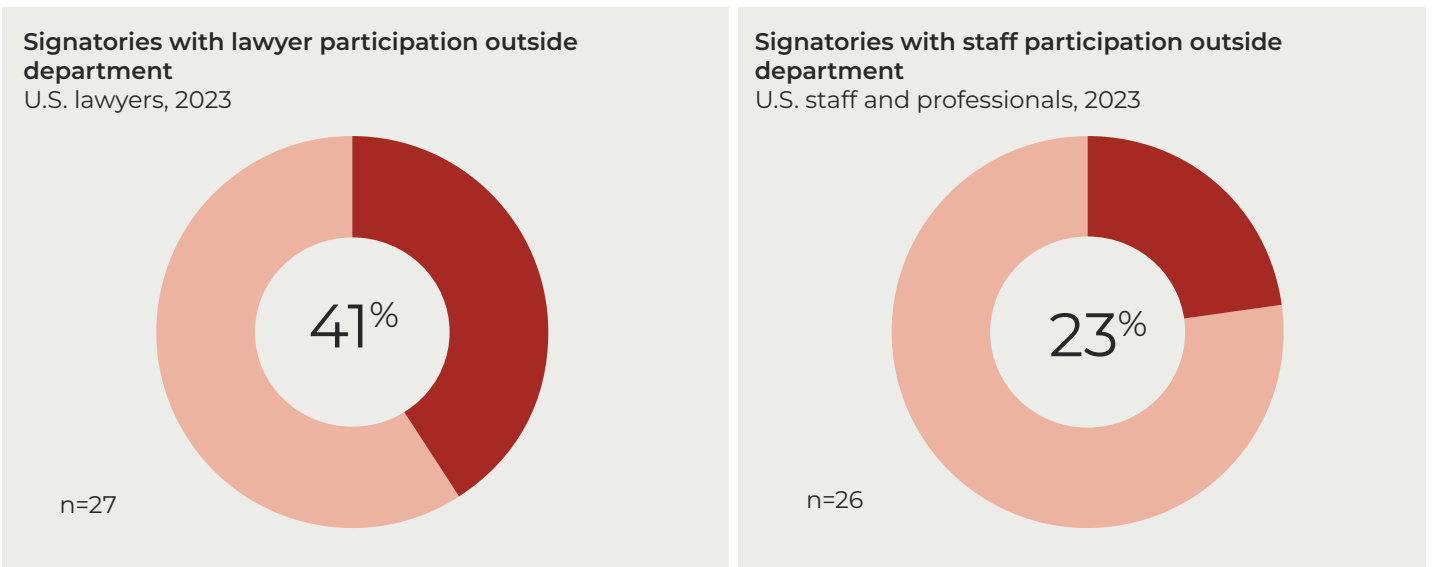
- Argentina (5)
- Brazil (9)
- Chile
- Colombia (2)

## GLOBAL PRO BONO, 2023

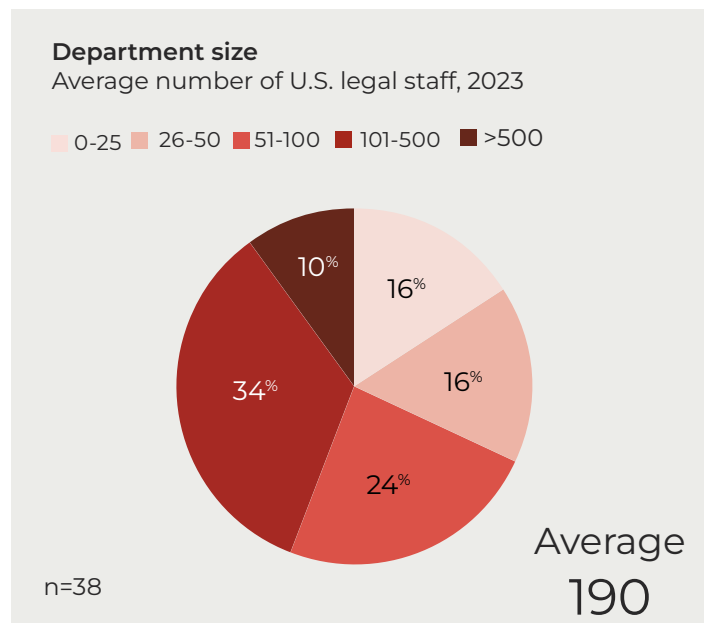
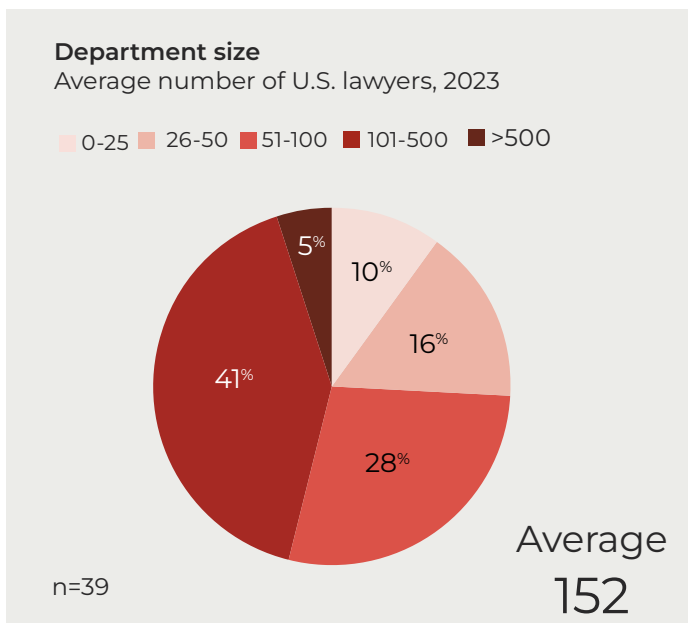
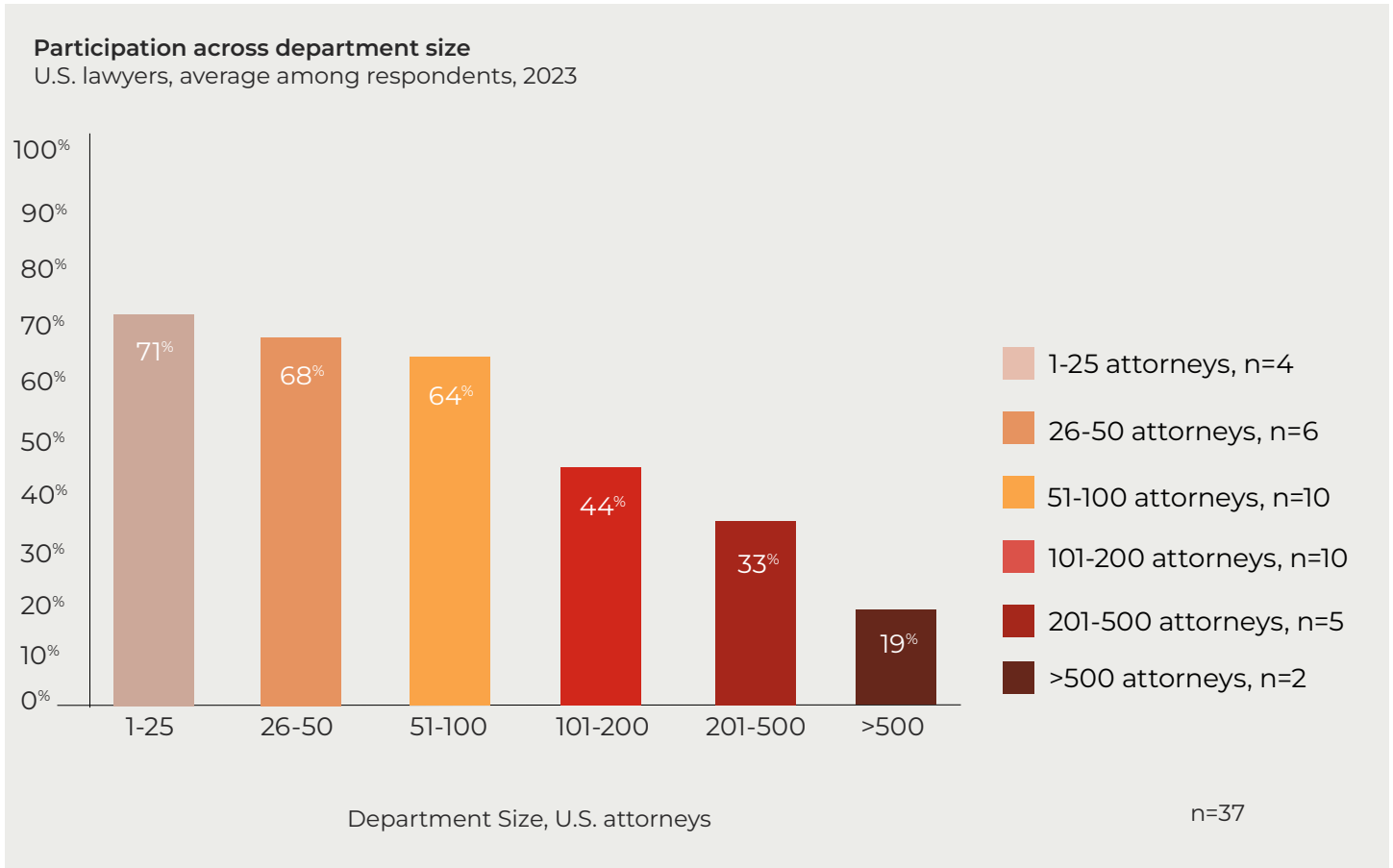


## PARTICIPATION OUTSIDE DEPARTMENT, 2023

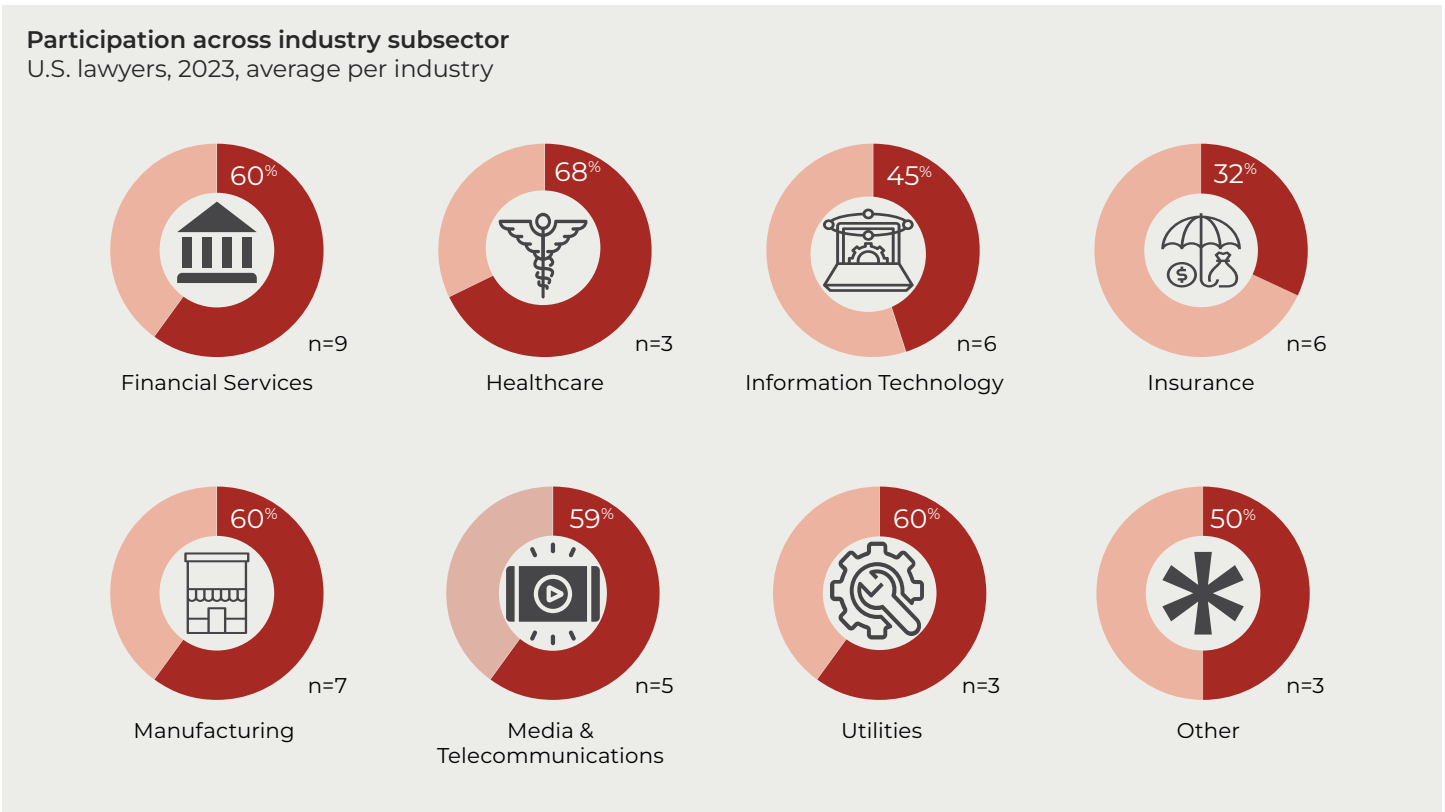
Forty-one percent of signatories responding to the CPBO Challenge survey covering 2023 reported that some lawyers in the U.S. who work outside of the legal department participated in the legal department's pro bono program. Twenty-three percent of responding signatories reported that some professionals or staff in the U.S. who work for the company outside of the legal department participated in pro bono. Only one respondent reported that lawyers or staff outside of the legal department participated in global pro bono efforts.



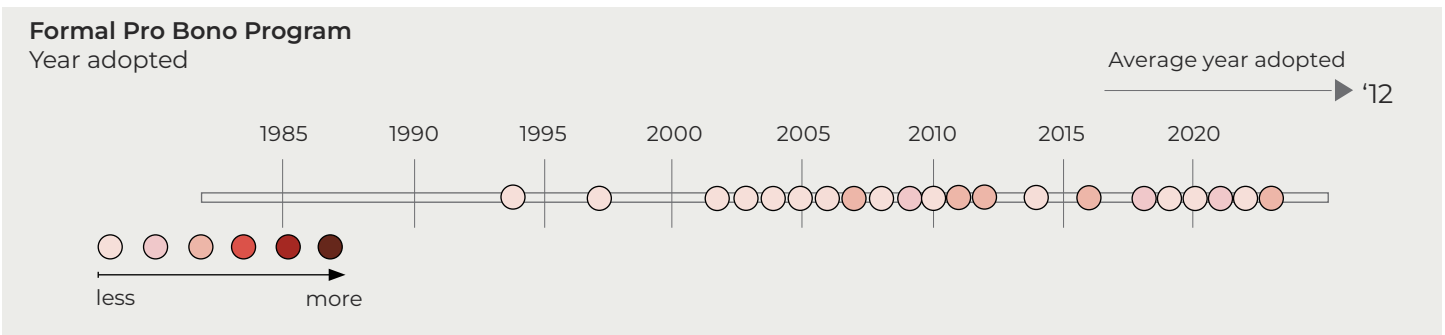
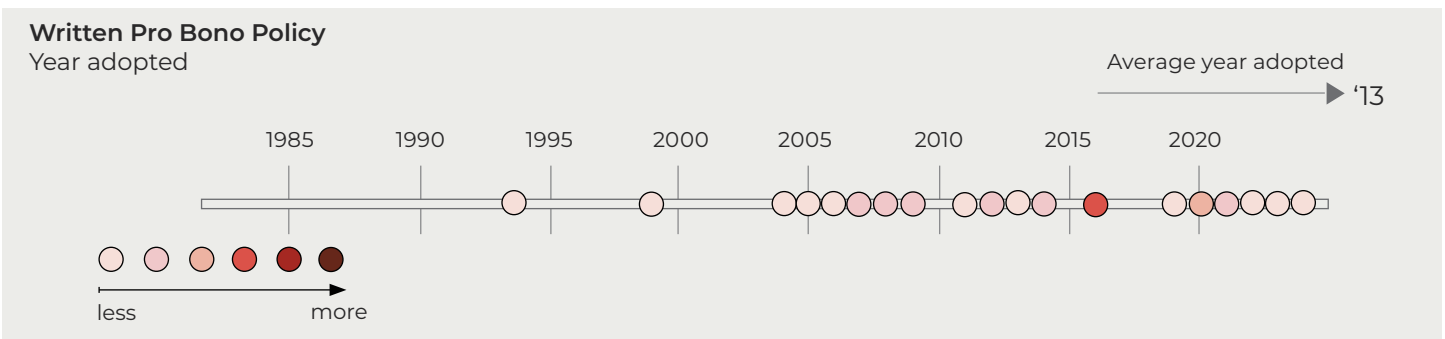
## DEMOGRAPHICS, 2023



## DEMOGRAPHICS, 2023

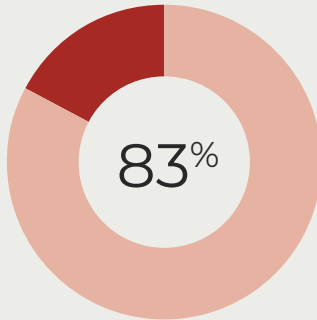


## PRO BONO PROGRAMS AND POLICIES, 2023



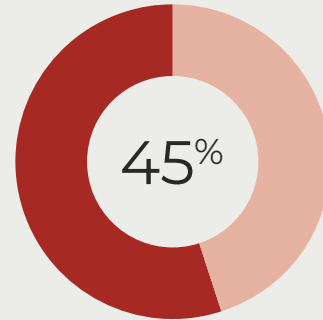
## PARTNERSHIPS WITH LAW FIRMS, 2023

**Partnerships**  
with outside law firms, 2023



n=41

**Consider law firm pro bono performance**  
when evaluating outside counsel, 2023



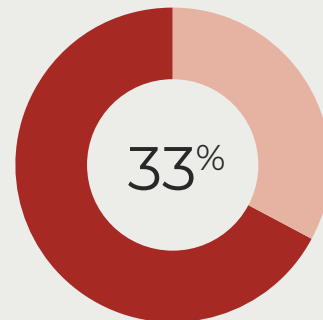
n=42

### 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:

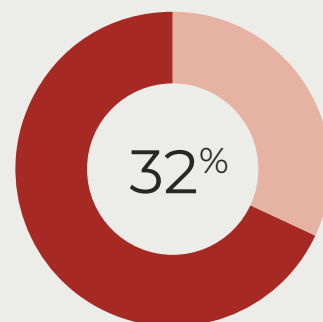
- » an institutional commitment to encourage and support participation by all attorneys in the firm;
- » the firm annually contributes to pro bono work (as defined by the Law Firm Pro Bono Challenge initiative) a minimum of either (i) five percent of total billable hours or 100 hours per attorney or (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, 2023



n=42

**Law Firm Pro Bono Challenge Initiative**  
encouraged outside law firms to join, 2023



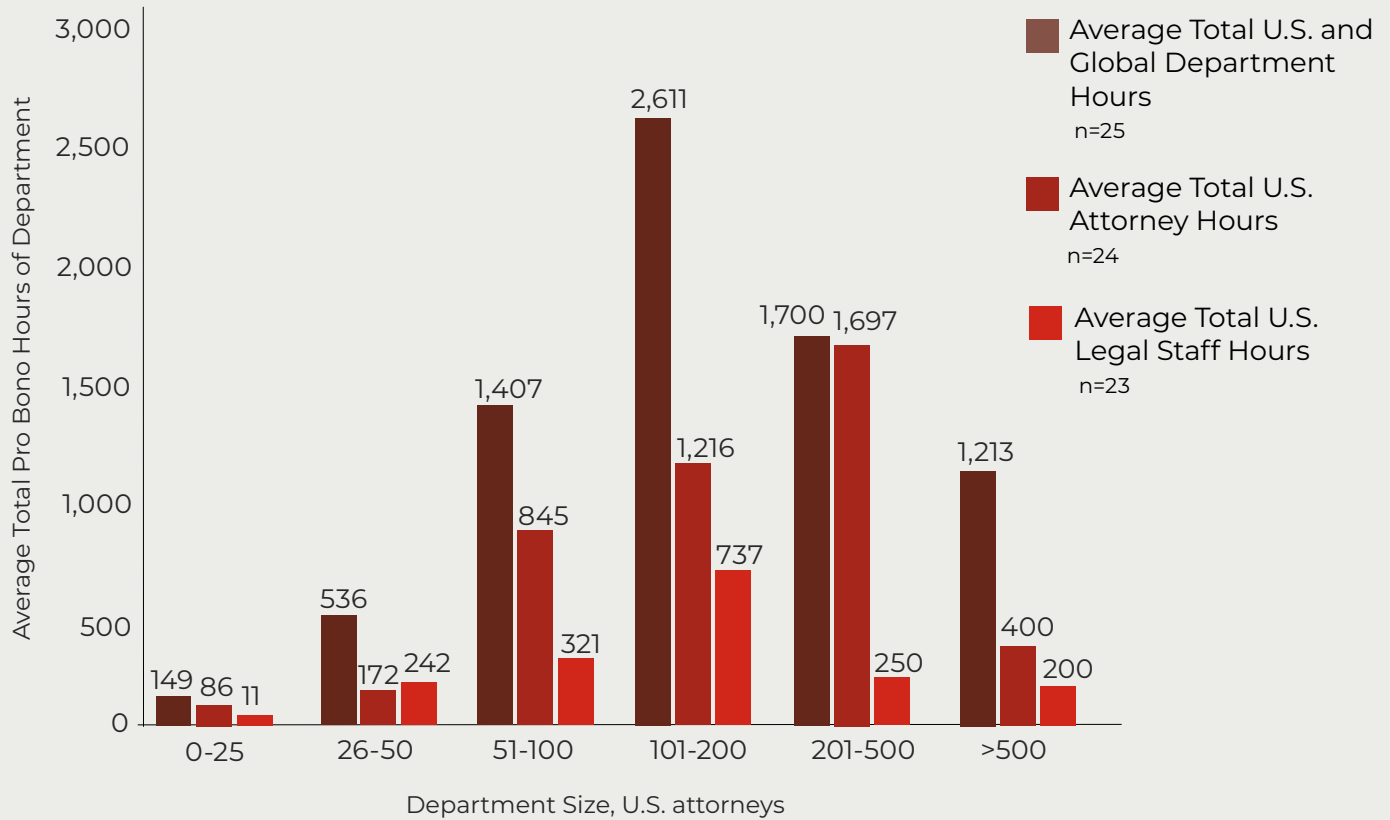
n=41

## PRO BONO HOURS

At the request of several of our stakeholders, we asked signatories that track pro bono hours data to share that information with us. We did this so that companies can benchmark against hours data as well as participation data if they so choose. About 60 percent of this year's survey respondents reported pro bono hours for their departments.

**Department's total pro bono hours, by department size**

Average total pro bono hours, 2023



38,249

total U.S. and global hours reported

n=25

15

average hours per U.S. attorney in department

n=23

11

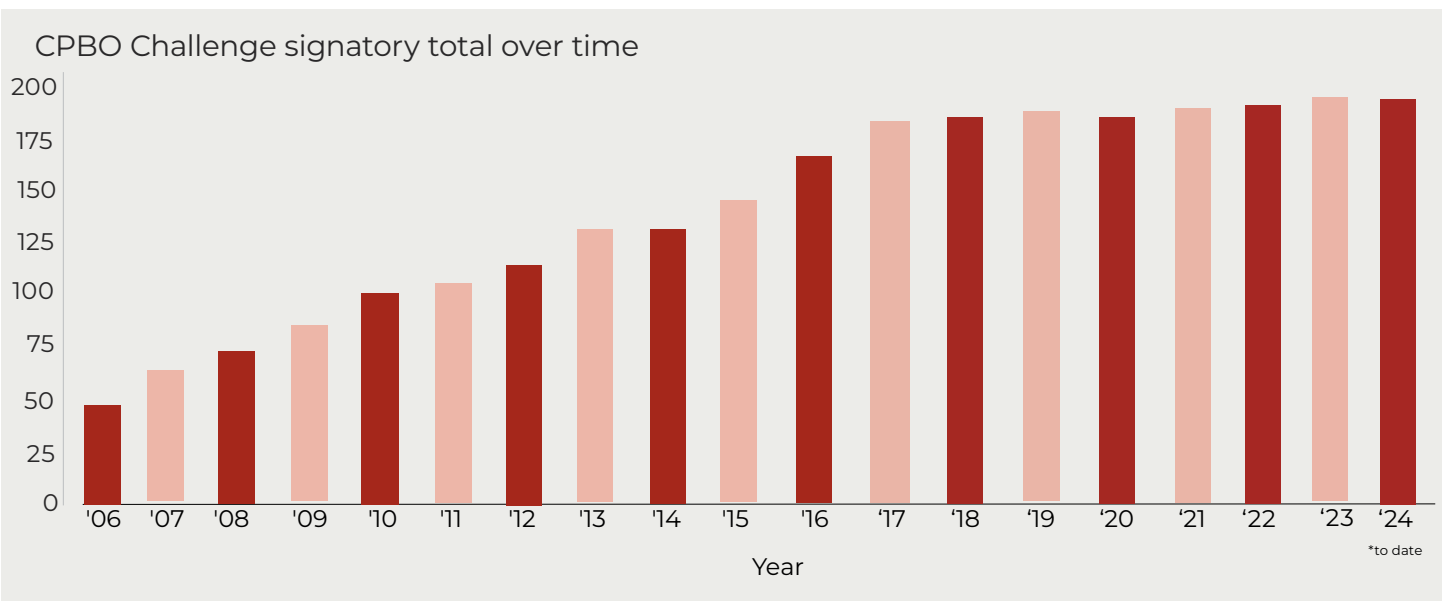
average hours per U.S. legal staff member in department

n=22

## ABOUT THE CPBO CHALLENGE INITIATIVE

For years, companies have emphasized corporate social responsibility (CSR) as an integral part of their identity and strategic planning. Recently, more companies have focused on corporate purpose, responsible business, and social impact, often in connection with Environmental, Social, and Governance (ESG) standards. 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, pro bono 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 Law Firm Pro Bono Challenge® initiative.

## CONCLUSION

After several years of decreased engagement, CPBO staff is optimistic about the growth of in-house pro bono, as highlighted in this year's CPBO Challenge Report. In 2023, in-house pro bono was indeed on the rise.

Forty-two of the CPBO Challenge signatories responded to our survey for calendar year 2023. Of this group of respondents, 51 percent met the Challenge's aspirational goal of 50 percent pro bono participation by U.S. attorneys, and 35 percent met the Challenge's aspiration goal of 50 percent pro bono participation by U.S. staff.

On average, 53 percent of U.S. in-house attorneys participated in at least one pro bono opportunity in 2023. This is the highest participation rate since before the pandemic. In 2019, the average U.S. lawyer participation rate was 59 percent. The participation rate then dropped to 49 percent (2020), 48 percent (2021), and 49 percent (2022).

Responses to the CPBO Challenge survey covering 2023 also demonstrate the strength of participation across department sizes, particularly for departments with 100 attorneys or less, which have a participation rate of 64 percent or higher.

On average, 41 percent of U.S. in-house legal staff participated in at least one pro bono opportunity in 2023. Similar to the rates of participation for U.S. lawyers, this is the highest participation rate for U.S. legal staff since before the pandemic. In 2019, the participation rate for U.S. legal staff was 38 percent, and then it fell to 26 percent (2020), 32 percent (2021), and 33 percent (2022). U.S. staff participation is now closer to the record participation rate in 2018 (42 percent). This is promising news for in-house pro bono engagement.

Unfortunately, the response rate among Challenge signatories to the CPBO Challenge survey is low and the group of responding companies differs from year to year. Therefore, it is challenging for us to conduct an "apples-to-apples" comparison. However, to provide a more direct "apples-to-apples" comparison, CPBO examines the data for the subset of companies that responded to our survey in consecutive years. For this group, the average U.S. lawyer participation rate was 52 percent in 2023, up from 50 percent in 2022. For this same subset of repeat responders, the average participation rate for U.S. legal staff was 38 percent in 2023, up from 33 percent in 2022. These metrics are encouraging and reinforce the conclusion that there is a trend upward in the in-house pro bono participation for U.S. lawyers and staff.

International pro bono is also gaining momentum. Seventy-seven percent of reporting legal departments with a presence outside the U.S. engaged in pro bono outside of the U.S. On average, 35 percent of global in-house attorneys participated in at least one pro bono opportunity in 2023.

Additionally, the percentage of companies that engage attorneys from outside the legal department in their pro bono program is at the highest level since CPBO began tracking this metric. Forty-one percent of companies have lawyers outside the department participating in pro bono. This may suggest that in-house pro bono programs are growing and have more visibility within their companies.

This is the second year that CPBO has included voluntary questions addressing pro bono hours. We added this section by request to allow companies that track their pro bono hours to benchmark against their peers. This year, the responding signatories reported a total of 38,249 hours of pro bono in 2023, about 700 fewer hours than the 38,923 hours reported in 2022. The average hours per U.S. attorney was 15 hours in 2023, down from 19 hours in 2022. The average hours per U.S. legal staff was 11 hours in 2023, up from 9 hours in 2022. Because many companies reported participation rates but not hours, we know that the hours reported in 2023 represent only a fraction of the total amount of in-house pro bono being performed.

This is also the second year that CPBO included an optional narrative question about the legal department's most impactful pro bono projects. We have featured signatories' pro bono projects in the Pro Bono Institute Signatory Showcase, and we look forward to continuing to highlight signatories' impactful pro bono achievements from 2023 in future installments of the Signatory Showcase.



## CONCLUSION CONTINUED

CPBO thanks the Chief Legal Officers and General Counsel who have committed to encourage their legal staff to participate in pro bono, the dedicated leaders of in-house pro bono programs, and the volunteers whose provision of pro bono legal services further access to justice.

For departments that have not yet joined the Challenge because of a concern that they cannot meet the Challenge goals, we encourage them to sign on and use this tool to advance pro bono at their departments. There is no downside to enrolling - there are no dues or other fees associated with Challenge signatory status, we do not publish disaggregated statistics, nor do we in any way publicly identify individual departments as having met or not met their Challenge goals. CPBO also provides technical assistance to the in-house community, targeted research and publications, online information and services, and outreach and educational programming. Additional information can be found at <https://www.cpbo.org/resources/consulting-services/>.

Corporate Pro Bono staff will continue to listen to the pro bono community, to serve as counselor, resource, strategic advisor, trainer, and catalyst, and to offer expert guidance on in-house pro bono. Leadership requires being open-minded and resisting the pull of the status quo and the power of the fear of failure to try new ideas for providing improved services. We will continue to promote experimentation, evaluation, dialogue, and collaboration on how, working together, we can build on the dedication, creativity, and maturation of in-house pro bono to strengthen access to justice.

## 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 aspirational 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. Beginning in 2022, we asked departments who track pro bono hours to report them. About 60 percent of this year's survey respondents reported pro bono hours for their departments.

The Challenge survey is included in the appendix to 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 2024, 42 out of 191 signatories eligible to participate submitted responses, whereas in 2023, 44 of 188 signatories eligible to participate submitted responses. Responses include only 22 percent of the signatories eligible to participate in the survey. Moreover, 27 signatories (14 percent) responded in consecutive years (2022 and 2023), further limiting the apples-to-apples comparison. CPBO sent out its survey in February 2024 and extended the response deadline to late-April 2024.

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

## REPORTING COMPANIES

## 2022 &amp; 2023

Accenture plc  
 Advance Publications  
 American International Group, Inc.  
 AT&T Inc.  
 Bloomberg L.P.  
 BNY Mellon  
 Capital One Financial Corporation  
 Cargill, Inc.  
 Comcast NBCUniversal  
 Deere & Company  
 Discover Financial Services  
 Entergy Corporation  
 Exelon Corporation  
 General Mills, Inc.  
 GlaxoSmithKline  
 Intel Corporation  
 Koch Capabilities, LLC  
 KPMG  
 Massachusetts Mutual Life Insurance Company  
 Mayo Clinic  
 Microsoft Corporation  
 National Student Clearinghouse  
 Oracle  
 Pfizer Inc.  
 PNC Financial Services Group, Inc.  
 State Farm Mutual Automobile Insurance  
 Target Corporation  
 U.S. Bancorp  
 Verizon Communications Inc.  
 The Williams Companies, Inc.

## 2023

3M Company  
 Accenture plc  
 Advance Publications  
 Allianz Life Insurance Company of North America  
 American International Group, Inc.  
 Aon plc  
 AT&T Inc.  
 Bloomberg L.P.  
 BNY Mellon  
 Capital One Financial Corporation  
 Cargill, Inc.  
 Cisco Systems, Inc.  
 Comcast NBCUniversal  
 Corebridge Financial  
 Deere & Company  
 Discover Financial Services  
 Elastic  
 Entergy Corporation  
 Exelon Corporation  
 Freddie Mac  
 General Mills  
 GlaxoSmithKline  
 Intel Corporation  
 Kimball Electronics, Inc.  
 Koch Capabilities, LLC  
 KPMG  
 Massachusetts Mutual Life Insurance Company  
 Mayo Clinic  
 Microsoft Corporation  
 National Student Clearinghouse  
 Oracle  
 Pfizer Inc.  
 Pinterest  
 PNC Financial Services Group, Inc.  
 PPG Industries  
 State Farm Mutual Automobile Insurance  
 Target Corporation  
 Uber Technologies, Inc.  
 U.S. Bancorp  
 Verizon Communications Inc.  
 The Williams Companies, Inc.  
 Willis Towers Watson

## 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.

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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](mailto: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](mailto:asaunders@probonoinst.org). Thank you for your interest and support.

## 2023 CPBO CHALLENGE SURVEY, JANUARY 1, 2023 - DECEMBER 31, 2023

Welcome to the 2023 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 \_\_\_\_\_

Additional Pro Bono Contact Name(s) \_\_\_\_\_

Additional Pro Bono Contact Title(s) \_\_\_\_\_

Additional Pro Bono Contact Email(s) \_\_\_\_\_

#### 2. Company Information

Annual Revenue \_\_\_\_\_

Number of Employees \_\_\_\_\_

#### 3. 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 12/31/23 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 12/31/23, 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 12/31/23 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 12/31/23, please state the number below. If you do not have any participants, please indicate 0.

	Participating in Pro Bono
Global Lawyers	_____
Global Legal Staff	_____

## Global Pro Bono

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

## 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?

## 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 initiative?

## Pro Bono Hours

While the CPBO Challenge initiative does not ask signatories to track pro bono hours, we recognize that some departments do track that information and seek to benchmark themselves against other departments. If your department does track this information, we encourage you to answer this next set of questions below.

1. What is the total number of pro bono hours performed by your legal department in 2023?

2. What was the total number of hours performed by attorneys in the U.S. in your legal department in 2023?

3. What was the total number of hours performed by legal professionals (not attorneys) in the U.S. in your legal department in 2023?

4. If your department is global, what was the total number of hours performed by attorneys outside of the U.S. in your legal department in 2023?

5. If your department is global, what was the total number of hours performed by legal professionals (not attorneys) outside of the U.S. in your legal department in 2023?



[www.cpbo.org](http://www.cpbo.org)

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