

2024 TrustLaw Index of Pro Bono – Survey Questions

The questions contained in this document are available for completion in the [online survey](#). However, if you experience technical difficulties submitting your firm’s responses, please complete the questionnaire below and email the file to [TrustLaw](#).

The questions below correspond directly to those in the online survey.
Submission Deadline: 14th June 2024

Question Number	Question	Question Type	Values	
Firm Name:		Free Text Box		
A. GENERAL				
	Please provide your contact details <ul style="list-style-type: none">- First Name- Last Name- Email- Job Title	Free Text Box		
1	In which jurisdictions does your firm have offices? (Please hold down ‘Ctrl’ on your keyboard to select multiple jurisdictions.)	Multi-select list	Country Names	
B. PRO BONO PRACTICE				
The following Pro Bono Practice information will only be published in an aggregated and anonymous form and will not be associated publicly with any specific firm or practice. It will be used solely to inform our industry analysis.				
2	Why does your firm do pro bono?	Multi-select list	Desire to support the community Training and skill development Marketing Staff retention Alignment with interests of client Externally mandated requirement Other [free text box]	
3	Does your firm have a formal written pro bono policy in place?	Yes/No		
	If yes, what does your policy cover? Please indicate all relevant options.	Multi-select list	Declaration of firm’s attitude and intent towards pro bono Eligibility criteria for pro bono clients Constitution and role of pro bono committee Role of pro bono coordinator Other	

Question Number	Question	Question Type	Values	
			[free text box]	
4	Does your firm have a formal diversity commitment in relation to pro bono?	Yes/No/Not sure		
	If yes, please explain what the firm's diversity commitment in relation to pro bono includes and what form it takes.	Multi-select list	<p>Multi-select:</p> <p>If yes, what form(s) does your diversity commitment take?</p> <ol style="list-style-type: none"> 1. Commitment to staffing pro bono matters with a diverse team of lawyers. 2. Building a diverse talent pipeline for hiring of pro bono roles 3. Offering pro bono support to organisations that work on matters that serve diverse communities. 4. Offering financial contributions to organisations that serve diverse communities. 5. Other (with free form box) <p>If you would like to give us more context for the form of your diversity commitment, how it has changed, etc., please explain here. [open text]</p>	
5	Do you have a formal process to determine whether a matter or client is eligible for pro bono?	Yes/No		
	If yes, please describe the process.	Free Text Box		
PRO BONO PROFESSIONALS AND TEAMS				
6	<p>Over the relevant reporting period, how many people were employed as either full or part-time pro bono professionals in your pro bono practice?</p> <p>Note: Full-time employee: Works the standard number of hours per week set by the employer for a full-time position, typically around 30-40 hours. Part-time employee: Works fewer hours per week than a full-time employee, usually less than 30 hours, depending on the employer and local and labour laws.</p>	<p>Free numerical boxes</p> <p>Full time: Part time:</p>		

a) Please indicate how many employees in your pro bono practice were:

***Note:** 1. Your answers to a)-g) should add up to your answer to the previous question (i.e. the sum total of a), b), c), d), e), f) and g) should equal the total number of full-time and part-time professionals in your pro bono practice above.*

2. Group roles within your pro bono team according to the closest category of title that suits the role – for example, a “Senior Associate, Pro Bono” should be counted under “Associate” and so on.

3. For this survey, “Exclusive pro bono role” refers to a pro bono role with a remit to work exclusively or principally on pro bono matters or administration of such matters or the firm’s pro bono programme. “Mixed role” means pro bono employees who balance meaningful pro bono administration/management responsibilities with other fee-earning or non-fee-earning responsibilities.

		No. of exclusive pro bono roles	No. of mixed
a.	Administrators, Assistants or Coordinators		
b.	Managers		
c.	Associates		
d.	Partners		
e.	Counsel		
f.	Directors		
g.	Other		

b) If you selected “Other” please tell us what those other roles/titles are; (Free text Box)

Question Number	Question	Question Type	Values	
7a)	Who is the most senior person in charge of pro bono in the firm , and is this person a:	Single-Select List	Coordinator/Administrator	
			Manager	
			Associate	
			Partner	
			Counsel	
			Head or Director	
			Other (free text box)	
			We have no person in charge of pro bono at our firm	
7b)	Does your firm have a designated person with primary responsibility to coordinate the firm's day-to-day pro bono legal work?	Yes/No		
	If yes, is this person also the most senior person in charge of pro bono?	Yes/No		
7c)	Please indicate approximately what percentage (%) of time for the following roles was dedicated to the following activities: Note: <i>If the designated coordinator for your firm's day-to-day pro bono is also the most senior person in charge of pro bono, it is fine to complete only one column. Each column should total 100%.</i>			
			Designated Coordinator for Pro Bono	Most Senior Person in Charge of Pro Bono
a.	Direct legal work/advice for pro bono clients			
b.	Administration of pro bono programme			
c.	Other corporate social responsibility, sustainability, social impact, responsible business and/or other similar programmes (include non-legal volunteering, charitable donations, etc.)			
d.	Fee earning work for paying clients			
e.	Other non-fee earning responsibilities			
PRO BONO PRACTICES AND OTHER PROGRAMMES				

Question Number	Question	Question Type	Values	
8.	Does your firm have a corporate social responsibility (CSR), sustainability, social impact, ESG or other similar team, initiative, or programme? Please Note: <i>For this question, we are interested in internal efforts that focus on the firm's own operations, rather than CSR or ESG practices that advise clients of the firm.</i>	Yes /No		
	If yes to above, we would like to understand how that team/programme interacts with your pro bono practice, and in particular: a) Are the programmes managed jointly or separately? <i>(select one)</i>	Single-Select	a) Managed jointly b) Managed separately	
	b) Do the programmes have a common or separate budget? <i>(select one)</i>		a) Common budget b) Separate budget	
9	Does your firm have a pro bono committee(s)?	Yes/No		
	If yes, please describe the responsibilities of the committee. <i>Please hold 'Ctrl' on your keyboard to select multiple entries.</i>	Multi-select list	Strategy and policy	
			Approval of pro bono clients	
			Approval of pro bono matters	
			Administration of pro bono programme	
			Other	
			[free text box]	
10	Does your firm prefer to work with certain types of pro bono clients? <i>Please hold 'Ctrl' on your keyboard to select multiple entries. Please select all those that apply.</i>	Multi-select list	Registered charities and/or non-profits	
			Social enterprises	
			Individuals in need	
			Journalists in need and/or small news organisations	
			Government, intergovernmental organisations and/or multi-lateral organisations	
			Small businesses/start-ups	
			Other	
			[Free Text Box]	
11	How does your firm deliver pro bono? <i>Please hold 'Ctrl' on your keyboard to select multiple entries. Please select all those that apply.</i>	Multi-select list	Corporate/commercial advice to eligible organisations	
			Legal research	
			Legal training and/or public legal education	
			Public interest litigation	
			Other litigation or representation in legal proceedings	
			Technical assistance	

Question Number		Question	Question Type	Values	
				Other	
				[Free Text Box]	
12		How does your firm source pro bono work?	Multi-select list	Directly from clients	
				Through legal clinics	
				In partnership with other law firms	
				Through local law societies or bar associations	
				Through clearing house(s)	
				Other	
				[Free text box]	
13		Please select your firm's top pro bono priorities or strategic areas of focus over the last 12 months (please select a maximum of five). Please hold 'Ctrl' on your keyboard to select multiple focus areas.	Multi-select list	Access to Justice	
				Aid and Development	
				Anti-Corruption and Good Governance	
				Data and Digital Rights	
				Disability rights	
				Economic Development, Microfinance and Social Finance	
				Education and Training	
				Employment	
				Older People's Rights	
				Environment, Climate and Biodiversity	
				Ethnic/minority Rights and Racial Justice	
				Food, Hunger and Nutrition	
				Freedom of the Media and Expression	
				Gender-based Violence	
				Health, Disease and Sanitation	
				Human Rights	
				Human Trafficking, Slavery and Exploitation	
				Immigration, Refugees and Asylum	
				Indigenous Rights	
				Land and Water Rights	
				LGBTQ+ Rights	
				Sexual and Reproductive Rights	
				Shelter and Housing	
				Veteran Rights	
				War and Conflict	
				Women's Rights	
				Other	
				[Free Text Box]	
14		Please indicate if your firm will have any new areas of strategic focus or growth over the next 12 to 24 months. (please select a maximum of five). Please hold 'Ctrl' on your keyboard to select multiple focus areas.	Multi-select list	Access to Justice	
				Aid and Development	
				Anti-Corruption and Good Governance	
				Data and Digital Rights	
				Disability rights	

Question Number	Question	Question Type	Values	
			Economic Development, Microfinance and Social Finance Education and Training Employment Older People's Rights Environment, Climate and Biodiversity Ethnic/minority Rights and Racial Justice Food, Hunger and Nutrition Freedom of the Media and Expression Gender-based Violence Health, Disease and Sanitation Human Rights Human Trafficking, Slavery and Exploitation Immigration, Refugees and Asylum Indigenous Rights Land and Water Rights LGBTQ+ Rights Sexual and Reproductive Rights Shelter and Housing Veteran Rights War and Conflict Women's Rights Other [Free Text Box]	
INCENTIVISING AND REWARDING PRO BONO				
15	Is participation in pro bono factored into the appraisal/performance review process for lawyers (non-partners)?	Yes/No		
16	Is participation in pro bono factored into compensation for lawyers (non-partners)?	Yes/No		
17	Is participation in pro bono factored into hours or utilisation target (non-partners)?	Yes/No		
	If yes, please indicate if pro bono is factored into hours or utilisation target.	Single-select List	All pro bono hours and work treated in the same way as fee-earning hours and work Pro bono hours and work credited up to a maximum threshold A minimum fee-earning hours threshold must be reached before pro bono hours are considered Not considered Other [free text box]	
18	Does your firm have a requirement that your lawyers perform a specified amount of pro bono each year?	Yes/No		
	If yes, is the requirement mandatory or aspirational?	Mandatory/Aspirational		
	What is the annual pro bono hours target per lawyer?	Free Text Box		

Question Number	Question	Question Type	Values	
	If you have multiple offices, is the requirement the same for each office?	Yes/No/We only have one office		
	Please describe the different requirements in different offices and jurisdictions.	Free Text Box		
19	Is participation in pro bono factored into the appraisal/performance review process for partners?	Yes/No		
20	Is participation in pro bono factored into compensation for partners?	Yes/No		
21a)	<p>How much budget did your firm allocate to conduct its pro bono practice during the 2022/2023 financial year?</p> <p>Please note: Values are reflected in USD equivalent</p> <p>(Optional) Data relating to budget figures will not be used externally. Please include donations to charities and non-profits to support pro bono (e.g. to clearinghouses or bar association pro bono programmes) but not direct donations to pro bono clients.</p>	Single-Select list	No budget for pro bono 1,000 – 5,000 USD 5,000– 10,000 10,000– 30,000 30,000 – 50,000 50,000 – 100,000 100,000+	
21b)	Is this amount larger, smaller or the same as it was two years ago?	Single-Select list	Larger Smaller Same Not sure	
	PRO BONO IMPACT			
	Does your firm measure or track your pro bono results and/or impact? Y/N			
	<p>If yes, what do you measure/track?</p> <ol style="list-style-type: none"> 1. Number of pro bono hours worked 2. Number of clients served 3. Number of matters handled 4. Sources of pro bono matters 5. Types of clients served 6. Types of matters handled 7. Outcome of matters 8. Client feedback 9. Community impact 10. Lawyer engagement 11. Lawyer feedback 12. Number of lawyers doing pro bono 13. Other (with free text to gather info about what else is being tracked) 	Multi-select		

Question Number	Question	Question Type	Values						
	What do you use the information for? <i>Please rank from the most important to the least important with 1 being the most important and 5 being the least important (Rank Grid)</i> <ol style="list-style-type: none"> Demonstrating value provided to the community and communicating impact. Identifying areas for improvement in pro bono practice Strengthening client relationships Professional development Evaluating staff performance and appraisals 	Ranked							
	How do you communicate the impact of your pro bono work? (multi-select) <ol style="list-style-type: none"> Internal firm newsletters/blog posts/other Internal awards or special recognition for individual lawyers or pro bono teams Nominations for external pro bono awards Publishing impact stories on website/newsletters and/or sharing through social media Sharing pro bono impact in annual report Other (invite free text response) 								
22	<p>This year, we will publish a small number of case studies that highlight successful pro bono practices. If you would like to provide a case study for possible publication, please include below a short summary of a pro bono action your firm made and what the impact of the action was . We may contact you to ask for further information:</p> <p>a. Which overall theme does the case study apply to?</p> <ol style="list-style-type: none"> Focus areas Pro bono infrastructure Incentives and Rewards Diversity Impact/Result measurement <p>Note:</p> <p>Focus areas – you can provide a case study of how you have grown a particular pro bono area of focus (e.g. refugee rights) through skill development and intensive training of your lawyers, supervision, partnerships with key organisations working on refugee rights, etc.</p> <p>Pro Bono infrastructure – this could be highlighting an element of infrastructure such as a formal pro bono policy, a pro bono committee or hiring someone to work full-time or part-time in your pro bono practice.</p> <p>Incentives and Rewards – this could be setting targets and compensating lawyers for pro bono.</p> <p>Impact/Result measurement - this could be for the pro bono programme itself (e.g. increased engagement) and/or for the ultimate beneficiaries of the pro bono support).</p> <p>b. Which Country is this case study in?</p> <p>Please share the case study below. (Max 400 words)</p>	Single-Select List	<table border="1"> <tr><td>Focus areas</td></tr> <tr><td>Pro bono infrastructure</td></tr> <tr><td>Incentives and Rewards</td></tr> <tr><td>Diversity</td></tr> <tr><td>Impact/Result measurement</td></tr> </table>	Focus areas	Pro bono infrastructure	Incentives and Rewards	Diversity	Impact/Result measurement	
Focus areas									
Pro bono infrastructure									
Incentives and Rewards									
Diversity									
Impact/Result measurement									
C. PRO BONO DATA									
We will publish indices for each jurisdiction, indicating the average Qualifying Pro Bono hours performed by locally based Qualifying Fee Earners at participating firms and what proportion of the Qualifying Fee Earners have performed ten or more hours of Qualifying Pro Bono. We will also group such data to generate regional figures. Please complete the data in this table in accordance with the Explanatory Notes below.									

Question Number	Question	Question Type	Values	
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Qualifying Fee-Earner Data			
<p><i>Explanatory Notes</i></p> <p>Please see the definitions of Qualifying Pro Bono and Qualifying Fee Earner here or on the accompanying summary document when providing the below submissions. Please note that if the Qualifying Pro Bono work done by trainees or paralegals is included in your firm’s total Qualifying Pro Bono hours, such employees must also be included in the firm’s headcount.</p> <p>Please provide separate data for each country in which your firm has an office. If your firm has more than one office in a country, please aggregate the information to provide a country-wide figure.</p> <p>Unless otherwise specified, please provide data based on the most recent calendar year.</p> <p>Please Note: Any legal professional who performs fee-earning work for clients can be considered a Qualifying Fee Earner and any legal advice, assistance, representation and research, as well as drafting agreements, policy documents or legislative instruments, are all examples of Qualifying Work so long as it is done without financial return.</p>			
<p>For each country in which your firm has an office, please provide the following information:</p> <ul style="list-style-type: none"> - Headcount: as of 31 December 2023, how many Qualifying Fee Earners in your firm? - Please provide a separate figure for each jurisdiction in which you operate. - Total Qualifying Pro Bono Hours: over the chosen 12-month period, how many hours of Qualifying Pro Bono were performed in your firm? <p>Please provide a separate figure for each jurisdiction in which you operate.</p> <ul style="list-style-type: none"> - Qualifying Fee Earners Who Recorded 10 Hours of Qualifying Pro Bono Time: please indicate the number of Qualifying Fee Earners who recorded ten or more hours of pro bono time on Qualifying Pro Bono matters over the chosen 12-month period. <p>If, due to changes in staffing levels, this figure is more than the total Headcount as at 31 December, please use the total figure and we will factor this in during our analysis. Please provide a separate figure for each jurisdiction in which you operate.</p>			
<p>How many jurisdictions are you supplying fee-earner data for?</p> <p><i>Enter a whole number up to 45 (if you wish to supply information for more than 45 jurisdictions then please email trustlaw@thomsonreuters.com)</i></p>		<p>Free Numerical Box</p>	
23. Qualifying Fee-Earner Data			
Country	Multi-select List		
Do you practice local law in this jurisdiction?	Yes/No		
Do you operate as a domestic or international firm in this jurisdiction?	Multi-select List	Domestic	
		International	
Number of Qualifying Fee Earners as at 31 December	Free numerical box		
Total Pro Bono Qualifying Hours	Free numerical box		
Number of Qualifying Fee Earners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		

Question Number	Question	Question Type	Values	
	Number of Qualifying Fee Earners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
	Country	Multi-select List		
	Do you practice local law in this jurisdiction?	Yes/No		
	Do you operate as a domestic or international firm in this jurisdiction?	Multi-select List	Domestic International	
	Number of Qualifying Fee Earners as at 31 December	Free numerical box		
	Total Pro Bono Qualifying Hours	Free numerical box		
	Number of Qualifying Fee Earners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		
	Number of Qualifying Fee Earners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
	Country	Multi-select List		
	Do you practice local law in this jurisdiction?	Yes/No		
	Do you operate as a domestic or international firm in this jurisdiction?	Multi-select List	Domestic International	
	Number of Qualifying Fee Earners as at 31 December	Free numerical box		
	Total Pro Bono Qualifying Hours	Free numerical box		
	Number of Qualifying Fee Earners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		
	Number of Qualifying Fee Earners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
If submitting fee-earner data for more than 3 jurisdictions, please copy/paste and complete the six rows above for as many countries as necessary.				
Qualifying Partner Data				
The following information will not be published nor made publicly available and will be used solely to inform our industry analysis on an anonymised or aggregated basis. Please complete the table in accordance with the Explanatory Notes at the end of this page.				
	Explanatory Notes Please see the definition of Qualifying Pro Bono here or on the accompanying summary document when completing this section. For each country in which your firm has an office, and practises pro bono please provide the following information:			

Question Number	Question	Question Type	Values	
	<ul style="list-style-type: none"> - Headcount: as of 31 December 2023, how many Partners in your firm? Please provide a separate figure for each jurisdiction in which you operate. - Total Partner Pro Bono Hours: over the chosen 12-month period, how many hours of Qualifying Pro Bono time were performed by Partners in your firm. Please provide a separate figure for each jurisdiction in which you operate. - Partners Who Recorded 10+ hours of Qualifying Pro Bono time: please indicate the number of Partners at your firm who recorded ten or more hours on Qualifying Pro Bono matters over the chosen 12-month period. - If, due to changes in staffing levels, this figure is more than the Partner headcount as at 31 December, please include the higher figure; we will factor this into our analysis. Please provide a separate figure for each jurisdiction in which you operate. - Partners Who Recorded Pro Bono Time: please indicate the number of Partners who recorded any pro bono time on Qualifying Pro Bono matters over the chosen 12-month period. 			
	How many jurisdictions are you supplying partner data for? <i>Enter a whole number up to 45 (if you wish to supply information for more than 45 jurisdictions then please email trustlaw@thomsonreuters.com</i>	Free numerical box		
24 Qualifying Partner Data				
	Country	Multi-select List		
	Number of Partners as at 31 December	Free numerical box		
	Total Pro Bono Qualifying Hours by Partners	Free numerical box		
	Number of Partners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		
	Number of Partners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
	Country	Multi-select List		
	Number of Partners as at 31 December	Free numerical box		
	Total Pro Bono Qualifying Hours by Partners	Free numerical box		
	Number of Partners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		
	Number of Partners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
	Country	Multi-select List		

Question Number	Question	Question Type	Values	
	Number of Partners as at 31 December	Free numerical box		
	Total Pro Bono Qualifying Hours by Partners	Free numerical box		
	Number of Partners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box		
	Number of Partners who recorded any time on Qualifying Pro Bono matters	Free numerical box		
If submitting partner data for more than 3 jurisdictions, please copy/paste and complete the four rows above for as many countries as necessary.				
	Are there any other key features of your pro bono programme you would like to tell us about? Please use this field to provide any additional information you would like to include.	Free text box		
	Additional comments	Free text box		

D. SURVEY CONFIRMATION			
<p>I confirm that to the best of my knowledge the information provided is accurate and a true reflection of the pro bono programme and level of pro bono engagement at my firm.</p> <p>By checking the following box, your TrustLaw Index of Pro Bono survey will be submitted to the TrustLaw team and will be included in the published 2024 Index of Pro Bono.</p>	Check box	‘Confirm and submit’	

Before you go, we would be grateful for your feedback on your experience completing the TrustLaw Index of Pro Bono survey. We also welcome suggestions you have for future versions of the survey or the Index itself, including points of clarification that would be helpful to address in future guidance or FAQs. [Free text box]