

## 2026 TrustLaw Index of Pro Bono

## Survey Questions

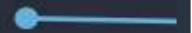
The questions in this document correspond directly to those in the online survey. We kindly ask that final responses are submitted through the online survey.

If you experience technical difficulties submitting your firm's responses on the online survey, [please get in touch](#) and we can assist you with troubleshooting.

Question Number	Question	Question Type	Values	Please use this column for notes, if any
<b>A. ABOUT YOU AND YOUR FIRM</b>				
	Firm	Free Text Box <b>Mandatory</b>		
	First name	Free Text Box <b>Mandatory</b>		
	Last name	Free Text Box <b>Mandatory</b>		
	Email address	Free Text Box <b>Mandatory</b>		
	Job title	Free Text Box <b>Mandatory</b>		
1	Where does your firm have offices?  <i>Select multiple options by pressing and holding Command/Control and clicking each option.</i>	Multi-select list (with search function) <b>Mandatory</b>	Country Names	

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2	Please provide your firm's total fee-earner headcount (global).  <i>Fee-earners include all lawyers, paralegals, and other billable professionals across all of your firm's offices worldwide.</i>	<i>Free text box [numeric only]</i> <b>Mandatory</b>										
3	Please indicate your firm's total global revenue for the most recent financial year.  <i>Note: This data will be kept strictly confidential and used only for aggregated benchmarking groups, e.g., "Firms with revenue &gt;\$1bn".</i>	Single-select	Please select the appropriate range (USD Equivalent): <ul style="list-style-type: none"> <li>• Less than \$50 Million</li> <li>• \$50 Million – \$200 Million</li> <li>• \$200 Million – \$500 Million</li> <li>• \$500 Million – \$1 Billion</li> <li>• \$1 Billion – \$2 Billion</li> <li>• More than \$2 Billion</li> <li>• Prefer not to say</li> </ul>									
4	Please indicate the 12-month period you are reporting data for.  <i>Note: Use calendar year 2025 where possible. If not, use another consistent 12-month period.</i>	Months <b>Mandatory</b>	Starting month: [field to enter starting month] Ending month: [field to enter ending month]									
<b>B. PRO BONO FRAMEWORK AND PROCESSES</b>												
5	Why does your firm do pro bono?	<i>Multi-select list</i> <b>Mandatory</b>	<table border="1"> <tr><td>Desire to support the community</td></tr> <tr><td>Training and skill development</td></tr> <tr><td>Marketing</td></tr> <tr><td>Staff retention</td></tr> <tr><td>Alignment with interests of clients</td></tr> <tr><td>Externally mandated requirement</td></tr> <tr><td>Other [free text box]</td></tr> </table>	Desire to support the community	Training and skill development	Marketing	Staff retention	Alignment with interests of clients	Externally mandated requirement	Other [free text box]		
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Other [free text box]												
6	Does your firm have a written pro bono policy?	<i>Single select</i> <b>Mandatory</b>	Yes No									
	If yes, what does your policy cover?  <i>(Select all that apply)</i>	<i>Multi-select list</i>	<table border="1"> <tr><td>Declaration of firm's attitude and intent towards pro bono</td></tr> <tr><td>Eligibility criteria for pro bono clients</td></tr> <tr><td>Eligibility criteria for pro bono matters</td></tr> <tr><td>Constitution and role of pro bono committee</td></tr> <tr><td>Role of pro bono coordinator</td></tr> <tr><td>Recognition/credit for fee earners who do pro bono (e.g., billable credit for pro bono, pro bono targets and caps)</td></tr> <tr><td>Intake, conflicts procedures and management of pro bono matters</td></tr> <tr><td>Other [free text box]</td></tr> </table>	Declaration of firm's attitude and intent towards pro bono	Eligibility criteria for pro bono clients	Eligibility criteria for pro bono matters	Constitution and role of pro bono committee	Role of pro bono coordinator	Recognition/credit for fee earners who do pro bono (e.g., billable credit for pro bono, pro bono targets and caps)	Intake, conflicts procedures and management of pro bono matters	Other [free text box]	
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7	Do you have a formal process to determine whether a matter or client is eligible for pro bono?	Single select <b>Mandatory</b>	Yes No	
	If yes, what does this process involve?  <i>(Select all that apply)</i>	Multi-select list	<ol style="list-style-type: none"> <li>1. Review against written eligibility criteria or policy</li> <li>2. Financial assessment of client/matter</li> <li>3. Conflict, risk and compliance checks</li> <li>4. Evaluation of public interest or social impact</li> <li>5. Assessment of firm capacity and expertise</li> <li>6. Formal approval by pro bono partner or committee</li> <li>7. Streamlined intake process via pre-screening channels (clearinghouses or referral partners)</li> <li>8. Other (free text)</li> </ol>	
8	Does your firm have a formal diversity commitment or initiative in relation to pro bono?	Single select <b>Mandatory</b>	Yes, we have a diversity commitment or initiative in relation to pro bono No, we have never had a diversity commitment Pro bono is covered by broader diversity-related commitments or initiatives of the firm We previously had diversity commitments related to pro bono but have scaled back or discontinued them Prefer not to say Other [free text box]	
	If applicable, what form(s) does your commitment take?  <i>(Select all that apply)</i>	Multi-select list	Commitment to staffing pro bono matters with a diverse team of lawyers Factoring relevant lived experience when hiring for pro bono roles and/or staffing pro bono matters <i>Definition: For the purposes of this survey, "lived experience" refers to personal experience directly relevant to the pro bono client group, legal issue, or context of the matter (for example, experience of the justice system, displacement, disability, or other circumstances relevant to the work.)</i> Building a diverse talent pipeline for hiring of pro bono roles Offering pro bono support to organisations that work on matters that serve diverse communities Offering financial contributions to organisations that serve diverse communities Other [free text box]	
	If you would like provide additional context around your diversity commitment - such as how or why it has changed, please explain here.	Free text <i>[Under 100 words]</i>		
<b>C. PRO BONO STAFFING &amp; TEAMS</b>				
Question Number	Question	Question Type	Values	Please use this column for notes, if any



9	<p>Which of the following best describes where pro bono sits within your firm?</p> <p><i>(Select maximum of 2 which apply best to your firm)</i></p>	<p><i>Multi-select list</i> <b>Mandatory</b></p>	<ol style="list-style-type: none"> <li>As a standalone legal practice group (pro bono as a separate practice area)</li> <li>Distributed across one or more legal practice groups (pro bono roles/team across key practice groups such as disputes or employment, for example).</li> <li>Embedded within a business services/CSR/responsible business team or programme</li> <li>As a hybrid legal and business services model (shared governance between legal leadership and business services operations)</li> <li>Volunteer-led or committee-led</li> <li>Other [free text]</li> </ol>													
10	<p>How is pro bono work coordinated at your firm?</p> <p><i>(Select all that apply)</i></p>	<p><i>Multi-select list</i> <b>Mandatory</b></p>	<ol style="list-style-type: none"> <li>Dedicated pro bono professional(s) - pro bono coordination or practice is their primary/exclusive role</li> <li>Fee-earner(s) with formal pro bono coordination formally in their role (alongside fee-earning work)</li> <li>Fee-earners with informal coordination duties (Lawyers coordinating as volunteers).</li> <li>Non-lawyer staff with pro bono coordination formally in their role (alongside other duties)</li> <li>Pro bono committee or working group (volunteer members)</li> <li>Individual volunteer champion(s) without formal coordination in their job description</li> <li>Distributed across practice groups/departments with no central coordination</li> <li>No one coordinates pro bono work at our firm</li> <li>Other [free text]</li> </ol>													
11	<p>Do you have more than one person involved in coordinating pro bono activities?</p> <p><i>If you have only one person or no dedicated staff, please select 'no'.</i></p>	<p><i>Single select</i> <b>Mandatory</b></p>	<p>Yes No</p>													
	<p>How many people are involved in coordinating or managing pro bono at your firm?</p>	<p><b>Mandatory</b></p>	<p><i>Guidance notes:</i> Do <b>not</b> include fee-earners who simply volunteer on pro bono matters, or support staff (HR, marketing, data analysts) unless they have a meaningful/dedicated role in pro bono coordination.</p> <ul style="list-style-type: none"> <li>Please select the best description/title that applies, recognising these are broad categories. For example, please group all associates (including senior associates) in the associate category.</li> <li>If more than one title could apply, choose the option most relevant/descriptive of the role.</li> </ul> <table border="1" data-bbox="1113 1434 2068 1896"> <thead> <tr> <th>Role Type</th> <th>Number of people</th> <th>Of these, how many are exclusively or primarily dedicated to pro bono (i.e., pro bono professionals)?</th> <th>If applicable, how many of these pro bono professionals work part-time? (&lt;30 hours/week)</th> </tr> </thead> <tbody> <tr> <td>Chief Officer</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Director/Head (legal professional)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Role Type	Number of people	Of these, how many are exclusively or primarily dedicated to pro bono (i.e., pro bono professionals)?	If applicable, how many of these pro bono professionals work part-time? (<30 hours/week)	Chief Officer				Director/Head (legal professional)				
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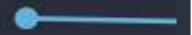
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12	Which best describes how your pro bono team is structured?	Single select	<ol style="list-style-type: none"> <li>1. Centralised team (All team members work together in one location/office)</li> <li>2. Hub and spoke (Central team plus dedicated pro bono leads or coordinators in regional offices/practice groups)</li> <li>3. Distributed network with coordination (Multiple people at similar levels across different offices with largely shared policies and regular coordination)</li> <li>4. Distributed network with minimal coordination (Multiple people at similar levels across different offices working mostly or entirely independently)</li> <li>5. Ad hoc / No formal team structure (No formal team- pro bono is handled individually or on a case-by-case basis).</li> <li>5. Other (please describe): [text box]</li> </ol>																																					
13	Who is the most senior person with responsibility for pro bono at your firm? <i>(Please select the closest equivalent)</i>	Single select <b>Mandatory</b>	<ul style="list-style-type: none"> <li>• Chief Officer</li> <li>• Director/Head (legal professional)</li> <li>• Director/Head (non-legal professional)</li> <li>• Partner</li> <li>• Counsel</li> <li>• Associate</li> <li>• Paralegal/Legal assistant</li> <li>• Coordinator (legal professional)</li> <li>• Manager (non-legal professional)</li> <li>• Coordinator /administrator support staff (non-legal)</li> <li>• We have no single person with this responsibility</li> <li>• Other (please specify): [text box]</li> </ul>																																					

14	Is the most senior person with responsibility for pro bono also the designated coordinator who runs day-to-day pro bono operations?	<i>Single select</i> <b>Mandatory</b>	<ul style="list-style-type: none"> <li>• Yes, same person handles both senior leadership and day-to-day coordination</li> <li>• No, we have a separate person/team for day-to-day coordination</li> <li>• Not applicable – pro bono work is not centrally coordinated</li> </ul>																					
	<p><b>Coordinator Time Allocation</b></p> <p>For the person(s) with primary day-to-day responsibility for coordinating pro bono (identified in Q14), please estimate the percentage of their time spent on the following activities over the selected 12-month reporting period.</p> <p><i>(If multiple people share this responsibility, please provide an average across them)</i></p>	<i>Numerical input with auto sum</i>	<table border="1"> <thead> <tr> <th>Activity</th> <th>% Time</th> </tr> </thead> <tbody> <tr> <td>Pro bono coordination, administration &amp; strategy</td> <td>[ ]%</td> </tr> <tr> <td>Direct legal work on pro bono matters</td> <td>[ ]%</td> </tr> <tr> <td>Fee-earning work for paying clients</td> <td>[ ]%</td> </tr> <tr> <td>Other responsibilities (CSR, firm management, etc.)</td> <td>[ ]%</td> </tr> <tr> <td><b>Total</b></td> <td>[auto-sum to 100%]</td> </tr> </tbody> </table>	Activity	% Time	Pro bono coordination, administration & strategy	[ ]%	Direct legal work on pro bono matters	[ ]%	Fee-earning work for paying clients	[ ]%	Other responsibilities (CSR, firm management, etc.)	[ ]%	<b>Total</b>	[auto-sum to 100%]									
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	<p><b>Senior Leader Time Allocation</b></p> <p><b>(Answer only if Q14 = "No")</b></p> <p><i>You indicated that your most Senior pro bono leader is DIFFERENT from your day-to-day Coordinator. Please estimate the percentage of the Senior Leader's time spent on:</i></p> <p><i>(If multiple people share this responsibility, please provide an average across them)</i></p>	<i>Numerical input with auto sum</i>	<table border="1"> <thead> <tr> <th>Activity</th> <th>% Time</th> </tr> </thead> <tbody> <tr> <td>Pro bono coordination, administration &amp; strategy</td> <td>[ ]%</td> </tr> <tr> <td>Direct legal work on pro bono matters</td> <td>[ ]%</td> </tr> <tr> <td>Fee-earning work for paying clients</td> <td>[ ]%</td> </tr> <tr> <td>Other responsibilities (CSR, firm management, etc.)</td> <td>[ ]%</td> </tr> <tr> <td><b>Total</b></td> <td>[auto-sum to 100%]</td> </tr> </tbody> </table>	Activity	% Time	Pro bono coordination, administration & strategy	[ ]%	Direct legal work on pro bono matters	[ ]%	Fee-earning work for paying clients	[ ]%	Other responsibilities (CSR, firm management, etc.)	[ ]%	<b>Total</b>	[auto-sum to 100%]									
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15	Does your firm have a pro bono committee(s)?	<i>Single-select</i> <b>Mandatory</b>	<ol style="list-style-type: none"> <li>1. Yes, one committee</li> <li>2. Yes, multiple committees</li> <li>3. No</li> </ol>																					
	<p>Which of these options best describe the responsibilities of your pro bono committee (if you have multiple committees, please tell us about your primary or most active committee).</p> <p><i>(Select all that apply)</i></p>	<i>Multi-select list</i> <b>Mandatory</b>	<table border="1"> <tbody> <tr><td>Setting pro bono strategy and policy</td><td></td></tr> <tr><td>Approval of pro bono clients</td><td></td></tr> <tr><td>Approval of pro bono matters</td><td></td></tr> <tr><td>Promoting pro bono internally and supporting engagement</td><td></td></tr> <tr><td>Sourcing pro bono opportunities</td><td></td></tr> <tr><td>Supervising or advising on pro bono matters</td><td></td></tr> <tr><td>Matching opportunities to lawyers</td><td></td></tr> <tr><td>Other pro bono programme administration</td><td></td></tr> <tr><td>Other</td><td></td></tr> <tr><td>[free text box]</td><td></td></tr> </tbody> </table>	Setting pro bono strategy and policy		Approval of pro bono clients		Approval of pro bono matters		Promoting pro bono internally and supporting engagement		Sourcing pro bono opportunities		Supervising or advising on pro bono matters		Matching opportunities to lawyers		Other pro bono programme administration		Other		[free text box]		
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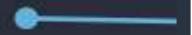
	If you have multiple committees, please briefly describe what the other committees do.	<i>Free text</i> <i>Under 100 words</i>		
16	Does your firm have pro bono champions or leads?  <b><i>These are typically fee-earning lawyers (distinct from dedicated pro bono professionals) who promote and support pro bono within their offices, regions or practice groups.</i></b>	<i>Single select</i>	Yes No	
	If yes, what do your champions/leads do?  <i>(Select all that apply)</i>	<i>Multi-select list</i>	<ol style="list-style-type: none"> <li>1. Promote pro bono opportunities within their practice group, office, or region</li> <li>2. Source and identify pro bono opportunities</li> <li>3. Provide supervision or technical guidance on matters</li> <li>4. Serve on pro bono committee(s)</li> <li>5. Liaise between the central pro bono team and their local office.</li> <li>6. Other [free text box]</li> </ol>	
	On average, how much time do these Champions / Leads spend supporting the practice (e.g., promoting opportunities, supervising juniors, liaison duties, committee meetings), excluding time spent on their own pro bono casework?	<i>Single select</i>	<ol style="list-style-type: none"> <li>1. Up to 4 hours a month /Approximately- 1 hour a week or less</li> <li>2. 5 – 24 hours a month Approximately- 1–3 days</li> <li>3. 25+ hours a month/ 3 or more days a month</li> </ol>	
<b>D. PRO BONO CLIENTS AND PRIORITIES</b>				
<i>Question Number</i>	<i>Question</i>	<i>Question Type</i>	<i>Values</i>	<i>Please use this column for notes, if any</i>
17	What types of pro bono clients does your firm work with?  <i>(Select all that apply)</i>	<i>Multi-select list</i> <b>Mandatory</b>	Registered charities or non-profit organisations Social enterprises Individuals Journalists and independent newsrooms Governments, intergovernmental organisations and/or multilateral organisations Small businesses or startups Other [Free Text Box]	
18	How does your firm deliver pro bono?  <i>(Select all that apply)</i>	<i>Multi-select list</i> <b>Mandatory</b>	Legal advice to organisations (non-litigation) Legal advice to individuals (non-litigation) Legal research and analysis Legal training and/or public legal education Public interest litigation Representation in litigation or other proceedings for organisations Representation in litigation or other proceedings for individuals Secondments (to non-profits, UN agencies or otherwise (full or part-time placements with a minimum duration of 4 weeks) Technical assistance (e.g., legislative drafting)	

			Other [Free Text Box]																				
	<p>(Display only if "Secondments" is selected in Q18a) You indicated your firm provides secondments. To help us benchmark the intensity of this practice, please provide:</p> <ol style="list-style-type: none"> <li>Total number of secondments (placements of 4+ weeks) completed during the reporting period: [Number]</li> <li>Types of organisations supported via secondments: (Select all that apply)</li> </ol>	<p><i>Free text (numeric only)</i></p> <p><i>Multi-select list</i></p>	<ol style="list-style-type: none"> <li>Number of secondments: [free text, numeric only]</li> <li>Types of organisations <table border="1"> <tr><td>Registered Charity / Non-profit / NGO</td></tr> <tr><td>UN Agency or Multilateral Organisation</td></tr> <tr><td>Social Enterprise</td></tr> <tr><td>Academic Institution</td></tr> <tr><td>Other (please describe in the next question) [Free text box]</td></tr> </table> </li> </ol>	Registered Charity / Non-profit / NGO	UN Agency or Multilateral Organisation	Social Enterprise	Academic Institution	Other (please describe in the next question) [Free text box]															
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19	<p>How does your firm source or get involved in pro bono work?</p> <p><i>(Please rank your top 3 sources, with 1 being the most common source)</i></p>	<p><i>Multi-select list (ranked)</i></p> <p><b>Mandatory</b></p>	<table border="1"> <tr><td>Direct requests from clients</td></tr> <tr><td>Through legal clinics (firm-run or external)</td></tr> <tr><td>In partnership or collaboration with other law firms</td></tr> <tr><td>Through law societies or bar associations</td></tr> <tr><td>Through clearinghouses</td></tr> <tr><td>Through legal aid organisations or legal aid lawyers</td></tr> <tr><td>Other [Free text box]</td></tr> </table>	Direct requests from clients	Through legal clinics (firm-run or external)	In partnership or collaboration with other law firms	Through law societies or bar associations	Through clearinghouses	Through legal aid organisations or legal aid lawyers	Other [Free text box]													
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20	<p>Please select your firm's top pro bono priorities or strategic areas of focus over the last 12 months.</p> <p><i>(Select a maximum of five)</i></p>	<p><i>Multi-select list</i></p> <p><b>Mandatory</b></p>	<table border="1"> <tr><td>Access to Justice</td></tr> <tr><td>Aid and Development</td></tr> <tr><td>AI Ethics and Governance</td></tr> <tr><td>Anti-Corruption and Good Governance</td></tr> <tr><td>Data and Digital Rights</td></tr> <tr><td>Disability rights</td></tr> <tr><td>Economic Development, Microfinance and Social Finance</td></tr> <tr><td>Education and Training</td></tr> <tr><td>Employment</td></tr> <tr><td>Older People's Rights</td></tr> <tr><td>Environment, Climate and Biodiversity</td></tr> <tr><td>Ethnic/minority Rights and Racial Justice</td></tr> <tr><td>Food, Hunger and Nutrition</td></tr> <tr><td>Freedom of the Media and Expression</td></tr> <tr><td>Gender-based Violence</td></tr> <tr><td>Health, Disease and Sanitation</td></tr> <tr><td>Human Rights</td></tr> <tr><td>Human Trafficking, Slavery and Exploitation</td></tr> <tr><td>Immigration, Refugees and Asylum</td></tr> </table>	Access to Justice	Aid and Development	AI Ethics and Governance	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	
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Immigration, Refugees and Asylum																							

			<ul style="list-style-type: none"> <li>Indigenous Rights</li> <li>Land and Water Rights</li> <li>LGBTQ+ Rights</li> <li>Sexual and Reproductive Rights</li> <li>Shelter and Housing</li> <li>Veteran Rights</li> <li>War and Conflict</li> <li>Women's Rights</li> <li>Other [Free Text Box]</li> </ul>	
21	<p>Please indicate if your firm will have any new areas of strategic focus or growth over the next 12 to 24 months.</p> <p><i>(Select a maximum of five).</i></p>	<p><i>Multi-select list</i> <b>Mandatory</b></p>	<ul style="list-style-type: none"> <li>Access to Justice</li> <li>Aid and Development</li> <li>AI Ethics and Governance</li> <li>Anti-Corruption and Good Governance</li> <li>Data and Digital Rights</li> <li>Disability rights</li> <li>Economic Development, Microfinance and Social Finance</li> <li>Education and Training</li> <li>Employment</li> <li>Older People's Rights</li> <li>Environment, Climate and Biodiversity</li> <li>Ethnic/minority Rights and Racial Justice</li> <li>Food, Hunger and Nutrition</li> <li>Freedom of the Media and Expression</li> <li>Gender-based Violence</li> <li>Health, Disease and Sanitation</li> <li>Human Rights</li> <li>Human Trafficking, Slavery and Exploitation</li> <li>Immigration, Refugees and Asylum</li> <li>Indigenous Rights</li> <li>Land and Water Rights</li> <li>LGBTQ+ Rights</li> <li>Sexual and Reproductive Rights</li> <li>Shelter and Housing</li> <li>Veteran Rights</li> <li>War and Conflict</li> <li>Women's Rights</li> <li>Other [Free Text Box]</li> </ul>	
<b>E. INCENTIVISING AND REWARDING PRO BONO</b>				
Question Number	Question	Question Type	Values	Please use this column for notes, if any
22	Is participation in pro bono factored into performance reviews or appraisals for lawyers (non-partners)?	Single select	Yes/No	



23	Is participation in pro bono factored into compensation for lawyers (non-partners)?	Single select	Yes/No	
24	Does pro bono count toward billable hours or utilisation targets for lawyers (non-partners)?	Single select	Yes/No	
	If yes, how does pro bono count toward targets?	Single select	<ul style="list-style-type: none"> <li>Fully billable (All pro bono hours and work count towards billable hours and work (including financial targets, if any))</li> <li>Capped (Pro bono hours and work are credited as billable up to a maximum threshold)</li> <li>Conditional (Pro bono hours count only after meeting a minimum billable hour (or financial target) threshold)</li> <li>Other [free text box]</li> </ul>	
25	Does your firm have pro bono targets or requirements for lawyers (non-partners)?	Single select	Yes No	
	If yes, is the target:	Single select	<ul style="list-style-type: none"> <li>1. Mandatory (required)</li> <li>2. Aspirational (encouraged but not required)</li> </ul>	
	What is the annual pro bono hours target per lawyer?	Free Text– numeric only		
	If you have multiple offices, is the target the same for each office?	Single select	<ul style="list-style-type: none"> <li>1. Yes, same target across all offices</li> <li>2. No, targets vary by office or jurisdiction</li> <li>3. We only have one office</li> </ul>	
	If targets vary, please briefly describe the differences: <i>e.g., Mandatory in US – 50 hours, Aspirational in UK – 25 hours</i> .	Free text		
26	Has your firm changed its pro bono crediting or target policies in the last 2 years?	Single select	<ul style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Not sure</li> </ul>	
	If yes, what changes has your firm made? <i>(Select all that apply)</i>	Multi-select	<ul style="list-style-type: none"> <li>1. Increased the amount of pro bono that counts toward billable/utilization targets</li> <li>2. Decreased the amount of pro bono that counts toward billable/utilization targets</li> <li>3. Introduced or raised a cap on pro bono hours that can be credited</li> <li>4. Removed or lowered a cap on pro bono hours that can be credited</li> <li>5. Increased pro bono targets or expectations</li> <li>6. Decreased or removed pro bono targets or expectations</li> <li>7. Changed targets from mandatory to aspirational</li> <li>8. Changed targets from aspirational to mandatory</li> <li>9. Expanded the definition of what counts as pro bono</li> <li>10. Narrowed the definition of what counts as pro bono</li> <li>11. Extended pro bono credit to additional staff (e.g., paralegals, business services)</li> <li>12. Changed how pro bono is weighted in performance reviews or compensation</li> <li>13. Other [free text]</li> </ul>	



	Please describe these changes and what prompted them.	<i>Free text</i>		
27	How does your firm incentivise or recognise partner participation in pro bono?  <i>(Select all that apply)</i>	<i>Multi-select</i>	<ol style="list-style-type: none"> <li>1. Factored into partner appraisals/performance reviews but excluded/neutralised for profitability/realisation metrics</li> <li>2. Factored into partner compensation decisions</li> <li>3. Internal awards or special recognition</li> <li>4. No specific incentives or recognition for partners</li> <li>5. Other incentives or recognition (please describe): [free text box]</li> </ol>	
<b>F. PRO BONO BUDGETS</b>				
<i>Question Number</i>	<i>Question</i>	<i>Question Type</i>	<i>Values</i>	<i>Please use this column for notes, if any</i>
28	Does your firm have a dedicated budget for pro bono?	<i>Single select</i>	<ul style="list-style-type: none"> <li>• Yes, a dedicated pro bono budget</li> <li>• Yes, but shared with CSR/ESG or other functions</li> <li>• No dedicated budget</li> <li>• Other [free text]</li> </ul>	
	<p>(Answer only if Q28 = “Yes”)</p> <p>Excluding staff salaries, <b>what was your firm’s operational budget for its pro bono practice in the last financial year?</b></p> <p><i>Include: Costs to administer the programme, events, travel, and donations to support pro bono (e.g., membership fees or donations to clearinghouses or bar association pro bono programmes)</i></p> <p><i>Exclude: Salaries of pro bono staff and direct charitable donations to pro bono clients or legal aid organisations.</i></p>	<i>Single select</i>	<ul style="list-style-type: none"> <li>• Less than 5,000 USD</li> <li>• 5,000– 20,000</li> <li>• 20,000– 50,000</li> <li>• 50,000 – 100,000</li> <li>• 100,000 – 250,000</li> <li>• 250,000- 500,000</li> <li>• 500,000 +</li> </ul>	
	<p>(Answer only if Q28 = “Yes”)</p> <p>Separate from your <b>pro bono operational budget</b>, what was the approximate value of donations made to support the pro bono sector?</p> <p><i>Include: Cash donations, membership fees, or invoiced payments to Legal Services Organisations (LSOs), clearinghouses, or bar association pro bono funds that facilitate the pro bono ecosystem.</i></p>	<i>Single select</i>	<ul style="list-style-type: none"> <li>• Less than 5,000 USD</li> <li>• 5,000– 20,000</li> <li>• 20,000– 50,000</li> <li>• 50,000 – 100,000</li> <li>• 100,000 – 250,000</li> <li>• 250,000- 500,000</li> <li>• 500,000 +</li> </ul>	

	<i>Exclude: Direct charitable donations to pro bono clients (e.g., donations to a charity client's general operating fund) or general corporate philanthropy."</i>			
	(Answer only if Q28 = "Yes")  Is the pro bono operational budget larger, smaller or the same as it was two years ago?	Single select	Larger Smaller Same Not sure / We did not have a budget 2 years ago	
<b>G. AI IN PRO BONO</b>				
Question Number	Question	Question Type	Values	Please use this column for notes, if any
29	Which statement best describes your firm's use of AI within your pro bono practice?	Single select	<ol style="list-style-type: none"> <li>No use, we do not currently use AI tools in pro bono</li> <li>Ad hoc, individual lawyers use tools, (e.g., ChatGPT, CoPilot) on their own initiative but no formal practice-wide implementation</li> <li>Piloting, we are testing AI tools on specific pro bono matters or within specific teams</li> <li>Established, AI tools are available and supported for pro bono work on the same basis as fee-earning work</li> <li>Fully integrated, AI is embedded into standard pro bono workflows (e.g., automated triage for every new matter)</li> <li>Other [free text]</li> </ol>	
	In which areas does your firm use AI for pro bono?  (Select all that apply)	Multi-select	<ol style="list-style-type: none"> <li>Client intake and eligibility screening</li> <li>Document drafting and assembly</li> <li>Legal research and analysis</li> <li>Translation services</li> <li>Collaborations with clients (chatbots, self-help platforms)</li> <li>Programme administration (tracking, reporting, lawyer/opportunity matching)</li> <li>Other [free text]</li> </ol>	
<b>H. PRO BONO IMPACT</b>				
Question Number	Question	Question Type	Values	Please use this column for notes, if any
30	Does your firm measure or track your pro bono results and/or impact?	Single-select <b>Mandatory</b>	Yes No	
	If yes, what do you measure/track?  (Select all that apply)	Multi-select <b>Mandatory</b>	<ol style="list-style-type: none"> <li>Number of pro bono hours worked</li> <li>Number of clients served</li> <li>Number of matters handled</li> <li>Sources of pro bono matters</li> <li>Types of clients served</li> <li>Types of matters handled</li> <li>Outcome of matters</li> <li>Client feedback</li> <li>Community impact</li> <li>Lawyer engagement</li> </ol>	

			<ul style="list-style-type: none"> <li>11. Lawyer feedback</li> <li>12. Number of lawyers doing pro bono</li> <li>13. Estimated monetary value of pro bono work if billed at standard fee-paying rates</li> <li>14. Other (free text box)</li> </ul>	
	<p>What do you use the information for?</p> <p><i>Please rank from the most important to the least with 1 being the most important and 6 being the least.</i></p>	<b>Ranked Mandatory</b>	<ul style="list-style-type: none"> <li>1. Demonstrating value to the community and communicating impact</li> <li>2. Identifying areas for improvement in pro bono practice</li> <li>3. Strengthening fee-paying client relationships and supporting business development (e.g. informing client pitches or RFPs)</li> <li>4. Professional development</li> <li>5. Evaluating staff performance and appraisals</li> <li>6. Reporting into ESG, responsible business or similar firmwide strategy</li> <li>7. Other (free text box)</li> </ul>	
	<p>How do you communicate the impact of your pro bono work?</p> <p><i>(Select all that apply)</i></p>	<b>Multi-select Mandatory</b>	<ul style="list-style-type: none"> <li>1. Internal firm newsletters/blog posts/other</li> <li>2. Internal awards or special recognition for individual lawyers or pro bono teams</li> <li>3. Nominations for external pro bono awards</li> <li>4. Publishing impact stories on website/newsletters and/or sharing through social media</li> <li>5. Sharing pro bono impact in annual report and/or formal firm-wide reports</li> <li>6. Including pro bono and community impact in ESG, responsible business or sustainability reports</li> <li>7. Other (free text box)</li> </ul>	
<b>I. CHALLENGES, OPPORTUNITIES AND LOOKING AHEAD</b>				
<b>Question Number</b>	<b>Question</b>	<b>Question Type</b>	<b>Values</b>	<i>Please use this column for notes, if any</i>
31	<p>Looking ahead, what do you see as the most important priorities to strengthen your pro bono practice in the next 12–24 months?</p> <p><i>(Select up to 3)</i></p>	<b>Multi-select Mandatory</b>	<ul style="list-style-type: none"> <li>1. Expanding pro bono infrastructure and resources (staff, budget, systems)</li> <li>2. Strengthening external partnerships (legal aid organisations, clearinghouses, NGOs, commercial clients)</li> <li>3. Developing new practice area expertise or expanding into emerging legal issues</li> <li>4. Improving cross-border coordination and multi-office collaboration</li> <li>5. Enhancing lawyer engagement and development (training, incentives, recognition)</li> <li>6. Leveraging technology and AI for greater efficiency and reach</li> <li>7. Other (please describe): [Free Text Box]</li> </ul>	
32	<p>What would most help your firm achieve these priorities?</p> <p><i>(Select up to 3)</i></p>	<b>Multi-select Mandatory</b>	<ul style="list-style-type: none"> <li>1. Stronger leadership commitment and buy-in</li> <li>2. Additional budget or dedicated resources</li> <li>3. More/better trained pro bono staff</li> <li>4. Improved internal systems (intake, case management, tracking)</li> <li>5. Better lawyer incentives or recognition structures</li> <li>6. Enhanced technology or pro bono-tailored AI tools</li> <li>7. Other (please describe): [Free Text Box]</li> </ul>	
33	<p>What are the biggest challenges your firm faces when it comes to engaging in pro bono?</p> <p><i>(Select up to 3)</i></p>	<b>Multi-select Mandatory</b>	<ul style="list-style-type: none"> <li>1. Lack of lawyer time or capacity</li> <li>2. Lack of awareness of pro bono</li> <li>3. Conflicts of interest</li> <li>4. Difficulty finding suitable pro bono matters or clients</li> <li>5. Regulatory or jurisdictional restrictions</li> <li>6. Technology or similar barriers</li> <li>7. Lack of dedicated budget or staff resourcing</li> <li>8. Other (please specify): [free text box]</li> </ul>	

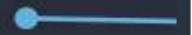
34	Have any of these challenges improved or become worse in the last 2 years?	Single select	<ol style="list-style-type: none"> <li>Improved</li> <li>Worsened</li> <li>Mixed: Some improved, some worsened</li> <li>No change</li> </ol>	
	(If “worsened” or “mixed” selected under Q34) Please describe which challenges have worsened in the past 2 years.  (Select all that apply)	Multi-select	<ol style="list-style-type: none"> <li>Lack of lawyer time or capacity</li> <li>Lack of awareness of pro bono</li> <li>Conflicts of interest</li> <li>Difficulty finding suitable pro bono matters or clients</li> <li>Regulatory or jurisdictional restrictions</li> <li>Technology or similar barriers</li> <li>Lack of dedicated budget or staff resourcing</li> <li>Other (please specify): [free text]</li> </ol>	
	(If “improved” or “mixed” selected under Q34) Please describe which challenges have improved in the past 2 years.  (Select all that apply)	Multi-select	<ol style="list-style-type: none"> <li>Lack of lawyer time or capacity</li> <li>Lack of awareness of pro bono</li> <li>Conflicts of interest</li> <li>Difficulty finding suitable pro bono matters or clients</li> <li>Regulatory or jurisdictional restrictions</li> <li>Technology or similar barriers</li> <li>Lack of dedicated budget or staff resourcing</li> <li>Other (please specify): [free text]</li> </ol>	

**J. CASE STUDIES**

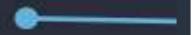
Each year, we publish case studies that highlight successful pro bono practices to bring the Index findings to life and inspire and inform other firms. We are looking for examples that demonstrate how pro bono can grow and thrive with the right policies, infrastructure, investment and initiatives.

If you would like to submit a case study for possible publication, please provide a brief summary below. If selected, we will contact you for additional information. If you have more than one case study you would like to submit, [please email us](#).

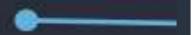
Question Number	Question	Question Type	Values	Please use this column for notes, if any
35	Which theme best captures your case study?  <b>Note:</b> See below for case study suggestions. We also welcome case studies outside of these themes.  <b>Growing a pro bono focus area:</b> You can provide a case study of how you have grown a particular pro bono area of focus (e.g. refugee rights) through skill development and training of your lawyers, supervision, partnerships with key organisations working on the issue, etc.  <b>Pro bono infrastructure:</b> You can provide a case study highlighting a formal pro	Single-Select List	<ul style="list-style-type: none"> <li>Building or expanding pro bono area of focus</li> <li>Pro bono infrastructure (e.g., dedicated staff, formal policies, committees)</li> <li>Incentives, targets and recognition</li> <li>Diversity in pro bono</li> <li>Impact tracking and measurement</li> <li>AI</li> <li>Other</li> </ul>	



	<p><i>bono policy, a pro bono committee or hiring someone to work full-time or part-time in your pro bono practice.</i></p> <p><b>Incentives and rewards:</b> <i>You can provide a case study on your experience of setting targets for pro bono and/or factoring it in compensation.</i></p> <p><b>Impact/result measurement:</b> <i>You can provide a case study focused on the pro bono programme itself (e.g. increased engagement) and/or for the beneficiaries of the pro bono support).</i></p> <p><b>AI:</b> <i>You can provide a case study about using AI for pro bono in innovative ways that are distinct from AI use in day-to-day work. For example, your case study may cover how your pro bono practice has become more efficient due to AI automating client intake, reviewing large datasets, drafting complex legal documents, collaborating with clients (chatbots, self-help platforms), or in pro bono administration (tracking, reporting, lawyer/opportunity matching).</i></p>			
	What country/region does the case study relate to?	Free text		
	Please provide a brief summary of the case study below. (Max 400 words)	Free text (with 400-word limit)		
<b>K. PRO BONO DATA</b>				
<i>The Index produces global, regional and country-level benchmarks, as opposed to rankings, on the pro bono sector.</i>				
<i>The following data reported in this section is the ONLY data that will be publicly associated with your firm in the Index:</i>				
<ul style="list-style-type: none"> <li>• <i>Average number of hours of pro bono per fee earners</i></li> <li>• <i>The percentage of fee earners performing ten or more hours of pro bono</i></li> </ul>				
<b>Qualifying Fee Earner Data</b>				
<i>Explanatory Notes</i>				
Please refer to the <a href="#">Submission Guidance</a> . We recommend you keep it open while completing this section.				
In this section, you will be asked to provide the following data for each jurisdiction where your firm has an office and practices pro bono:				
<ul style="list-style-type: none"> <li>• <b>Headcount:</b> Number of Qualifying Fee Earners during your 12-month reporting period</li> <li>• <b>Total Qualifying Pro Bono Hours:</b> Total hours of Qualifying Pro Bono work performed country-wide</li> <li>• <b>Qualifying Fee Earners Who Recorded 10+ Hours:</b> Total number of Qualifying Fee Earners who recorded ten or more hours of Qualifying Pro Bono work</li> </ul>				



<ul style="list-style-type: none"> <li><b>Qualifying Fee Earners Who Recorded Pro Bono Time:</b> Total number who recorded any Qualifying Pro Bono hours</li> </ul> <p>Please see the <a href="#">Submission Guidance</a> for key definitions including <b>Qualifying Fee Earners</b> and <b>Qualifying Pro Bono</b>.</p> <p><b>Reporting period:</b> This is the 12-month reporting period you selected: [Reporting period as per Q4].</p> <p><b>Other notes:</b></p> <ul style="list-style-type: none"> <li>If trainees/paralegals are included in your reported Total Qualifying Pro Bono Hours, include them in Headcount</li> <li>Provide separate figures for each country (aggregate multiple offices within one country)</li> </ul>				
Question Number	Question	Question Type	Values	Please use this column for notes, if any
36	How many jurisdictions are you supplying fee-earner data for?  <i>Enter a whole number up to 45 (for more than 45, please email us for assistance with your submission).</i>	Free Numerical Box		
37	<b>Qualifying Fee-Earner Data</b>			
	Country	Multi-select list (with search function) <b>Mandatory</b>	Country Names	
	Do you practice local law in this jurisdiction?	Single select <b>Mandatory</b>	Yes No	
	Do you operate as a domestic or international firm in this jurisdiction?	Multi-select List <b>Mandatory</b>	Domestic International	
	Number of Qualifying Fee Earners	Free numerical box <b>Mandatory</b>		
	Total Pro Bono Qualifying Hours	Free numerical box <b>Mandatory</b>		
	Number of Qualifying Fee Earners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box <b>Mandatory</b>		
	Number of Qualifying Fee Earners who recorded any time on Qualifying Pro Bono matters	Free numerical box <b>Mandatory</b>		
<b>Qualifying Partner Data</b>				
<i>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.</i>				
	<p><i>Explanatory Notes</i></p> <p>In this section, please provide the following data for each country in which your firm has an office, and practises pro bono:</p> <ul style="list-style-type: none"> <li><b>Number of Partners</b> for the self-selected 12-month reporting period.</li> <li><b>Total Qualifying Pro Bono Hours:</b> The country-wide total Hours of Qualifying Pro Bono time performed by Partners during the self-selected 12-month reporting period.</li> </ul>			



	<ul style="list-style-type: none"> <li>- <b>Partners Who Recorded 10+ hours of Qualifying Pro Bono Time:</b> The country-wide number of Partners who recorded ten or more hours on Qualifying Pro Bono Work during the self-selected 12-month reporting period. Even if this figure is higher than the Partner headcount, please report the higher figure so we can factor it into our analysis.</li> <li>- <b>Partners Who Recorded Pro Bono Time:</b> The number of Partners who recorded any time on Qualifying Pro Bono work during the self-selected 12-month reporting period.</li> </ul> <p><b>Please provide separate figures for each country where your firm has offices.</b> If your firm has more than one office in a country, please aggregate the information to provide a country-wide figure.</p>			
Question Number	Question	Question Type	Values	Please use this column for notes, if any
38	<p>How many jurisdictions are you supplying partner data for?</p> <p><i>Enter a whole number Enter a whole number up to 45 (for more than 45, please email us for assistance with your submission).</i></p>	Free numerical box		
39	<b>Qualifying Partner Data</b>			
	Country	Multi-select List (with search function) <b>Mandatory</b>	Country Names	
	Number of Partners	Free numerical box <b>Mandatory</b>		
	Total Pro Bono Qualifying Hours by Partners	Free numerical box <b>Mandatory</b>		
	Number of Partners who recorded 10+ hours of Qualifying Pro Bono time	Free numerical box <b>Mandatory</b>		
	Number of Partners who recorded any time on Qualifying Pro Bono matters	Free numerical box <b>Mandatory</b>		
40	Are there any other key features of your pro bono programme you would like to tell us about? If yes, please use the text box below.	Free text box		
41	Additional comments	Free text box		
<b>L. SURVEY CONFIRMATION</b>				



<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 2026 Index of Pro Bono.</p>	<p><i>Check box</i> <b>Mandatory</b></p>	<p>Confirm and submit</p>
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