

OPUS2

# Impact report

2023-24



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# Introduction



**Greg Blackman**  
Chief Executive Officer

I'm pleased to present the Opus 2 Impact Report for 2023-24, which provides an overview of the environmental, societal, and governance (ESG) initiatives we've undertaken to support a more sustainable future.

At Opus 2, we recognize the critical role that sustainability plays in shaping our future within our organization, the legal industry, our communities, and the planet.

People make Opus 2. It's been one of our core values since the beginning—and it's the driving force behind our ongoing ESG initiatives.

I am immensely proud of the efforts and achievements of our team in advancing our ESG goals. Their dedication and creativity have propelled Opus 2 toward greater sustainability, including achieving an EcoVadis Gold Medal in our latest assessment. More significantly, the Opus 2 team continues to deliver innovative solutions that enable more efficient and sustainable litigation and arbitration practices, further expanding the positive impact of our organisation.

I'm excited to share our progress, as well as our plans to continue improving our sustainability and impact.

**Greg Blackman**  
**Chief Executive Officer**

# About Opus 2

For more than 15 years, Opus 2 has been a leader in legal technology, delivering best-in-class legal services and software to the world's leading law firms. Founded in London in 2008, the company set out to drive digital transformation within the disputes process.

Since then, Opus 2 has grown tremendously, both in the size of our company, the number of organisations we serve, and the solutions we deliver to meet our clients' needs. Our offerings now include award-winning solutions designed for litigation and arbitration teams, arbitral institutions, barristers' chambers, and more.

Our mission is to design, develop, and deliver industry-leading solutions that transform the dispute lifecycle—empowering legal professionals to maximise the value they deliver to clients.

**100%**  
top 50  
international firms

**88%**  
Am Law  
100

**250+**  
chambers,  
stables, and lists

## Our values

The Opus 2 culture revolves around our shared values, guiding our actions—internally and externally, as teams and as individuals:



People make Opus 2



Make things happen



Be open-minded and adapt



Raise the bar



Earn trust and respect

### 2008

Opus 2 founded by Graham Smith-Bernal  
London and Edinburgh offices opened



### 2013

First public inquiry (Hillsborough)  
First arbitration



### 2011

First solution launched (Magnum)  
First hearing litigation (Berezovsky vs. Abramovich)



### 2014

San Francisco office opened



### 2015

Singapore office opened  
IDRC, Maxwell Chambers partnership



### 2016

US patent filed  
Textensor (document annotation) acquired



### 2017

100 FTE  
Five Arrows makes strategic investment



### 2019

Started measuring our emissions



### 2020

Virtual hearings launched  
600+ virtual hearings conducted



### 2021

200 FTE  
Astorg buys majority stake  
Bar Squared (LEX chambers management) acquired



### 2022

Awarded Silver EcoVadis Award



### 2023

300 FTE  
UN Global Compact Signatory  
CDP Disclosure  
Committed to SBTi's  
Pittsburgh Office Opened



### 2024

Awarded Gold EcoVadis Award



# 2023-24 overview

Last year we committed to an action plan designed to deliver meaningful change. We became a proud signatory to the UN Global Compact and our continuous progress in sustainability performance was rewarded with a Gold EcoVadis Medal at the end of the year.

## Opus 2 scorecard

### Environment

- Expanded categories within **Scope 3 of GHG emission measurement**
- Published **Supplier Code of Conduct** to incorporate ethical, social, and environmental standards, and promote responsible business practices, throughout our supply chain
- **Science Based Targets** approved
- Submitted **CDP Disclosure** on climate change
- Conducted **research** to better understand how Opus 2 solutions can help clients reduce their carbon footprint

### Social

- More than **£50,000** contributed to charitable organisations
- **52%** increase in use of Opus 2 team member volunteer days
- **392 hours volunteered** across the Opus 2 team in support of charitable organisations

### Governance

- Secured **ISO/IEC 27001: 2022** standards certification, updating previous ISO certification maintained since 2015
- Maintained **Cyber Essentials Plus** certification since 2016
- Adopted new policies to guide corporate governance and ESG practices, ensuring employees and partners conduct business ethically and sustainably:
  - Revised Sanctions Compliance Programme
  - Conflicts of Interest Policy
  - Use of AI at Work Policy
  - Supplier Code of Conduct
- Introduced mandatory training for all employees on anti-bribery and anti-corruption

 **UN Global Compact signatory**

In 2023, Opus 2 became a signatory to the [UN Global Compact](#), publicly committing our intention to run a responsible business that benefits both society and our company's long-term success.

 **Ecovadis Gold**

In our most recent assessment, in December 2023, Opus 2 earned an [EcoVadis Gold Medal](#), an elevation from our previous Silver Medal. We are proud of the efforts made by the entire team to achieve this and will continue to work to improve our performance.

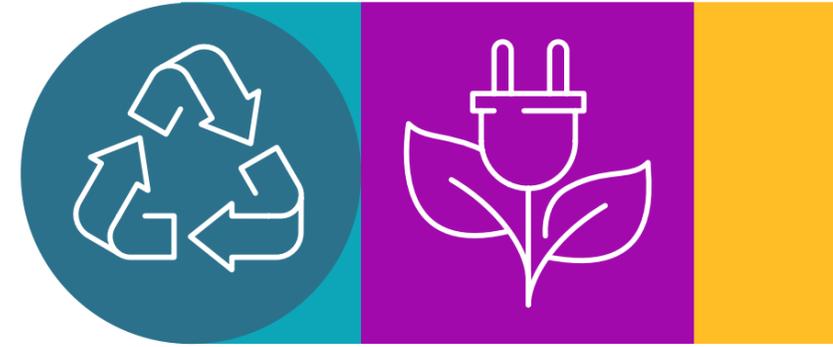
# Opus 2 greenhouse gas (GHG) emissions

Since 2019 we have continuously expanded the depth and quality of measurement across Opus 2’s business activities and regions, while aligning with best practice calculation methodologies under the **GHG Protocol’s** reporting standards.

This year, our approach to data collection evolved from measuring impact primarily based upon spend to more accurate calculations that use primary source data including business travel logs, paper usage, and IT equipment.

Our solutions provide our customers with options to manage and reduce their emissions. We recognise that as we grow our business, expand our teams and deploy our solutions more widely, our total CO2 figures will likely increase in the short term.

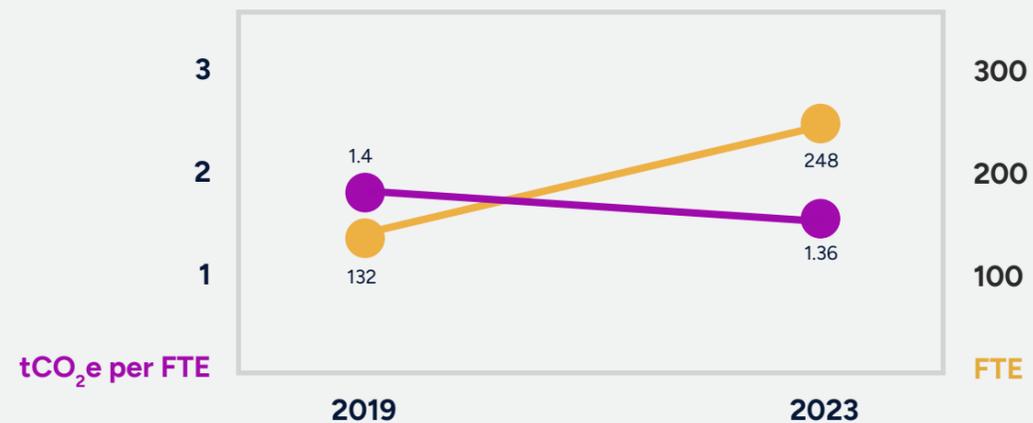
While our own emissions may rise, through the combination of our people and technology, Opus 2 can make a significant positive impact on the carbon footprint of the international dispute resolution industry. We will make increasingly informed decisions, enabling us to optimise our emissions management and ultimately minimise our total impact.



1 tonne of CO<sub>2</sub>e = **127,000** smartphones charged

Opus 2 International GHG Emissions* (Jan-Dec. 2023)	Unit	2023	2022	2021
Scope 1 Direct Emissions: Gas & company-vehicle fuel	t.CO <sub>2</sub> e	8	1	2
Scope 2 Direct Emissions: Electricity Purchased	t.CO <sub>2</sub> e	38	32	34
Scope 3 Indirect Emissions <small>(See Scope 3 Breakdown by category in GHG Emissions Report)</small>	t.CO <sub>2</sub> e	1656	1053	804
<b>TOTAL</b>	<b>t.CO<sub>2</sub>e</b>	<b>1702</b>	<b>1086</b>	<b>840</b>

## Business travel intensity ratio – team size vs emissions:



## Understanding our business travel emissions (Scope 3 Category 6)

As a global business, travel is an essential component of our operations. However, our commitment to mindful travel and being more intentional in our business travel choices is clear.

We strive to optimise our travel practices, ensuring our global reach is balanced with responsible emissions management, as demonstrated by the reduction in our Scope 3 Business Travel emissions per full time employee (FTE) while nearly doubling the size of our organisation.

In fiscal year (FY) 2023, the emissions from Scope 3 Business Travel were 1.36 tCO<sub>2</sub>e per FTE, compared to 1.40 tCO<sub>2</sub>e per FTE in FY19.

\* For a comprehensive GHG Emissions Report [please see our website](#).

# Key insights and actions

## Insights



High-quality data is essential in identifying our priority areas of action. We will continue enhancing our reporting capabilities, particularly in relation to our Scope 3 emissions, which in 2023 represented 97 percent of our overall footprint. In 2024, we have partnered with **Net Zero Now** to support this next stage in our progress.



Our latest GHG assessment shows Business Travel (Scope 3, Category 6) represents 28 percent of our overall footprint. In 2024, we've partnered with **COCO+ Travel**, a UK certified B Corp travel management company, to identify efficient and sustainable travel options to manage and – when appropriate, reduce our impact.



Our data centre use in 2023 represented 8 percent of our overall footprint, we continue to engage with our suppliers to obtain more specific data on usage, transmissions and storage, supporting our own accuracy and transparency.

## Actions



**The Science-Based Targets initiative** (SBTi) helps businesses establish a defined path to reduce emissions in alignment with the Paris Agreement.

In 2023, Opus 2 extended our commitment to managing and reducing our environmental impact by adopting targets approved by the SBTi. We commit to reduce our Scope 1 and Scope 2 emissions by 46 percent by 2030 from a 2019 base year, and to measure and reduce our material Scope 3 emissions.



Opus 2 is a founding signatory of both the **Campaign for Greener Arbitration and the Campaign for Greener Litigation**.



Both groups seek to educate and empower firms, institutions, and professionals in the legal field with resources to improve arbitration and litigation sustainability.

This year, we continued our ongoing support of these organisations and are proud that several Opus 2 leaders serve on their committees.

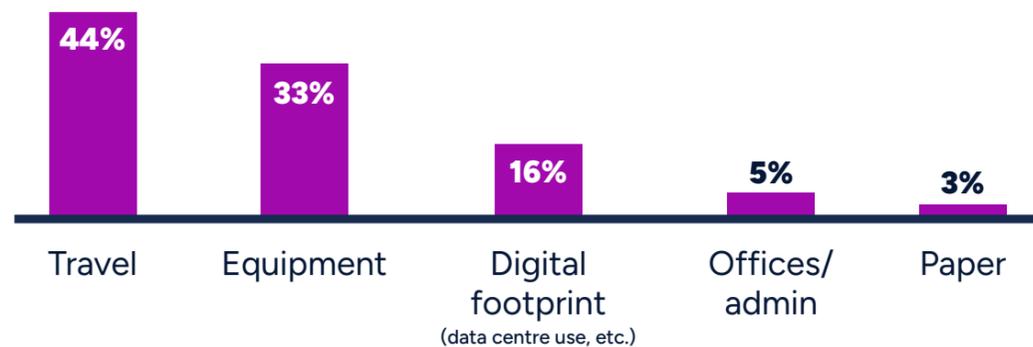
# How Opus 2 enables a more sustainable approach to legal service delivery

At Opus 2, we are committed to delivering practical solutions that empower legal professionals and drive industry progress. Our research and development efforts are at the forefront of this mission, enabling transformative changes within the legal sector, empowering our clients to be more sustainable, and enabling our future growth.

In 2023 we performed a detailed analysis of all 1010 hearings supported by Opus 2 in the previous 12-month period including in-person, remote, and hybrid hearings. The goal of this research was to identify key areas of impact and help quantify the potential benefits of strategically leveraging Opus 2 services to reduce hearing-related emissions.

Opus 2's average carbon footprint overhead for each case was **0.62 tonnes**.

The components were:



Every case is different, and the needs of our clients vary. We are able to meet their needs and support their sustainability efforts whether they select an in-person, virtual, or hybrid hearing solution.

By comparison, **3.01** tonnes of carbon emissions would be generated by, a 'typical' case based in London involving:

**23** participants

**12** days sitting duration

Witnesses travel/accomodation:

**2** travel from New York (economy)

**2** travel from Edinburgh

**6** travel locally

All stay in average London hotel

**Did you know?**

1 tonne of CO<sub>2</sub>e equals the average emission of one passenger on a return flight from Paris to NYC.



# Charitable giving

Charitable giving is an important part of Opus 2's commitment to social responsibility. Our support may take several forms including money, goods, and time. Through our giving, Opus 2 strives to engage and empower our local and professional communities in ways both big and small.

We are proud of our work supporting important causes and giving back to communities through charitable giving and volunteering.

## Featured organisation

**SCOPE =** Equality for disabled people

### Activities:



## Additional organisations supported



## Future giving

In 2024, we will further refine our approach to charitable giving. We will adopt a new, formalised approach that ensures our contributions are as effective, consistent, and impactful as possible.

Our new Charitable Giving Strategy establishes clear criteria and focuses our efforts on areas that align with our company values including:

-  Education and technology
-  Social inclusion
-  Health

[View our online Charitable Giving Statement](#)

# Community engagement

To encourage employees to engage with their local communities and invest time in the causes they care about, Opus 2 offers one paid volunteer day each year.

**392 hours**

volunteered by our team in support of charitable organizations

**52% increase**

in use of volunteer days by team members

## Legal community engagement

In addition to supporting our local communities, we're proud to partner with legal organisations around the world that are making positive change in our industry.



# Supporting our global community

Opus 2 is excited to promote initiatives that improve access to education and technological advancement.

## Featured organisation



Opus 2 understands the importance and impact of access to technology education and resources.

As part of our commitment to our global community, since 2021 we have partnered with Educore Foundation to donate **78** laptops and **35** monitors to the Information and Communications Technology (ICT) lab at Sentinel Kalumbila school in Zambia.

With these resources, each student now has hands-on access to a computer and the school can build project-based lessons, rather than learning in shifts. Students use the ICT lab each week from years one through seven and begin learning coding in year three.

The technology donated has value beyond its material worth. Educore says, **"The main benefit of these donations has been in improving the students and teachers' familiarity with technology and raising their expectations in all areas of school life."**

In 2023, the students founded a weekly computing club to further hone their skills and fuel their passion for technology.



# The Opus 2 team: Engagement and training

People make Opus 2. It's one of our core values and fundamental to our past and future success. We're committed to ensuring everyone across the team has access to the resources they need to ensure their professional growth and personal wellbeing. Last year, we focused on empowering the Opus 2 team with knowledge, resources, and connections to build their expertise and create community.

## 2023-24 programmes

### Training and education

To connect employees with the knowledge they need we offer a series of programmes including employee-led educational presentations, our Women in Tech Event, and individual training opportunities.

### New hire resources

Our new Buddy program and 100-day check in initiative are designed to ensure new team members have the resources they need to be successful. These 1:1 programme aim to build connections and foster cross-departmental collaboration.

### Secondments

As a global company, our team collaborates across regions and departments. Our secondment program offers individuals the opportunity to temporarily join a team in a different region and expand their experience.

“ My time in Pittsburgh was great. I sat with the US team and learned more about what they offer, which is different to the UK. I also learned importance of communication. With the time difference, the team must clearly communicate what needs to be done so that clients receive quality service, and everyone remains productive.

- London-based solutions operations lead



## Placement programme



For 12 years, Opus 2 has introduced students to the world of legal technology through our placements programme. **50 percent** of participants **return to Opus 2** at the conclusion of the programme.

“ I had a very enjoyable placement year where I felt I learned a lot and given the culture within the team and the opportunities available at Opus I was glad to join back and jump back into things like I never left.

- Placement participant

# The Opus 2 team: Developing talent and building careers

We offer every employee the opportunity to expand their skills, pursue their passion, and build a fulfilling career with Opus 2. We're fortunate to benefit from the experience and perspectives of two team members who have done exactly that.



## Andy Wright

Director of Solution Services | Hired in 2011



Andy Wright started at Opus 2 as a tech services assistant and has seen the company's evolution firsthand. He quickly advanced to EPE services and played a crucial role in the first dispute that used Opus 2 Hearings software.

Known for his adaptability and effectiveness, Andy progressed to hearing services and then led the solutions operations team. In 2020, he transitioned to the software services team, focusing on the implementation and scaling of Opus 2 Version 8.

Today, he brings his years of experience to his role as Director of Solution Services where he oversees software implementation, training, and hearing services.

“**I've worked in roles throughout the company that helped me develop a big-picture perspective and focus on delivering client value. I'm incredibly proud of the work we've done and excited to see what the future holds for Opus 2.**”

## Sarah Mill

Director of Hearing Services | Hired in 2012



Sarah Mill joined the company in 2012 when Opus 2 had fewer than 20 employees. The company grew rapidly taking on high-profile cases. Sarah met the challenge by taking on new responsibilities, moving from receptionist to case manager within months.

Over the years, Sarah developed her leadership skills through a dedicated course, which led to a series of promotions from client services manager to global head of in-court services, and now, director of hearing services.

Sarah oversees hearing service delivery, including the Case Management, Reporter Management, and Speech-to-Text teams. She continues to take on new challenges and uses her extensive experience to nurture the careers of her team.

“**When I accepted the job in 2012, I had no idea it would lead to an incredible, fulfilling career. The journey has been an honour (and an adventure) over the last 12 years with Opus 2.**”

# Employee wellbeing

## Resources and tools

We care deeply about our team and their wellbeing. We strive to empower every person with tools and resources designed to ensure health and happiness.



### Employee assistance programme (EAP)

Our EAP partnership with Health Assured gives employees 24-hour access to resources and a helpline for support through any life issue or challenge.



### Mindfulness sessions

Twice a month, our global team is invited to join a 30-minute virtual mindfulness session hosted by yoga and mindfulness teacher, Jess West.



### Calm app

All team members have complimentary access to the Calm app, which provides on-demand access to resources for guided meditation and movement as well as calming music and guided sleep meditations.

## Connecting our team



Our staff engagement team encourages employees from different departments to come together and work on projects and tasks to drive engagement across the whole company.

### – Speed Meetings

The Speed Meetings program fosters cross-departmental relationships by connecting colleagues in different regions, departments, and roles. Pairs spend 15-30 minutes getting to know each other, learning about one another's work, interests, and goals.

### – Legend of the month

Opus 2 is full of extraordinary people, and our Legend of the Month programme aims to highlight employees for their accomplishments. Each month, the team nominates and votes to recognise a team member who embodies our values and raises the bar for all of Opus 2.

### – Social events

To foster deeper connections and engagement across teams, we host in-person events including our annual summer celebration, monthly office happy hours, and winter holiday gathering with Secret Santa.



# Opus 2 governance

## Acting ethically and responsibly

As we grow and scale, we remain committed to running our business responsibly, acting with integrity and upholding our values. This ethical approach is not only the right thing to do, but essential for our business.

**Governance and leadership:** We prioritise incorporating ESG considerations at the board level to ensure sustainable and ethical growth. We dedicate regular agenda items to ESG topics during our board meetings, fostering continuous evaluation, discussion of relevant issues and supporting continuous performance improvement.

Our General Counsel, a member of the Executive Team, leads our ESG programme, supported by our ESG coordinator and our team of **independent sustainability advisors** to support value creation throughout this process. The entire Opus 2 team plays an important part in driving our ESG initiatives forward.

**Commitment to integrity:** We are dedicated to acting professionally, fairly and with integrity in all business dealings and relationships. We respect employee rights, ensuring a safe, fair and inclusive workplace for all.

**Zero-tolerance policies:** for bribery, corruption and human rights offenses. This year, we introduced mandatory training on anti-bribery and anti-corruption, along with training on human trafficking and modern slavery, to ensure employee awareness.

**Risk assessment:** Compliance and risks are assessed and discussed quarterly at the executive team level, ensuring continuous oversight and accountability.

**Opus 2 does not accept any form of discrimination based on gender, age, nationality, religion, sexual orientation or any other similar basis. Equality, non-discrimination and fairness are key principles in recruitment, compensation and career development at Opus 2. We do not tolerate harassment of any form.**



## Supplier Code of Conduct



**We set high standards for ourselves. We expect our suppliers to do the same.**

We want to work with companies who share similar ethical standards and values to ours. We are committed to establishing mutually beneficial relations with our suppliers and business partners to collectively help improve standards, drive sustainable practices, and create shared value for everyone.

**We launched our Supplier Code of Conduct in 2023. This outlines the standards and practices we require our business partners, including suppliers to follow while conducting business with or on behalf of Opus 2.**

Our Supplier Code of Conduct requires business partners to support internationally recognized human rights and comply with all applicable laws and regulations regarding health and safety in the workplace, the eradication of human trafficking and slavery, and the elimination of child labour. We also require our business partners to support fair labour practices.

# Data security



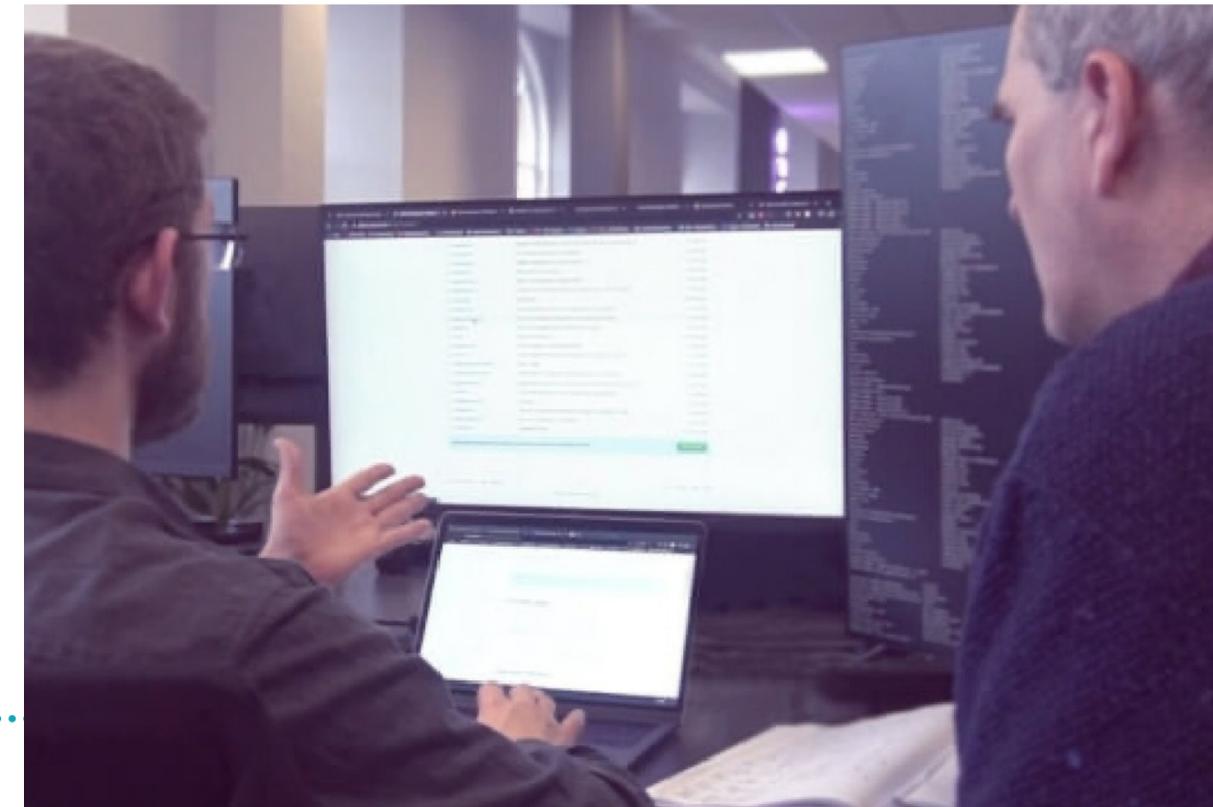
Robust information security and data protection compliance is core to Opus 2 activities. This includes mitigating cybersecurity risks, promoting cyber awareness, safeguarding data and complying with data protection laws.

**We are committed to protecting data and complying with privacy laws. Hundreds of law firms and organisations across the globe trust Opus 2 to keep their information safe.**

Opus 2 aligns with Global and U.S. privacy regulations, including the UK Data Protection Act 2018, EU General Data Protection Regulation, California Consumer Privacy Act (CCPA) and the Singapore Personal Data Protection Act.

We meet stringent industry standards and have maintained ISO27001:2013 certification since 2015 and retained Cyber Essentials Plus certification since 2016.

In 2022, Opus 2's existing ISO 27001 accreditation was upgraded to the new ISO/IEC 27001: 2022 standard.



IS 619351

# 2024-25 goals

The work of sustainability is never done, and improvement is always possible. In the coming year, we will build on our current momentum by focusing on these organisational goals.

## Setting future goals



### Environment:

- Enhance employee sustainability education with quarterly training sessions on best practices
- Identify and implement actions to reduce our Scope 3 Carbon Emissions
- Enhance client awareness of Opus 2 offerings and their relative sustainability impact



### Social:

- Encourage feedback through periodic team surveys and town hall meetings
- Assess our current diversity, equity, and inclusion (DE&I) practices, identify new strategies to enhance our initiatives
- Drive our Charitable Giving programme to increase the impact our donations and contributions



### Governance:

- Launch the new Opus 2 Code of Conduct, detailing expected standards and behaviours through dedicated training sessions
- Expand our compliance training programme to continually address emerging risks
- Maintain and update our comprehensive materiality assessment initially conducted in 2021, to identify critical ESG issues for Opus 2 and our industry, ensuring alignment with our commitments



# OPUS 2