

OPUS2

# Impact Report

2024-25

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# Introduction



**Greg Blackman**  
Chief Executive Officer

I'm pleased to introduce the Opus 2 Impact Report for 2024–25, a reflection of our progress across three key pillars: sustainability, inclusive growth, and responsible action. As we continue our journey toward a more sustainable and equitable future, this year's report highlights the tangible steps we've taken to reduce our environmental footprint, foster an inclusive workplace, and uphold the highest ethical standards.

From delivering solutions that reshape legal workflows to deepening our partnerships with top arbitral institutions, 2024-25 has been a year of growth and innovation.

We opened new global offices and welcomed team members to better serve our clients and support access to justice. Our team expanded their engagement with legal and local communities through charitable giving.

And we continued our mission to enable transformation and sustainability across the entire dispute lifecycle. Additionally, our team's sustainability efforts have once again been recognized with an EcoVadis Gold Medal. I'm proud to share our progress as well as our plans for the future, as we contribute to a more responsible and sustainable legal industry.


A handwritten signature in black ink, appearing to be 'G. Blackman', written in a cursive style.


**Greg Blackman**  
Chief Executive Officer, Opus 2


# About Opus 2

With more than 15 years of experience, Opus 2 has established itself as a leader in legal technology, providing best-in-class legal services and software to the world’s leading legal teams. Founded in London in 2008, the company’s 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.


## Our values

- 

People make Opus 2
- 

Make things happen
- 

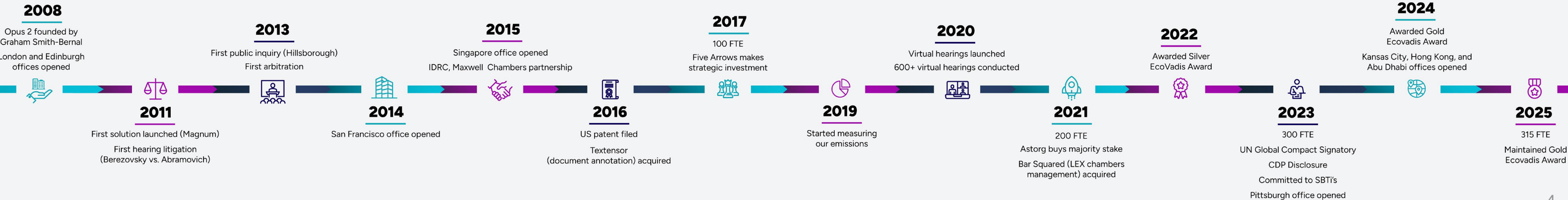
Be open-minded and adapt
- 

Raise the bar
- 

Earn trust and respect



## Award recognition 2024-25





# 2024-25 overview



We are a proud signatory of the UN Global Compact and our continuous progress in sustainability performance was rewarded with a Gold EcoVadis Medal in our last assessment.

## Opus 2 scorecard – Keeping our promises



### Environment:

- Continued to drive progress in greener dispute resolution as an active member of the Campaign for Greener Litigation and Campaign for Greener Arbitration
- Completed and submitted CDP climate disclosure, reinforcing our commitment to transparent climate risk reporting and continuous improvement
- Hosted a sustainability-focused panel to engage the APAC arbitration community on climate impact in disputes
- Submitted our Communication on Progress and Statement of continued support for the United Nations Global Compact



### Social:

- Improved our performance appraisal process to include peer feedback and more defined evaluation criteria
- Rolled out employee engagement survey to inform future actions
- Introduced leadership criteria for all managers to ensure consistent, values-driven leadership across the business
- Strengthened leadership capability through focused training
- Implemented a learning management system to streamline training, track development and support continuous learning across the business
- Donated over **£45k** to charitable initiatives and causes through Opus 2's Charitable Giving Policy resulting in support for individuals across the business
- **12% increase** in team volunteer days taken, with **440.5 hours** volunteered across Opus 2 in support of charitable organisations



### Governance:

- Expanded the compliance training programme to continually address emerging risks and broaden team awareness and knowledge
- Introduced an AI policy and risk framework to support safe and responsible deployment of AI in our products and services
- Introduced our [Code of Business Conduct](#) to reinforce responsible ethical practices
- Built on our 2021 materiality work with a full Double Materiality Assessment
- Retained our ISO27001 and CyberEssentials security certifications

# Connecting our teams



- All-hands monthly meetings** – Once a month the company comes together to hear updates, celebrate achievements, ask questions, and align on key goals and initiatives
- The Opus Focus** – In May we launched a monthly newsletter to connect our global team through the sharing of both personal and professional news
- Speed meetings** – Our speed meetings paired people from all across the business to connect, and our July sign-up had record participation
- Monthly executive meetings** – Each month a member of the executive team meets with a small group of employees from across the business to hear feedback, gather ideas and stay connected to what’s happening across the business
- 100-day catch ups** – New joiners have a check-in with the People Team after their first 100 days to share feedback and reflect on their experience so far

Our **staff engagement team** brings people from across the business together to lead projects that boost connection, involvement and company-wide engagement

## Recognising Achievements

- Peer-to-peer recognition tools and programs** – We encourage team members to celebrate each other’s contributions with fun, positive shout-outs and virtual appreciation tokens (e.g. dedicated feedback channels and taco tokens)
- Legend of the month** – A company-wide recognition program that celebrates outstanding team members who go above and beyond in their role

## Promoting well-being

- Ongoing focus on mental health awareness and support resources
- Trained mental health first aiders** across the business
- Virtual yoga and mindfulness** sessions available to all employees



## Employee engagement survey

We run an all-company engagement survey once a year to give employees the opportunity to share anonymous feedback. This helps us identify what’s working and what needs to change, so we can improve how we support our people.

We’re committed to a culture of continuous improvement. We will run engagement surveys regularly to gather meaningful feedback from across the business.

“ I would recommend Opus 2 as a great place to work.

- Team collaboration score: 4.5/5\***  
Colleagues feel confident seeking support from one another, reflecting a strong culture of trust and collaboration within teams.
- Inclusion and respect score: 4.2/5\***  
Employees feel respected and valued for who they are, highlighting an inclusive and supportive team culture.

## Actions taken

In response to the survey results, we took forward a set of actions focused on strengthening communication, supporting engagement, and increasing visibility of company initiatives.

\* July 2024



# Recognising remarkable paths

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.

## James Allnutt

Global Platform Support Manager | Hired in 2014



James Allnutt started at Opus 2 as a Litigation Support Assistant, as a placement student from the University of Portsmouth. He then moved to Singapore and worked hand-in-hand with Technical Services, Case Management and BD to deliver Opus 2 services to clients in the APAC region.

James has always been willing to get involved and help no matter the task at hand, and as his knowledge of the product grew, he moved over into the Product Support department in 2019 and focused on improving service delivery for our internal teams.

Today, he brings his knowledge from years of working Opus 2 to his role as Global Product Support Manager. He has shaped and overhauled this team into a follow-the-sun methodology that allows us to effectively support our clients as they grow.

“I have had the benefit of working in multiple Opus 2 offices with various teams, and that has really shaped my view of our solutions and how they work not only for our customers, but for our internal customer facing teams. I love the opportunity for career growth here at Opus 2 and encourage all to explore what interests them within the business.

## Shannon Ng

MENA Business Manager | Hired in 2023



After several years as a lawyer, Shannon was ready for a new challenge—something dynamic, innovative, and grounded in real-world problem-solving. Having experienced first-hand the value Opus 2 delivers to legal teams, joining the company felt like a natural next step.

From day one, Shannon set out to broaden her skillset. She was eager to learn how a private equity-backed company operates, take ownership of a client portfolio, and thrive in a fast-paced, high-growth environment. Along the way, she hit an unexpected but rewarding personal milestone: overcoming a long-standing fear of public speaking.

Just three months into her role, Shannon was offered an exciting secondment opportunity in the Middle East to help build Opus 2's presence in the region. From giving an impromptu demo to a managing partner in a coffee shop to winning new matters against competitors to forming strong relationships within the regional disputes community, the experience has been both professionally and personally transformative. (And yes—the traffic really is as intense as they say!)

“Opus 2 a place where you're challenged and supported in equal measure. You're trusted with real responsibility, often thrown in the deep end—but that's exactly where the growth happens.



# People make Opus 2

People make Opus 2 is one of our company core values. From new joiners and internal moves to major achievements and team growth, our people are at the heart of everything we do.

We are a global business and have embraced hybrid working. We understand the importance of building and maintaining in-person connections. These face-to-face interactions reflect our ongoing commitment to connecting and maintaining strong relationships amongst our team and our clients.

This year, the Opus 2 team continued to build meaningful connections and collaborated more closely across regions. Some members of the Pittsburgh Solution Operations team traveled to London to work alongside their colleagues, deepening connections and sharing ideas.

Alongside this, the London team spent some time in Dubai, meeting with clients and holding discussions at the Dubai International Arbitration Centre (DIAC).



## Women in technology – Empowering careers



**Maya Swillingham** (Solutions Operations Manager) has been elected as the Chapter Social Media Director on the Women in E-Discovery – London Chapter board for 2025 and 2026.

“ Each year, a group of women from our Edinburgh office attends the Women in Technology conference, an inspiring event dedicated to empowering women in the tech industry. With a mission to provide a safe space for learning and growth, the conference features insightful panels where women share their experiences and the challenges they’ve overcome in their careers. It’s an incredible opportunity to gain valuable knowledge, connect with mentors, and build a supportive network within the field. Attending this conference continues to inspire and energise our team.

- Nadia Gil, Test Lead

## Driving strong leadership and collaboration

Our leadership team drives day-to-day execution, connects strategy to action, and fosters collaboration across functions to help deliver results and support our company’s growth.

“ The recent leadership meeting in Edinburgh was a wonderful opportunity to come together as a cross-functional team and take a deeper look at some of the challenges Opus 2 is facing. Leaders from areas of the business that don’t naturally overlap in our day-to-day work were able to learn from each other and provide fresh perspectives. The relationships created and strengthened during the time together are invaluable. We walked away with clear action plans that support our business goals.

- Susana Branum, Director of Marketing, Software



# Opus 2 charity partnerships and sponsorships

## The importance of our charitable giving

We have always supported a diverse range of causes, from local charities to global organisations, reflecting our long-standing commitment to making a meaningful impact in the communities we are a part of.

To enhance the impact of our efforts, we formalised our charitable giving strategy to concentrate our support, contributions and donations to a select number of areas aligned with our objectives and areas of focus:

**Social inclusion** | **Health** | **Education and technology**

## Partnership with charities

We are supporting important causes local to Opus 2 offices across the globe.

“ Last year, Opus 2 made the strategic decision to support global charities across our business, rather than focusing on a single cause. This approach has expanded our impact and allowed us to address a diverse range of global issues. Chosen through an employee vote, these charities have empowered us to make a meaningful difference in multiple areas, all while reinforcing our core values.

– Kiera Hanrahan, CSR Team



### London

Advice service tackling youth and family homelessness



### Pittsburgh

Dismantle the cycles of systemic oppression and marginalization impacting BIPOC, transgender, and nonbinary communities



### Edinburgh

Support the resettlement of homeless people in the community

## Additional organisations supported



**Save the Children**





**Opus 2 Fundraising activities:** Bake sales, International Food Day, Opaws 2 pet calendar sales, pumpkin carving contest, wine tasting evening, raffle, 1% club quiz, Christmas jumper and gift-wrapping day, World Environment Day desk plant sale, Halloween dress up competition, Mario Kart tournament, Euros watch party and sweepstakes, game night, and book sale





# Opus 2 charitable giving and partnerships


## Charities supported through the Charitable Giving program:

- 


SCOPE - Campaigns to transform attitudes to disability, tackle injustice and inspire action
- 

Become - Supports children and young people throughout the care system
- 

Cardinal Hume Centre - Tackles homelessness, poor housing and poverty at young ages to break the cycle into later life
- 

CYCLE kids - Gives children the support they need to succeed, they work with schools to ensure the children get a physical and emotional healthy start in life.
- 

SaferWorld - Works to prevent conflict and support peacebuilding

 [View our online Charitable Giving Statement](#)

## Making an impact: Liza Pestillos-Ocat Supports CYCLE Kids



As part of our commitment to supporting causes that matter to our team, Liza shared her experience of contributing to CYCLE Kids through the Opus 2 Charitable Giving Program.

**“Like most moms, I care deeply about helping kids grow up healthy—both physically and emotionally. With my own children, I’ve seen how small things, like biking to school, have impacted them in big ways—helping them become more confident, independent, and aware of how their choices impact the world. I want that for all kids.”**

This personal experience led Liza to support CYCLE Kids, a charity that partners with schools in underserved communities to teach children how to ride bikes, make healthy and sustainable choices, and build lifelong confidence—all through fun, engaging programs delivered during or after school.

CYCLE Kids’ mission strongly aligns with Opus 2’s charitable giving strategy, which focuses on education, community health, and social inclusion.

To further support Liza’s initiative, Opus 2 matched her personal donation, helping to extend the impact and reach of the CYCLE Kids program to even more children.



# 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.

## Employee volunteering days

**440.5 hours**

volunteered by our team in support of charitable organizations

**12% increase**

in use of volunteer days by team members



**Nick Farrimond used his 2024 Opus 2 volunteering day as part of a long weekend at the 2024 Isle of Wight Festival**, working as one of the supervisors for the festival's 350-strong marshalling team which is provided by Oxfam.

Marshals are, in most cases, the first point of contact for the public; ultimately keeping people safe and raising awareness of Oxfam's goals. Working behind the scenes means they get to see how the festival works.

They might assist a vulnerable person, reunite lost children with their parents, judge an impromptu midnight rap battle, organise transport for a disabled attendee, act as a first responder when festival attendees are taken unwell, or liaise with the fire service.



**Susana Branum used her volunteer day to build a house in Juarez, Mexico in July 2024.**

The family she built for received this house based on their need. Her team finished the house in record time - 2.5 days!



**Matthew Roberts, James Connor, and Pauline Langdell volunteered at the Cardinal Hume Centre.**

The team helped the charity sort their food storage.



**Qabyr Maricar volunteered, taking part in Free Food For All.**

He helped distribute and donate food to the needy in Singapore.



**The Kansas City office volunteered at The Ronald McDonald House Charities.**

The organisation provides housing, meals, and more for families with hospitalised children. The team prepared meals for the families in residence.



# 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.



Opus 2 is a proud sponsor of the London Legal Walk for the London Legal Support Trust, an independent charity that raises funds for free legal advice services in London and the South East.

They support free legal advice centres, helping agencies reduce costs and save money via pro bono or discounted schemes. Their work allows those less fortunate to have access to justice despite their financial position

## Supporting our global legal community



ELATT is an award-winning education charity, supporting hundreds of students to better their lives through employment. Once students have experience, 80% of them will move into employment.

We support ELATT by offering mentoring, work experience, and work placements to talented and dedicated students.

We have been working as an industry partner with ELATT for over 10 years and received an award for the Work Placement Provider of the Decade! **Gurdeep Bhabra** and **Darrel Downes** attended the ELATT 40th Anniversary awards ceremony.



“Working with the students from ELATT is an absolute pleasure. The dedication they show towards their studies and work placement course is commendable. Their ability to perform at a high level whilst balancing their studies highlights the hard work & commitment they have put into their course.”

– Gurdeep Bhabra

Technical Project Manager, Training & Software

# Our environmental impact

We help our clients meaningfully reduce their environmental impact by replacing paper-heavy and travel-intensive practices with digital, connected ways of working. Through our technology and services, we support a more sustainable approach to the conduct of disputes and play a tangible role in helping reduce the environmental footprint of the global dispute resolution industry.

We are committed to reducing our own environmental footprint and operating responsibly across all areas of the business. We minimise waste, promote recycling, and use energy-efficient servers and data centres. The majority (98.5%) of our emissions arise from Scope 3 sources, including those associated with our supply chain and workforce practices. We have continued to enhance the accuracy and scope of our emissions reporting, enabling more informed decision-making and supporting meaningful, targeted action. We continually measure our Scope 3 emissions and find new ways to reduce them.



## Business travel is one of our largest single Scope 3 emissions contributors – accounting for 25.5% of our total Scope 3 emissions

Our team grew from 248 to 295 in the last reporting period however our tCO<sub>2</sub>e per FTE for business travel decreased from 3.13 to 1.88.

As a global business, travel is an essential part of how we operate. We are committed to travelling with purpose, making intentional choices that align with our sustainability goals. While some increase in emissions is expected as our organisation continues to grow, we are focused on ensuring that every trip is necessary, considered, and responsibly managed.

Opus 2 International GHG Emissions* (Jan-Dec. 2024)	Unit	2024	2023	2022	2021
Scope 1 Direct Emissions: Gas & company-vehicle fuel	t.CO <sub>2</sub> e	18	13	1	2
Scope 2 Direct Emissions: Electricity Purchased	t.CO <sub>2</sub> e	16	18	32	34
Scope 3 Indirect Emissions <small>(See Scope 3 Breakdown by category in GHG Emissions Report)</small>	t.CO <sub>2</sub> e	2175	2482	1053	804
TOTAL	t.CO <sub>2</sub> e	2208	2513	1086	840

Flight class vs. carbon emissions		
London to New York (one-way trip)		
Class	CO <sub>2</sub> footprint	Relative impact
Economy	1.12 t CO <sub>2</sub> e	
Business	3.24 t CO <sub>2</sub> e	3x more than economy
First	4.47 t CO <sub>2</sub> e	4x more than economy
Travel remains essential for building our in-person presence, so when we do to travel, we strive to do so meaningfully and with purpose.		

For a comprehensive GHG Emissions Report please see our website.

# Our environmental impact



## Purchased goods and services

Purchased goods and services are our largest source of Scope 3 emissions, accounting for 62.78% of the total. We work to keep this under control by extending the lifecycle of our devices, prioritise reuse and donations, and ensuring responsible disposal. We’re also continually looking for ways to reduce and optimise this impact in line with circular economy principles.




## Data centres

Our digital footprint, including data centre, represents 7% of our total Scope 3 emissions. We work with leading cloud providers, AWS and Microsoft Azure, who invest in improving data centre efficiency and reducing energy consumption as part of their environmental sustainability strategies.

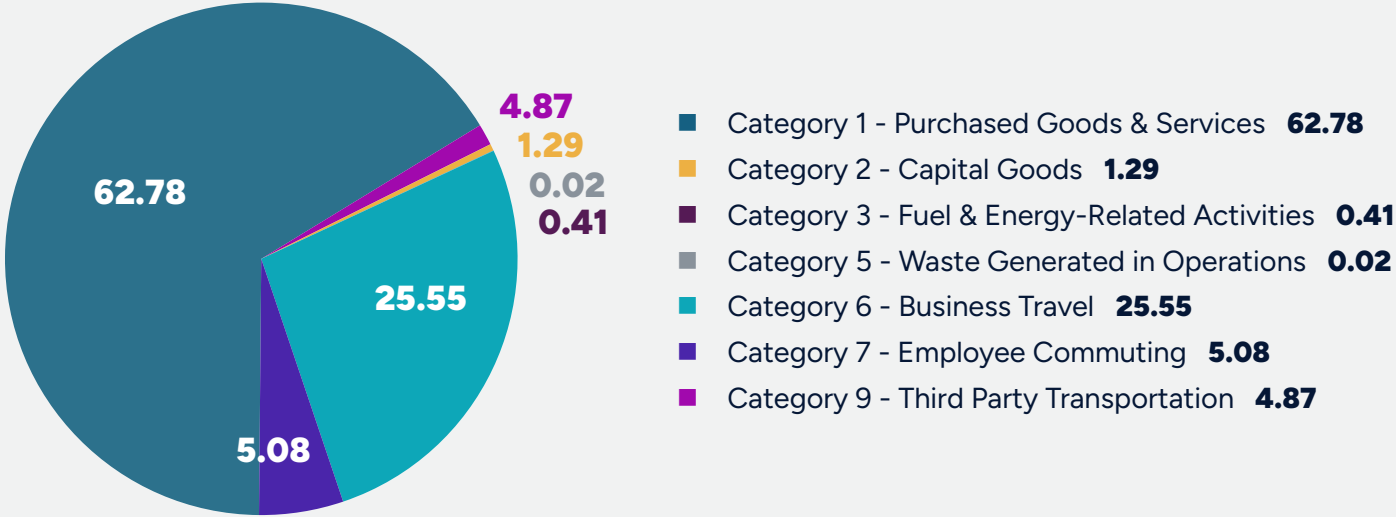


## Our commitments

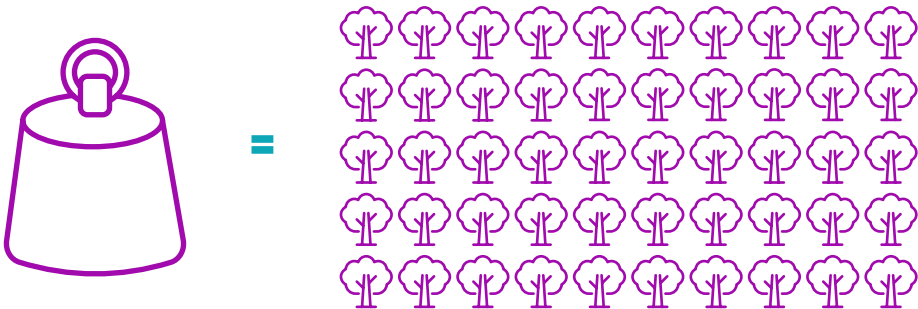
- Our company-wide Environmental Policy commits us to continuously reducing energy use by conserving energy, improving efficiency, and, where practicable, utilising renewable energy sources. This remains a challenge in certain territories and regions, as seen from the increase in our Scope 1 emissions year on year.
- We are a signatory to the UN Global Compact, reporting progress through an annual Communication of Progress (COP) and through our investors annual reporting requirements.
- Our [Supplier Code of Conduct](#) sets expectations for environmentally responsible practices within our supply chain, supporting our broader sustainability goals.
- We validated our near-term Scope 1 and 2 emissions targets through SBTi in 2023 and remain committed to ongoing climate action

[View last year's report](#)

## Scope 3 category - % of category emissions



It takes **50** trees **one year** to remove **1 tonne** of **CO<sub>2</sub>**





# Enabling greater sustainability in the legal industry

To expand our reach and strengthen our position as legal industry leader, we opened offices in Abu Dhabi and Hong Kong.



July 2024  
Hong Kong office

“ The demand for advanced hearing technology and services in the Asia-Pacific region has rapidly increased in recent years. The choice of Hong Kong for the new office in the APAC region underscores Opus 2’s dedication to being at the heart of where our clients need us the most. I’m excited to have the opportunity to introduce Opus 2 more widely to this market.

– Kate Wyllie, Business Director APAC



August 2024  
Abu Dhabi office

“ The UAE office addition underscores our dedication to delivering transformative solutions to the global legal industry. In recent years, we’ve seen rapid growth in dispute resolution in the Middle East. We’re honoured to expand our presence in the region and excited to support and invest in its continued success.

– Oliver McClintock, Chief Commercial Officer



Hong Kong



Abu Dhabi



Abu Dhabi

## CO<sub>2</sub>e at a glance – An average Opus 2 case

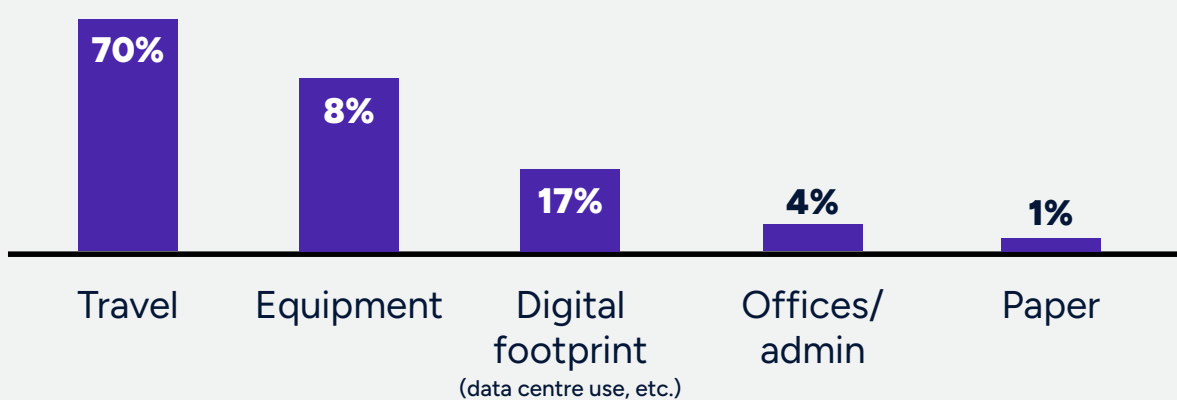
In addition to managing our own environmental footprint, we understand that Opus 2 plays a key role in enabling lower-carbon legal services. In 2024, we re-assessed the environmental impact of a typical case managed through our platform, including in-person, remote and hybrid hearings.

This year we updated our analysis of what the average impact would be of a ‘typical’ Opus 2 case managed in 2024. This includes in-person, remote, and hybrid hearings.

The research aimed to pinpoint areas of significant impact and measure the environmental benefits of using Opus 2 services to reduce hearing-related emissions.

**Every case managed by Opus 2 in 2024 had an average overhead of 0.245 tonnes CO<sub>2</sub>e excluding travel, and 0.827 tonnes CO<sub>2</sub>e including travel.**

The components were:



**Every case is different**, and our clients have varying needs. No matter whether they choose an in-person, virtual, or hybrid hearing, we’re here to support them—and help them meet their sustainability goals along the way.

# Acting ethically and responsibly

We are committed to good governance. We believe that responsible, transparent, and ethical decision-making enables us to deliver lasting value to our customers, team, stakeholders, and the communities in which operate, while remaining resilient in a constantly evolving landscape. This year, we continued to strengthen our governance framework to support our long-term strategy, promote accountability at all levels, and ensure compliance with regulatory standards and industry best practices.

From data privacy and cybersecurity to board oversight and ethical conduct, we incorporate good governing into every aspect of our operations, aligning our practices with our purpose and values.

## Code of Business Conduct

Our [Code of Business Conduct](#), sets out the standards we commit to as a business and as individuals. It is shared openly to reinforce accountability and transparency in how we operate.

The Code outlines our commitments to ethical behaviour, compliance, and responsible business practices. It serves as a single point of reference for all underlying policies and processes that our employees are required to follow, covering areas such as anti-bribery and corruption, conflicts of interest, data privacy, inclusion, and sustainability.

## Employee training

All Opus 2 employees are required to participate in annual mandatory training on essential ethics and compliance topics.

- ABC
- Whistleblowing
- Modern Slavery
- Anti-Money Laundering\*
- Preventing Sexual Harassment\*
- Generative AI: Ethical, Responsible, and Secure Use
- Workplace Harassment
- HIPAA for Business Associates (US)

\* Introduced this year

## Robust policies and procedures

Our group-wide policies on anti-bribery and corruption, anti-money laundering and anti- tax evasion, conflicts of interest and related procedures all include measures and guidance to assess and mitigate risks, understand relevant laws and report concerns.

They apply to all employees and independent contractors across the Opus 2 group of companies.

## Supply chain

We are achieving the highest ethical and compliance standards for all our employees, and we expect the same from our suppliers.

As a technology and services company, the majority of our suppliers are established service providers and consultants with strong supply chain programs of their own. Relevant suppliers must commit to Opus 2's [Supplier Code of Conduct](#) or their own code of an equivalent standard.

This requirement is aligned with our core values, as well as the United Nations (UN) Guiding Principles on Business and Human Rights and the Ten Principles of the UN Global Compact.

# Double materiality assessment

In 2021, we carried out our first materiality assessment. In 2024, we elevated this commitment by completing our first double materiality assessment to ensure that we address both our impact on society and the environment, and the impact society and the environment has on us.

## Double materiality assessment

In late 2024, we performed a double materiality assessment to identify the sustainability topics most important to Opus 2's business, stakeholders, and growth.

The double materiality assessment provided data-driven insights that inform the sustainability initiatives that are shown in the following pages of this report.

A double materiality assessment is the process by which an organisation identifies and assesses its impacts, risks, and opportunities or "IROs" across the environment, social, and governance topics. This assessment is applicable to material impacts, risks and opportunities linked to its own operations, products, services, and/or through its business relationships (including its upstream and downstream value chain).

Material IROs identified through the double materiality assessment process then determine the disclosures to be included within the organisation's sustainability statements and disclosures.

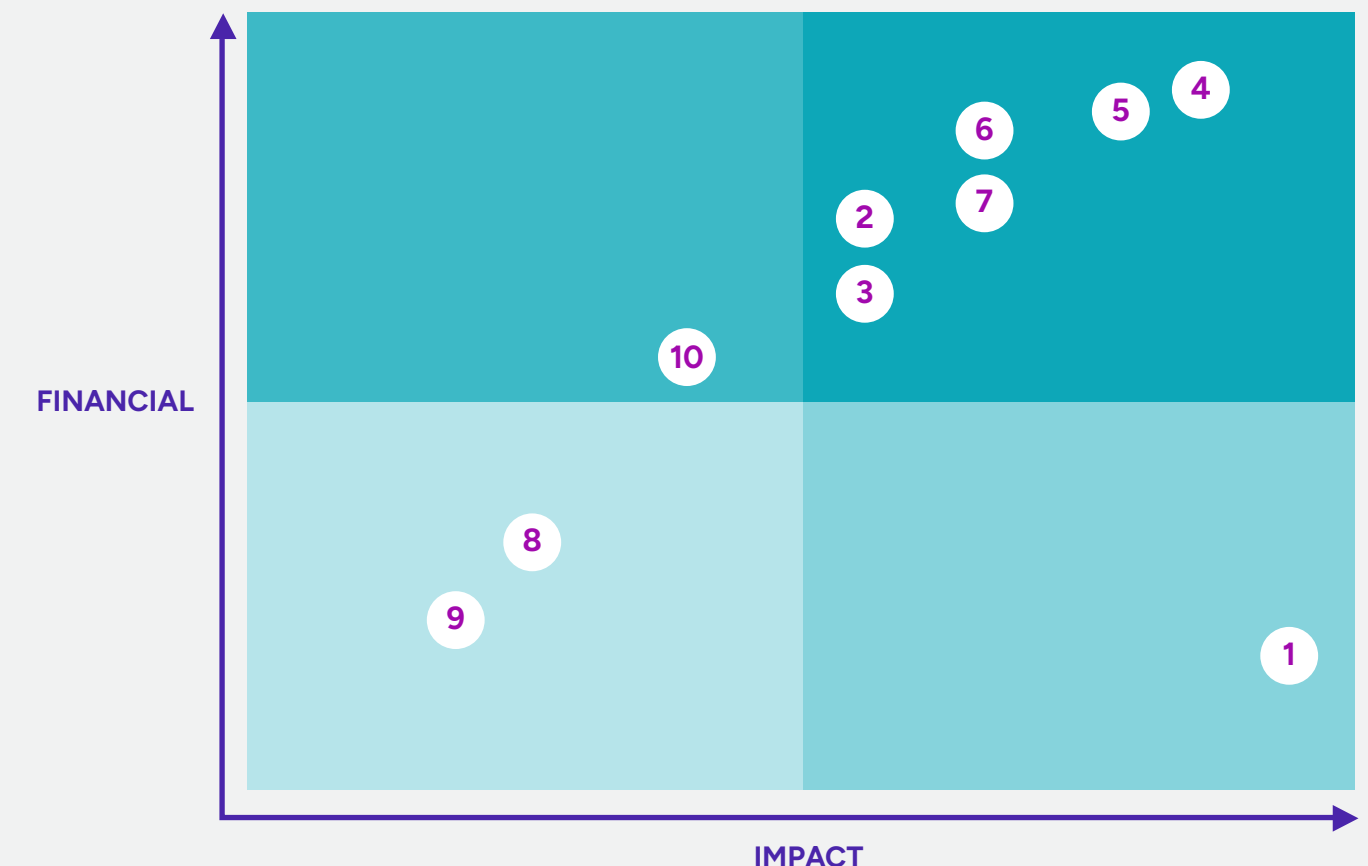
This broader view promoted by the double materiality approach enables a positive and responsible business strategy.

## Material sustainability matters identified

Team working conditions; diversity, equity, inclusion and belonging; privacy and information security; corporate culture; governance and accountability.

The findings from this double materiality assessment will support the evolution of our sustainability strategy.

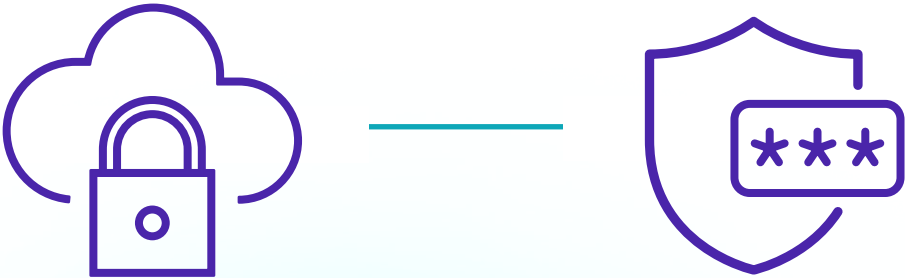
## Matrix of material sustainability matters



- 1 Climate change mitigation
- 2 Own workforce (working conditions)
- 3 Own workforce (diversity, equity, inclusion & belonging)
- 4 Consumers and end-users (privacy)
- 5 Consumers and end-users (information security)
- 6 Business conduct (corporate culture)
- 7 Business conduct (governance & accountability)
- 8 Circular economy (resource inflows)
- 9 Circular economy (waste)
- 10 Workers in the value chain (management of suppliers)



# Data privacy and security



Our customers trust us with their most sensitive data, and we take that responsibility seriously. Safeguarding this information is not merely a required legal or regulatory obligation, it's a core part of our commitment to maintaining the trust that underpins our relationships.

We have rigorous data protection policies, robust security controls, and regular training in place to ensure that every team member understands the importance of handling customer data with care and complying with data privacy and security requirements.

As technology evolves, so too does our approach to data governance, ensuring we continue to meet the highest standards of confidentiality, integrity, and accountability.

## Opus 2 holds the following certifications:



### ISO/IEC 27001: 2022 certification

The world's leading standard for information security management systems (ISMS)



### Cyber Essentials Plus certification

Maintained since 2015 ensuring our company's IT Infrastructure is secure and guarded against cyber-attacks – zero non-conformities identified a part of last ISO audit



## Opus 2 adheres to the following global privacy regulations:

EU GDPR, UK DPA, California Consumer Privacy Act (CCPA), Health Insurance Portability and Accountability Act (HIPAA), Singapore Personal Data Protection Act, Australian Privacy Act, and Canada Federal Personal Information Protection and Electronic Documents Act (PIPEDA).

Opus 2 has in place a standard contractual clause for cross-border data transfers to countries not subject to an adequacy decision.

More information on how Opus 2 handles personal data subject to data privacy regulations is available in our [Privacy Policy](#) and in our customer data processing agreements.

# AI for sustainability

## Transformative changes within the legal sector

At Opus 2, we recognise the transformative potential of AI to reshape the legal sector, not just through automation, but by enabling more intelligent, accessible, and sustainable service delivery. Our approach to AI is guided by a strong ethical foundation. We are committed to developing and deploying AI tools that serve a meaningful purpose, simplify complex workflows, and uphold the highest standards of transparency, fairness, and accountability.

Artificial intelligence has transformed the world, generating important questions about its effects on organisations, people, and communities. We leveraged AI to enhance our products, address the evolving needs of our clients, and to support and benefit our teams.

Our approach to AI is based on the same principles we employ for all our products - we deploy AI not just because we can, but because it serves a clear and positive purpose. By leveraging AI to simplify complex tasks and improve user experience, we address real challenges faced by our clients, setting a new standard of excellence in the legal sector. We are committed to ensuring that our development, deployment, use, and approach to AI aligns with principles of transparency, fairness, and accountability.

We prioritise transparency and explainability in our AI systems, privacy by design, and user control.

**Users determine AI use:** No data is processed unless the user explicitly instructs this.

**Zero data retention:** Customer data submitted to the AI features is immediately deleted by our third-party AI providers after processing.

**Customer controls data residency:** Clear, transparent choices on region selected for the LLM – clear control given to customers to comply with applicable data residency requirements.

We continue to invest in upskilling our teams, engaging with industry best practices, and listening to our clients to ensure our AI development remains ethical, inclusive, and sustainable. We have implemented internal policies and training on the responsible development, deployment and use of AI, and will build on this moving forward. Our commitment to environmental stewardship extends to our AI infrastructure. We have partnered with AWS Bedrock for our AI technologies. By leveraging this platform, we reduce the environmental footprint of our AI operations while maintaining high performance standards.

**Energy efficiency and carbon reduction:** AWS Bedrock operates on infrastructure designed for optimal energy efficiency. The platform uses AWS's energy-efficient data centres with optimised cooling systems and strategic server layouts that minimise power consumption. Additionally, the scaling capabilities ensure our AI workloads only consume resources when needed, eliminating idle processing. This approach has allowed us to reduce energy consumption by leveraging AWS's commitment to power operations with 100% renewable energy.

**Sustainable data management:** Through AWS Bedrock, we have implemented more efficient data storage and processing practices to support sustainable AI operations. We utilise its data management capabilities to separate active and inactive data, optimise replication processes, and minimise unnecessary data transfers, reducing overall storage requirements and associated energy consumption. In addition, our Bedrock workloads are deployed in AWS regions that are powered by renewable energy or operate in carbon-neutral data centres, aligning with our commitment to environmentally responsible AI.

# 2025-26 goals

Sustainability is a collective effort, and there's always more we can do. In the year ahead, we will build on our progress by working together toward the following goals

## Setting future goals



### Environment:

- Incorporate sustainability training into the Opus 2 employee training program
- Enhance environmental performance tracking by engaging landlords to improve the consistency and completeness of data across all office locations
- Improve Scope 3 data quality by replacing spend-based estimates with actuals where possible, to enable submission of full SBTi-aligned targets, building on our validated Scope 1 and 2 targets under the SME pathway.



### Social:

- Strengthen support for charitable causes through clearer guidance, internal promotion, and team-led initiatives
- Continue to promote and encourage use of volunteer days
- Introduce mentor program for all employees
- Build on existing management and leadership training to further strengthen team capability
- Expand use of the Learning Management System (LMS) to support knowledge sharing and ongoing development - minimum 80% of team members to complete role specific training through Opus 2's Learning Management System
- Launch a Mental Health Hub to improve access to resources and support for employee wellbeing



### Governance:

- Enhanced AI-specific employee training to reflect evolving regulatory standards with 100% completion rate
- 100% of employees to complete ethics and compliance training
- 100% of employees to complete annual security training
- Strengthen board oversight of ESG by introducing quarterly reporting, linking key ESG metrics to strategic goals,
- Evolve our enterprise risk framework to ensure compliance readiness, including with the EU AI Act







OPUS2