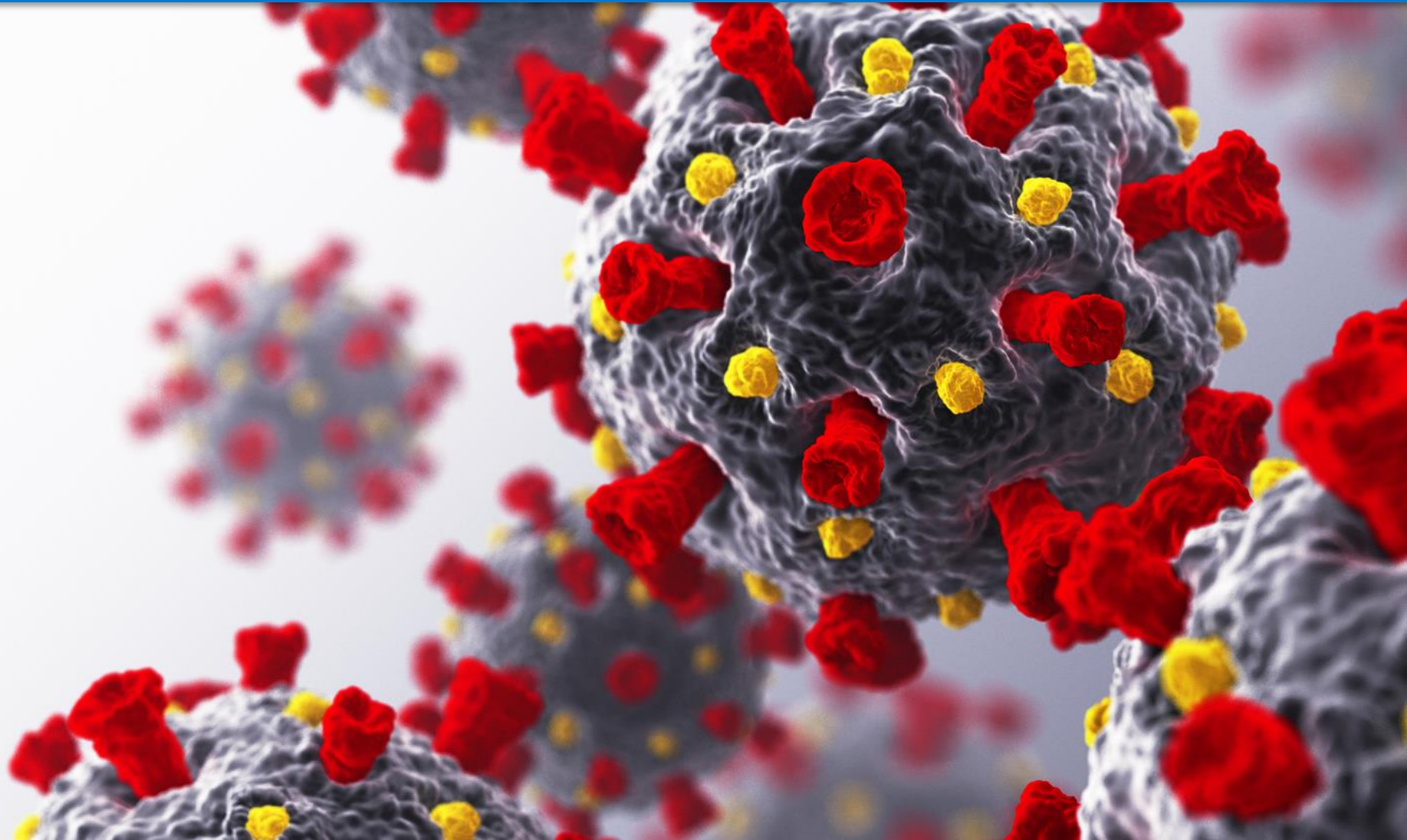


Living your culture in a crisis

Microsoft
and COVID-19



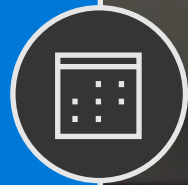
Purpose
and culture
endure...



Strategy will change



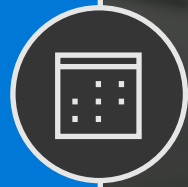
Purpose
and culture
endure...



Circumstances will change



Purpose
and culture
endure...



A crisis will define you



We've been on a culture journey



Our mission

Empower every person and
every organization on the planet
to achieve more

Our culture



Growth mindset



Customer obsessed
Diverse and inclusive
One Microsoft



Make a difference

Leadership principles



Create clarity



Generate energy



Deliver success

Values



Respect



Integrity



Accountability

Manager expectations



Model



Coach

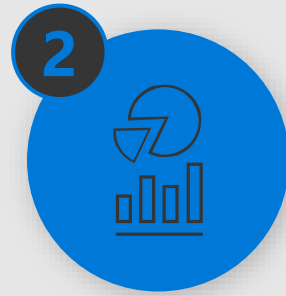


Care

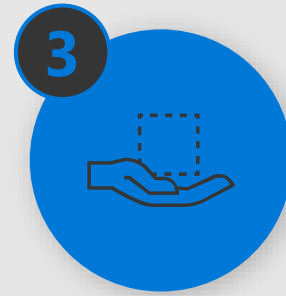
Modernizing HR



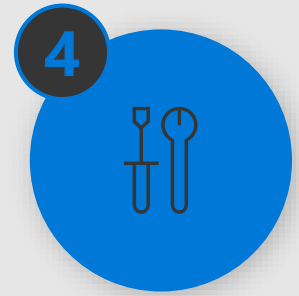
More intentional
about culture and
people priorities



Using more data to
drive insights and
decision-making



Better at simplifying
processes, standardizing,
and delivering self-service



Enhancing and helping
bolster employee skills

COVID-19 timeline

1/22

GCR Area Crisis Mgt Team activates

1/29

Enterprise Crisis Mgt Team activates, begins updating SLT on developments in GCR; Kurt DelBene appointed head of ECMT

1/31

- Virtual Interviews in GCR; Hong Kong CMT activate
- CDC Travel Alert moves to level 3

2/28

- Kurt DelBene updates employees on COVID. Shares non-essential travel limitations and points employees to Global Security Website
- SLT begin daily COVID meetings
- Colleen Daly begins daily reports to SLT

3/1

SLT begins external benchmarking & partnership w/ Challenge Seattle

3/4

- Employees in Puget Sound and Bay Area told to work from home when/if possible
- All interviews move virtual

1/28

Pandemic Team activates

1/30

Colleen Daly connects with King County health

2/2

Kathleen Hogan emails all employees w/ COVID updates in GCR office

2/29

Four cases of COVID-19 and one death in the Puget Sound

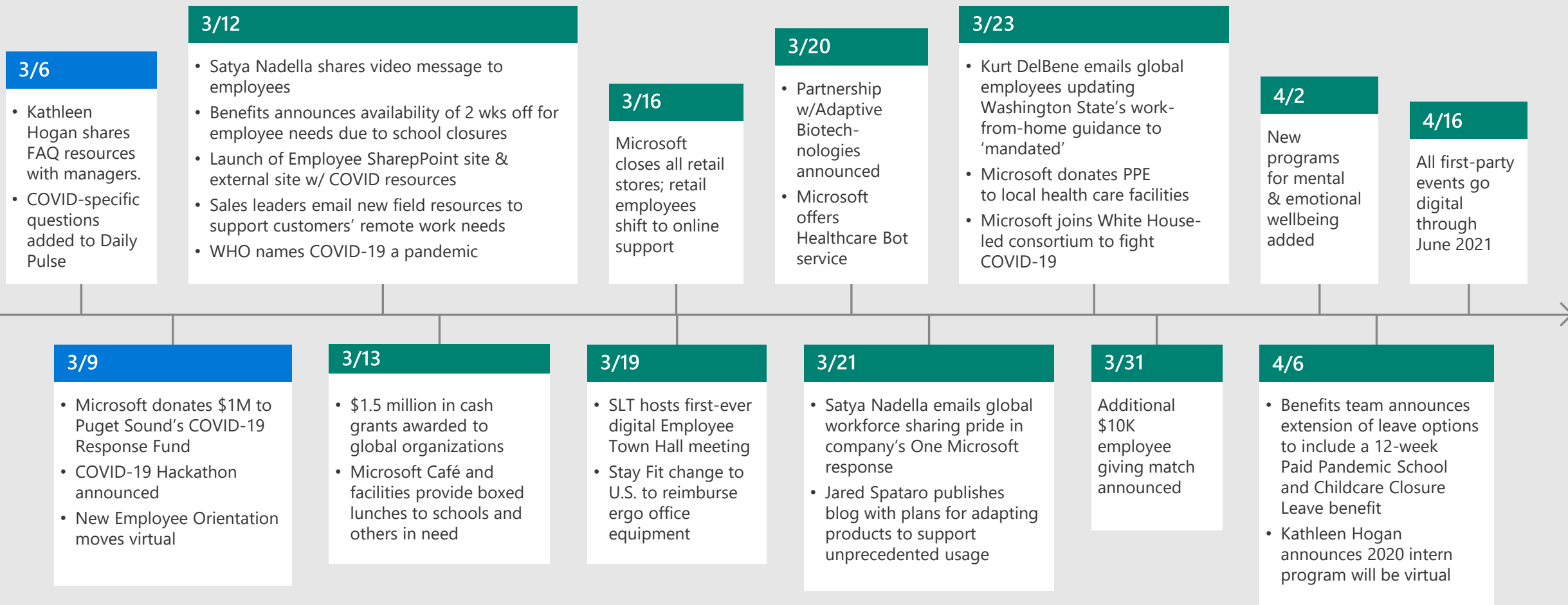
3/2

- Kurt DelBene emails employees; reaffirms guidance from WHO and CDC on travel
- SLT takes action to obtain equipment/resources on campus
- Data center capacity doubled across Europe and US

3/5

- Microsoft employees test positive, global email sent with new cleaning protocol
- Microsoft announces Teams and O365 available to every customer free

COVID-19 timeline

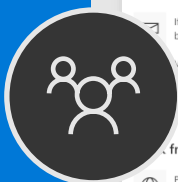


Leadership principles

Create clarity

Generate energy

Deliver success



MSW

COVID-19 response

How we're helping our communities

Customer and partner assets

Employee updates and resources

Latest all-company emails

April 27: Kurt on our approach, our workplace, and checking in

April 16: Brad on donating your old laptops to students

April 6: Kurt on guidance, resources, and helping others

March 30: Kurt on travel, ways you can get involved, and more

March 21: Satya on coming together to combat COVID-19

April 20: Kurt on how we'll tackle things moving forward

April 13: Kurt on events, connecting, and giving back

March 31: Brad on Microsoft Give Together

March 23: Kurt on updated guidance and helping

March 20: Kurt on working from home, travel, and our culture

Tips and more for employees

MSW NEWS

Digital security during COVID-19

COVID-19 has created many opportunities for malicious actors. Explore top digital security concerns that you should be aware of.

MSW NEWS

We give together (FTEs)

Learn how we can give from wherever we are in the world through our new giving initiative, now through May 31.

Who to contact

If you've been diagnosed or are being tested for the virus

Virtual Security Operations Center (VSOC) (urgent matters)

Privacy tips for working from home

Flexible Work Learning Resources

Microsoft Learning

ProcureWeb

AskHR

News, information, and research resources from MS Library

Work from Home on Yammer

Information for managers

Microsoft Stores FAQ (restricted access to store employees)

Latest guidance

Global Security Home

Updates and information from the Centers for Disease Control

Updates and information from the World Health Organization

COVID-19 social media guidance

Additional employee resources

Hackathon: Ideas to respond to COVID-19 (FTEs)

Microsoft Teams COVID-19 FastTrack site

Enterprise Skills Initiative

Microsoft

SharePoint

Search this site

Employee Preparedness

Home

Awareness

Video Library

Regional Security Advisories

Send by email

Advisories

GLOBAL: Response to COVID-19

Updated: 13 April 2020, 19:00 hrs (PDT)

Summary

Important Contacts

Coming together to combat COVID-19

Published on March 21, 2020

Satya Nadella

CEO at Microsoft

in fluencer

30 articles

Following

Note: Below is an email I sent to Microsoft employees today.

Team,

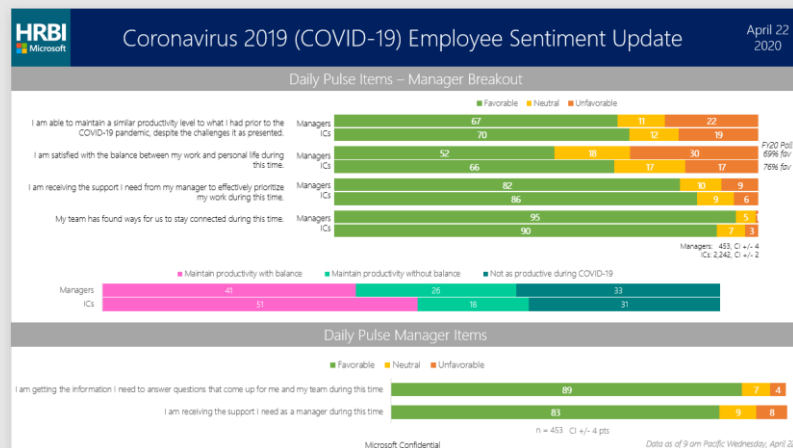
COVID-19 is impacting everyone around the world and every aspect of our daily lives: our social interactions, our family life, our communities, and, of course, how all of us work at Microsoft. As I shared at our all-hands on Thursday, I want to share my deepest thanks to each of you for the creative and collaborative ways you have stepped up to support our company and our customers during this crisis. It's times like this that remind us that each of us has something to contribute and the importance of coming together as a community. Please know that the senior leadership team and I are thinking about you and prioritizing the health and safety of you and your families first and foremost. We are meeting and working each day on how we can best support you during this time. And it's been so gratifying to see how you are pitching in to help.

Values

Respect

Integrity

Accountability



Navrina Singh • 1st
Co-founder Credo.AI @ AlFund (We're Hiring!) [Ex- Microsoft, Qualcomm] You...
6d • 📍
...likes these differentiate the good from THE great!
...to go [Satya Nadella](#), [Kathleen Hogan](#), [Peggy Johnson](#), [Kevin Scott](#) & the
entire SLT team!! Way to lead [Microsoft](#). Super proud of my Alma mater.

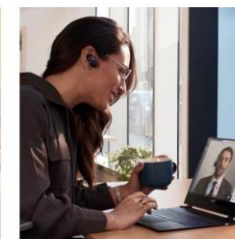


Microsoft is giving workers 12 weeks of paid parental leave because of school disruptions
cnn.com

Guide to working from home



Set up your workspace



Stay connected to each other



Manage your time and well-being

Microsoft
10,768,451 followers
6d • 📍
"Every day, people are making a lot of sacrifices, with kids at home and other struggles. If I'm going to be a leader for this program, I want to be there for my people" - Kris Valencia, director of catering services.
...see more



Manager expectations

Model

Coach

Care

From: Kathleen Hogan
Sent: Monday, April 13, 2020 1:41 PM
To: All Managers
Subject: Manager Guidance Update on COVID-19 04.13.20

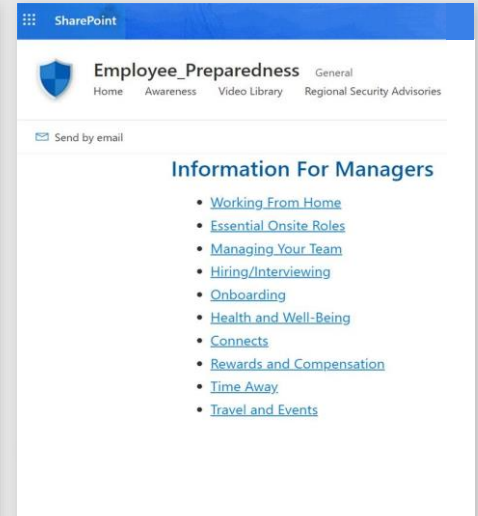
Managers,

On behalf of the SLT, I want to reach out and express our continued gratitude as you lead your teams through this uncertain time. Many of you have reached out to me and other SLT members with input, provided feedback via AskHR, as well as through the Daily Pulse survey, which we have updated with more questions for managers. Thank you for continuing to let us know how you're doing and what more we can be doing to help you and your teams amidst this pandemic. **Please continue to do so. We want to help.**

We also want to thank you for continuing to **model, coach, and care** during these difficult times. We know you are committed, working incredibly hard, showing ingenuity, and facing constraints, challenges, and in some cases heartache. This is hard and we understand that your ability to be the best manager you can be will ebb and flow depending on the day. We get it, and we empathize. Even as I share the guidance below, I am asking myself where I am doing what I say, and where I can do better. And so acknowledging that reality, based on input from you and employees, here are the areas that I would ask all of us as managers to focus on:

Schedule and honor 1:1 conversations:

While we all grow more accustomed to working from home, many employees have expressed feelings of isolation, anxiety, and being overwhelmed. Some have increased workloads, some have children at home who need support with online learning or care, and some are struggling with shelter-in-place mandates that restrict access to the outdoors, physical activity, loved ones, and social events. Not to mention



Our culture



Growth
mindset

Customer
obsessed

Diverse and
Inclusive

One Microsoft

Making a
difference

Growth Mindset



Welcome 2020 Microsoft interns – announcing our virtual intern program

Apr 6, 2020 | Kathleen Hogan - Executive Vice President and Chief People Officer



At Microsoft, we're embracing the "new normal" for how we work and live as the world comes together to fight the COVID-19 pandemic. The health and safety of our employees, interns, and their families is our highest priority, which means shifting in-person experiences online and working together to find creative solutions to new challenges.



Microsoft Store employees are training schools, businesses in remote working

By Kim Lyons | April 10

Microsoft Store Locations Temporarily Closing Due to COVID-19

Published on March 16, 2020



David Porter
Corporate Vice President, Microsoft Store

7 articles [Following](#)

As we continue to partner with public health officials, our team and our customers, it is apparent how COVID-19 will touch each of us and our communities.

We've been monitoring the situation carefully every day, [increasing our safety procedures and protocols](#) and [reducing our operations](#) to help limit the spread of the virus, while helping our valuable customers during this challenging time.

Transitioning to digital events

The [Verge](#) reports that an email to Microsoft MVPs explains the decision.

"In light of the challenges presented by COVID-19, Microsoft has been closely monitoring the developing global situation and re-assessing the overall company-wide in-person event strategy," the email states. "As a company, Microsoft has made the decision to transition all external and internal events to a digital-first experience through July 2021."




Global Support Welcome To Microsoft New Hire Orientation

In response to crisis / epidemic situations (ie: coronavirus (COVID-19)), the following steps will help you set up your account, access Microsoft resources, and use VPN, Microsoft Teams, Live Events, and Engineering resources when you are not at a Microsoft location.



Customer Obsessed

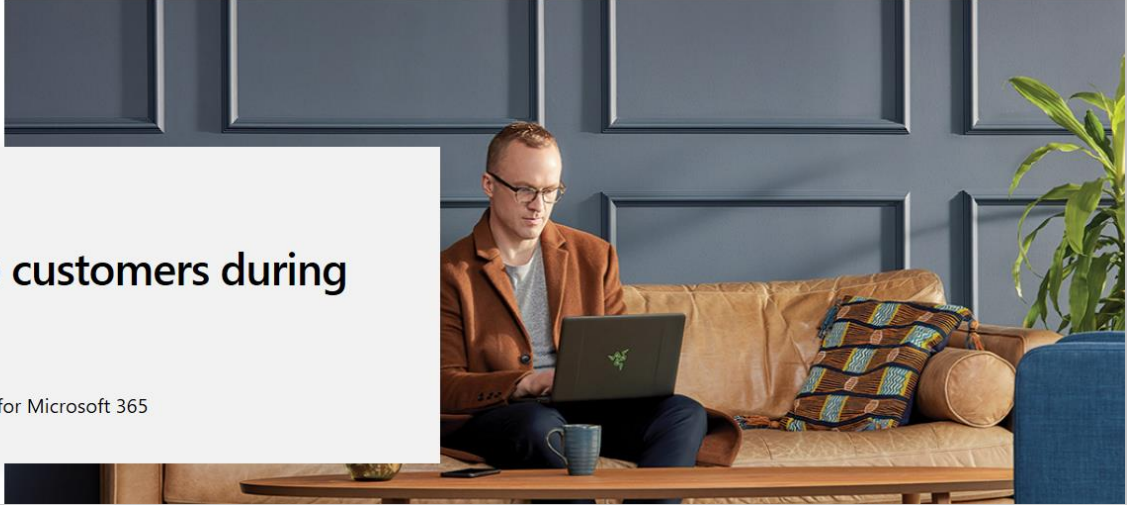


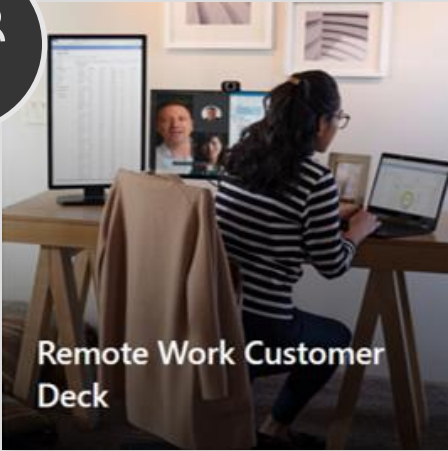
 Microsoft | **Microsoft 365** For business For enterprise Blog All Microsoft

MARCH 5, 2020





Our commitment to customers during COVID-19

By Jared Spataro, Corporate Vice President for Microsoft 365






Remote Work Customer Deck



Delivering information and eliminating bottlenecks with CDC's COVID-19 assessment bot

Mar 20, 2020 | [Hadas Bitran, Group Manager, Microsoft Healthcare Israel](#), and [Jean Gabarra, General Manager, Health AI](#)


[f](#) [t](#) [in](#)



Moving to a virtual classroom

Creating an online classroom is an important step in moving to a remote learning environment. Microsoft Teams for Education provides an online classroom so students and teachers can find new ways to continue to focus on learning — free for schools and universities.

[LEARN MORE ABOUT VIRTUAL CLASSROOMS](#)



Diverse and inclusive



Microsoft Benefits

Support for your wellbeing during COVID-19

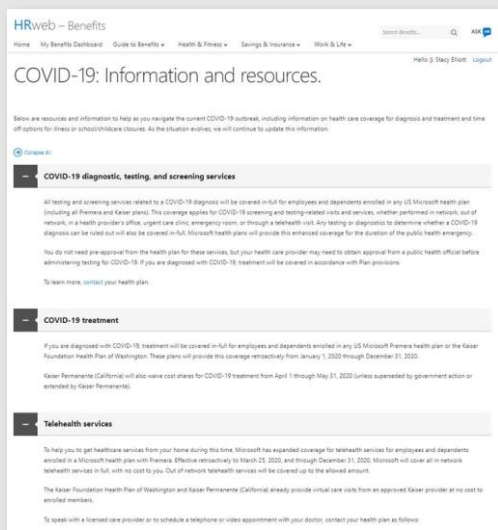
You may have concerns about your or your family's wellbeing. During this time, it's especially important that we all focus on keeping ourselves and our families healthy.

We want to make sure you understand what benefits and resources are available to support you. The Benefits site has a list of programs and resources, as well as health plan updates related to COVID-19. And check back regularly—we'll update the page as the situation evolves.

COVID-19 & your Microsoft 401(k) savings

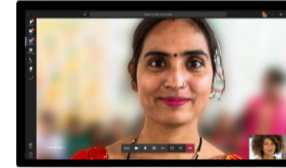
Microsoft Benefits

The impact of COVID-19 has been felt around the world on health, social conditions, economies and financial markets. COVID-19 has led to increased uncertainty and additional volatility in markets, and it's natural to be concerned. Historically, markets have been significantly affected by economic and geopolitical events, including recessions, military conflicts, previous virus outbreaks, natural disasters, and other unexpected occurrences. While the intense global



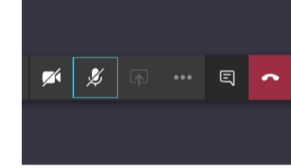
Lead inclusive online meetings

As you move your meetings online, take these steps to make them productive and welcoming for everyone



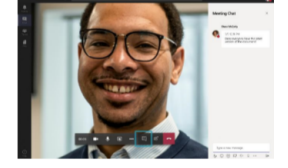
Be present and respectful

Limit multitasking during meetings. Turning on your video can show that you are paying attention and allow you to focus on the person or people on your call. Blur your background to reduce distractions.



Pause for others to speak

It can be hard to find space to speak in a meeting, and even harder when everyone is virtual. Make sure there's time and opportunity for all voices to be heard.



Monitor meeting chat

People may not feel comfortable breaking into the conversation or may be having technical difficulties. Check the Teams meeting chat often for comments.

#MicrosoftTogether | #MicrosoftLife

See how the people of Microsoft are making a difference, and share your story.



One Microsoft



Responding to COVID-19 together



A note from our CEO >

Satya Nadella on coming together to combat COVID-19



Community support >

What we're doing to help the community right now



Remote working >

How technology can help people stay productive and connected



Education and family >

Innovations and resources for online learning and more



Technical support >

Helping people use technology to solve new challenges

As the world responds to the outbreak of COVID-19, our thoughts are with the people affected and the medical professionals working around the clock to help those most in need. At Microsoft, we're working to do our part by ensuring the safety of our employees, striving to protect the health and well-being of the communities in which we operate, and providing technology, tips and resources to our customers to help them do their best work while remote.

Making a difference



Satya Nadella
CEO at Microsoft
2w · Edited

As manufacturers work to accelerate the production of ventilators for the NHS, we're supporting them with access to the latest technology, including mixed reality and collaboration tools.



Global companies come together to make ventilators for the NHS
news.microsoft.com

give

From wherever we are in the world, we give together



From wherever we are in the world, we give together (FTEs)



#MicrosoftTogether: Finding new ways to make a difference

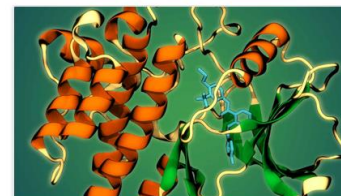


Hackathon: Ideas to respond to COVID-19 (FTEs)

Partnering with researchers to accelerate work to find a cure



Partnering to map immune system response to COVID-19

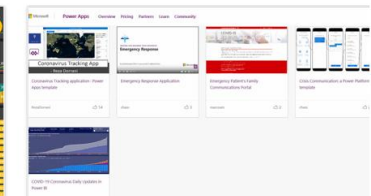


Donating GitHub compute capacity to aid efforts to find a drug treatment

Supporting customers and organizations on the front line



Providing curated dashboards in our community COVID-19 Data Stories ...



Making it possible for the community to submit Power Apps and use our ...

Living your culture in a crisis

- Shared values define your priorities, choices, and actions
- Aligned leadership accelerates decision-making
- When decisions and actions reflect the culture, employees embrace them
- Focus on company purpose fuels leader and employee esprit-de corps
- Communication creates shared understanding
- Managers are the front line for employee well-being
- Technology accelerates inclusion and collaboration
- A strong foundation of integrity and customer trust leads to welcomed support

