Microsoft Supplier COVID-19 Confirmed Case Notification Process

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Valued Business Partners,

As communities around the globe are dealing with Coronavirus concerns, we are providing our suppliers with instructions for reporting confirmed cases to Microsoft. It is important that we protect the privacy of impacted individuals while also protecting the health of anyone deemed at risk.

What suppliers should do if there is a confirmed case of Coronavirus:

You as the employer of the external staff, are responsible for activating your internal protocols related to confirmed communicable diseases. This would include:

- Gather the facts about exposure (limit sharing of information to protect privacy).

- Lead coordination with health department to identify close contacts and send notifications to all individuals within your company that were identified as close contacts: The health department investigator will contact the affected employee to determine if there they were employees in close contact per the health department definition (i.e. closer than 6 feet/1.8 meters for more than 10 minutes).

- If during the close contact investigation your company becomes aware that any Microsoft employee(s) were identified as a close contact of a confirmed case of Coronavirus, please email Report COVID-19 with “Confirmed Diagnosis” in the subject line. Microsoft will promptly work with your company to notify close contacts of the affected individual(s). This is led or directed by the health department with the assistance of the core Microsoft HR response team. Close contacts will be informed of their risk status and advised specifically as to what (if any) added measures or precautions to take, which may include self-quarantine for 14 days.

- If the confirmed case within your company did not have contact with Microsoft employees, but was onsite in a Microsoft facility while having symptoms, please email Report COVID-19 to inform us of this case. If no workplace exposure occurred to Microsoft employees or our facilities, you are not required to report the confirmed case to Microsoft.
Building closures:

Even with a diagnosis, buildings typically are considered safe to work in; if they are not, then occupants would be told so right away and other remedial steps would be taken. Local public health departments may give direction in addition to, or even different from, what we are illustrating.

Commitment to privacy:

Microsoft will not disclose the name of the affected individual, nor will we provide their office location within a building. This is because risk increases only for their close contacts and not for other occupants or casual contacts. And we are already taking precautions to minimize the potential for spread by encouraging social distance, working from home, and asking those who feel unwell or who are immunocompromised to remain at home. Suppliers can assist us greatly by reinforcing these messages to maintain trust in the process.

It’s important that we act swiftly and in accordance with evidence-based best practices when a confirmed case of Coronavirus is brought to our attention. The safety and well-being of our employees, external staff and their families remains our top priority. Thank you for your ongoing partnership.