EXTERNAL SUPPLIERS SCREENING EMEA / ASIA FREQUENTLY ASKED QUESTIONS

Contents

Most Frequent	2
Registration	3
Screening Process	4
Time Period	6
Eligibility	7
Business Guests and Sole Traders	7
Costings	8
Data Protection	8

Most Frequent

Who needs a background screening?	 Pre-placement background checks are required for all new external staff, who will perform services or projects that need access to Microsoft owned or leased facilities, or Microsoft resources such as email, network access, cardkey, or other access badges. Suppliers will be required to ensure that employees selected for Microsoft engagements are pre-placement screened by Microsoft's preferred background screening service provider (HireRight) prior to requesting access to resources.
Why does a supplier need to conduct a background check before they work with Microsoft?	 In order to meet Microsoft customer demands, to ensure the safety and security of Microsoft assets and staff and to deliver a consistent approach to the background screening of our external workforce internationally.
How does my company register onto the background screening providers (HireRight) platform?	 The Microsoft External Supplier Screening team has comprehensive guidance to assist you in registering with HireRight (available from esscrng@microsoft.com). The Registration Guide (for Microsoft) contains step by step instructions on how to complete the registration which should take no more than 20 minutes.
What does the background screening consist of?	 The components of a background screening (external supplier screening) may vary depending on what is permitted by the law of the country. A typically screening will contain the following, (where the law permits): Identity Check, Criminal Record Review, Global Sanctions and Enforcement Check (GSEC).
Who can I contact if I have questions related to the background screening process?	 For questions about how to process a background screen, read through the Supplier FAQs or contact the Microsoft External Supplier Screening team (EMEA/ASIA) at the below email address. esscrng@microsoft.com (for EMEA/ASIA location-based queries) supscrn@microsoft.com (for America's location-based queries) HireRight Contact details: ews-csemea@hireright.com ews-csapac@hireright.com Please note that if the Suppliers' employees have questions, they should contact their Company's Human Resources or management directly for guidance.
I need to create a new position for an existing external staff in HeadTrax but the background screen ID is required.	 When creating a new position in HeadTrax, as long as the new position start date is equal to or before the current position's end date, the background screen ID field will not be required as long as: 'Has this person ever worked, or are they currently working, as an External Staff', is updated to Yes Most recent capacity is selected Person's Personnel Number is entered NOTE: If there is a gap between the start date of the new position and the end date of the existing position, the background screen ID field will be required, if the work location country is in scope.
An existing external staff account has been deactivated due to an administration issue. Can I onboard the external staff with the old screen ID?	Please contact <u>esscrng@microsoft.com</u>

I have received an email notification that the screening has completed. Where can I locate the		tion shown ir	n the image b	elow. You will al	nt portal – refer to the so be able to find the
screen ID?	Account	First Name	Last Name	Request #	Status
	Microsoft Corporation	Xxxxxxx	Xxxxxxx	GA-xxxxxx-xxxxx	Meets Company Standards
	The Screening r	eference will	start with ei	ther "GA-" or "G	E-".

Registration

Why does a supplier need to conduct a background check before they work with Microsoft?	 In order to meet Microsoft customer demands, to ensure the safety and security of Microsoft assets and staff and to deliver a consistent approach to the background screening of our external workforce internationally.
What are the first things I need to do?	One of the first actions you need to complete is to register with Microsoft's preferred background screening vendor (HireRight). It is a simple online process to complete and is free of charge. Further guidance is available by contacting esscrng@microsoft.com
Once I have registered the company with HireRight, when will I be able to use the supplier screening account.	 Once you have registered with HireRight, please wait a few hours for HireRight to activate your new screening account – this may take up to a day but is often completed within a few hours of completing the registration.
Who needs a background screening?	 Pre-placement background checks are required for all new external staff, who will perform services or projects that need access to Microsoft owned or leased facilities, or Microsoft resources such as email, network access, cardkey, or other access badges. Suppliers will be required to ensure that employees selected for Microsoft engagements are pre-placement screened by Microsoft's preferred background screening service provider (HireRight) prior to requesting access to resources.
How does my company register onto the background screening providers (HireRight) platform?	 The Microsoft External Supplier Screening team has comprehensive guidance to assist you in registering with HireRight (available from esscrng@microsoft.com). The Registration Guide (for Microsoft) contains step by step instructions on how to complete the registration which should take no more than 20 minutes.
If my company operates in multiple countries, will I need to register with the background screening provider (HireRight) more than once?	 The background screening provider (HireRight) has four separate platforms covering the EMEA and ASIA areas. The Supplier will need to register with one or more of these platforms depending on their country locations and requirements. The four platforms are as follows; EMEA - (covering all EMEA countries) India - (covering India) China - (covering China) APAC - (covering APAC countries, including Taiwan, Hong Kong, Macau)

Where can I get more information relating to the HireRight registration process?	 HireRight have released a number of training videos focussed on their registration process and subsequent screening management process. Depending on your country of focus, please see the links below; China https://www.youtube.com/watch?v=IMvmXZrJDmc&feature=youtu. be India https://www.youtube.com/watch?v=P6wzXO_R7Uc&feature=youtu.be APAC https://www.youtube.com/watch?v=7dA9j4hiQwM&feature=youtu.be EMEA https://www.youtube.com/watch?v=cPHk4eO8B8k&feature=youtu.be
Do suppliers need to re-register if they have recently registered with HireRight, to screen personnel (eg - relating to Microsoft's Azure Cloud and Enterprise activity?)	 If you have previously registered with the Microsoft External Staff Screening Program, as a result of your services and projects related to our Azure Cloud and Enterprise activity, you do not need to re-register with the background screening provider.
Do suppliers need to register, even if they consider their company does not have any personnel that require screening soon?	 In the interest of the Microsoft roll-out program for External Supplier Screening, we are asking our supplier companies to register with our program even if they perceive they will not be using HireRight immediately.
If a Supplier is already using HireRight as their screening partner, do they still need to register onto HireRight's External Supplier Screening Microsite and why?	 A Supplier that is already using HireRight to conduct background screenings, will still be required to register onto the External Supplier Screening platform, which has been specifically designed for Microsoft's requirements. This enables Microsoft's background screening team to effectively manage the screening results. HireRight may be able to expedite the registration / credentialing process, if a Supplier already has an account with them.
After registering with HireRight, the supplier's company will be credentialed. What does credentialing involve?	 Once you have registered with HireRight, you will receive an email from them confirming your account creation and providing your login information. Your account will then need to be credentialed which can take up to 5-7 business days. Credentialing is non-invasive and consists of checking your company's information either through third party sources or by obtaining a business license or equivalent.
How can I add additional Super Users to my account?	 Once you have registered with HireRight and have your account, you can add additional Super Users who can then initiate/manage screenings. Please follow the process from our "HireRight Adding New Users" Guide.

Screening Process

Who needs a background screening?	 Pre-placement background checks are required for all new external staff, who will perform services or projects that need access to Microsoft owned or leased facilities, or Microsoft resources such as email, network access, cardkey, or other access badges.
	 Suppliers will be required to ensure that employees selected for Microsoft engagements are pre-placement screened by Microsoft's preferred background screening service provider (HireRight) prior to requesting access to resources.

What does the background screening consist of? Why does a supplier need to conduct a background check before they work with Microsoft? How long is a screen valid for, once the Supplier's employee has been assigned?	 The components of a background screening (external supplier screening) may vary depending on what is permitted by the law of the country. A typically screening will contain the following, (where the law permits): Identity Check, Criminal Record Review, Global Sanctions and Enforcement Check (GSEC). In order to meet Microsoft customer demands, to ensure the safety and security of Microsoft assets and staff and to deliver a consistent approach to the background screening of our external workforce internationally. A new background screening is not required until the expiration of the current engagement with Microsoft. For certain positions involving customer engagements or contractual
My company is not setup with the screening provider, and we have an urgent onboarding request. How can we perform the screen for the urgent placement?	requirements, a rescreening may be required. (See below). • Please contact esscrng@microsoft.com
My company has initiated a screening for an employee with HireRight, but that person has not received a HireRight 'Invitation to Screening' e-mail. What can I do?	 Please check that you have used the correct e-mail address for your personnel. If staff members have not received the HireRight screening request/invitation via email as expected, they should also check their "junk" or "clutter" folders to ensure it has not been rerouted.
What if the Supplier's staff refuses to be background screened?	 Microsoft requires that Suppliers conduct pre-placement background screens on all their personnel who will require any physical or virtual access to Microsoft. Any Supplier staff who refuses a background screen is not eligible to obtain Microsoft credentials for physical or corporate network access.
Are there any countries where screening is not conducted?	 Due to legal reasons, supplier screening is currently not conducted in the following countries; France
Does a background screen have to be conducted if a Supplier is a former employee or has previously been assigned to Microsoft?	Yes, a background check is required for any former employee or former supplier to Microsoft.
Do I screen my employees based on their country of residence or their job location?	Screenings should be conducted for their country of residence at the time the screening is ordered.
The supplier has raised a screening and has now received an e-mail from HireRight saying that a 'Client Review' is required for a case, and that I need to adjudicate the screening. What is an Adjudication?	 Once HireRight has completed a background check on an employee and it is identified that the candidate does not meet the Microsoft standard, HireRight will refer the case back to you for further review. You will be informed via email which says that a 'Client Review' is required on the screening case by you. The review process is called Adjudication. Further guidance on how to adjudicate (review the case) is available from HireRight when companies first register, or from contacting the Microsoft External Supplier Screening team (EMEA/ASIA) at esscrip@microsoft.com
I am currently working as a supplier for Microsoft, but am transferring to another company – do I need to be re-screened?	If you are transferring to another company and will continue working with Microsoft as a supplier (requiring building and/or network access), then your new company will be required to screen you as per the Microsoft supplier screening process, using HireRight.
Is there ever a requirement for rescreening?	 Yes, for certain positions involving customer engagements or contractual requirements, a rescreening may be required. The Microsoft sponsor or someone within their business group will notify the Supplier when a rescreening is required.

The Supplier has an employee who was background screened for a previous Microsoft assignment. Is a new background screening needed?	 A new background screening is not required until the expiration of the current engagement with Microsoft. Please be aware that if you have a break in your engagement with Microsoft, then you will need to be screened in order to resume that placement. (note: the only exception to this is external supplier personnel working in the Cloud / Azure environment, who are required to successfully undergo an external supplier screening, even if they are already working in the MS Cloud / Azure field)
Who can I contact if I have	For questions about how to process a background screen, read through the
questions related to the	Supplier FAQs or contact the Microsoft External Supplier Screening team
background screening process?	(EMEA/ASIA) at the below email address.
	 <u>esscrng@microsoft.com</u> (for EMEA/ASIA location-based queries)
	 supscrn@microsoft.com (for America's location-based queries)
	HireRight Contact details:
	 ews-csemea@hireright.com
	ews-csapac@hireright.com
	Please note that if the Suppliers' employees have questions, they should
	contact their Company's Human Resources or management directly for
	guidance.
Where can I find more details	For the annual Supplier Code of Conduct Training requirement, please reach
about Supplier code of Conduct	out to scocofc@microsoft.com
Training?	
Does the Microsoft Supplier Code	The Microsoft supplier Code of Conduct refers to the Microsoft Supplier
of Conduct refer to the Supplier	Screening process please see the link.
Screening process?	Microsoft Supplier Code of Conduct Microsoft Procurement

Time Period

How long is the registration process? When will my account be Active?	 The registration process takes approximately 20 minutes Once you have registered with HireRight, you will receive an email from them confirming your account creation and providing your login information. Your account will then need to be credentialed which can take up to 5-7 business days. Credentialing is non-invasive and consists of checking your company's information either through third party sources or by obtaining a business license or equivalent.
How long does a background screen take?	 The Turn Around Times to complete a screening can vary depending on the country. Suppliers should allow HireRight approximately 10 working days to complete a screening, noting that, in-reality, these timings are often much quicker.
Can Suppliers do anything to speed up the background screening process?	 Suppliers should ensure that they initiate a screening case with HireRight at the earliest opportunity and then encourage their employee to upload the required personal data with HireRight. (ideally within 48 hours of receiving the candidate invitation e-mail).
Is there a time period the screening is valid for, prior to the engagement starting?	 Microsoft accepts screenings that are successfully completed on the EWS platform up to 90 days prior to the engagement start-date.

Eligibility

Who is required to be background screened?	 Pre-placement background checks will be required for all new external staff, who will perform services or projects that need access to Microsoft owned or leased facilities, or Microsoft resources such as email, network access, cardkey, or other access badges. Suppliers will be required to ensure that employees selected for Microsoft engagements are pre-placement screened by Microsoft's preferred background screening service provider prior to requesting access to resources.
Can I screen US based staff on any of the HireRight ASIA or EMEA Supplier Screening platforms?	To screen US based personnel, you should only use the dedicated HireRight US EWS platform. Contact supscrn@microsoft.com for further guidance.
I have sub-contractors working for my company, who are engaged working with Microsoft. Do my sub-contractors need to be screened?	 This is a matter for the (your) company to determine however, because of the complex nature of Privacy Legislation in the countries in which you operate, it would be better if your vendors registered with HireRight themselves, otherwise the personal data of the vendors employees would be exposed to the supplier and could potentially create legal risks for the supplier. Your vendors can register with HireRight using the same method as you, but it would be helpful if you could tell us the name of the vendor and the relevant point of contact so we can send them the invitation directly.

Business Guests and Sole Traders

My company works with Microsoft as 'Business Guests'. Are we required to be screened?	 Yes. Anyone who will be performing work with Microsoft in a location where Microsoft has implemented a background screening program is required to be screened if they need physical or virtual access to Microsoft. Please contact the Microsoft EMEA/ASIA screening team on esscrng@microsoft.com for further clarity on the latest situation.
I am a Business Guest for Microsoft – How do I obtain a screening?	Personnel who are considered to be Business Guests can obtain their screening by contacting the EMEA / ASIA Supplier Screening team esscring@microsoft.com who will initiate the screening with HireRight for the person.
I am a sole trader company – do I need to register with HireRight or what is the best way for me to obtain a screening?	Personnel who are Sole Traders (just them in the company) can obtain their screening by contacting the EMEA / ASIA Supplier Screening team <u>esscrng@microsoft.com</u> who will initiate the screening with HireRight for the person. Please note that the person to be screened with require a valid credit card in order to pay for the screening, when they initially log-in to the HireRight platform, as part of their data upload process.

Costings

How much does it cost to register	It is free to register with HireRight. Suppliers will only incur costs when they
with HireRight?	order screening cases, using the HireRight platform.
Which currencies are currently	 The default currency is US Dollars \$ - HireRight also has the following
accepted by HireRight for	currencies loaded into their EWS platform;
payment?	CNY (China)
	INR (India)
	SGD (Singapore)
	GBP (Great Britain)
What is the cost of a background	The background screening cost can vary depending on the country
screen?	concerned and fees incurred by the background screening provider while
	conducting the screen.
Can background screening costs be	Costs associated with conducting business with Microsoft, such as
billed back to Microsoft?	background screening fees, are the responsibility of the Supplier company,
	unless there is a negotiated contract that specifies otherwise.
	If during a period of performance, the supplier incurs unforeseen costs, they
	can submit evidence to MS of the increased cost and propose a new
	contract value. MS is then required to address this in good faith.
	The supplier can raise their need for pricing changes / change in
	rate cards with their contact in procurement and / or their business
	contact, who then reaches out to Procurement.

Data Protection

I'm registering with the background screening provider (HireRight). What is a Data Protection Agreement (DPA).	 Companies registering onto the EMEA platform are required to sign a Data Protection Agreement with HireRight. China, India and APAC Platforms – Please note that is not a legal requirement for China, India and APAC based countries and therefore, you are not obliged to sign it. However, Microsoft considers the DPA to be best practice and therefore, encourages companies to sign up to it
Is HireRight GDPR compliant?	 In each Country we have sought to implement the program we have worked with our employment law group Attorneys and employed Outside Counsel to review the local employment law and the application of GDPR. They have assessed the legality of the requirement we are making and of the components that we are asking to be screened, for example we will not be conducting criminal searches in a number of European Countries. HireRight have also worked with us (Microsoft) and all data relating to European employees will be processed and stored within the EU and kept separate from the US Platform to prevent transfer outside of the EU.
Is EU data ring-fenced to HireRight EU platforms?	 All EU data is ring-fenced on HireRight's EU platform as are their operations and customer service teams. No data is held on their US platform unless a candidate has a US background in which case, they do need to transfer data to the US team to fulfil. Where data is transferred for this reason, HireRight rely on standard contractual clauses which are a permitted method of transfer under the GDPR.

Are HireRight ISO27001 certified (the benchmark for good security practice)?	 In addition to the above assurance, HireRight are ISO 27001 certified ISO 27001 is recognised globally as a benchmark for good security practice and enables organisations to achieve independent certification by an accredited certification body following the successful completion of an audit. ISO 27001 supports compliance with a host of laws, including the EU GDPR and the NIS Regulations (Network and Information Systems Regulations).
What happens if HireRight contacts me relating to a Subject Access Request (SAR)?	 Under the General Data Protection Regulation (GDPR), a SAR provides individuals the right to obtain a copy of their personal data as well as other supplementary information. It helps individuals to understand how and why you are using their data and to check you are using it lawfully. These rights are exercisable against you as a data controller. HireRight is a data processor and is not permitted to disclose an individual's personal data. This is prohibited by the GDPR. If you receive contact from HireRight relating to a SAR, please consider and follow the guidance as confirmed in the notification e-mail.
What happens if HireRight contacts me relating to a right to erasure request?	 Under the General Data Protection Regulation (GDPR), a right to erasure request provides individuals the right for their personal data and other supplementary information to be purged (right to be forgotten). These rights are exercisable against you as a data controller. HireRight is a data processor and will seek your permission to exercise any request and thereafter remove all personal data stored on our system. If you receive contact from HireRight relating to a right to erasure request, please consider and follow the guidance as confirmed in the notification email.
How do HireRight ensure candidates/individuals are given notice of the expected data processing?	 The online screening application hosts both an information notice and consent form, which candidates must read and acknowledge before screening may commence. The information notice appears before a candidate has provided any personal data to HireRight and sets out what data will be collected, why it will be collected, who will see it and for how long it will be stored. The candidate is also notified of their rights and provided contact details of the client data protection officer. HireRight has privacy policy available on its website for candidates to review in relation to screening https://www.hireright.com/legal/privacy-policy/emea-and-apaccandidate-policy