



Welcome

Letter

Achieve
more

Trust Code
in action

How we
build trust

Upholding
our Trust Code

Handling
concerns



TRUSTCODE

Microsoft Standards
of Business Conduct



```

app.MapGet("/trust/{id}", async (int id, TrustedDb db) =>
    await db.TrustCode.FindAsync(id) is Trusted trust
    ? Results.Ok(trust)
    : Results.NotFound());

app.MapPost("/trust", async (Trusted trust, TrustedDb db) =>
{
    if (!MinimalValidation.TryValidate(trust, out var violations))
        return Results.ValidationProblem(violations);
    db.TrustCode.Add(trust);
    await db.SaveChangesAsync();

    return Results.Created($" /trust/{trust.Id}", trust);
});

app.MapPut("/trust/{id}", async (int id, Trusted inputTrusted, TrustedDb db) =>
{
    if (!MinimalValidation.TryValidate(inputTrusted, out var violations))
        return Results.ValidationProblem(violations);

    var trust = await db.TrustCode.FindAsync(id);

    if (trust is null) return Results.NotFound();

```



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> Welcome to Trust Code

We achieve our mission by building trust with people and organizations around the globe. Our goals are only possible when people trust Microsoft and trust our technology.

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Team,

Each one of us shapes our culture through our words and actions. We strive to build a diverse and inclusive culture that embraces learning and fosters trust—a culture where every employee can do their best work.

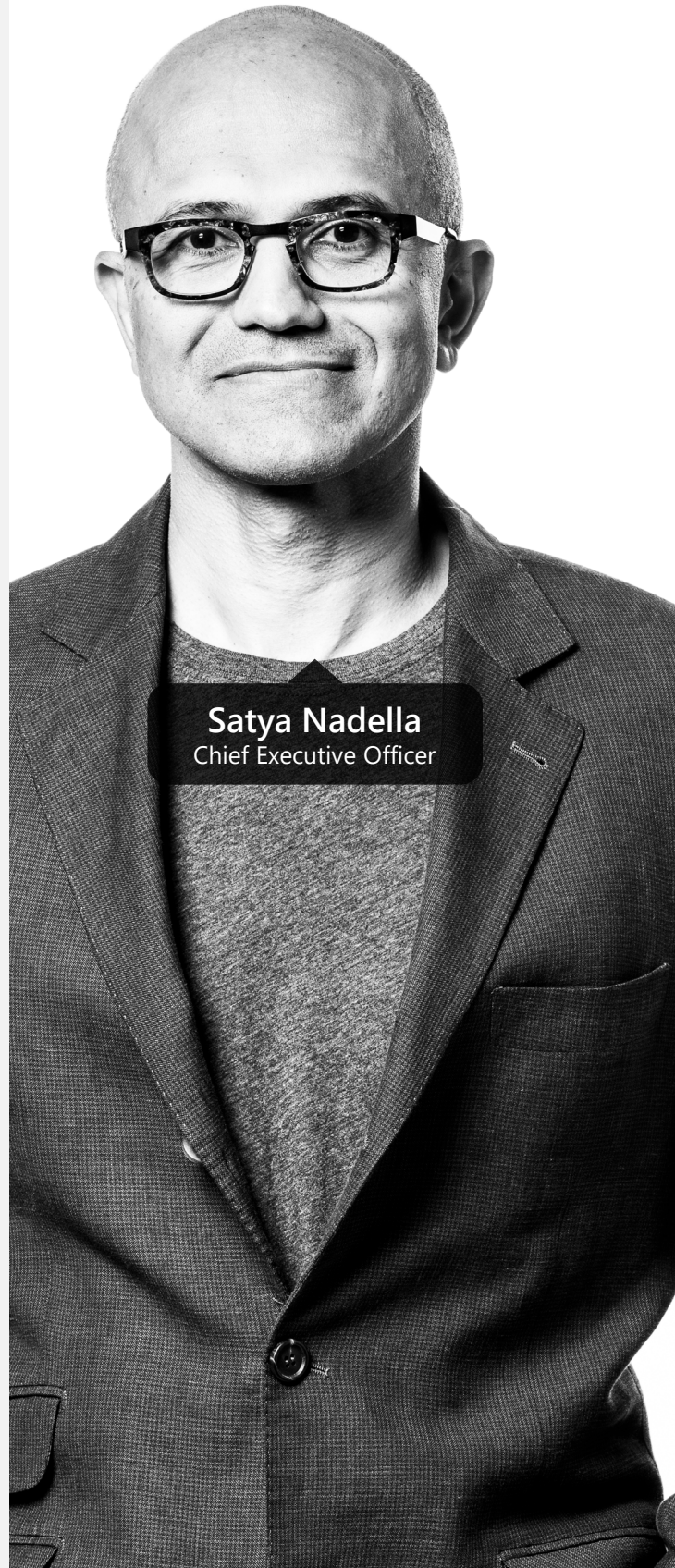
Making good decisions and ethical choices in our work builds trust in each other and with our customers and partners. You should never compromise your personal integrity or the company's reputation and trust in exchange for any short-term gain.

We are more likely to make ethical choices when integrity, honesty, and compliance guide our decision making. We should always be transparent about our motives, learn from our mistakes, and ask for help when faced with a difficult situation. I expect leaders and managers to foster a culture where employees feel free to ask questions and raise concerns when something doesn't seem right.

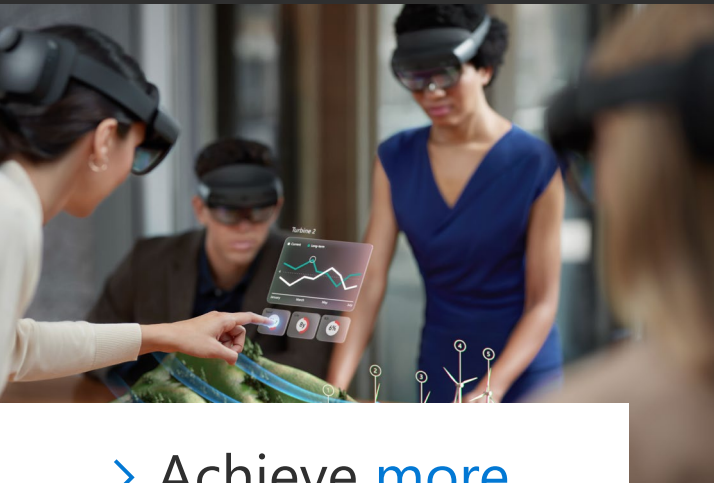
Our Standards of Business Conduct emphasizes the role that each of us plays in building trust, and the approach you should take in making decisions. When we apply these principles in our daily work, we can move forward with confidence in our ability to make good decisions that build trust and empower our customers and partners to achieve more.

Thank you very much.

– Satya Nadella



Satya Nadella
Chief Executive Officer



> Achieve [more](#)

How do we earn and build trust? It starts by applying our culture and values to build lasting relationships inside and outside Microsoft. Our values are the enduring principles that guide us to do business with integrity as we strive to win trust every day. Our culture is our operating framework—who we are and how we behave.

Microsoft’s Standards of Business Conduct (our “Trust Code”) will show you how we will use our culture and values to build and preserve trust with our customers, governments, investors, partners, representatives, and each other, so we can achieve more together.



> Our Values

- Respect
- Integrity
- Accountability



> Our Culture

- Growth mindset
- Customer obsessed
- One Microsoft
- Diverse and inclusive
- Making a difference



> Our Mission

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



> How to use our Trust Code to make good decisions

Making good decisions and ethical choices builds trust between each of us and the people we interact with. But not all situations you encounter are straightforward—how do you make the best choice when facing difficult or unclear circumstances? How do you navigate ethical dilemmas? While our Trust Code won't tell you exactly what to do in every situation, it serves as a guide to help you make good decisions and navigate complex situations where the answer might not always be clear.



> When faced with a difficult decision or situation, follow these steps:



STEP 1

PAUSE

Does a situation make you uneasy? Are your instincts telling you something's not quite right?

Pause and consider how to approach the situation.



STEP 2

THINK

Is your approach consistent with Microsoft's culture and the values in the Code?

Does it build or maintain trust? Never sacrifice long-term reputation and trust for a short-term benefit.



STEP 3

ASK

Ask questions and get help. Talk to CELA, Finance, or HR. Get help from your manager or another manager. These resources are here to help you make the right decision.

[Email Business Conduct and Compliance for help](#) >





> How we build trust

Microsoft's Standards of Business Conduct (our Trust Code) shows you how to apply our culture and values to build and preserve trust with customers, governments, investors, partners, representatives, and each other.

Explore the full Trust Code by selecting the links below:

> Trust with our customers

Discover how trust inspires and empowers our customers to do and achieve more.



> Trust with government and communities

Learn how following local laws and customs builds trust with government and communities.



> Trust with each other

Explore how being open and honest helps our teams collaborate and contribute more.



> Trust with our investors and the public

Find out how trust builds strong investor and public confidence in us as a company.



> Trust with our representatives

Learn why it's so vital that all in our partner ecosystem operate at high ethical standards.





> Upholding our Trust Code

Whether you are an employee or manager, upholding and promoting our Trust Code (while setting an example for fellow employees) is always paramount.

> Employees' responsibilities

As an employee, learn what it means to uphold our Trust Code and know exactly what is expected of you.



> Role of managers

Discover how managers set examples and play a vital role in helping their teams employ our Trust Code.



> How employees can report concerns

Raising a concern should be easy. We have multiple ways to speak up. Choose the one you're most comfortable with. Reporting is, of course, always confidential—and we prohibit any sort of retaliation.



Web

[Visit the Microsoft Integrity Portal](#)



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Additional resources

In addition, you can always raise concerns with your manager, any Microsoft manager, HR, Finance, or CELA.



> How managers should handle concerns

As a manager, you should feel empowered to resolve performance issues, but you should escalate integrity concerns about business ethics or misconduct to the Office of Legal Compliance. Not sure whether you can or should resolve the issue yourself? Email Business Conduct and Compliance for advice. But in general, you can start with these three steps for handling employee concerns:

STEP 1

Listen

Remove distractions and listen carefully. Thank the person for speaking up—remember that they've just done something difficult and very important for the company.

STEP 2

Be respectful

Respond respectfully and take every concern seriously, even if you disagree. Show that you are committed to solving the problem.

STEP 3

Protect confidentiality

Take steps to protect the person's confidentiality—avoid discussing the conversation with others on your team.

> Confidential reporting

We will handle your reports discreetly and make every effort to maintain your confidentiality or anonymity.

We prohibit retaliation

It takes courage to speak up when something's not right. We understand that you might be uncomfortable or anxious. That is why we prohibit retaliation.

We prohibit retaliation for:

- Refusing to do something that violates this Code, Microsoft's policies, or the law, even if your refusal results in the loss of business to Microsoft.
- Raising a concern in good faith about potential misconduct.
- Cooperating with an investigation.
- Our policies make anyone who retaliates against an employee for engaging in any of these activities subject to disciplinary action, up to and including termination.

