



May 11, 2020
Business and Human Rights Resource Center

Subject: Steps to prevent the spread of coronavirus in call centers in Morocco

Thank you for your April 28, 2020 request for information on Microsoft's steps to prevent the spread of COVID-19 in call centers in Morocco. Our thoughts are with the people affected by the outbreak of COVID-19 and the medical professionals working to help those in need.

We have a responsibility and commitment to operate our business in a way that respects universal rights such as health and decent work. At Microsoft, respecting human rights is a critical component of our mission to empower every person and every organization on the planet to achieve more. A focus on human rights helps our employees to make good decisions and ethical choices, and builds trust with our customers and partners. Our approach is aligned with the UN Guiding Principles on Business and Human Rights (UNGPs) as the authoritative global standard for business and human rights, and as articulated in Microsoft's [Global Human Rights Statement](#) we work to ensure that our business activities respect and promote human rights to ensure that technology plays a positive role across the globe.

In line with this responsibility we recognize the need to respect the health of all people. We also recognize the importance of social distancing in the prevention of COVID-19, and the role that working from home now plays and will continue to play in protecting lives. Microsoft is following recommendations from the World Health Organization, as well as health authorities everywhere we operate, and is taking measures to protect employees and suppliers based on data and authoritative guidance. Our global model for the foreseeable future includes support for working from home and maintaining social distance, including for the employees of our call center delivery partners.

Beginning in March 2020 we have partnered with our delivery partner in Rabat, Morocco, to enable 100% of their staff who support Microsoft to work remotely and we continue to support our delivery partner's efforts to maintain working from home arrangements. We will maintain dialogue and vigilance on the wellbeing of our delivery partner staff around the world.

We value ongoing opportunities to engage with stakeholders as we continue to implement our human rights policies and practices. [Further information is available online](#) on the steps we are taking to protect the safety of our employees, the health and well-being of the communities in which we operate, and how we are providing technology, tips and resources to our customers in response to the outbreak.