

How Microsoft engages the global community through impact sourcing



About Microsoft

Founded in 1975, Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. With over 130,000 employees and revenue exceeding \$100 bn, Microsoft is headquartered in Redmond, Washington. Our mission is to empower every person and every organization on the planet to achieve more.

The Microsoft Procurement organization is led by a Chief Procurement Officer (CPO) who reports to the CVP of Finance and Administration. Microsoft Procurement delivers business value through proactive, innovative, compliant, and cost effective global solutions that include engagement of suppliers that are compliant, capable, and competitive.

Living Up To Our Mission

Within Microsoft Procurement, we discovered Impact sourcing is a unique empowering sourcing model that is directly aligned to our mission to help individuals achieve more. For Microsoft, Impact Sourcing means knocking down artificial barriers to employment and allowing high-potential individuals to bring their strengths to the marketplace.

The Potential of Impact Sourcing

Impact Sourcing reduces risk by enabling supplier clients to responsibly explore labor markets and achieve performance comparable to traditional models. Studies have shown this typically leads to exceptional quality, with 15-40 percent lower attrition.



Qualified, trained, untapped talent pool with skillsets aligned to match client needs

To achieve the benefits Impact Sourcing we set out on a journey to build an Impact Sourcing program. We began our journey by engaging and learning from social enterprise impact sourcing service providers to extend their model to our large multi-national suppliers. To support the social enterprises, we have active business engagements with most social enterprise impact sourcing service providers while also providing philanthropic support through Microsoft's grant program. We participated in a cross industry/function stakeholder groups to develop Impact Employment metrics (<https://iris.thegiin.org/impact-employment-metrics>) we use score cards to assess our suppliers progress



Lower attrition rates and higher corresponding levels of employee engagement



Opportunities to fulfill corporate social responsibility

Progress Does Not Stop Here

In addition to participating in over a dozen business cases, we continue to advance Impact Sourcing by celebrating the successful models. One recent example is our work sponsoring an Autism Empowerment kit to enable purchasers to share with their suppliers the business benefits of inclusive hiring. See <https://gisc.bsr.org/files/BSR-GISC-Autism-Empowerment-Kit.pdf>



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Impact Sourcing Leadership Award Recipients

We strive to recognize suppliers who make an exceptional impact in their communities through our award recognition program. Below are recipients of our Impact Sourcing Leadership Award over the past three years.

2015



Compass Group enabled 91 associates with disabilities, representing 8 percent of all associates at Microsoft, to experience a smooth and positive transition into Microsoft's campus services work environment.

2016



Techno Brain BPO ITES partnered with the Microsoft 4Afrika Initiative, where together the Techno Brain Training division trained 10,000 African youth, and has worked for the Microsoft Analog team to capture and label data for various projects.

2017



A social enterprise with a mission of helping those with barriers to employment. Orion was recognized for establishing the Consumer Disability Answer Desk supporting customers utilizing American Sign Language via live video chat.