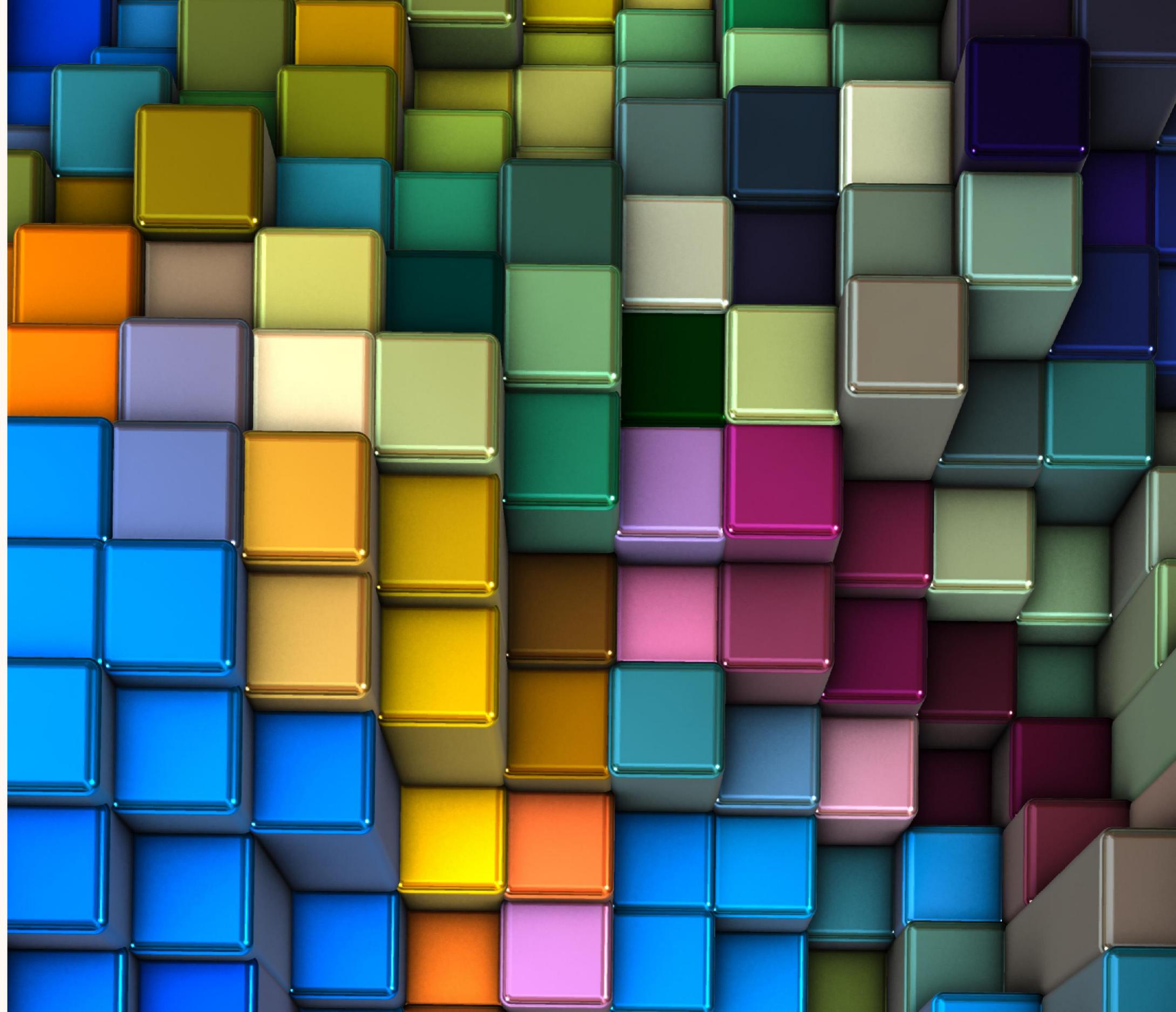# Microsoft

The UK
Impact Report

**How we are building a
responsible future**

Unlocking opportunity

We are living through a time of historic challenge and opportunity. The world faces ongoing economic, social, and geopolitical volatility. At the same time, we have entered a new age of AI that will fundamentally transform productivity for every individual, organisation, and industry on earth, and help us address some of our most pressing challenges.

Amid this transformation, **our mission to empower every person and every organisation on the planet to achieve more** remains constant. We believe we can be the democratising force for this new generation of technology, helping unlock its opportunity while mitigating its risks.

To do this, we focus on four enduring commitments that are central to our mission. These commitments take on even greater importance in this new era, serving as a guide to help us make decisions as we design and develop products, shape business processes and policies, help our customers thrive, build partnerships, and more—always asking ourselves critical questions to ensure our actions align with our mission:

- **How can we expand opportunity?**
- **How can we earn trust?**
- **How can we protect fundamental rights?**
- **How can we advance sustainability?**

This is our moment to show up and responsibly build solutions that drive broad economic growth. If we do it well, the world will do well, and Microsoft will do well too. I've never been more confident that we will deliver on this promise, together.

Read Satya's Annual Shareholder Letter →

Satya Nadella

Chairman and CEO, Microsoft

Investing in the UK

The UK is home to some of the most innovative businesses, research institutions, and creative communities in the world, with a long history of scientific discovery and adoption. Now, with international collaboration on AI governance, Microsoft is supporting the UK to responsibly harness the benefits of AI. As a nation well-positioned for AI leadership, the UK is also an important home for Microsoft.

Since its launch in 1982, Microsoft UK has grown into a diverse, inclusive business with seven locations and more than 6,000 talented people across the country. Together, working with our network of 34,000 partners, ranging from large corporates to small businesses, we contribute more than £38bn in revenue to the UK economy.

We are deeply committed to the future success of the UK. In 2023, we announced a £2.5bn investment in data centres, skills and security. This included expanding our existing skills pledges, to help one million people gain AI skills so they can start, or move into, a career in technology. We are dedicated to helping the country realise its ambitions and unlock the transformative benefits of AI. Modernising healthcare, improving public services, growing the economy, and securing both organisations and individuals against a new world of AI-powered threats.

As the UK begins to embrace the potential of AI, exciting progress is already underway. The NHS is catching tumours earlier and more often. The BBC is more effectively measuring its carbon footprint across its broadcasting and production services and making progress on climate targets. Researchers are using AI to discover new materials that might help with drug discovery, and our fight against climate change.

At Microsoft, we are creating the foundations to support economic growth, scientific discoveries and innovation. We are a vital security partner to UK government, helping protect critical national infrastructure. And we are investing in people – through our skills and responsible AI training – so they can use technology to enhance their human ingenuity. I am optimistic about the era of AI, the UK's role in shaping it and what it means for the country's prosperity.

Clare Barclay

CEO, Microsoft UK

Impact at a glance

+20,000 advanced AI GPUs

are being brought to the UK between 2023 and 2026, so both public and private sectors can take advantage of the latest AI breakthroughs

£3.4m in donations

given through the Microsoft match programme, according to Give Reporting in 2023

570,000 people

are employed by the Microsoft UK partner network, which generates £28bn in revenue annually
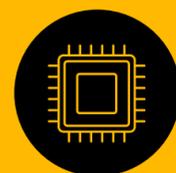
More than 30,000 people

have been helped to build careers in tech through the Get On skills training programme between 2020 and 2023

34,000 partners
across the UK

£17m
in value generated for UK startups from 2021-2022[1]

Investing **£2.5 billion**
in UK AI infrastructure from 2023-2027

Trained more than **1.34 million**
people in digital skills from 2020

£271m in grants to UK charities

in 2023 through Azure, O365, TSI and Philanthropies grants

13,500 job applications made

by more than 10,000 people, through the Microsoft Apprenticeship Connector, with over 40% of applicants from the top three most deprived areas in the UK

Built sustainably

Xbox's Game Studio, Rare, has built a recyclable timber, water efficient and solar powered studio

23.6 million MWh

of total renewable energy used globally in FY23

Largest ever UK health research programme

with the 'Our Future Health' NHS initiative being supported through the Microsoft Cloud

Created the first Professional Certificate in Gen AI

with the free 'Career Essentials in Generative AI' course published in partnership with LinkedIn Learning

20,440 hours volunteered

thanks to Microsoft UK employees, according to Give Reporting in 2023

Overview | Expand opportunity | Earn trust | Protect fundamental rights | Advance sustainability | Learn more | Microsoft in the UK

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Future direction

We will continue to make progress in the key areas outlined in this report over the next year and beyond - across the UK

Expand opportunity

To expand opportunity and help build a more inclusive economy, we have committed to equipping one million people with the AI skills they need to thrive in the modern economy. We are building AI capacity, capability, and safety in the UK through our £2.5bn AI infrastructure investment, and the next 12 months will be key in bringing this investment to life in the UK.

We will continue to support UK startups by providing technology advice and Azure credits, as well as connecting underserved communities with Microsoft's network throughout the UK, helping to simplify employment pathways.

We will also continue to support the NHS Our Future Health research project, using the Microsoft Cloud to protect public health in the UK.
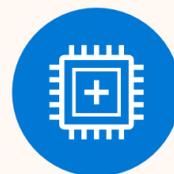
Earn trust with Responsible AI

We will continue to develop and use AI responsibly and follow up on our involvement in the UK Government's AI safety summit in 2023 by encouraging wider adoption of the five key recommendations laid out in our published report, '*Governing AI: a blueprint for the UK*'.

We will keep investing in strong safety measures and work closely with our 34,000 UK partners as they integrate responsible AI tools and practices into their own organisations.

We remain committed to protecting privacy, advancing digital safety and improving cybersecurity in the UK and around the world.

Protect fundamental rights

We will maintain our focus on promoting responsible business practices and keep working to expand accessibility and connectivity. Acting as disability ambassadors for the UK tech sector and educating other organisations on the value of the three accessibility horizons will be extremely important to our employees.

We will also help people get the most value out of generative AI at work, by providing free training and education materials. Copilot for Microsoft 365 is already proving especially valuable for neurodivergent employees, and this is a user group we will focus on supporting.

By protecting election integrity in 2024 and beyond, we will play a vital role in advancing a fair and inclusive society. Microsoft will continue to help authenticate users and content, while highlighting election-related cybersecurity issues as they emerge. We will provide voters with trusted, authoritative election information through our Bing search engine, and proactively promote reliable news sources.

Advance sustainability

We will continue our journey to becoming carbon negative by 2030 and keep working towards our goal of having removed - by 2050, the equivalent of all the CO_2 our company has ever emitted, directly or through our electricity consumption, since Microsoft was founded in 1975.

We will also continue to reduce water, energy and materials waste, and improve the circularity of our product design and packaging.

To follow up on the commitments made at COP28, we will support the creation of a new AI-powered platform and global climate data hub to simplify measurement and analysis of UK and global carbon emissions.

Investing in UK AI infrastructure

Major investment in AI infrastructure and skills will support future growth and innovation, boosting the UK's science and technology capabilities

We are investing £2.5 billion over the next three years to double our UK data centre footprint and provide the extra computing power needed to help drive artificial intelligence capabilities and economic growth. This exciting news represents Microsoft's single largest investment in the UK during the 40 years we've had a presence here.

New sites are being built in West London and Newport, with more potential expansion being considered for northern England, to further strengthen UK AI infrastructure. The 725,000 square foot West London site will be our first designed and built five-storey datacentre and our biggest systems site in the UK. It will also be a best-in-class example of next generation design. A former brownfield site, it will run entirely on renewable energy, with accompanying investment into the electricity network to upgrade the local grid.

The plans were supported by government, describing the investment as *"a turning point for the future of AI infrastructure and development in the UK"*. We fully believe that for the UK to seize the AI opportunity, lead the way and meet the explosion of customer demand for AI, investment must be focused on compute capacity, skills and security.

Capacity: Microsoft is bringing more than 20,000 of the most advanced GPUs to the UK by 2026, providing efficient, scalable, and sustainable AI specific compute power to enable the private and public sector to take advantage of the latest cloud and AI breakthroughs.

To support research on AI, Microsoft will extend its Accelerating Foundation Models Research (AFMR) programme to include offering prioritised access to GPUs for the UK's science and research community. Participating Universities include Cambridge, Oxford, Imperial College, UCL, Bath, and Nottingham.

Capability: Plans for the next three years include multi-million-pound investments in broad-based AI talent and education programmes to support UK workers across the AI economy, training one million people with the skills they need to build and work with AI.

We are working in partnership with multiple learning and non-profit partners to build programmes focused on AI fluency, developing AI technical skills, supporting AI business transformation, and promoting safe and responsible AI development.

Safety & security: We will continue to invest in strong AI safety and security measures, covering our own infrastructure in the UK, while also supporting AI developers and customers based in the UK who are deploying and using AI tech. Microsoft will operate its AI services and infrastructure in accordance with industry-leading responsible AI practices, and we are integrating the adoption and use of responsible AI principles for our 34,000 invaluable UK partners.

Ongoing collaboration with the Government and AI Safety Institute will remain vitally important as we continue to invest in UK infrastructure, and develop, refine, and improve the field of AI.

We've already made progress on our investment, with the announcement of the new Microsoft AI London Hub, which will drive further AI innovation and economic growth in the UK.

CASE STUDY

How can we expand opportunity?

We believe economic growth and opportunity must reach every person, organisation, community, and country. This starts with ensuring everyone has the skills to thrive in a digital, AI-enabled economy, and extends to empowering nonprofits, entrepreneurs, and other organisations to digitally transform and address society's biggest challenges.

At Microsoft, we have a deep passion for helping change peoples' lives for the better, giving them chances they never had before to learn new skills and accelerate their careers.

Learn more about how we expand opportunity ❯

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Boosting skills to unlock AI opportunities

Microsoft first launched our global AI for Good programme in 2017 to support people working to solve humanitarian issues through AI. The launch of the AI for Good UK Accelerator Programme followed just two years later, in 2019, to help purpose-driven ventures advance their AI solutions for positive social transformation. The capability of AI technology and the levels of business and consumer interest have only increased since then, with demand for AI skills in the UK tripling over the past decade.

There is still a need for both rapid response and long-term thinking to build capacity and prepare the UK for the AI enabled economy, so Microsoft is developing AI skills training materials and making them available to people across the nation.

AI is a transformative technology that will change the nature of work and learning itself. As it becomes more prevalent and sophisticated, AI will augment and change tasks and roles in almost every sector and industry. Workers at every stage of their career need help to adapt, reskill, collaborate, and communicate effectively with AI systems - and will reap the rewards from doing so.

People already well into their careers are also benefiting from AI. Software developers, for example, already report being able to complete tasks 55% faster with GitHub Copilot. 60-75% of developer survey respondents also said they feel more fulfilled with their job, less frustrated when coding, and able to focus on more satisfying work, when using GitHub Copilot.

Alana, from Glamorgan

has been using AI tools and developing new AI skills to help her prepare and apply for jobs in the technology industry.

As a busy mum of two, Alana felt her career was not heading in the direction she wanted. Having only worked in hospitality, gaining experience has felt like an uphill battle. Yet despite the challenges, Alana has remained positive and continued actively working towards gaining more qualifications.

First, she completed the free, five week Get Into Digital training programme, through Microsoft's partnership with The Prince's Trust. Her curiosity in AI was then sparked in a Microsoft workshop she was taking as part of the course, which Alana has followed up on by completing the Career Essentials in Generative AI Certificate on LinkedIn Learning.
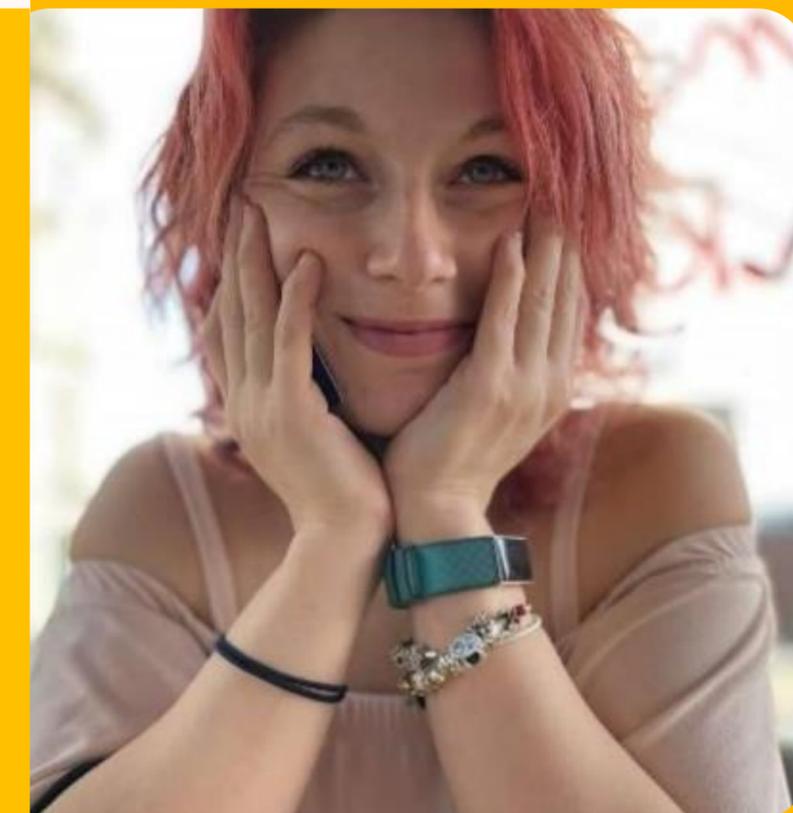
Alana has since been using tools such as Copilot and ChatGPT-4 to help draft and refine her CV, explore new tech job opportunities, and prepare for interviews. She has also started an Open University Computing and IT course to help her get ahead.

Alana is now working in a role for the DWP where she is using her AI skills to create training materials.

"Without the support of the Princes Trust and completing the Get Into Digital Course, I wouldn't have as much confidence or such a positive outlook about how I can use AI tools to achieve my career goals"

- Alana

Many young people are now growing up with AI already being a helpful part of their everyday lives. It will be vital to encourage these AI Natives, which includes 'Generation Alpha' - those born after 2010 who will have a natural affinity and familiarity with AI tech. We must empower AI natives to apply their natural understanding and creativity to drive innovation and growth. These young people will be the AI ambassadors and leaders of the future, and we will need their guidance to help shape the future AI economy. AI skills are only going to become more valuable in the years ahead, for every generation.

Check out the Microsoft Learn AI Skills challenge

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Solving for inclusive economic growth

Our approach to Social Value:

The global community is at the halfway mark for the 2030 target to deliver on the UN Sustainability Development Goals (SDGs) and falling behind on all of them.

It is in this context that the UK introduced Social Value legislation, empowering public sector procurement teams to challenge suppliers to be more focused on supporting local socio-economic growth - drawing on the SDGs to frame responsibilities.

Quantifying the impact of social programmes not only enables us to make more informed decisions, promote equity, and ensure that technology adoption serves the wellbeing of all, but also allows business leaders and public sector authorities to understand what is important. This in turn, enables investments to be prioritised and risks to be mitigated.

At Microsoft, we wanted to understand the outcomes and impacts of our social programmes at a local level. We partnered with leading impact analytics firm GIST Impact to build an impact platform that measures the impact of each programme on the economy, nature, and society, in monetary terms, using standards-aligned methodology and advanced datasets.

Through the platform, we can capture the data needed to evidence social value impact in the local community, and map the impact of our programmes to SDGs. By providing a place-based understanding of the specific impacts of each programme, we can also now better understand how are where we are delivering change.

For example, through our work with GIST Impact, we have been able to calculate that for a cohort of 1,966 people completing apprenticeships via the Microsoft Connector platform, the 5-year total economic benefit in terms of future income and avoided expenditure on training was £86,000 per person.

The same impact assessment demonstrated that partnering with GetMyFirstJob to connect diverse candidates to digital apprenticeships means we are creating opportunity where it's needed most. The participation rate among participants from the bottom 20% most deprived areas of England is 5% higher than the national average for ICT apprenticeships.

We are fully committed to supporting our public sector customers deliver positive change in local communities and will continue to work hard to bring innovative solutions to the market that enable customers to better define the outcomes they are striving to achieve.

£86,000

In value in terms of future income and avoided training expenditure per participant on a cohort of the Microsoft Apprenticeship Connector

Regional Spotlight

Supporting Tech Growth in the South West

In partnership with the Met Office, Microsoft is supporting one of the core priorities of the Local Economic Plan to drive and grow the blue and green economy.

Together with Tech South West, and the South West Business Council, Microsoft is supporting accelerator programmes and initiatives to help tech scaleups and startups in this sector, with our AI For Good and Founders Hub programmes, as well as working to connect local talent to the opportunities this growth will create.

In addition, we have incorporated our social impact measurement methodology into the assessment tools being used by Tech South West so that as these organisations grow, they can understand their social and environmental impact as well as their financial contribution to the economy.

"Microsoft is actively listening and responding to what is happening on the ground. Impact can then be achieved through existing relationships, structures and programmes, in a way that is enhancing activity for startups and scaleups across the region.

Layering a robust social impact assessment methodology on to this activity, including our Growth Forge Programme, helps us track companies' progress but also brings a renewed focus and impetus to ensure we are doing the right things and doing them well."

Dan Pritchard,
Co-founder, Tech South West

Capacity building in the UK

Our goals:

Leverage our 'Get On' digital and AI skills programme to help 1.5 million people build careers in technology and help 300,000 people connect to new tech job opportunities.

Equip one million people with the skills needed to thrive in the AI-enabled economy.

1.34M

people trained in digital skills from 2020-2023

Our impact:

- Between 2020 and 2023 we trained 1.34 million people in digital skills and helped over 30,000 people build careers in tech.

- In October 2023, we launched the first Professional Certificate in Generative AI, in partnership with LinkedIn Learning, and in 2024 we launched another pathway, Generative AI Productivity Skills. Combined, over 100,000 people have started the two courses.

- Through our expanded AI fluency Digital Lift programme, we have trained over 1,613 beneficiaries through 'AI Skills for Life' programme courses, preparing them to go into non-tech focused roles.

- Launched Reading Coach from Microsoft Education, a learning accelerator powered by generative AI with guardrails, to dynamically create stories that adapt to a student's reading level and individual challenges.

- Created Career Copilot, a fun, user-friendly chatbot aimed at helping talent explore the digital world. The tool connects people with exciting opportunities in digital careers, provides personalised advice, and provides information on top employers, training providers and bootcamps.

Our goals:

Connect underserved communities with apprenticeships, simplifying the employment pathway process for people and offering opportunities within Microsoft's network of customers and partners.

Support skills development for real jobs through philanthropy and grants. Our upskilling programmes aim to help people find good quality, long term employment.

The Microsoft Apprenticeship Connector,

created in partnership with GetMyFirstJob, the Connector is an online platform that connects job seekers to tech apprenticeship opportunities and employers to a large, diverse talent pool.

60% of Microsoft digital apprenticeships are being undertaken by people from the lowest economic deciles, making them an important driver of social mobility. The economic benefit per digital apprentice is £86,000 over a 5-year period.

Digital apprenticeships backed by Microsoft really work, and we will continue to promote and support them across the UK.

Our impact:

- Through our work with Generation, a nonprofit network that helps people achieve economic mobility, we have helped train 865 beneficiaries – with an employment rate of over 60% after placement.

- In Wales, Microsoft has worked with The Prince's Trust to engage 350 young people with digital learning opportunities.

- Our refugee talent programme with Breaking Barriers, has trained over 240 refugees in the past 12 months, including Joy Omigie who built her digital skills and secured a job as a healthcare assistant.

- Digital Edge is a tech employability programme, delivered by Catch22 in partnership with Microsoft, which helps people over the age of 18 get their first digital job. Since launch, 1,014 people have joined the programme, 914 have completed it, and 301 have progressed into employment or apprenticeships. Digital Edge generated £5.5million in total economic value in FY2022.

- Our TechHer programme provides women with an opportunity to learn valuable technical skills to help develop their careers in partnership with customers such as National Rail and from the public sector.

- Together with partner UA92, we have supported ''Make it for Real'' which provides young people who have previously been in receipt of Free School Meals with a laptop to support their studies.

Championing alternative routes to employment

Working with Catch22 and Generation to expand economic opportunity

Apprenticeship programmes have a vital role to play helping more people access digital careers, while enabling employers to address digital skills shortages, attract a more diverse workforce, and grow their business cost effectively. The inability to fill digital roles remains a significant barrier to growth for our 34,000 UK partners, most of which are small businesses with limited capacity to build their own apprenticeship programmes.

Two of Microsoft's most important strategic grant partnerships helping to address these challenges are with Catch22 and Generation.

Catch22 is non-profit social enterprise that's more than 200 years old. It runs Digital Edge, a training course co-designed with Microsoft to support people from underserved communities. The goal is to help individuals access a digital apprenticeship or entry-level job with a local employer within Microsoft's network of customers and partners.

Lauren, who is originally from the Caribbean, was living in London and stuck in what felt like an endless cycle after college: she was applying for jobs but not getting considered as she didn't have experience but couldn't gain experience without being given a job!

Her career adviser recommended the Digital Edge programme, and after completing the course she secured an apprenticeship role with procurement and supply chain consultancy, Efficio.

Commenting on her experience, Lauren said: "It felt unreal when I got my apprenticeship, like a weight had been lifted. Finally, after all the effort I put in, I finally had a job. One piece of advice I would give to people who are struggling, is to know that you're not alone. And the learning process, it's not easy, but it is necessary, so enjoy it. Completing the Digital Edge programme opened up doors and gave me hope for the future."

The Social Return on Investment (SROI) of the Digital Edge programme was calculated by analytics provider, GIST Impact to be £78,000 in total economic value per person completing the programme - representing an incredible return of 1,014%.

Generation is a global nonprofit network that helps people achieve economic mobility and a better life. Microsoft has provided source funding in the UK to enable the creation of three bootcamps - Data Analytics, IT Support with Cyber Security, and Azure Cloud Engineer.

Etienne graduated from the Data Analytics bootcamp, which helped him find new employment after 15 years in the hospitality sector, and he is now a professional Credit Risk Analyst at analytics consultancy, 4most.

Discussing the support on offer, Etienne explained: "Very quickly during the bootcamp I realised being a Data Analyst was my true calling. I thoroughly enjoyed every bit of the course, it really felt to me like a life-changing experience. Our tutor was one of the best teachers I've worked with, letting us make mistakes and finding solutions together, and he was also a fantastic mentor, supporting me throughout, and sending me job offers specific to my skills. All the employees at Generation were fully committed to helping me and my cohort colleagues succeed."

Alternative routes to employment, such as apprenticeships and skilling programmes, have never been more important than they are today. We will continue to support them, helping more people expand their digital and creative technology skills so they can thrive in an AI enabled economy.

CASE STUDY

Overview | Expand opportunity | Earn trust | Protect fundamental rights | Advance sustainability | Learn more | Microsoft in the UK

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Equip changemakers

Our goals:

Support those actively working to make positive changes in their community, including charities, teachers and public sector workers.

Fund and equip startups through Azure Credits and the provision of Microsoft products and advisory services, with a focus on positive social impact organisations.

Our impact:

£17M

Generated in value for UK startups through the Microsoft Founders Hub from 2021-2022.[1]

- ✔ Created a two-day and five-day Change Agent training course for public sector customers, helping educate people about leading organisational change using a wide range of Microsoft technology.

- ✔ The Microsoft Founders Hub programme generated over £17m in value from 2021-2022 for UK startups, with 44% of overall programme benefits going to new businesses outside of London. This involves technology and business development support, such as Azure credits (free access to cloud services), access to Microsoft productivity apps, and technical advice.

- ✔ Funded professional and academic development programmes. In partnership with BCS , the Chartered Institute for IT, Microsoft's TEALS program is now in schools in England, supporting students who receive computer science learning pathways. To date, Microsoft has supported 10 schools in England this way, supporting improved computing teaching for 240 primary and secondary pupils.

- ✔ Announced Innovate Together 2.0, a programme designed to help local government customers accelerate digital transformation through collaboration and training. To date, £2.9 million in direct social impact has been created by those who have completed training.

Learning and looking ahead

Charles Eales, Social Impact Lead at Microsoft UK

As the pace of technology development accelerates, we must ensure that economic growth and opportunity continues to reach every community, and that people have the skills and opportunity to thrive in an AI-enabled economy.

At Microsoft, we want to harness the potential of AI by empowering nonprofits and communities with the skills and confidence to leverage technology. To date, we've already helped over 1.34 million people adopt digital skills, while another 30,000 have built careers in tech between 2020 and 2023 thanks to our AI-first investments. Looking forwards, we've also pledged to equip a further one million people with AI skills.

To sustain our efforts – and for our impact to echo positively through generations – we must ensure our work extends to underserved communities. Rather than widening the existing education gap, AI should simplify the education to employment pathway, and we are committed to giving people chances they've never had before to learn new skills and accelerate their careers.

Collaborating with the right partners is crucial to reaching underserved communities, and connecting people to real opportunities through skills. Together with partners such as BCS, the Chartered Institute for IT, we're helping schools in England build computer science skills and encourage the next generation of computer scientists. Our work with LinkedIn to launch the first professional certificate in AI enables people to upskill, and set themselves up for a career in tech.

All this ladders up to our commitment to ensure that the transformative benefits of AI and digital skills are available to everyone. Through our philanthropies investments and partnerships, we can unlock the profound possibilities of AI for individuals, communities, and society, while ensuring its safe development and deployment. In other words, we can shape a better future for all.

Charles Eales

Protect public health

Our goals:

Leverage AI to transform science, healthcare, and life sciences, and help discover new tools, treatments, and medicines to help improve patient care and outcomes.

224

New projects supported by the Microsoft Accelerate Foundation Models (AFMR) programme

114

Institutions received Microsoft AFMR support

16

Countries with institutions benefitting from the Microsoft AFMR programme

Our impact:

- Doctors at Addenbrooke's hospital in Cambridge are using AI to drastically cut waiting times for radiotherapy patients using the new AI system, OSAIRIS.

- Our Future Health is the UK's largest health research programme and is being supported by the Microsoft Cloud. It will drive clinical collaboration and help researchers and scientists working in healthcare, biomedicine, and precision medicine by providing one of the most detailed pictures ever created of people's health in the UK, while securely storing huge amounts of data.

- Microsoft's Accelerate Foundation Models Research (AFMR) programme has supported 224 new projects from 114 institutions across 16 countries. As part of our £2.5 billion UK investment into UK infrastructure, taking place from 2024 to 2027, Microsoft will extend the AFMR programme by offering prioritised access to GPUs for the UK's science and research community.

- Microsoft Research and Cyted have built a new AI model to increase the early detection of oesophageal cancer - the 6th most common cause of cancer death in the world. The model improves detection rates by assisting pathologists in analysis, and the code is open-sourced to empower researchers and clinicians to leverage this technology in their fight against cancer.

- Virtual wards are allowing patients to receive hospital-level care at home, while reducing risk of infection. Microsoft has helped GPs and employees at Kendal Care Home in Cumbria to deliver efficient and effective care using HoloLens 2 and Teams.

- Professor Mike Reed and Dr Justin Green are using Azure Machine Learning and the Microsoft Responsible AI dashboard to anticipate potential post-surgical complications for their patients.
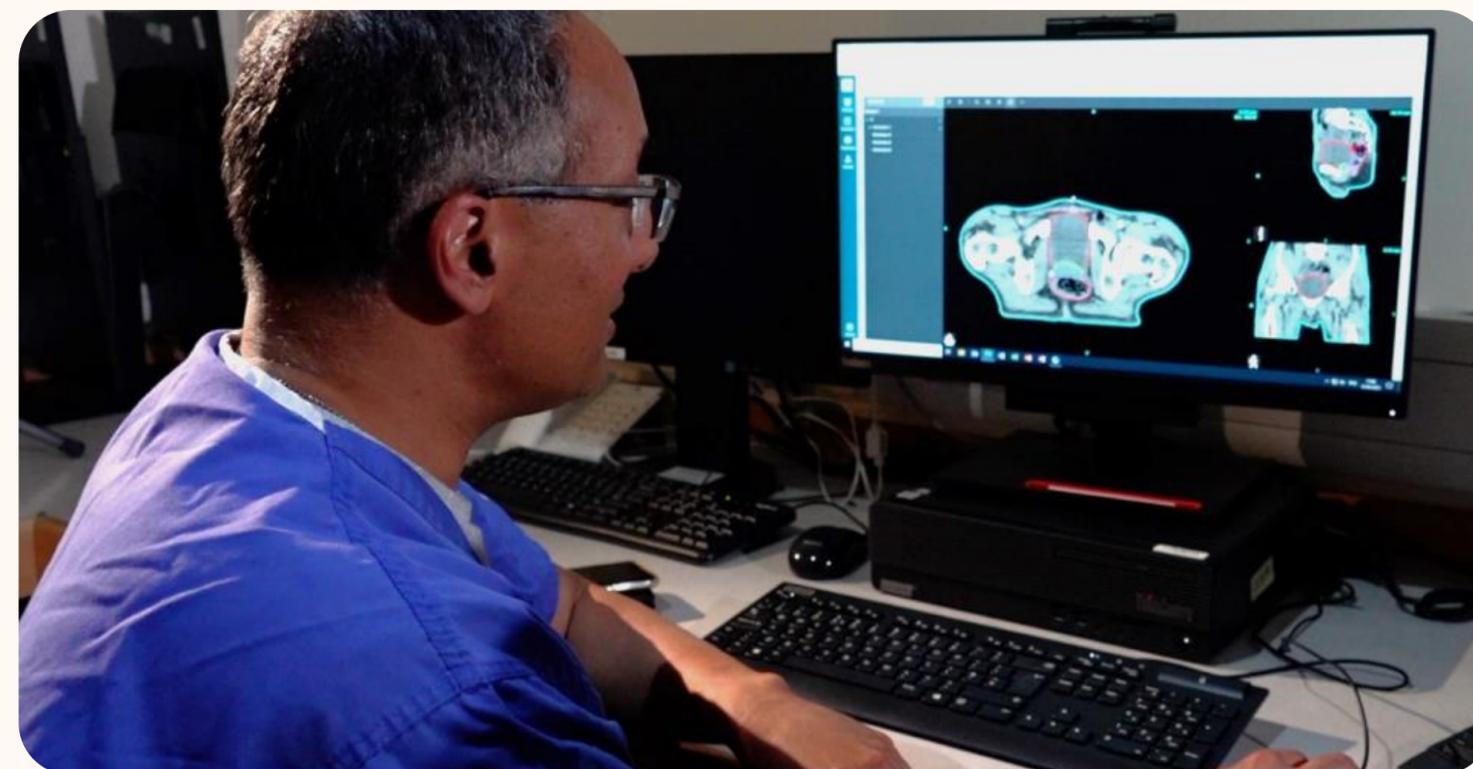
NHS Grampian

Kheiron Medical Technologies, NHS Grampian, the University of Aberdeen and Microsoft collaborate to improve breast cancer screening with AI, potentially helping thousands of women in the UK every year

More than two million women are screened for breast cancer every year in the UK, yet breast cancer remains extremely hard to detect. Around 20% of women with breast cancer have tumours that are still missed by mammogram screening.

For context, breast cancer doctors look at around 5,000 breast scans per year on average, and can view 100 in a single session, and an element of fatigue and potential distractions in the workplace are part of any human review process. This is why many countries, including the UK, mandate that two radiologists should read every mammogram.

NHS Grampian, which provides social and healthcare services to more than half a million people in the Northeast of Scotland, carried out the first official prospective evaluation of Kheiron Medical Technologies' 'Mia' AI tool.

Mia was piloted alongside NHS clinicians and analysed the mammograms of over 10,889 women.

While most of these patients were cancer-free, Mia successfully flagged all of those with symptoms, as well as an extra 11 that weren't initially identified. This means Mia helped doctors find 12% more cancers compared to routine practice.

It took six years to build and train Mia, which is powered by Microsoft Azure cloud computing and based on millions of mammograms from women all around the world.

If deployed across the entire NHS, a 12% uplift in the detection of breast cancer could lead to better outcomes for thousands of women across the UK. The AI augmented workflow also showed a decrease in women recalled unnecessarily for further assessment and modelled a workload reduction of up to 30%.

Dr Gerald Lip, who led the prospective trial at NHS Grampian, comments, "If you pick up cancer under 15mm, most women now will have a 95% survival rate. Not only did Mia help us find more cancers, most of which were invasive and high grade, we also modelled that it could reduce the time it takes to notify women from 14 days to just 3 days, reducing significant stress and anxiety for our patients."

> "Not only did Mia help us find more cancers, most of which were invasive and high grade, we also modelled that it could reduce the time it takes to notify women from 14 to just 3 days, reducing significant stress and anxiety for patients."
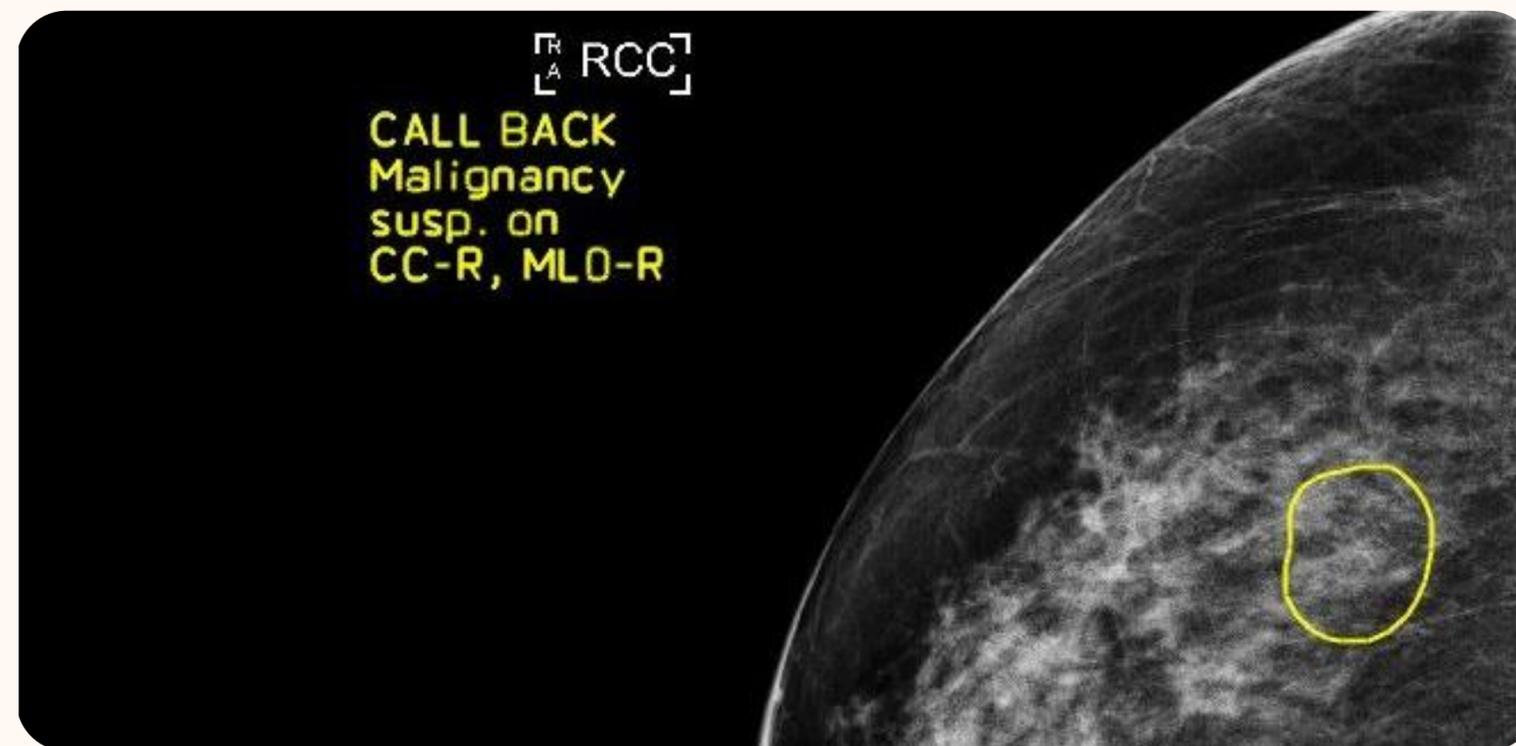
The goal for these kind of AI technologies is that they improve the quality of care and free up vital healthcare experts so they can spend more time with patients - "I see Mia as a friend and an augmentation to my practice," Dr Lip said.

This pioneering partnership between NHS Grampian and Microsoft represents a significant step forward for the application of artificial intelligence within the UK healthcare system and exemplifies the potential for public-private partnerships to drive innovation.

Integrating AI into healthcare services holds significant promise for protecting public health and building capacity for the NHS, by transforming patient outcomes with more accurate and efficient diagnostic processes.

CASE STUDY

Learning and looking ahead

Jacob West, Managing Director, Government, Healthcare & Life Sciences at Microsoft UK

NHS health care systems continue to be under severe pressure, due to increased demand from an aging population, rising costs and employee shortages. Nurses and doctors face ever greater demands, being overstretched, less able to spend quality time to care for their patients, and prone to burnout. New tools and technology that can improve efficiency, quality of care, and better outcomes for patients are urgently needed.

Microsoft has been a strategic partner to the NHS for over 20 years, and is deeply committed to empowering frontline workers, supporting patients, and futureproofing the nation's healthcare system. We are seeing real progress achieved through AI and cloud solutions that are unlocking new treatments, speeding up processes, improving patients care, and supporting healthcare employees more effectively.

We support frontline workers, using generative AI tools to alleviate their admin burden, giving them time back to focus more on the work that matters and the delivery of care. For example, being able to automatically transcribe conversations between a healthcare professional and a patient in accurate, carefully structured formats means medical notes can be produced much faster, and quickly added to the electronic patient record.

Nuance, a Microsoft owned company, used Microsoft Azure and PyTorch to create Dragon Ambient eXperience (DAX), an AI-based tool that turns doctor-patient conversations into detailed notes. DAX saves on average 1.5 hours per day, allowing healthcare professionals to focus more on their patients, and minimising stress for doctors.

Supporting patients is also key to our NHS partnership. Take our work on virtual wards, which allows patients to receive hospital-level care at home, cutting the risk of infection, improving patient satisfaction, and freeing up hospital beds.

AI also champions the patient experience, our recent partnership with NHS Grampian saw a new AI tool created to help analyse mammograms for more than 10,000 women. While most patients were cancer-free, the project successfully identified all cases with symptoms, in addition to more cases that doctors did not identify, meaning 12% more cancers were spotted early compared to routine practice. AI is also at the centre of Pangaea Data's work who – supported through the Microsoft for Startups Founders Hub – are using AI to summarise intelligence from patient records. This intelligence can then be used to diagnose conditions and make predictions, helping to identify diseases faster and less expensively than traditional methods.

Looking forwards, we must future-proof the capabilities of the NHS to ensure its long-term success and survival. The NHS' Our Future Health partnership is the UK's largest ever health research programme with over a million volunteers and is using the power of the Azure cloud to make sure the information collected from volunteers is processed securely, faster and more efficiently for research purposes.

Our Future Health aims to accelerate the prevention, detection, and treatment of conditions such as dementia, cancer, diabetes, heart disease and stroke. NHS access to donor blood, platelet and tissue type genetic data will also allow for better matching of blood transfusions and stem cell and organ transplants.

Through these kinds of tools and digital solutions, we are looking forward to delivering on the landmark five-year partnership with the NHS we announced in June 2023, using data to save lives, while creating a more seamless and efficient experience for 1.5 million employees.

Together, we can cut the amount of time patients spend waiting for treatment, ensure frontline workers can focus on the work that matters, and deliver better health outcomes for all.

"Real progress is being achieved through AI, unlocking new treatments, speeding up processes, and improving patient care."

Jacob West

How can we earn trust?

To create positive impact with technology, people must be able to trust the tech they use and the companies behind them. We're committed to the responsible use of AI, protecting privacy, and advancing digital safety and cybersecurity. Microsoft is focused on empowering our customers and partners to do the same, building an understanding of responsible AI usage, across the UK.

Learn more about how we earn trust ›

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Develop and use tech responsibly

Our goals:

Develop Responsible AI in keeping with Microsoft's six principles, covering how to design, build and test AI: Fairness, Reliability and safety, Privacy and security, Inclusiveness, Transparency, and Accountability. Leading efforts to ensure AI systems are developed carefully and in ways that warrant peoples' trust.

Implement Responsible AI across Microsoft through a central effort led by Microsoft's AI and Ethics in Engineering and Research (AETHER) Committee and its working groups along with our Office of Responsible AI (ORA). Together, AETHER and ORA work closely with our responsible AI advocates and teams to uphold Microsoft responsible AI principles in their day-to-day work.

Our impact:

- Microsoft Research and other teams collaborate across industry and civil society organisations to advance knowledge and best practices for safety and security techniques.

- Extended our Responsible AI Principles into our Partner Pledge for our 34,000 UK partners. Eleven Microsoft partners including Accenture, Capgemini and PwC are supporting their customers in accelerating their adoption and deployment of AI systems, using responsible AI practices and AI governance frameworks.

- Our AI Access Principles govern how we operate our AI datacentre infrastructure and other important AI assets around the world, supporting our £2.5 billion AI datacentre investment in the UK.

- Announced a new capability agreement with the UK's Defence Science and Technology Lab to deliver safe and responsible use and ethical adoption of AI.

- Set up a Responsible AI Champion Programme for the UK, where champions help to identify potential issues around uses of AI. If use cases are flagged, projects must be reviewed and referred to the Office of Responsible AI (ORA).

- Implemented provenance technologies in Bing Image Creator that automatically discloses when its images are AI-generated. This approach leverages the C2PA specification that Microsoft co-developed with Adobe, Arm, BBC, Intel, and Truepic.

Respect privacy

Our goals:

Preserve customers' control over their data and their ability to make informed choices that protect their privacy, while advocating for strong global privacy and data protection laws requiring companies - including ours - to only collect and use personal data in responsible, accountable ways.

Drive important R&D and invest in AI privacy to ensure this vital new technology can build on secure, trusted foundations.

Our impact:

- As of March 2023, the privacy dashboard - which enables users to control their data and make meaningful choices about how it's used - had 3.2 million monthly active users globally.

- Microsoft is a proud member of the international coalition Cybersecurity Tech Accord. Part of this accord includes commitments to protect customers and users by protecting the integrity and security of our products and services, as well as taking steps to counter the cyber mercenary market.

- Running the Confidential AI project with the goal of making Azure the most trustworthy cloud platform for AI. Confidential computing is a foundational technology that can unlock access to sensitive datasets while meeting the privacy and compliance concerns of data providers and the public at large. Copilot for Microsoft 365 private user data, for example, is never used to train Large Language Models (LLMs).

3.2M

monthly active users globally use the privacy dashboard

City of London Police

Working with City of London Police to protect consumers and stop technical support fraud

Building and protecting the trust consumers, businesses and governments have in technology is vital if we want to harness it to drive positive change. Yet 78% of global citizens are worried about online privacy[1] and 3 out of 5 people have experienced a technical support scam[2].

At Microsoft we're taking action to protect our customers and promote trust in Microsoft technology. The Microsoft Digital Crimes Unit (DCU) is an international team of technical, legal, and business experts that investigates online criminal networks and makes criminal referrals to the appropriate law enforcement throughout the world. This work can also include taking civil actions that seek to disrupt key aspects of the tech infrastructure cybercriminals use to target customers. Cooperation with law enforcement agencies is of critical importance when trying to disrupt and dismantle online criminal networks.

Microsoft has worked with the City of London Police and Indian authorities on tech support fraud since 2019, leading to the successful arrest of fraudsters who had duped thousands of innocent people in the UK, and globally, into parting with their money.
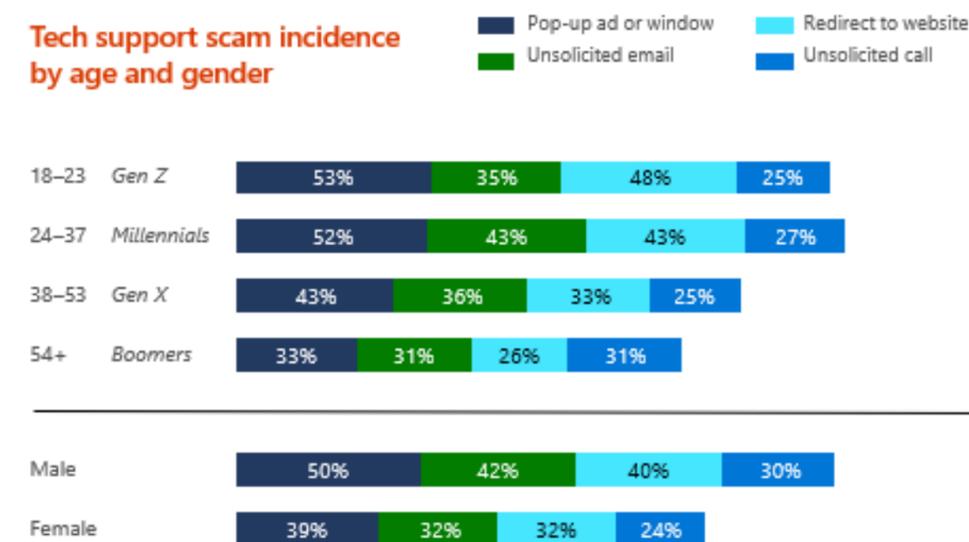
"Cybercrime is a global, borderless phenomenon posing a real risk to society," says Marja Laitinen, Senior Attorney for Microsoft, who leads the DCU's Europe, Middle East, and Africa team.

"No one company can tackle it alone and maintaining ongoing dialogue and effective public-private partnerships are instrumental for law enforcement authorities to find and prosecute criminals, especially when the victims are beyond their borders."

Technical support fraud usually takes the form of fraudsters contacting members of the public - by phone or online and pretending to represent a reputable technology company such as Microsoft, and convincing victims there is a virus or some kind of malware on their computer, before persuading the target to make payments for fake services or provide access to their bank accounts.

Tech support fraud is one of DCU's top focus areas, alongside online child exploitation, criminal botnets distributing malware, and business email compromise - where the email sender impersonates a reputable party to encourage a fraudulent money transfer.

Tech support scam incidence by age and gender

Legend: Pop-up ad or window | Unsolicited email | Redirect to website | Unsolicited call

Age	Group	Pop-up ad or window	Unsolicited email	Redirect to website	Unsolicited call
18–23	Gen Z	53%	35%	48%	25%
24–37	Millennials	52%	43%	43%	27%
38–53	Gen X	43%	36%	33%	25%
54+	Boomers	33%	31%	26%	31%
Male		50%	42%	40%	30%
Female		39%	32%	32%	24%

Source: Microsoft: Global Tech Support Scam Research, September 2018

CASE STUDY

Advance cybersecurity and digital safety

Our goals:

Strengthening Government data protection and secure information sharing at home and abroad.

65 trillion
security signals processed globally by Microsoft every day

230 billion
authentication attacks blocked

619,000
distributed denial of service (DDoS) attacks mitigated

1,553
nation state-related threat notifications sent to customers

Our impact:

- Launched the AI4Democracy initiative in partnership with IE University, seeking to create knowledge and mobilise democratic governments, companies and civil society. Promoting action for a responsible use of artificial intelligence will help to defend and strengthen democracy.

- Training key societal stakeholders - including journalists, on AI and data security best practices, with a new, free cybersecurity training programme that's now available on the Microsoft Journalism Hub.

- Responding to the War in Ukraine through Project Providence, with the Ukraine NGO Anti-Corruption Headquarters (ACHQ) and Truepic to verify the provenance, origin and authenticity of images.

- Supporting the TOEX (tackling organised exploitation) programme, helping the police use AI to support serious and complex cases cross the UK.

- Published the latest Microsoft Digital Defense Report, as part of our significant ongoing investment in security research and innovation, freely sharing our unique vantage point, evidence, and insights with the global security community.

Our goals:

Supporting fair, free, and secure elections in the UK and internationally through multi-sector partnerships focused on the use of AI to support and defend democracy. This work is especially crucial in 2024, due to the record-high number of elections being held in a single year.

300+
unique threat actors tracked by Microsoft Threat Intelligence

15,000
partners helping us improve cyber resilience for our customers

Our impact:

- Through partnerships with leading news agencies and nonpartisan organisations, Microsoft will empower voters with authoritative election content on Bing.

- We are expanding access to Content Integrity tools to empower political candidates to asset where content came from, while protecting against tampering.

- Microsoft provides AccountGuard nation-state threat notification service in 33 countries, protecting more than 5.3 million accounts of election officials, human rights organisations, journalists, and political parties.

- We are building on our Azure for Elections tools and providing democratic governments worldwide with access to a new Election Communication Hub. This will be available to election officials in the UK and 32 other participating countries. We've also signed the AI Elections Accord to combat the deceptive use of AI in 2024 elections.

Making AI Governance work

Microsoft has committed significant investment to develop foundational principles for Responsible AI and operationalise them across our workforce of engineers and developers, as well as the rest of our UK organisation.

For example, we have nominated UK-based 'responsible AI champions' who are responsible for helping identify any potentially irresponsible or harmful uses of AI, such as those relating to disinformation, invasion of people's privacy or contravening data protection laws, which can even happen unintentionally. Our UK champions act as the first port of call whenever a sales team or manager is working with a customer that's looking to develop an AI use case for their business.

Our UK AI champions are also responsible for driving ongoing cultural transformation and implementation of Responsible AI Standard processes within their respective teams. This includes raising awareness of Microsoft's values and resources, training and educating colleagues and supporting customer engagement.

Champions assist and advise, helping teams assess ethical considerations throughout the AI product, feature, or service lifecycle and make sure everyone involved understands any potential risks and mitigation strategies. When needed, champions help identify potentially Sensitive Use cases or irresponsible applications, such as the inappropriate use of facial recognition technology, and if necessary, will review and refer the project to Microsoft's globally led Office of Responsible AI (ORA) for consideration - and action.

After identifying and escalating, champions will partner with teams throughout the Sensitive Use management process to get and provide the needed guidance. This can also involve following through and completing the actions needed to meet ORA standards, so the AI system can be considered responsible enough to be released.

The next phase of our governance work is to help operationalise ethical best practice across the UK, by partnering with businesses, academia and policymakers.

Since co-hosting the UK's first AI Safety Summit in November 2023, at Bletchley Park in Buckinghamshire, Microsoft has published a new report, 'Governing AI: A blueprint for the UK' which sets out a five-point plan for how stakeholders across Europe can come together and safely unlock the enormous potential value of this technology.

The five key recommendations are:

1. Implement and build upon new government led AI safety frameworks.

2. Require safety brakes for AI systems that control critical infrastructure.

3. Develop a broader legal and regulatory framework based on the technology architecture for AI.

4. Promote transparency and ensure academic and public access to AI.

5. Pursue new public-private partnerships to use AI as an effective tool to address the inevitable societal challenges that come with new technology.

Microsoft is delivering on these recommendations by continuing to invest in strong AI safety and security measures in the UK and around the world. These measures cover Microsoft's own infrastructure and our support for developers and customers deploying AI applications.

We will operate our own AI services in accordance with industry-leading responsible AI practices and are integrating our six responsible AI principles, covering more than 34,000 UK partners. Microsoft will continue to collaborate with the UK Government and AI Safety Institute on the responsible development and deployment of AI.

Together, we can fulfil the potential of this remarkable new technology.

Protecting the integrity of elections

Hugh Milward, Vice President, External Affairs, Microsoft UK

2024 will be a critical year for the future of democracy around the world. More voters than ever before in a single year head to the polls to vote in national elections in at least 64 countries. Many will be taking place in countries considered to be pillars of liberal democracy, including the United States, France, Germany, India, Japan, and the United Kingdom - the first general election held since the finalisation of Brexit and the COVID-19 pandemic.

Meanwhile, democracies everywhere have been facing multiple threats to their institutions and values from populism, nationalism, authoritarianism, and polarisation - and these risk being exacerbated by the increase in AI-powered disinformation.

In response to these challenges, Microsoft has announced its Election Principles that will guide our work to protect democracies across the world as AI continues to emerge and evolve:

- **Voters** have a right to transparent and authoritative information regarding elections.

- **Candidates** should be able to assert when content originates from their campaign and have recourse when their likeness or content is distorted by AI - especially when done so to deceive the public during an election.

- **Political campaigns** should protect themselves from cyber threats and be able to navigate AI with access to affordable and easily deployed tools, training, and support.

- **Election authorities** should be able to ensure a secure and resilient election process, with access to the tools and services needed to enable and protect this process.

To support these principles, we are taking action to protect voters, candidates, political campaigns, and election authorities.

We are launching Content Credentials as a Service for campaigns that will enable users to digitally sign and authenticate media with the Coalition for Content Provenance and Authenticity's (C2PA) content credentials digital watermark. Users will be able to attach Content Credentials to their images or videos to show how, when and by whom the content was created or edited, including if it was generated by AI.

These credentials become a permanent record that travels with the content forever. This has been made available to US Federal elections since early 2024, as a pilot, and will expand to other campaigns globally as we formalise the lessons learned.

We have also worked with the National Cyber Security Centre to brief politicians about cybersecurity and disinformation risk, and to provide politicians from various parties with access to our Account Guard service.

We are building on our current Azure for Elections offering to provide democratic governments worldwide with access to a new Election Communication Hub. This will be available to election officials in the UK, and 32 additional participating countries, to highlight and prioritise elections-related security issues found by Microsoft's security team during the 2024 election cycle.

Through partnerships with leading news agencies and nonpartisan organisations, Microsoft is providing voters with trusted, authoritative election information through the Bing search engine by proactively promoting reliable news sources.

With the next 12 months being some of the most crucial for liberal democracy, in history, there are fears that authoritarian nation states may seek to interfere with election processes by using AI and other new technologies. Given the technology-based nature of the threats involved, it will be vital for governments to work hand in hand with the tech industry to adopt new solutions capable of defending the integrity of our invaluable democratic processes.

"2024 is one of the most crucial years for liberal democracy, in history. Microsoft is taking action to protect voters, candidates, political campaigns, and election authorities."

Hugh Milward

How can we protect fundamental rights?

We want to empower our customers to harness the full potential of new technologies, such as artificial intelligence, while meeting their responsible business needs and expectations. We have a responsibility to protect people's fundamental rights, address the challenges technology creates, and help communities succeed.

For us this means promoting responsible business practices, expanding accessibility and connectivity, advancing fair and inclusive societies, and empowering communities.

This work is an important part of Microsoft UK's ongoing cultural evolution, as we continue to pursue and encourage a growth mindset and advance diversity and inclusion. We are also working tirelessly to stimulate innovation in accessibility across the UK.

Learn about how we protect fundamental rights ›

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Promote responsible business practices

Our goals:

Aspire to leadership in business and human rights. Serve as a catalyst for action by others in the tech sector and beyond.

Build a business that gives back, because we know we must lead by example. Support our UK employees who are passionate about raising money and offering their time to a range of charitable causes.

Our impact:

- ✔ Established new corporate supply chain integrity governance to identify requirements on human rights, environmental, worker health and safety, and ethics risk management practices - across our global supply chain.

- ✔ Give Reporting in 2023 shows Microsoft UK has donated £3.4m through the Microsoft Match programme, connecting 2,377 donors to 1,593 separate charities. This is on top of volunteering, where 727 of our employees have dedicated 20,440 hours, working with various charities.

- ✔ Continued our Law Diversity programme, providing incentives to law firms who work for Microsoft that also achieve or exceed diversity representation goals.

Expand accessibility and connectivity

Our goals:

Leading and coaching accessibility across the tech sector, educating organisations on the work that can improve the employee and user experience for everyone, and especially for the 5.1 million people with disabilities in employment in the UK today, as well as the two million people living with sight loss.

Building AI to advance accessibility and integrating this into Microsoft's own products and services.

Our impact:

- ✔ Accessibility leaders at Microsoft work as disability ambassadors for the tech sector itself, acting as representatives and coaches, and collaborating with partners and customers, such as Adobe, to support organisations' digital journeys and disability inclusion efforts.
- ✔ Launched Microsoft Adaptive Accessories for businesses, with easy-to-use accessories including 3D Printable parts, so people can customise their mouse, keyboard inputs, and shortcuts to work best for them.

- ✔ Thanks to better placement and prompts, use of Office Accessibility Checker, our accessibility 'spellcheck' has grown, meaning more content is being checked for accessibility than ever before.

- ✔ In partnership with the Department for Work and Pensions, we are training over 1,000 work coaches in accessibility fundamentals to help jobseekers with disabilities get support and guidance.

- ✔ Launched the Seeing AI talking camera for the blind - a free app that narrates the world around you, available on both Android and iOS.

- ✔ Partnered with Haleon to harness Seeing AI to make health product information more accessible for people who are blind or have low vision.

- ✔ Windows 11 is the most accessible Windows ever. We have made accessibility features easy to find and use - and added new features including Live Captions.

20,440

hours of our employees' time dedicated to working with charities

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Advance fair and inclusive societies

Our goals:

Protect a free local press while supporting media and information literacy, because an informed public is integral to a fair and inclusive society.

Work towards gender equality and tackling the gender pay gap, as despite the progress made in recent years, there is still a long way to go.

Support inclusive hiring and ways of working to create a more level playing field and tap into a wider and more diverse pool of talent.

Our impact:

- Launched the Journalism Guidebook, a functional guide for communities rebuilding scalable and sustainable local news and information ecosystems, as well as a promotional video.

- In October 2023, Minecraft Education launched The Investigators, a game aimed at helping young people develop information and media literacy skills.

- We are seeing good progress with Strategy Success, a programme helping women in middle management positions upskill and advance their careers. This work is now paying off, with a direct improvement evident in our gender pay gap reporting.

- We have evolved our hiring practices to support greater inclusivity, helping to encourage and attract a more diverse range of talent into our business by broadening our definition of a "cultural fit".

- Microsoft has also reassessed its benefits offerings as a company, ensuring they are more inclusive for employees from a variety of different backgrounds and personal situations.

Empower our people and communities

Our goals:

Empower employee advocacy because, through our people, we can drive positive change and connect with the local communities surrounding Microsoft, and within our organisation, too.

£6.8M

Globally committed to 8 disasters including the earthquake in Turkey, and the wildfires in Canada

Our impact:

- Microsoft UK operates eight Employee Resource Groups (ERGs), that include Women at Microsoft, Disability at Microsoft, GLEAM, Families at Microsoft, EMBRACE, Military at Microsoft, HOLA and Social Mobility at Microsoft. These groups represent Microsoft employees, but they also connect with local communities to directly support the work they are doing.

- ERGs also involve partnering with other organisations in our industry to deliver shared initiatives that support various communities. In 2023 for example, we hosted a Military family event with organisations such as JP Morgan and Barclays, which aimed to help military leaders with the transition back to civilian life.

- As an organisation with Armed Forces Covenant Gold status, Microsoft will continue to hold events for the UK armed forces community, including the vitally important Career Transition Partnership (CTP) Annual Employer Forum, which helps emphasise the value service leavers bring to organisations, and highlight how employers can access this pool of brilliant talent.

- Thrive is a Microsoft wellbeing initiative that offers a series of activities for employees. The events touch on a range of issues, such as menopause and hair inclusivity. Although the core focus is wellbeing, we make sure that Thrive caters to employees of all ages, backgrounds, and abilities.

Raising our horizons:
Introducing Scope 1, 2, and 3 thinking for accessibility

In the fight against climate change, the categorisation of emissions into Scope 1 emissions (direct), Scope 2 (indirect) and Scope 3 (indirect value chain emissions), has proven invaluable for understanding the challenges, measuring progress, and planning meaningful action.

Our accessibility team has been listening to and learning from our customers and our partners to create an ecosystem of offers that thinks about accessibility in a similar way. We are applying this approach in our work with Haleon, for example, to help achieve its goal of becoming the most inclusive healthcare company on the planet.

Taking a shared, strategic approach to creating inclusive products and services, can be structured around the following three 'horizons'.

Horizon One: Employee experience

The first horizon is about adopting technology through the lens of inclusion and accessibility to improve the employee experience.

As Hector Minto, Lead Accessibility Evangelist at Microsoft UK, and a disability ambassador for the tech sector to the UK Government, explains: "HR and IT teams can help by assessing how many employees have disabilities, and what they may be. And then learning things such as how to magnify text and images, how to turn captions on in a meeting, how to help somebody with dyslexia access text - which are routinely part of using consumer and workforce technology. They are then able to make early progress by supporting those colleagues with disabilities."

Horizon Two: Built IT infrastructure

The second horizon is about establishing build and test capabilities in your organisation, so you can ensure employees with disabilities can access critical business infrastructure, with support from CTO level leadership and procurement. This means making sure, for example, everyone can access SharePoint easily, read their payslips, and feel as though they're working in an environment with accessible digital infrastructure that enables them to succeed.

5.1M

People with disabilities are currently employed in the UK, as well as two million with sight loss

Horizon Three: Customer experience

The third horizon is about innovating to create more accessible customer product experiences, using the cloud, AI and cognitive services, and building an external brand that clearly values digital inclusion. Whether a business is in retail, healthcare, education, or banking, its apps, products, and services must be designed to work for everyone.

Together with our partner ecosystem, we believe we can build a more digitally inclusive society - and we're making it a priority to do so. It's crucial that companies find and empower disability champions, who can have the right conversations with different leaders across the organisation - and explain the benefits of improving accessibility in language that's familiar to them, in ways that relate to their strategic objectives.

Organisations that do invest in disability inclusion often outperform competitors on profitability and value creation. And even more importantly - they build great products that can truly reach and benefit *everyone* across the UK, and around the world.

Learning and looking ahead

Hector Minto, Lead Accessibility Evangelist, Microsoft UK

We are learning from our customers and partners just how effective new generative AI tools such as Copilot for Microsoft 365 can be at helping people with disabilities, thanks to features that improve accessibility and productivity on a daily basis. For example, Copilot works well with voice prompts so users can simply ask for an email in Outlook to be summarised, or they can dictate in Word what they want to be covered in an article outline, to help them get started. Crucially, because Copilot can access employee's individual Microsoft graph, it can also produce work in keeping with their personal tone - helping users with dyslexia for example, communicate more effectively without compromising their individuality.

The breadth of Copilot integration is also a significant benefit, as it works with screen readers in Word, Whiteboard, OneNote and PowerPoint. Equally, being able to transcribe and summarise live meetings can be a game-changer when people from around the world who speak different native languages are working together.

What AI is now capable of doing for people, that until now simply could not be done, can be genuinely life-changing, helping accelerate creative processes from hours to minutes, giving differently abled people time back to do more of what they love most.

The European Accessibility Act is a landmark EU law which, from the 28th of June 2025, will require more everyday products and services to be accessible for people with disabilities. It will make life easier for at least 87 million people - almost one in five Europeans, who have disabilities, including many older people, and for those who have a temporary impairment. The new rules will facilitate these peoples' access to public transport, banking services, computers, TVs, e-books, online shops, and much more. For those with disabilities, accessibility is a precondition for participation in society on an equal basis with others.

At Microsoft we see this upcoming call to action as a huge and welcome opportunity for every business to be more inclusive. Yes, the act will impose new obligations on businesses, from product design to website accessibility, and non-compliance will be penalised with stringent enforcement mechanisms put in place.

Yet, this should be seen and understood as being mutually beneficial for consumers and businesses, as improved accessibility encourages both growth and inclusivity. While Copilot for M365 and other generative AI tools will themselves have to comply with relevant standards and guidelines - and undergo regular testing and evaluation to ensure their quality and usability, they will also improve accessibility for millions of users. More people will benefit from inclusive and intuitive UX features and functionality.

It is still early days in the emergence of generative AI, and user feedback and collaboration in 2024 and beyond will be essential for continuing to bridge the disability divide. As will collaboration between global tech companies. New best practices and innovations in the field of AI-powered accessibility are emerging every day, making it a truly exciting time to work in this field.

"The European Accessibility Act is a call to action and opportunity for every organisation to be more inclusive. It's mutually beneficial for customers, employees and businesses alike."

Hector Minto

How can we advance sustainability?

Climate change is a global emergency, one that requires swift, collective action and technical innovation. We are committed to meeting our own goals while enabling others to do the same. That means taking responsibility for our operational footprint and accelerating progress through technology.

At Microsoft UK, we are highly motivated to tackle climate change because we can already see the impact it is having at home and internationally. These challenges will only become more severe in the years ahead, so we must act with urgency to collectively reach net zero.

This report presents data associated to our fiscal year 2023, consistent with the data and reporting cycle presented in our latest Environmental Sustainability report.

Learn about how we advance sustainability ❯

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Protect and preserve ecosystems

Our goals:

Microsoft aims to protect more land than we use by 2025. As well as addressing the ecosystem impacts of our own direct operations, we're working with our customers to develop technological solutions to help them to protect vital natural ecosystems and address habitat loss.

We are taking the lead in exploring the use of AI to accelerate the creation of sustainability solutions, empower the sustainability workforce, and measure, predict, and optimise complex ecosystems.

Our impact:

- We are working with the UK's largest water company, Anglian Water, to help them to monitor and preserve the UK's chalk stream river environments, which are special ecosystems in need of protection.

- We're helping the UK Government's Environment Agency (EA) modernise and consolidate their technical infrastructure so they can prevent breaches and environmental damage.

- Microsoft's AI for Good Lab created a way to use modelling to predict wildfires. We developed an AI framework based on historical burned-area maps, climate, and geospatial data.

- Published a playbook called "Accelerating Sustainability with AI", which outlines the way AI can help speed up the deployment of existing sustainability solutions and the development of new ones - faster, cheaper, and better.

- Microsoft is working with the environmental data science community and the Met Office on Project Pangeo, the growing international platform for Big Data geoscience.

- Project SEEKER is pioneering multi-species artificial intelligence (AI) models built using Microsoft Azure Machine Learning Services. It can automatically detect illegally trafficked wildlife concealed within luggage and cargo.

Become carbon negative

Our goals:

Microsoft is working to become carbon negative by 2030. By 2050, we expect to have removed from the atmosphere the equivalent to all the carbon dioxide our company has ever emitted, directly or by our electricity consumption, since we were founded in 1975.

We're amplifying our impact by helping customers achieve their own sustainability goals. Companies can only manage what they measure, so we're committed to helping our customers accurately assess their impact and drive new efficiencies.

We committed to supporting the global climate agenda agreed at COP28 and to driving collective progress towards the Paris Agreement.

Our impact:

- The BBC is using Microsoft's Cloud for Sustainability to better understand their carbon footprint.

- ERM, the world's largest pure play sustainability consultancy, is using Microsoft Azure Machine Learning to rate companies ESG performance.

- AI-driven insights platform, Mondra, is revolutionising environmental food product footprinting, providing organisations with oversight of their supply chain partner emissions - and is all powered by Microsoft Azure.

- Xbox Game Studio, Rare, has built a mass recyclable timber, water efficient and solar powered studio. The building, Barn X, has been accredited with the LEED Gold certification.

- The Microsoft Climate Research Initiative is conducting cross-disciplinary, collaborative research to help accelerate innovations that will combat climate change.

- Microsoft's Electric Vehicle scheme encourages employees to choose EVs, with support not available for hybrid, petrol, or diesel cars.

- QBE is using the Azure Sustainability API to help developers, application owners, and CIOs visualise, qualify and act on CO_2 emissions. QBE cut its Azure CO_2 emissions by 100 tonnes and won the 2023 UK IT Award for Green Technology Innovation of the Year.

- Following COP28, Microsoft is partnering with the United Nations Framework Convention on Climate Change (UNFCC) to create an AI-powered platform to simplify measurement and analysis of emissions for parties to the Paris Agreement.

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Achieve zero waste

Our goals:

By 2030, we expect to be zero waste across our direct waste footprint.

Our impact:

✔ Microsoft's newest own-design and build data centre is being built in West London and is reusing an existing brownfield site that was previously used as an industrial park site, to prevent further loss of the countryside to development.

✔ Microsoft Food waste platform launched with Caboodle to link food retailers and businesses across the hospitality sector with volunteers and community groups in every city, town, and village in the UK, helping to share food when and where it is needed.
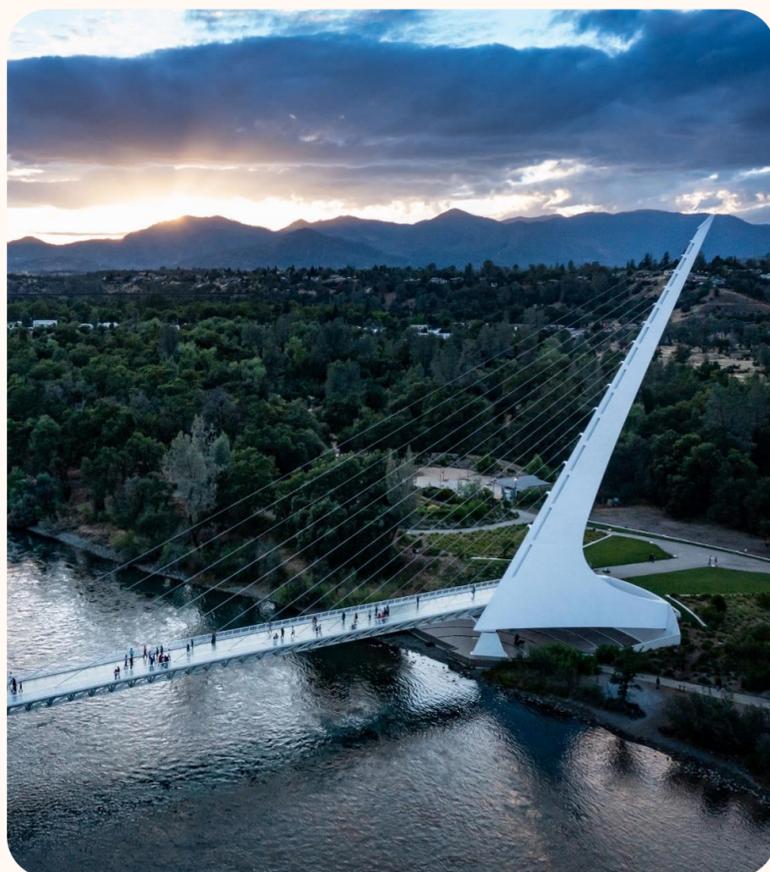
29%

reduction in single-use plastics in our Microsoft product packaging

Source responsibly

Our goals:

We are committed to proactively managing supply chain issues related to human rights, the environment, health, safety, and ethics. We're deepening our engagement with suppliers to ensure our standards and commitments are met.

Our impact:

✔ Microsoft's five-storey, 725,000 square feet, West London datacentre is an example of the next generation datacentres we are developing across the UK, running on entirely renewable energy. The West London datacentre saved 11,439 tonnes of carbon to date during construction, and 98.3% of the concrete and steel used is responsibly sourced.

✔ At Microsoft Research, we have introduced MatterGen, a generative AI powered model that enables the creation of new materials with desirable qualities. This is an important step forward in AI for materials design, and the research is ongoing to ensure that we can empower our society to address some of the biggest sustainability challenges we face.

Microsoft's UK Scope 1 and 2 greenhouse gas emissions and energy consumption for the previous financial year

FY23 (July 2022-June 2023)

	UOM	FY23
SCOPE 1 Natural gas, diesel, fugitive emissions	Metric Tons CO_2e	4,498
SCOPE 2 EMISSIONS (MARKET-BASED)* Electricity, chilled water, renewable energy guarantees of origin	Metric Tons CO_2e	1
SCOPE 2 EMISSIONS (LOCATION-BASED)** Electricity, chilled water	Metric Tons CO_2e	159,612
ENERGY CONSUMPTION Electricity, chilled water, natural gas, diesel, gasoline	MWh	785,664
EMISSIONS INTENSITY RATIO (Scope 1 + Scope 2 (market-based))/Revenue	Metric Tons CO_2e/GBP revenue in millions	0.54
Revenue	GBP£	8,400,000,000

* This figure applies the 'market based' carbon factor. In the UK Microsoft's electricity purchases are 100% backed by Renewable Energy Guarantees of Origin, and so the Scope 2 carbon figure with the 'market based' actor applied is significantly reduced.
** This figure applies the 'location based' carbon factor, which relates to the carbon intensity of the UK grid.

SSE Renewables

Applying the power of AI to protect natural wildlife and inform the roll out of renewable energy

Have you ever tried counting puffins? It's not easy. Which is one more reason why AI has such enormous value, and even greater potential, to help us better understand and protect the natural world - one of the biggest and most important challenges of our lifetime.

The UK now ranks in the bottom 10% for global biodiversity, and similar to most other countries worldwide, has seen significant losses of its plants, animals, and fungi. Any technology that can help measure, manage, and mitigate the decline in natural ecosystems is therefore welcome.

Microsoft is working with SSE, tech firm Avanade and NatureScot to monitor puffin numbers on the Isle of May, 200km from SSE's 'Beatrice' offshore windfarm – Scotland's largest operational offshore wind energy site.

Four cameras have been placed in stainless steel boxes on the Isle of May to capture live footage of more than 80,000 puffins after they begin their return to land to breed in late-March/early-April following eight months at sea, before returning to the sea in mid-August.
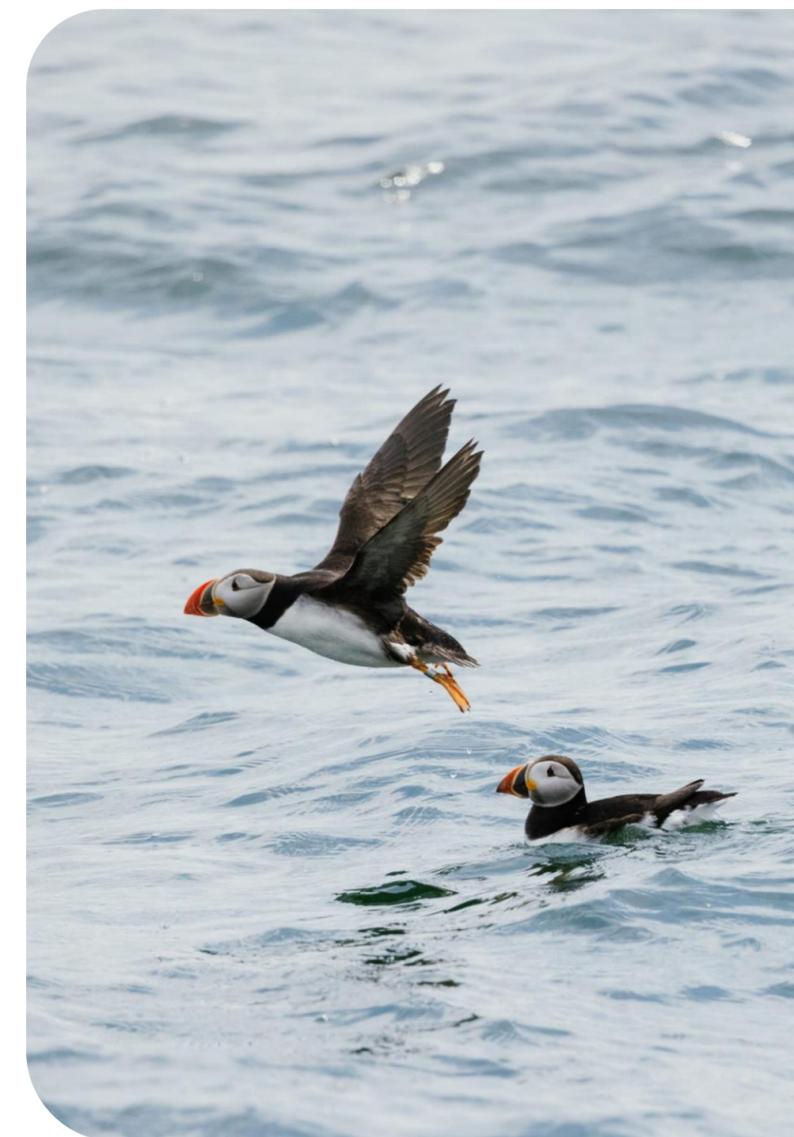
The data captured by the cameras is stored in a Microsoft Azure Data Lake and uses the Azure Kubernetes Service, which has the power and elasticity to handle huge amounts of information. An AI model has been trained to recognise and track the puffins, frame by frame, as they move around.

Being able to understand the birds' movements and flightpaths around windfarms on the Scottish coastline, as the puffins travel to gather food to take back to their burrows, means SSE can take a proactive approach to minimising any disruption to breeding and feeding habits.

This kind of application for AI and machine learning can inform the operation of current windfarms as well as the planning and development of new sites. The impact from building renewable infrastructure, from wind power to hydroelectric facilities, must be actively managed throughout a project's lifecycle.

The power of modern analytics means that investing in renewable energy generation - and harnessing our natural resources of water and wind - need not come at the expense of the natural habitats, which we must preserve and protect.

Taking an AI powered, data driven approach to assessing and addressing valid environmental concerns may also accelerate the planning and approval process, as just getting consent from local authorities for a windfarm can take up to 10 years. If we can reduce the time it takes to build green energy capacity, the sooner the UK can achieve its net zero goals.

CASE STUDY

Overview   Expand opportunity   Earn trust   Protect fundamental rights   **Advance sustainability**   Learn more   Microsoft in the UK

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Get to water positive

Our goals:

We expect to replenish more water than we consume across our global operations in the water-stressed regions where we work by 2030, and to provide 1.5 million people with access to clean water and sanitation services.

Our impact:

- To reduce water usage, Microsoft's West London datacentre is designed to use an 'Evaporative Cooling System', so that in ambient conditions the facility can 'run dry' using only a fraction of the water during operation. To save more water during the commissioning of the project, a 'sidestream' system will be used to avoid dynamic flushing.

- Microsoft is working with FIDO to drive water positivity efforts. FIDO uses AI to identify leaks and reduce water losses across regions. The latest project with Thames Water and Microsoft will enable FIDO to expand their coverage across the Thames Water network and give visibility on an additional 350km of water pipes.

94%
of our in-scope suppliers reported their emissions to Climate Disclosure Project

40
new suppliers transitioned to renewable energy

Environment Agency

Using cloud technology and data analytics to protect natural habitats more efficiently and effectively

Microsoft is working with the Environment Agency (EA), which manages permits and regulations across England, to protect the natural environment and create a better place for people and wildlife. As part of a multi-year digital transformation programme to work more effectively, the EA has embarked on a strategy of transformation to modernise and consolidate its technical estate.

This includes the application of artificial intelligence to improve employee access to the EA's own data, and simplify the user experience, with the goal of deriving insights more proactively. This in turn enables more efficient and effective use of resources, including more intelligently targeted investigations to predict risk and prevent environmental breaches and damage.

The EA manages the permits of individuals and organisations across many different licencing areas, and this permitting activity was the first area of focus for modernisation.

"Until recently, we've been working with systems that were up to 30 years old," explains Martin Jenkins, Digital Transformation Manager in the National Permitting Service at the EA.

"We had real problems controlling and gathering data, interfacing with our applicants, and telling our colleagues what we were doing. We were constantly seeking improvements. They often led to another patch on an old system because it couldn't adapt. Now, we can be much more dynamic in meeting business needs."

The new system uses a portal approach based on Microsoft Azure technologies linking in with the DEFRA customer identity system. Information captured on the website might flow through a Power App or directly into Microsoft Dynamics. From there it is available to Microsoft Dataverse, Azure Synapse Analytics and other integrated Azure data and analytics tools.

It can be presented in Power Apps or Power BI reports and dashboards to EA users and workflows can be automated using Power Automate and other Azure tools.

Having automated processes for capturing and analysing data unlocks more predictive capabilities, especially in terms of risk and compliance management, and gives employee more time and energy for considered decision-making, rather than having to grapple with the data.

"We can already see improvements in the speed at which we can move through workloads and in the clarity of information to all users. It's been brilliant. We could see a 10 to 15% resource saving. In the teams directly dealing with applications, that time saving may be as high as 80% in the end-to-end assessment. That time will be freed up to do more proactive work." Martin adds. In this way, the digital transformation is helping the EA become a better place to work by empowering people who review applications to use their time on more rewarding work.

As a next step, the EA is using Azure OpenAI to enable employees to query data and put it into context. In doing so, they will be able to better understand what drives people to make decisions in the first place that are not in the best interest of the environment and help advance sustainability across the UK.

> "We had real problems controlling and gathering data...now, we can be much more dynamic in meeting business needs."
>
> Martin Jenkins, Environment Agency

Read more about the EA modernisation project

CASE STUDY

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Learning and looking ahead

Melanie Nakagawa, Chief Sustainability Officer, Microsoft

In 2020, Microsoft set ambitious targets to become a carbon negative, water positive, zero waste company that protects ecosystems. We recognize that our actions alone will not solve the climate crisis. As a global technology provider, we also believe we have a role to play in supporting the thousands of customers and partners who look to our leadership.

Last year, Microsoft CEO Satya Nadella called climate change "the defining issue of our generation." To meet this generational challenge, we are putting sustainability at the center of our work. With each emerging technology, with each new opportunity, we ask ourselves the important question: how can we advance sustainability? As we strive to answer that question, we are developing new approaches, experimenting with new partnerships, and learning as we go.

New technologies, including generative AI, hold promise for innovations that can help address the climate crisis. At the same time, the infrastructure and electricity needed for these technologies poses new challenges for meeting sustainability targets across the tech sector.

To help address this, we are excited about our plans to invest £2.5 billion in building a five-storey low carbon datacentre in the UK. The datacentre will use state-of-the-art energy efficient technologies and serve as a hub for our industry cloud solutions. We continue the work to empower our customers and partners on their own sustainability journey by creating the technology needed to better manage resources and optimize systems. On a global scale, we focus on accelerating innovation, research, and policy, not only for ourselves but also to support a more sustainable world for all.
.

There is both an opportunity and an urgent need to focus the abilities of AI on accelerating sustainability. From creating tools to better measure and manage environmental data through Microsoft Cloud for Sustainability, to reducing the carbon intensity of our devices, to putting AI to work for discovery of new sustainability solutions.

To highlight the incredible potential of AI for Sustainability, Microsoft published a white paper and playbook that expands on the incredible potential of AI to accelerate sustainability solutions and introduces our five-point playbook for creating the needed enabling conditions to unlock the transformative potential of AI for Sustainability.

We are optimistic about the role technology can continue to play in accelerating climate progress, and we look forward to working with others on this critical journey for all of us.

"With each emerging technology, with each new opportunity, we ask ourselves the important question: how can we advance sustainability?"

Melanie Nakagawa

Our approach to reporting

Our goal

Microsoft strives to conduct our business in ways that are principled, transparent, and accountable to our shareholders and other key stakeholders. We believe that doing so generates long-term value for our company, our customers, and our communities. As we work to help everyone achieve more, we are committed to improving our world, and reporting our progress. We also share our learnings and practices to foster industry dialogue, inform public debate, and ultimately help advance greater progress.

Working with our stakeholders

We know that the decisions we make affect our employees, customers, partners, shareholders, suppliers, and communities, and we take their voices into account. We bring outside perspectives into the company to inform our business decisions through a variety of feedback channels.

Topic prioritisation, materiality, and governance

Microsoft's prioritisation across Environmental, Social, and Governance topics includes a wide range of strategic planning processes by our senior management and many others across the enterprise. It also includes stakeholder input and careful consideration of the impacts of our core businesses as they evolve. Our Board of Directors also provides insights, feedback, and oversight across a broad range of environmental and social matters, as detailed in our annual proxy statement.

- ✓ Learn more about our approach to reporting
- ✓ View all of our reports on our Reports Hub

Our disclosures

We inform our disclosure strategies with careful consideration of commonly used global standards, including those listed to the right.

- ✓ Sustainable Accounting Standards Board (SASB)
- ✓ UN Sustainable Development Goals (SDGs)
- ✓ Global Reporting Initiative (GRI) for our Responsible Sourcing Program

The United Nations Guiding Principles on Business and Human Rights Reporting Framework can be found in:
- ✓ Annual Human Rights Report

We also follow issue-specific standards including:
- ✓ TCFD (Task Force on Climate-related Financial Disclosures) report Greenhouse Gas Protocol
- ✓ EEO-1 (Equal Employment Opportunity) diversity disclosure
- ✓ CDP disclosures

Supporting the UN Sustainable Development Goals

In 2015, the United Nations called on nations, non-governmental organizations, and private partners to commit to achieving 17 Sustainable Development Goals (SDGs) by 2030. But at the halfway point, only 12% of the SDGs are on track, and progress on more than 30% of them has stalled or gone into reverse.

Seeking to unleash the power of digital technology to advance progress across the 17 goals, Microsoft supports the SDGs through our leadership and our investments in programs, partnerships, and initiatives. We are optimistic about the role of technology, including recent groundbreaking developments in AI, to make a positive impact in the lives of people around the world and to accelerate progress on the SDGs.

Microsoft has a 20-year history of working with the UN, and Microsoft Vice Chair and President, Brad Smith, has been one of the appointed SDG advocates since 2021. In this role, he aids UN Secretary-General António Guterres on critical issues at the intersection of technology and society, including bridging the digital skills gap and driving environmental sustainability.

In the last year, Microsoft has called for a multistakeholder approach to the responsible use of AI. As the international debate on global governance of AI has gained momentum, we have played an active role in providing input for the UN's Global Digital Compact. Working together, we can help build a governance model that ensures AI is developed and deployed in ways that are safe, secure, and trustworthy.

Finally, while many Microsoft initiatives directly and indirectly contribute to progress on all 17 SDGs, to leverage our resources most strategically and amplify the impact of our work and that of our partners, we focus on four SDGs: Goal 4 – Quality Education; Goal 8 – Decent Work and Economic Growth; Goal 13 – Climate Action; and Goal 16 – Peace, Justice, and Strong Institutions.

Our work on the SDGs aligns with and advances our commitments to expand opportunity, earn trust, protect fundamental rights, and advance sustainability. While the SDGs, such as our commitments, are complex and span several issues, the table to the right helps show the alignment between our commitments and our contributions to the SDGs.

Learn more about our work on the UN SDGs ›

Our commitments | Supported through our work on the SDGS

| Our commitments		
Expand opportunity	Goal 1	No Poverty
	Goal 2	Zero Hunger
	Goal 3	Good Health and Well-Being
	Goal 4	Quality Education
	Goal 8	Decent Work and Economic Growth
Earn trust	Goal 9	Industry, Innovation, and Infrastructure
	Goal 17	Partnerships for the Goals
Advance sustainability	Goal 6	Clean Water and Sanitation
	Goal 7	Affordable and Clean Energy
	Goal 12	Responsible Consumption and Production
	Goal 13	Climate Action
	Goal 14	Life Below Water
	Goal 15	Life on Land
Protect fundamental rights	Goal 5	Gender Equality
	Goal 10	Reduced Inequalities
	Goal 11	Sustainable Cities and Communities
	Goal 16	Peace, Justice, and Strong Institution

Microsoft

Building a responsible future – together

> **Discover more at** Microsoft.com/impact

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> 𝕏 **Stay connected**

> in **Learn more**
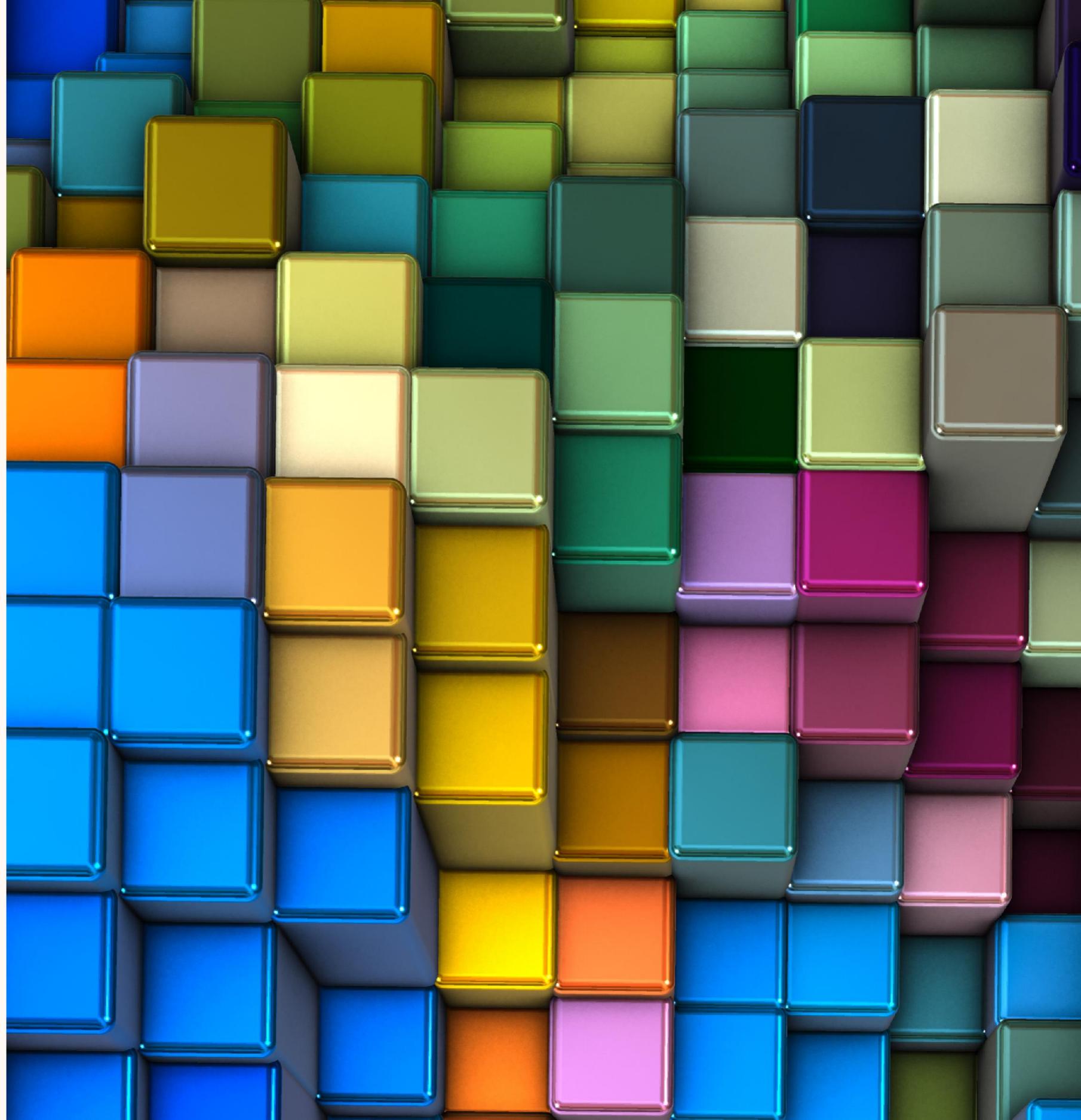
Microsoft in the UK

Learn about Microsoft UK ›

Microsoft in the UK

Microsoft was established in the UK in 1982 as the company's second international subsidiary. Over the past 38 years, Microsoft has been a partner and catalyst in the growth of UK businesses and the national economy, working towards democratising computing and helping to transform thousands of UK businesses and operations.

Today, we employ around 6500 people in the UK, and we have a partner network that spans more than 34,000 companies, employs 570,000 people, and generates £38 billion in revenues annually.

Our culture is centred on embracing a growth mindset, while inspiring teams and leaders to bring their best each day. A growth mindset encourages us to learn what matters most to our customers, allowing us to always make customer-first decisions.

In doing so, we create life-changing innovations that impact millions of people in the UK. Importantly, in our commitment to diversity and inclusion, we aspire to building a workforce and culture that reflects the society in which we operate.

Overall, Microsoft is still a young company dedicated to its mission. While technology is now an indispensable part of our lives, we are only scratching the surface of what it can do for us. From programming biology, pushing the boundaries with AI and Cloud computing, and building technologies for a more resilient, sustainable, and inclusive future, we are committed to empowering people and organisations to achieve more.

Locations

Our headquarters is in Thames Valley Park, Reading and we have offices in Paddington London, Enfield, Manchester and Edinburgh. Our world-leading research laboratories are in Cambridge, and The Microsoft Experience Centre is on Oxford Street in London.

We continue to invest in our cloud infrastructure and service capabilities and were the first global cloud company to open UK-based data centres. There are two Azure regions in the UK – South and West – with data centres that host data for organisations and businesses, including the Department for Education, HM Revenue and Customs, and NHS Blood and Transplant, as well as numerous local authorities across the country.

Microsoft Research in Cambridge

First launched in 1997, the mission of Microsoft Research in Cambridge is to aspire to transform the world through deep research. The bold and inquisitive minds of the researchers and engineers have produced and continue to produce significant contributions to Microsoft's most successful products and services, as well as the broader research community.

The interdisciplinary nature of the laboratory ensures that the researchers can push the boundaries of computing in an inclusive way, resulting in robust and trusted technologies that can be deployed at scale.

Cambridge is also the home to Microsoft's Azure Research team and the Microsoft Mixed Reality and AI Lab. Azure Research delivers cutting-edge research in areas such as security, ubiquitous computing and IoT edge devices. The Microsoft Mixed Reality & AI Lab sits at the forefront of research and development in the field of social presence in mixed reality.

Microsoft Experience Centre

The Microsoft Experience Centre on Oxford Circus serves all customers, including consumers, small business, education and enterprise customers, and enables them to experience our products and services. We are excited to serve our community in this capacity, as well as continuing to provide opportunities for product browsing, support and online workshops and trainings for families, businesses and job seekers online at microsoft.com.

Microsoft UK Leadership Team

To achieve our mission today and in the future, the technology we create must benefit everyone on the planet, as well as the planet itself. Microsoft's UK leadership team has a responsibility to help enable others to achieve more, because our success is built on that of our customers and partners.

We sustain long-term results if our customers, whether they are in the public or private sector, small, medium or large, use our software, services and devices to help drive their own growth.

Our leadership team is also responsible for upholding the company's values throughout our activities, with each member taking a personal interest in ensuring Microsoft is a positive societal and environmental force in the UK.

Clare Barclay
CEO, Microsoft UK

Chris Perkins
Managing Director,
Enterprise Commercial

Claire Logan
HR Director

Derrick McCourt
Interim General
Manager, Public Sector

Jas Brar
Chief Financial Officer

Soraya Scott
Chief Operating Officer

Richard Ellis
Small, Medium and
Corporate Lead

Hugh Milward
Vice President, External Affairs

Michael Wignall
Joint Interim General
Manager, Customer
Success Unit

Denise Dourado
Joint Interim General
Manager, Customer
Success Unit

Pilar Lopéz
Vice President, LSEG
Strategic Partnership

Theo Michalopoulos
General Manager, Financial
Services Industry

Olaf Akkerman
General Manager, Retail and
Consumer Goods

Orla McGrath
General Manager, One
Commercial Partner

Tosca Maria Colangeli
General Manager, Microsoft
Solutions

Paul Kelly
Chief of Staff and Strategy
Lead

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- Pangeo: A community platform for Big Data geoscience
- The BBC's journey to net zero: Technology's key role in sustainability
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Microsoft

Thank you