



# Case Study

## Microsoft Ltd

### About Microsoft Ltd

Formed in 1982, Microsoft Ltd. is the UK subsidiary company of the Microsoft Corporation. They have 2,500 employees, vendors and contractors based on campus at their Thames Valley Park headquarters in Reading, Berkshire, along with satellite offices in Edinburgh, London, Chertsey and Manchester.

Microsoft have a clear set of values to which they adhere in everything they do. These include honesty, integrity and openness, amongst others.

### Requirements

Health and Safety is taken very seriously by Microsoft. Nick Willis is Microsoft's Head of Facilities and has overall responsibility for Health and Safety throughout the UK, including strategic direction and delivery. It's a role he takes seriously:

***"Without doubt Health and Safety is my top priority and comes before everything else. My role is to ensure Microsoft is a great place to work, which includes ensuring the safety of every employee and complying with our legal duties."***

“ With support from EDP I have complete peace of mind from knowing that Health and Safety matters are fully under control ”

**Microsoft®**



Microsoft were looking for a Health and Safety partner who had the ability to work at a strategic level with Nick and the Microsoft Board. They also wanted a partner who could provide an expert and proactive team when it came to managing their day-to-day Health and Safety needs.

## Solution

EDP have been a partner with Microsoft since 1993. A dedicated EDP Health and Safety team is permanently based at Microsoft's Head Office, reporting directly to Nick Willis. Their role is to deliver all the day-to-day Health and Safety requirements for Microsoft staff and customers.

This dedicated team has the support of the wider EDP team, providing access to the full spectrum of Health and Safety expertise and experience. It is a proactive team that concentrates on prevention, rather than simply reacting to problems as they arise.

Nick is very happy with the service he has received from EDP:

***"The EDP team we have here is fantastic! I value their input and hard work and am proud of the fact that, together, we have faced no significant compensation claim as a result of accident and/or injury and have been able to make substantial cost savings through insurance premium efficiencies."***

Nick also commented:

***"EDP are responsive and flexible, helping me to ensure that compliance is maintained at all times and that Microsoft remains a safe and secure environment for our staff, our customers and our suppliers."***

David Skews, EDP's Chief Executive, also provides specialist strategic support to both Nick and the Microsoft board, and regularly updates them on legislative changes and implications. Nick works closely with David and says:

***"I value his knowledge, integrity, ethics and high level of support. Working together with EDP gives me the peace of mind of knowing that Health and Safety is taken care of."***

## Award winning service and Team work!

EDP were recently awarded the prestigious Microsoft 'Vendor Award for Quality Excellence' in recognition of their implementation of 'Emergency Response' plans throughout Microsoft's buildings and facilities in Europe, Middle East and Africa.

The award was in recognition of EDP's dedication and professionalism, having overcome difficult working circumstances in order to deliver the plans to intensely tight deadlines.

***"Safeguarding employees, guests and visitors is of paramount importance to Microsoft and EDP continues to provide a safe working environment for all. We congratulate EDP on winning the Quality Excellence Award."***

**Paul Hart, General Manager Finance EMEA, Microsoft Ltd**

Along with two other contractors, Microsoft and EDP have also been recognised for their work in understanding the needs of people and ensuring the working environment meets those needs.

Microsoft won the coveted British Institute of Facilities Management (BIFM) award for 'Impact on Organisation and Workplace 2006' for 'Children and staff coexisting in harmony'.

***"This is one of the most prestigious awards a Facilities Team can receive in the UK and is representative of the great things we can achieve with focus and partnership."***

**Steve Dunn, Finance Director, Microsoft UK**