# External Staff
# Background Screening FAQs

1. How do I set up an account with the background screening supplier to request a background check?

   To get set up for background screening, Supplier located in the U.S., Canada, or Latin American, should contact supscrn@microsoft.com for assistance.

2. How do I submit my employee's information for a background check?

   Suppliers will receive training materials from the background screening supplier on how to initiate a background screen.

   Upon account set up, Supplier shall designate a representative to upload their employees' contact information to the background screening supplier's online platform. The system will initiate an email request to employees' inbox. Employees will then input their personal information required for a background screening. Thereafter, the background screening Supplier conducts the research and reports results via its online platform.

   If discrepant or derogatory information is discovered, it will be viewable by Suppliers' designated representative and Microsoft Global Security only. Employees can request a copy of their background screening report and supplier shall be responsible to provide it.

3. What does the background screening consist of?

   Background checks will typically include review of the following components, to the extent permitted by law: identity check, criminal record review, sex offender registry check and global sanctions list review. For certain placements, Microsoft may require additional screens (e.g., education verification, prior employment verification, verification of job-related licenses, consumer credit report review, drug testing, and/or other relevant information-gathering).

4. How long does a background check take?

   Background checks typically take the following average times to conduct, however, there are exceptional circumstances that can take longer or shorter turnaround times to produce.

   • 1-3 business days in the United States
   • Up to 7 business days in Canada
   • Up to 18 Business days in Mexico

   Suppliers should communicate tentative start dates accordingly.

5. Can Suppliers do anything to speed up the background screening process?

   Yes. First, Suppliers should initiate a background check as soon as their employee has been identified for placement at Microsoft. Next, Suppliers should remind their employees of the need to complete the information in the online tool, ideally within 48 hours.  Suppliers should also urge their employees to assist the background screening supplier by answering any inquiries promptly. Last, if employees have not received the request via email as expected, they should check their "junk" or "clutter" folders to ensure it has not been rerouted.

6. My company is not setup with the screening provider and we have an urgent onboarding request.  How can we perform the screen for the urgent placement?

   Please contact supscrn@microsoft.com. Microsoft can assist with performing a self-ordered screen.  This will allow Supplier's employee to submit their screen without needing an account set up.  The screen will be paid for upon submittal. Suppliers' employee will receive a notification once the screening is complete.  If required, the background screening identification number will be provided directly to the Suppliers' employee.

7. Who needs a background screening?

   Microsoft requires that Suppliers conduct pre-placement background checks on all their personnel who will require any physical or virtual access to Microsoft.  This includes owned or leased facilities or Microsoft corporate network resources.  This requirement applies to all locations where background screening has been implemented.

8. Does a background check have to be conducted if a Supplier is a former employee or has previously been assigned to Microsoft?

   Yes, a background check is required for any former employee or former supplier to Microsoft.

9. My company works with Microsoft as Business Guests. Are we required to be screened?

   Yes.  Anyone who will be performing work with Microsoft in a location where Microsoft has implemented a background screening program is required to be screened if they need physical or virtual access to Microsoft.

10. What if Supplier's employee refuses to be background screened?

    Microsoft requires that Suppliers conduct pre-placement background checks on all their personnel who will require any physical or virtual access to Microsoft. Any Supplier employee who refuses a background screen is not eligible to obtain Microsoft credentials for physical or corporate network access.

11. What can I expect if a background check reveals negative information about my employee?

When considering information in an individual's background, Suppliers should abide by the laws within the jurisdiction their employee is being considered for placement. If in doubt, consult with your employment law advisors.

When considered for placement at Microsoft, individuals should demonstrate a history of conduct that is trustworthy and reliable and does not pose a threat of risk to people, property, or proprietary information. Supplier must determine whether the background screening report contains information such as criminal convictions or other matters that render the individual unsuited to perform work connected to Microsoft. Examples of convictions that may be reasonably related and should be reviewed by the Supplier include, but are not limited to: crimes of dishonesty (i.e., theft, embezzlement, fraud, forgery, etc.) and violence (i.e., murder, rape, kidnapping, assault, robbery, stalking, harassment, etc.).

Supplier must certify that it has conducted pre-placement checks consistent with the Supplier Pre-placement Policy and that any convictions, serious delinquency or debt, or any other matters disclosed in the background check that may render the individual unsuitable for placement at Microsoft has been reviewed by Supplier, and that Supplier has determined that the individual is suited for access to Microsoft owned or leased facilities or access to Microsoft virtual resources such as email and corporate network access.

Microsoft reserves the right to review and discuss with Supplier, in a manner consistent with applicable law, pre-placement background information for any individual submitted for placement suitability by Supplier who may require physical access to Microsoft owned or leased facilities or virtual access to Microsoft resources such as email and corporate network access. Based on that review, Microsoft may prohibit access as it deems appropriate to any individual submitted for placement by Supplier. The supplier background screening representative will be notified of Microsoft's suitability decision.

12. Supplier's employee was background screened for a previous assignment. Is a new background screening needed?

    A background screen can be reused for placement for up to 18 months if the person does not have a break in service from being on a Microsoft assignment for more than 30 consecutive days and has not changed employers.

13. How long is a screen valid for once Supplier has been assigned?

    A screen is valid for 18 months if the person does not have a break in service from being on a Microsoft assignment for more than 30 consecutive days and does not change employers.

14. What is the cost of a background screen?

    The background screen cost can vary depending on fees incurred by the background screening provider while conducting the screen. Different jurisdictions and courts may charge fees, however, on average, the cost of a background screen is approximately $50.00.

15. Can background screening costs be billed back to Microsoft?

Costs of doing business with Microsoft, such as a background screening fees, are the responsibility of the Supplier Company, unless there is a negotiated contract that specifies otherwise

16. Is there ever a requirement for rescreening?

   Yes, for certain positions involving customer engagements or contractual requirements, a rescreening may be required. The assigned Microsoft representative will notify Supplier when a rescreening is required.

17. Who can I contact if I have questions related to the background screening process?

   For questions about how to process a background check, read through the Supplier FAQs or contact Microsoft Global Background Screening Program at the below email addresses.

   If Suppliers' employees have questions, they should contact their Human Resources or management directly.  Suppliers may send questions to Microsoft Global Security at supscrn@microsoft.com alias.