



Real Estate and Facilities
Supported Employment Program

Winter 2024 Program Update



Sam Bartholomew, Compass Group

Winter 2024

Introduction

Warm Winter Greetings!

As we embrace the Winter of 2024, we are thrilled to share stories of our Supported Employees from around the globe. Dive into the experiences from China, the United Arab Emirates, India, and Redmond, Washington, USA. It is our joy to highlight these individuals who bring their unique talents, skills, and perspectives to their teams at various Microsoft locations worldwide.

Since the inception of our program in 2013, nearly 600 individuals with intellectual and developmental disabilities have been welcomed into over 40 diverse roles across Europe, the Middle East, Africa, Asia Pacific, Australia, China, Latin America, and North America. Today, our program proudly operates in 27 countries.

This summer, we collaborated with numerous stakeholders to develop training materials, tip sheets, and tools to support our managers. We are excited to soon unveil our "Empower Managers Toolkit" on the aka.ms/supportedemployment website.

Looking ahead, we are filled with hope and determination to continue expanding employment opportunities for people with disabilities at even more Microsoft locations.

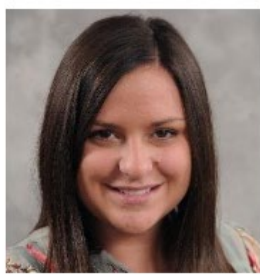
Wishing you all a joyous end to the year. As always, we welcome your thoughts and suggestions at supportedemployment@microsoft.com.

With warm regards,

The Microsoft Supported Employment Program Team



Emma Ogazuma



Alex Wiebusch



Gillian Maguire



Rachael Cross

For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Winter 2024

Team develops “Empower Managers Toolkit”



Tanya Harris, Suddath

At the Microsoft Supported Employment Program, we are committed to improving the effectiveness of the program. To this end, early this year, we initiated a conversation with vendor managers. Those conversations lead us on a journey to develop materials to better support managers who have Supported Employees on their teams around the globe.

Working closely with our stakeholders, including job coaches, vendor managers, members of our global and advisory groups, we spent the spring and summer creating a series of tools and tipsheets designed to empower managers.

The “Empower Managers Toolkit” includes tipsheets on a variety of topics, including: onboarding, annual reviews, difficult conversations, and natural supports.

Keep an eye on the aka.ms/supportedemployment website early in 2025, when we plan to publish the toolkit. We welcome all feedback for improving this new resource.

For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Winter 2024



Global Employee Spotlights

For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Winter 2024

Casey

Redmond, WA

Employer | Compass Group

Meet Casey. She has been a Human Resources Administrator with Compass Group for over 14 years at the Microsoft Redmond campus.

Casey is always helping the team with her amazing knowledge on the various human resources technology tools the team uses routinely. Her happy disposition brings a lot of positivity to the team. She often spreads smiles by bringing donuts to work.

Recently, Casey went above and beyond, helping the human resources team with a huge project. She changed the job number for all the Compass Group associates across the enterprise; that includes 1300+ associates and more than 800+ vendors.

The Compass Group is very happy to have Casey as part of the human resources team.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Tara O'Rourke

Redmond, WA

Employer | Compass Group

Meet Tara O'Rourke, a dedicated member of Compass Group at Microsoft since 2014. As a Busser, Tara ensures the dining area is always well-stocked and clean. She particularly enjoys handling mobile orders, which allows her to interact with both coworkers and customers. Her favorite part of the job is the sense of community, and the friendly banter and positive energy from morning meetings.

During the pandemic, Tara embraced new technologies, using her phone to clock in and out and joining Teams meetings. This not only helped her at work but also enriched her personal life, allowing her to host movie nights with friends to stay connected.

Outside of work, Tara enjoys activities like going to the YMCA, bingo, and bowling. In the past, Tara served on the Advisory Council to the Microsoft Supported Employment Program, and in the future, she would like to help organize program events.



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Sam Bartholomew

Redmond, WA

Employer | Compass Group

Meet Sam, a Warehouse Attendant working for Compass Group on Microsoft's Redmond campus. Sam works closely with a coworker in the beverage vending warehouses, where they organize drink orders for delivery at Microsoft buildings in Redmond. Together, they travel between multiple warehouse locations each day, efficiently packing and dispatching orders.

Sam loves the physicality of his job. Outside of break and travel times, he remains on his feet for the entire 7-hour shift. He is kind, energetic and eager to help others, often volunteering at speaking engagements for the Supported Employment Program.

Sam recently celebrated his 10-year anniversary with Compass at Microsoft. He told his family, "Crazy how time flies by when you are having fun with your partner and friends at your job!"

Sam hopes to continue his career with Compass Group while learning new skills in his current role.



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Krystof Balcar

Czech Republic, Prague
Employer | KZ Service

Meet Krystof Balcar, a dynamic office support member who adds energy to our team at Microsoft's Prague office.

Since joining in 2021, Krystof has proven invaluable, managing the 16 copy corners in the building with dedication. Microsoft employees appreciate his friendliness and find him very helpful for immediate copy corner needs.

In his free time, Krystof enjoys video editing, creating video games, playing video games, practicing aikido, and airsoft.

His favorite companion is his cat, Kuba. Currently, he lives with his parents but dreams of having his own home someday.

We are truly grateful to have him on our team, ensuring the efficiency of our copy corners.



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Manahil Zahid

Dubai, UAE

Employer | Compass Group

Meet Manahil Zahid, a vibrant 24-year-old Food and Beverage assistant who brings a spark to our team at Microsoft Dubai office. Since joining us in 2019, Manahil has been a valuable asset. Her work ethic and enthusiasm shine as she juggles tasks, takes charge of the kitchenettes, and creates refreshing detox water and other treats for the team.

Manahil's face lights up when she talks about the support from colleagues like Unni and Ellen, whose teamwork and appreciation motivate her daily. Manahil also enjoys collaborating closely with her work coach, Dori.

Manahil's tasks include setting up stationery in the printers and meeting rooms and preparing signage tags. She enjoys sharing a space with her team on the first floor, where abundant greenery and comfortable furniture create an enjoyable environment for working.

Beyond work, she loves Zumba, playing badminton and Candy Crush, assisting her mom, and traveling. Manahil is a key part of our team.



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R Rohith

Bengaluru, India

Employer | Compass Group

Meet R Rohith, a dedicated Kitchen Utility worker at Prestige Ferns Galaxy in Bengaluru and a valued member of the Compass Group dining team.

Compass Group's Diversity, Equity, and Inclusion Policy ensures individual differences and contributions are recognized and valued. Before welcoming Rohith, the cafeteria team was sensitized to treat him with courtesy and respect. He underwent adaptive sessions on DE&I and accessibility requirements, including sign language.

Rohith was assigned a buddy trainer to refine his skills and boost his confidence. His performance is assessed through weekly reviews and daily managerial assessments, ensuring support and continuous improvement.

Previously, he worked in housekeeping before joining the kitchen utility team, where he manages day-to-day utility functions, maintaining the highest hygiene and sanitation standards. His experience with the Microsoft Bengaluru cafeteria team has been joyful and enlightening.



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Vadde Mahesh

Hyderabad, India

Employer | Enabler

Vadde Mahesh, has been a member of the Enabler housekeeping team in Hyderabad, since July 2022. Mahesh has excelled in his role.

Initially uncertain about being accepted within the team, his confidence has grown through support and training in safety, equipment handling, and other housekeeping procedures. Now, Mahesh enjoys his work, building strong relationships with colleagues, learning new skills, and aspiring to become an Office Assistant.

The company is also supporting his further education and spoken English training, preparing him for more significant roles. He is set to undergo a 3-month training program to enhance his skills further.



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Hongqiang Shi

Beijing, China

Employer | Mckintey

Hongqiang Shi works for Mckintey as a waiter in the cafeteria, at Microsoft Beijing. He has outstanding professionalism and excellent service attitude. Every morning, when Microsoft employees walk into the cafeteria, they are sure to be greeted by Hongqiang's enthusiastic smile.

Hongqiang's attention is not limited to the scope of his responsibilities. Whether it is cleaning the table, maintaining a clean environment, or helping other colleagues, Hongqiang always takes on more responsibility. His teamwork and dedication to his work have contributed significantly to the operation of the entire cafeteria.

It is worth mentioning that, even in busy business situations, Hongqiang is still able to maintain efficient and friendly service. His calmness and composure enable him to provide thoughtful and meticulous service to guests even in high-pressure environments, demonstrating his outstanding work ability.

Hongqiang's hard work and outstanding performance set an example for us, inspiring the entire team to pursue excellence.



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Save the Date | Ability Summit

Save the date for the 2025 virtual Microsoft Ability Summit.
March 18, 2025
Registration link coming soon.

Opt-in Mailing List



To receive occasional updates about the program in your email inbox, simply [sign up here](#).

Visit the aka.ms/supportedemployment site to learn more about the program.

