Pursuing our mission and purpose

" As I write this, the world is confronting massive and compounding challenges. And our mission to empower every person and every organization on the planet to achieve more has never been more urgent or more needed.

To realize this mission, we must ensure the technology we create benefits everyone on the planet, as well as the planet itself, by focusing on four interconnected pillars: support inclusive economic opportunity, protect fundamental rights, create a sustainable future and earn trust.

I've never been more optimistic about the potential of digital technology to overcome constraints and create new opportunity.

As we share our progress in these areas, it reminds us that we are only as good as our commitment to keep learning, adapting, and empowering others to act. To drive real, structural change in the world, we must make a sustained commitment – together.

I am certain that we will. "

Satya Nadella
Chairman and CEO

➡ **Read Satya's Annual Shareholder letter**

The future starts here

" We live in a country that constantly changes.

Today, with technology as a catalyst, we can all be part of this change. At Microsoft, over the past 30 years, we believe in the true potential of Greece. A country that leverages technology to solve problems, but above all invests in its people. And we stand by any decision that will help its society overcome challenges through optimism, transparency, democracy and great values.

In 2020, we made a commitment on an investment that has the power to change the face of Greece. We invest in infrastructure, knowhow, technical expertise and education, aiming to create an ecosystem of knowledge, innovation, inspiration, growth, extroversion. We bring the Cloud but we have our feet on the ground. We are here as a partner, an ally aiming to become part of the solution in today's problems. We share a dream: to make Greece a synonym for growth. A country that is worth living in. For the current generations and the generations to come.

With technology as our driving force and education as our fuel, in order to make the best out of the opportunities technological advancements have to offer.

We have a responsibility. To ensure that everyone will be part of this journey. Citizens, companies, the public sector.

Bringing onboard creativity, ingenuity, hard work, collaboration, synergies. We are joining forces here, but with an eye to the world. Not tomorrow. Today. The future starts here. "

Theodosis Michalopoulos
General Manager Greece, Cyprus, Malta

30 years of Microsoft Greece

1992
Microsoft establishes a permanent presence in Greece with the opening of a local subsidiary.

2004
Investing in the country further: the opening of a new office in Marousi, Athens.

2008
Bill Gates inaugurates the Microsoft Innovation Center - the first tech incubator in Athens.

The Microsoft Innovation Center (MIC) was established with a mission of fostering a community around entrepreneurship and innovation in Greece. Originally located in Plateia Mavili, MIC became home to over 800 startups over the years, offering them free working space, tech tools, mentorship, and access to funding and networking opportunities. Simultaneously, it functioned as an R&D facility, collaborating with Greek universities and European organizations on joint projects - such as IPrognosis, a European research program coordinated by the Aristotle University to pursue early detection of Parkinson's disease.

From publishing research reports on the state of Greek entrepreneurship, to sponsoring Greek students' participation in tech competitions, or even hosting the first TEDxAthens under its roof, MIC's initiatives to support innovation in the country were countless.

Today, MIC has scaled into the globally coordinated Microsoft for Startups Program, continuing to support aspiring entrepreneurs.

2013-2015
Microsoft begins a global shift towards cloud-based technology, signaling a new mission for Greece too: the cloud-first transformation of the private and public sectors of the country.

2020-2022
Launching Gr for Growth; announcing 3 upcoming data centers in Greece; acquisition of Softomotive; unveiling the Ancient Olympia: Common Grounds project.

Microsoft announced its plan to build 3 new data centers (DCs) that will establish a Microsoft Cloud region in Greece, adding the country to the world's largest cloud infrastructure network and delivering access to low-latency, enterprise-grade cloud services. The announcement was made at the New Acropolis Museum by Microsoft President Brad Smith alongside Theodosis Michalopoulos, General Manager of Microsoft Greece, Cyprus and Malta, in the presence of the Greek Prime Minister, Kyriakos Mitsotakis.

Gr for growth

Impact at a glance

As we pursue the opportunities ahead, we also recognize our increased responsibility in a world that will require much more from technology to address its most pressing challenges. To help people and organizations everywhere achieve more, we are focused on four interconnected pillars:

1. Inclusive Economic Growth

At Microsoft, we believe that the economic growth we help drive must reach every person and community.

- 3 upcoming data centers in Greece signal the investment of several hundreds of millions of dollars in the country

- Offered digital skills training to 35K people in Greece between 2021-2022

- 227K digital appointments with public servants have been booked through the Microsoft-powered platform 'myDESKlive'

2. Fundamental Rights

We support the fundamental rights of all people and actively strive to protect and promote them.

- Over $15M donated to 400+ NGOs in the past 15 years

- Launched Ancient Olympia: Common Grounds, digitally preserving our cultural heritage and making it accessible to millions worldwide

- Became one of the first signatories of Homo Evolution's Greek Marriage Equality campaign

3. Sustainability

We take ambitious action to address climate change, and help others set and achieve their own climate goals.

- Thousands of Greek companies' IT operations are becoming up to 93% more energy efficient by moving to Microsoft cloud

- Launched the first Social Sustainable Entrepreneurship Accelerator in Greece

- Our DCs are designed to achieve optimal cloud energy efficiency and to earn LEED Gold certification

4. Trust

We earn trust every day through a commitment to privacy, security, transparency, digital safety, and the responsible use of AI.

- 150K users in large and medium size companies in Greece are engaging with our privacy tools, gaining full control over their data

- 100% of systemic banks in Greece leverage Microsoft Security tools to protect their systems and data

- 400 cybersecurity certifications delivered across the Microsoft ecosystem in Greece in the past 6 months

This report covers the impact we've helped generate around these pillars, together with our Greek ecosystem of suppliers, partners and customers. While we are proud of our progress, there is still much we wish to accomplish. And so, our plans for the near future entail active measures to help digitally transform the public sector, upskill the Greek workforce, advance cybersecurity, and continue to provide the technology and opportunities that will promote inclusive economic growth. In doing so, we will continue to raise the bar in sustainability, striving to actively reduce our footprint through our operations, products, practices, as well as by enabling our customers and partners to do the same using advanced Microsoft tools and technologies.

Foster collective action and amplify impact

The challenges facing the world and our country are complex, and no one company, industry, or government can solve them alone. That's why we work across private, public and nonprofit sectors to foster collective action and amplify impact, driving progress faster and wider than we could on our own.

Empower our employees

Our 250+ employees making up Microsoft Greece are the integral force behind our mission and purpose. We strive to create people-first policies and an inclusive culture where each of them can thrive.

Diversity and inclusion are at the core of our culture. Allyship, together with covering and privilege, are three important concepts that we train every employee in their first 6 months after joining Microsoft.

To help cope with the COVID-19 impact, we created a wellbeing platform for all our employees and offered 12 weeks of paid leave to parents at the start of the lockdown.

Each year, every Microsoft employee is entitled to three working days to volunteer, fueling their passions and creating a positive impact in the communities where we work and live.

Equip changemakers

NGOs and social entrepreneurs are forces for change. We make technology, purpose-built solutions, and support affordable so they can achieve more.

Provided $15M+ in donations and discounted technology to over 400 NGOs across Greece.

Together with NGO ReGeneration, we co-created DigiYouth - the largest, nationwide digital skilling initiative for young Greeks, delivering up to 20K training hours annually.

The Imagine Cup competition helped, among others, the Greek 'SmartEyes' application raise over $500 thousand to build a viable product that will benefit people with vision loss worldwide.

Activate
our ecosystem

With one of the biggest networks of partners, suppliers, and customers in our country, we have an enormous opportunity and responsibility to effect change through our ecosystem.

Collaborated with some of our largest Greek partners to advance the Greek society's rapid digitalization and deliver advanced skills trainings.

Created the Microsoft Innovation Center, the first startup incubator in the country. Now, the Microsoft for Startups program continues to help local tech entrepreneurs succeed in the digital economy.

Globally, Microsoft partners with our suppliers to uphold our commitments to human rights, worker health and safety, and the environment through our code of conduct, training, and capacity building.

Engage
local communities

Change happens locally. We work closely with communities to understand their unique challenges and assets so we can best support their aspirations.

Partnered with the Municipality of Athens to convert the historic home of resistance fighter Lela Karagianni into a center for the development of digital skills and a social innovation hub for more than 4,000 diverse Kypseli residents.

Raised awareness with more than 1,000 partners across Patras, Thessaloniki, Heraklion and Athens on the Recovery and Resilience Facility, which aims to help small and medium businesses digitally transform to adapt to a greener and more digital future.

Enable
structural change

We work to enable lasting, structural change, facilitating open dialogue between the Greek public and private sectors around public policies that can move us toward a more inclusive, equitable, sustainable, and trusted future.

Together with the Delphi Economic Forum, we are supporting the revival of Greece's Digital Skills & Job Coalition to help address the digital skills gap by bringing together the public, private, and academic sectors.

Sponsored the American-Hellenic Chamber of Commerce's initiative to host the first Greek Digital Sustainability Forum, seeding the way for a National Strategy on AI.

Microsoft

Support inclusive economic growth

We believe that economic growth should be inclusive for every community, every organization, and every person. This starts with increasing access to technology, digital skills, and data, and extends to how we promote innovation to bring Greece to the forefront of current technological developments.

→ Learn more about how we support inclusive economic gowth globally

Technology can change lives, but only if people have access to it. We're working to increase equitable access to technology, skills, and data to deliver more opportunities for Greek citizens and communities across our country to thrive in an increasingly digital world.

1 Ensure access to technology and infrastructure

Support Greece's recovery from a major financial crisis and bring it to the forefront of the Industry 4.0 Revolution, by connecting the country to the biggest cloud infrastructure network and facilitating the digital transformation of the private and public sectors.

2 Upskill the country's workforce

Increase access to equitable digital skills education to bridge the digital divide.

Help combat unemployment and build a future-ready workforce by fostering a learning culture focused on continuous education and upskilling 100 thousand people in Greece by 2025.

3 Create opportunities through partnerships

Contribute to our ecosystem's efforts to address societal and business challenges, by establishing collaborations with NGOs, universities, companies, and governments.

Promote innovation and entrepreneurship through meaningful partnerships and investments around Greek small and medium enterprises (SME) and the emerging startup ecosystem in our country.

OUR IMPACT SO FAR

Ensure access to technology and infrastructure

3 📶

In 2020, we announced the creation of 3 data centers (DCs) in Greece, signaling the investment of several hundreds of millions of dollars in the country. The DCs will connect Greece to the biggest and most trusted cloud network in the world, opening new opportunities for innovation, employment and economic growth.

178K ⤴

During the pandemic, we gave free access to Microsoft 365 to 23 universities and 30 schools in Greece for 6 months. Today still, over 127 thousand university students and 51 thousand school students continue to enjoy access to their educational resources, no matter the circumstances, thanks to technology.

1M+ 🌐

1+ million total interactions with our live and broadcasted events between 2019-2022 has meant more people in Greece engaging with world class technology content in a fully accessible way.

2,500 ☁

More than 2.5 thousand Greek businesses today are using the Azure platform to accelerate their growth and create secure, future-ready cloud solutions.

150K ⤴

We offer up to $150 thousand in Azure credits to every Greek startup joining the Microsoft for Startups Founders Hub, to help them kickstart their growth by ensuring they use best in class software as their business's technology foundations.

Upskill the country's workforce

35K 🎓

35 thousand people in Greece have received digital skills training in the context of Gr for Growth between 2021-2022, including 1,000 unemployed. So far, 11.2 thousand have also acquired certifications. *

1000+ 👥

More than 1,000 girls aged 10-16 have participated in events we organized as part of the DigiGilrz initiative in Greece, created in 2014 to reinforce young girls' digital skills and encourage them to pursue leadership roles within the technology industry.

55 👥

55 Advance Certifications were earned by our partners in 2022, formalizing their expertise in numerous advanced knowledge areas that can support Greek organizations in future-proofing their business and laying out the foundation for an accelerated digital transformation.

27 👥

Greece is home to 27 Microsoft Learn Student Ambassadors - a community of students driven to use tech to solve real-world problems. The Ambassadors get the opportunity to connect with other students, foster their own online communities, get training, earn certifications, and tackle socially significant challenges.

*This includes the skilling numbers quoted in other sections of this page.

Create opportunities through partnerships

53K+ 🎓

Over 53 thousand hours of training were offered to young people in the past year through our partnership with NGO ReGeneration, which aims to bridge the skills gap and fight youth unemployment and brain drain. This included 35 participants in the first ever dedicated Women in Tech training stream in Greece. Job placement for graduates of several training streams reached 100%.

160%

Over the last 2 years, we increased our investments in customers and partners by 160%, contributing more funds to accelerate their digital transformation, turn innovation ideas into viable products, and design new business models to address evolving market needs.

2.5K+ 📖

2.5 thousand learning paths have been completed on National Digital Academy - a platform owned by the Greek Ministry of Digital Governance, where citizens can find courses created in partnership with Microsoft to help them meet the requirements of the digital age. So far, 54 Microsoft & 39 LinkedIn courses have been offered in the framework of the Global Skills Initiative.

3.5K+ 📚

More than 3.5 thousand civil service employees have completed their digital skills training programs, organized by the Greek government in partnership with Microsoft. In 2023, our goal is to increase the number of trainings by 50% to help increase efficiencies, enable modern work, and defend against security threats in the public sphere.

Safer, better public services for civilians

In 2020, the Greek government adopted myDESKlive - a Microsoft-powered appointment booking and hosting platform - to provide citizens with a safe way to access government services amidst the pandemic. To date, more than 227 thousand appointments have been successfully held online to help Greek citizens access public services relating to identification documents, education and unemployment, taxation and pensions, insurance, and more.

"MyDesklive was implemented within a limited number of weeks during the pandemic and was a cornerstone initiative for the resilience of the Greek Public Administration. Today, it has been adopted by the entire public sector, providing green public services, while saving time and energy for Greek citizens", highlights Kyriakos Pierrakakis, Minister of Digital Governance.

Thanks to the efficiency they offer, digital appointments are here to stay and have even become the public sector's 'first exported service', as they are now being implemented in Cyprus too.

Facilitating best-in-class retail customer experiences

Kotsovolos (Dixons Southeast Europe) is the largest consumer electronics retailer in Greece, with over 90 points of sale and more than 10 thousand orders received hourly on peak days. To ensure a consistently excellent customer experience across digital and physical channels, the retailer adopted Microsoft tools which enable them to gather and visualize data instantly, as well as streamline internal and external processes.

Since then, customer issues requiring a second call to be resolved dropped by 60%; orders are ready for pickup 20 minutes after being placed online; and 55% of all company receipts are now digital.

But where customer delight really happens is in the personal interactions that have been made possible. As Ioannis Vasilakos, CEO, explains - "Employees are more confident now and can truly focus on building a great relationship with the customer. This goes a long way. Every interaction with the customer has that personal touch. The culture shifted from 'I care to sell to you,' to 'I care about you,' which is big."

[→] **Learn more about Kotsovolos's agile services**

Scaling Greek ideas globally

➡ Viva Wallet, the first European digital bank to have an entirely cloud-based infrastructure, was created by a group of tech entrepreneurs wanting to make their customers' payments simpler and faster.

To guarantee safe and reliable services in 23 countries, the company based its card payment process on Microsoft Azure. Using a flexible cloud infrastructure, Viva Wallet is able to continuously test and develop new and innovative solutions, to provide high-level payment services to its customers.

Its best-in-class product has led Viva Wallet to become the first Greek startup to ever gain unicorn status, attracting investment from JP Morgan Chase and Tencent among others.

➡ **Learn more about our collaboration with Viva Wallet**

➡ Greek software company Softomotive was a world-leading provider of robotic process automation (RPA) and the creator of WinAutomation, which helps customers seamlessly automate business processes across legacy and modern desktop applications.

In 2020, Softomotive was acquired by Microsoft and Softomotive's desktop automation was merged with existing Microsoft Power Automate capabilities, enabling anyone to create bots that can automate manual business processes.

Softomotive's previous 9 thousand account client base skyrocketed to 350 thousand organizations who use Microsoft Power Automate every month, and can now enjoy advanced features thanks to Softomotive's innovations to improve their productivity.

➡ **Read about the Softomotive story**

Startups find their spotlight

As IT enthusiasts and fellow graduate students, Isidoros, Elena, Stavros, and Marilena envisioned their own consultancy that would help companies achieve digital transformation by providing them with a complete set of services - from consulting and technical implementation, to post-sales support.

In 2016, they decided to build their own product to help other companies improve their customer experience and engagement. The platform's 'secret ingredient' is Artificial Intelligence (AI) technology based on Microsoft Azure and Dynamics 365 which helps users understand and combine data. Within a year, the 'new' Pobuca increased its revenue by 77%, its customer loyalty by 23%, and customer satisfaction by 18% - all while gaining the data insights needed to start scaling globally. Today, Pobuca is helping more Greek companies than ever deliver best-in-class customer service to their end consumers.

Discover Pobuca's journey

Geekbot, the Greek-made, virtual AI enabled scrum master that sets routine 'Stand Up' meetings on autopilot, is currently making thousands of users happy across global organizations like Sony, Netflix, Airbnb, Shopify, Asana, DropBox and many others.

In 2022, Geekbot founders worked with our Start Up Program Team and Microsoft Cloud Solution experts to become the first Greek-managed startup to globally publish an application in the Teams Store. In doing so, Geekbot was now able to reach an enormous pool of potential global customers using Teams as their primary communication platform. Thanks to its polished product and top-tier user support, Geekbot has secured some of the world's biggest corporate names as part of its client portfolio.

Microsoft

Protect fundamental rights

We unequivocally support the fundamental rights of all people - including the 1 billion people on the planet with a disability - from protecting human rights and cultural heritage, to address racial injustice and inequity.

▢→ **Learn more about how we protect fundamental rights**

1

Protect and promote human rights

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

Advocate for fair and humane policies as an integral part of our society's growth and development.

Preserve and enrich cultural heritage by empowering people and organizations with AI to help them protect the languages we speak, the places we live, and the artifacts we treasure.

Help bridge the Disability Divide through a new five-year commitment, launched in April 2021, to expand accessibility in technology, the workforce, and workplace.

2

Support humanitarian action and emergency response

Empower humanitarian organizations and crisis-affected communities to prepare for, respond to, and recover from emergencies, including through our AI for Humanitarian Action initiative.

Protect and promote human rights

100k

The Greek Ministry of Migration receives around 100 thousand asylum applications every year. With Microsoft 365, staff can now collaborate securely from anywhere, clarifying workflows for everyone and accelerating the entire migration process.

αβγ

In 2022, we introduced Live Captions and Transcription support for the Greek language in Microsoft Teams. The features enable live subtitles and automated live transcription during meetings, making communication more accessible for people who are deaf or have hearing loss.

Support humanitarian action and emergency response

15M+

Over the past 15 years, we have contributed over $15 million in donations and discounts to 400+ NGOs carrying out critical work that ranges from human rights, to sustainability, to helping refugees and more.

100%

Our offices in Greece have been carefully designed to be 100% accessible to all. We strive to achieve the same when hosting events that involve the wider population in Greece as well.

Signed

We became one of the first signatories of Homo Evolution's Greek Marriage Equality campaign, aiming to grant same-sex couples the ability to marry with equal rights. Homo Evolution is an NGO that has been advocating for LGBTQI+ rights in Greece for over 10 years, including same-sex couples' rights to marry and form families.

27

The Ancient Olympia: Common Grounds project by the Hellenic Ministry of Culture & Sport and Microsoft aims to digitally preserve and restore ancient Olympia using AI. Viewers around the world can now explore 27 monuments as they stood more than 2 thousand years ago in the original home of the Olympic Games.

Social inclusion for the homeless

In 2021, NGO SocialInnov launched START School of Integration in partnership with Microsoft, promotion company Develop Athens, and the Shedia street paper – DIOGENIS NGO. START School of Integration aimed to empower and upskill homeless people by enhancing their digital and soft skills, thereby increasing their chances of re-entering the labor market. Participating former homeless people received a total of 100 hours of seminars, a free laptop with Windows and MS Office licenses, unlimited computer self-training hours on premise, 3 free MOS exam vouchers each, as well as 1:1 career guidance and mental health counselling. The school is now planning exams with HR experts for all participants, so when they successfully complete them, they can be directly linked to the job market and start their integration back to society.

Technology at the service of accessibility

In celebration of World Accessibility Awareness Day 2020, NGO Agoni Grammi Gonimi unveiled a new platform, Extra Milers, designed to promote accessible tourism in the Greek islands. The platform (website and app) was created in collaboration with Microsoft and ATCOM, with the support of the Ministry of Tourism, to secure people with disabilities or other access difficulties an equal right to tourism and the enjoyment of the unique beauties of the Greek islands. Extra Milers users can create a personal profile and discover the accessible structures and services on islands that match their needs. Today, the platform covers 8 destinations with 203 accessible points, including accommodation, dining areas, museums, beaches, places for entertainment and ports. The vision for Extra Milers' ongoing development is to continuously add more destinations to its database, as well as features leveraging AI technologies (text-to-speech, face recognition, text analysis), to reinforce accessibility and overall experience for its users.

Preserve & enrich cultural heritage

Ancient Olympia is home to institutions and ideals that have shaped the world as we know it. Now, Ancient Olympia: Common Grounds - a new collaboration between the Hellenic Ministry of Culture and Sports and Microsoft - is harnessing AI to digitally preserve and restore this rich site for future generations by bringing its structures and cultural impact to life like never before.

➡ 27 major monuments and many minor ones still stand in Ancient Olympia. Among them, the original Olympic Stadium, the temples of Zeus and Hera, the workshop of the renowned sculptor Phidias. They are meticulously conserved and restored by the Hellenic Ministry of Culture and Sports. But they are in need of digital preservation as well, to ensure that all the rich history is handed over to future generations.

➡ Through our AI for Cultural Heritage initiative, we partnered with technology company Iconem, which specializes in digitizing historic sites in 3D, to create the foundational model of Ancient Olympia. Using both on-the-ground cameras and drones to take hundreds of thousands of images of the site, Microsoft AI then processed the pictures to create models so precise, they render as photo-realistic. In the 3D experience, buildings are recreated in lifelike detail, painstakingly researched by the Hellenic Ministry's expert archaeologists to be as true as possible to their original forms. This includes historical timelines of the site's changes over time and depictions of artifacts from each period.

➡ But what makes the Common Grounds project particularly impactful is that anyone can access it. Whether they're onsite in Olympia, visiting the new Athens Olympic Museum, or halfway around the world at home, viewers can explore Ancient Olympia as it stood in its glory more than 2,000 years ago in an immersive experience that enables them to interact virtually with the buildings, artifacts and sights of the historic landmark.

➡ **Learn more about the Olympia Project**   ➡ **Take the tour yourself**

Microsoft

Create a sustainable future

Climate change is the defining issue of our generation, and addressing it requires swift, collective action and technical innovation. We've outlined ambitious commitments and detailed plans to achieve them, and we're helping others set and achieve their own climate goals.
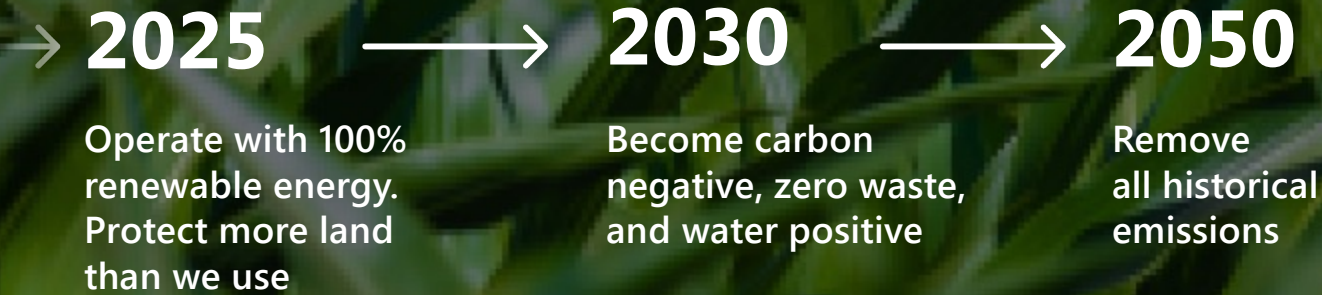
→ **Learn more about how we create a sustainable future**

There are four areas where we can scale our results by minimizing the environmental impacts of our operations and maximizing the positive impacts of our technology worldwide: carbon, water, waste, and ecosystems. Our Responsible Sourcing Program extends this work across our supply chain.

OUR COMMITMENTS 2025–2050

2025 → **2030** → **2050**

2025
Operate with 100% renewable energy. Protect more land than we use

2030
Become carbon negative, zero waste, and water positive

2050
Remove all historical emissions

Carbon negative

Become carbon negative by 2030 and match 100% of our electricity consumption, 100% of the time, with zero carbon energy purchases.

By 2050, remove all the carbon we have emitted either directly or by electrical consumption since our founding in 1975.

Empower our suppliers, customers, and partners to reduce their carbon footprints through sharing our learnings and the power of technology.

Accelerate the development of carbon reduction and removal solutions with our $1 billion Climate Innovation Fund.

Water positive

Become water positive in our direct operations by 2030, replenishing more water than we use.

Provide 1.5 million people with access to clean water and sanitization services by 2030.

Zero waste

Become zero waste by 2030 across our direct business.

Eliminate single-use plastics in all our primary packaging and IT asset packaging in our data centers by 2025.

Protect and preserve ecosystems

Protect more land than we use by 2025.

Build a Planetary Computer that combines data, machine learning, and computing power to help scientists monitor, model, and manage the planet's natural resources.

Responsible sourcing

Operate an industry-leading Responsible Sourcing Program - proactively managing issues related to human rights, the environment, health and safety, and ethics - and deepen engagement with suppliers to ensure our standards and commitments are met.

Reduce our Scope 3 emissions - including those contributed by our supply chain - by more than half, as part of our commitment to be carbon negative by 2030.

Carbon negative

Global

2.5M 🏭

In FY21 and FY22, we successfully contracted to remove 2.5 million metric tons of carbon, meeting our cumulative two-year goal, which puts us on a path to meet our goal of 1.5 million metric tons of carbon in 2022.

$571M ☂

Allocated $471 million to date via our Climate Innovation Fund to accelerate our carbon goals, as well as water and waste. We also donated $100 million to Breakthrough Energy's Catalyst initiative.

16.9% ◎

Reduced Scope 1 and Scope 2 (market-based) emissions by 16.9% year-over-year compared to 2020. Total Scope 3 emissions have increased by 22.7% compared to 2020.

5.8GW

Signed new power purchase agreements for approximately 5.8 gigawatts of renewable energy across 10 countries.

Launched

Launched the Microsoft Cloud for Sustainability to help organizations record, report, and reduce their environmental impact.

Scope 1
Direct emissions created by your activities

Scope 3
Indirect emissions from all other activities in which you're engaged

Scope 2
Indirect emissions from the consumption of the electricity or heat you use

Global

Zero waste

15,200 🗑

Globally diverted over 15 thousand metric tons of solid waste otherwise headed to landfills and incinerators.

5 ⚑

Five Circular Centers planned, which reuse data center hardware to help manage waste; one is open in Amsterdam with others opening in Boydton, Virginia, Chicago, Dublin, and Singapore.

18% ↘

Reduced single-use plastics in our global product packaging by 18%.

Water positive

670M ≈

670 million of water benefit accounted for through our programs with Water.org per year.

1.3M m3 ⊞

Invested 1.3 million in replenishment projects that are expected to generate over 1.3 million cubic meters of volumetric benefits.

Responsible sourcing

87%

87% of our in-scope suppliers globally reported their emissions to the Climate Disclosure Project, up 12% from 2020.
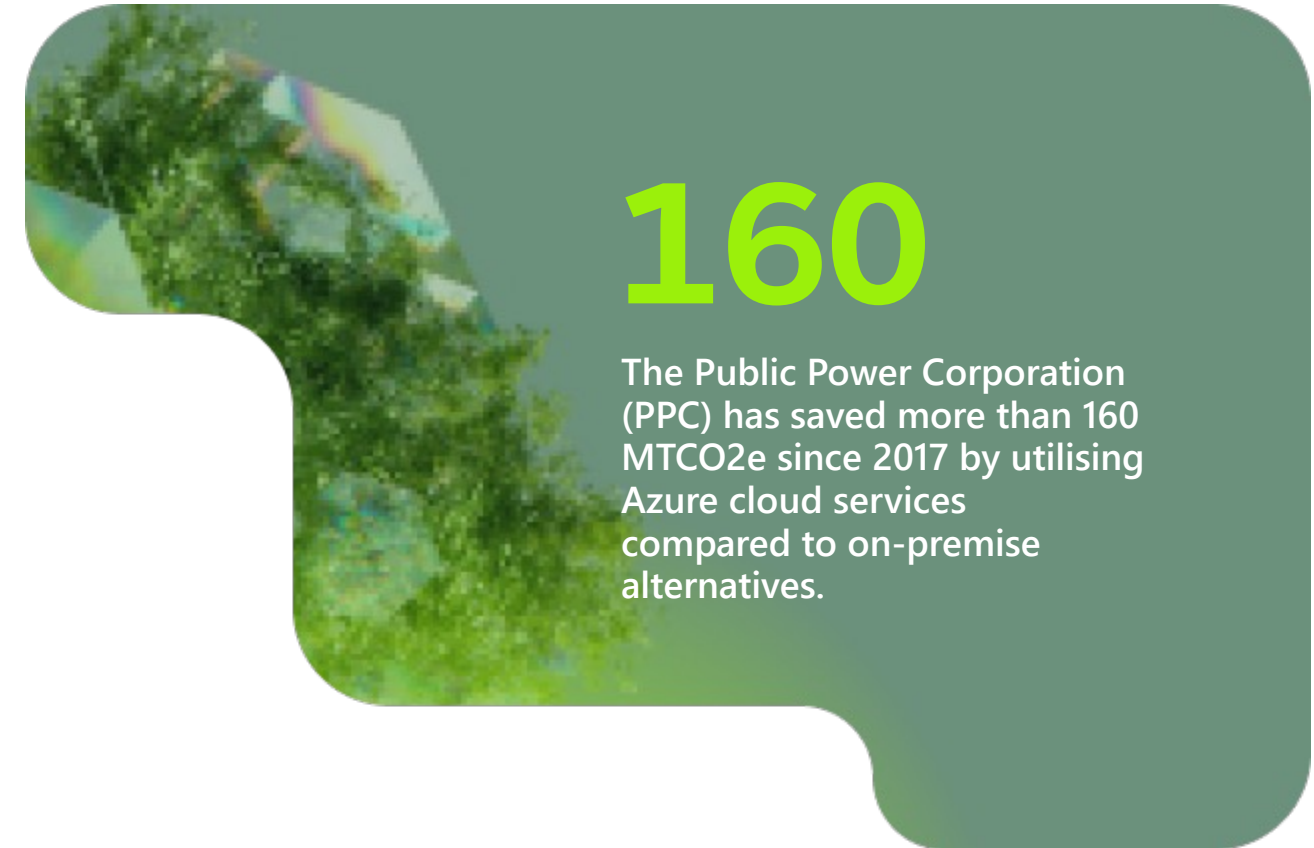
Protect and preserve ecosystems

17K 🛡

Contracted to protect over 17,200 acres of land, which is 50% more than the land we use to operate.

OUR IMPACT SO FAR

55% 🌱

Several of our suppliers in Greece have committed to a 55% reduction in their C02 emissions by 2030. Engaging with our sustainability initiatives, these select partners report on their annual carbon footprint and take actions to constantly do better, collectively contributing towards a greener future of entrepreneurship.

100% 🍃

A 100% green electricity mix is used to power our offices in Greece, while measures such as sensor-based light switches, digital thermostats, and exclusive use of LED lights contribute to reduced electricity consumption rates.

160

The Public Power Corporation (PPC) has saved more than 160 MTCO2e since 2017 by utilising Azure cloud services compared to on-premise alternatives.

93%

Research shows that Microsoft Cloud Services are up to 93% more energy efficient than traditional enterprise data centers. Our 3 new data centers in Greece will further support our customers' efforts to opt for energy efficient and carbon neutral alternatives to running their on-premise data centers.

70% 🌳

During the pandemic, our total travel CO2 emissions in Greece dropped by 70%. This made us reflect on how we can find greener ways to work.

Through more flexible working policies and the use of technology, we've since strived to opt for critical travel only, and stay as close as possible to the emission rates we saw during the COVID period.

43% 🚗

43% of our Greek office's employee car fleet comprises of hybrid vehicles, while 25% of our parking area is dedicated to electric vehicles.

Bringing world-class sustainable cloud infrastructure to Greece

The three new Data Centers in Greece aim to contribute to the sustainable development of the country through the adoption of our 'Carbon Negative, Water Positive and Zero Waste by 2030' strategy.

→ The data centers are designed to achieve optimal cloud energy efficiency and to follow our global commitments to shift to 100% renewable energy supply by 2025. They have also been designed to earn Gold certification from the LEED program - a globally recognized symbol of sustainability achievement and leadership.

→ For the data centers' operation, we will apply a method of cooling using outside air and zero water in low temperatures, thereby reducing water needed for cooling to less than 15% of the year. This system radically reduces electricity and water used by conventional water-based cooling systems.

→ We also continuously work with our waste haulers to optimize waste diversion programs and reach 90% diversion of data center operational waste by 2030. When servers will eventually be ready for decommission, we will use one of our Circular Centers, designed to extend servers' lifecycle through reuse and support. Globally, Microsoft data centers reuse 78% of their end-of-life components; the remaining 22% are recycled, through constantly improved recycling methods.

Equipping green entrepreneurs

In 2022, in partnership with Startup Pathways, we launched the first Social Sustainable Entrepreneurship Accelerator in Greece, aiming to prepare startups to incorporate at least 4 of the UN's 17 Sustainable Development Goals.

During the Accelerator, 12 select startups were offered workshops, training in sustainable development practices, and networking opportunities with renowned experts from the sustainability sector. In addition, they joined the 'Microsoft for Startups - Founders' Hub' program, through which we support the development prospects of high-end technology startups aspiring towards immediate international expansion.

Among the participants' many achievements were the first ever Sustainability Report to be produced by a startup in Greece, as well as the first appointment of a Sustainability Director in a Greek startup.

Towards a smart city

Through new, dynamic synergies, Athens is gradually becoming a laboratory for sustainability innovations.

Project Athena is one such example, co-funded and executed by ATCOM and Microsoft for the Municipality of Athens. The project's foundational concept was to strategically place sensors throughout the city to collect data on street and atmospheric cleanliness, pedestrian and disabled access, noise pollution, waste, as well as temperature and humidity. Using Microsoft Azure tools to gather and manage this data, ATCOM developed a platform that would enable relevant authorities to visualize it in near-real time and take appropriate actions fast. The project's pilot operation began in 2021.

Similarly in 2022, telecommunications company COSMOTE developed a pioneering smart waste disposal system, leveraging Microsoft Azure cloud, for the Municipality of Vari Voula Vouliagmeni. The solution comprised of 5.3 thousand mechanical waste bins installed across the Municipality, which made it possible to remotely monitor their fullness and status, and to dynamically plan for their placing according to demand. Tablets featuring a navigation app were installed in waste collection vehicles, facilitating targeted routing based on collection needs. Benefits of the solution include: the reduction of operational costs, fewer emitted pollutants, the saving of human resources, the prevention of overflowing bins, as well as the timely replacement of bins damaged due to natural disasters.

Microsoft

Earn trust

At Microsoft, we're optimistic about the benefits of technology, yet clear about the challenges. To drive positive impact with technology, people need to be able to trust the technologies they use and the companies behind them.

Learn more about how we earn trust

1 Respect privacy

Preserve customers' ability to control their data and make informed choices to protect their privacy, and advocate for strong privacy laws that require companies - including ours - to be accountable and responsible in their collection and use of personal data.

Bring the infrastructure of the most trusted cloud in Greece, as well as ensure data sovereignty on a national level, through the development of the local data centers.

2 Foster responsible use of technology

Put our principles for the responsible development and use of AI into practice, not only within Microsoft, but by empowering our customers and partners to do the same and by advocating for policy change.

Provide clear reporting and information on how we run our business and how we work with customers and partners, delivering transparency that is foundational to trust.

3 Advance cybersecurity and digital safety

Invest $20 billion globally over five years, starting in 2021, to advance our security solutions.

Build public-private partnerships to address increasingly complex cybersecurity threats and to safeguard the interests of organizations and individuals.

Lend our knowledge and experience to address illegal and harmful content online and deliver our services so they are tools of empowerment for people and do not contribute, however indirectly, to causing harm.

Initiate and promote conversations as a trusted advisor, with the aim to trigger actionable measures towards cybersecurity in the public and private sectors.

Global

Advance cybersecurity & digital safety

700K+ 🖥
The Microsoft Digital Crimes Unit took down 140 thousand+ malicious websites, disrupted or seized 700 thousand+ malicious domains, and rescued 4.8 million+ victims from cybercriminals globally in the past year.

150+ ✒
Helped recruit more than 150 global technology companies to sign the Cybersecurity Tech Accord, an industry commitment to fundamental cybersecurity principles.

20.5M 🔔
More than 20.5 million nation state-related threat notifications sent to customers over the last three years, giving them actionable information to help them rapidly respond to and protect themselves from digital threats.

24T 📡
24 trillion security signals processed daily worldwide. Blocked 31 billion identity threats, and 32 billion email threats, and used the insights to inform increased protections.

Foster responsible use of technology

⊡ Shared our **open-source tools** to help developers build AI technologies responsibly, enabling them to identify, diagnose, and mitigate issues before deployment.

⊡ Updated our **Reports Hub** to provide a single, consolidated view of key reports and resources related to our commitments and progress.

4
Microsoft Security received the honor of being identified as a leader in four Gartner Magic Quadrant reports in 2021, reflecting our dedication to protecting users and organizations online not only in today's landscape, but with a view to future developments as well.

Respect privacy

1st
We were the first major tech company to extend the rights of the European Union's General Data Protection Regulation to all our consumers worldwide.

Greece

Foster responsible use of technology

Facilitated a first-of-its kind roundtable around Greece's need for a National AI Strategy in partnership with the American-Hellenic Chamber of Commerce in 2019. Government Officials, leaders from major technological companies, associations, academia, research institutes and NGOs, were brought together to agree on a proposal for submission to the relevant Ministry for consideration, to ensure ethical foundations for the use of AI in the country.

Respect privacy

150K

150 thousand users in large and medium size companies in Greece are engaging with our privacy tools, enabling them to control their data and make meaningful choices about how it's used.

54%

54% of the largest Greek organizations* today use Microsoft's Security Solutions to ensure their systems and data are protected. This amounts to multiple thousand employees daily enabled to focus on their work without worrying about security threats.

* Based on Microsoft's internal classification criteria

Advance cybersecurity & digital safety

100%

100% of systemic banks in Greece leverage Microsoft Security tools to fortify their system defenses against malicious breaches and protect their customers' data.

400

400 cybersecurity certifications were delivered across our ecosystem in Greece in the past six months, ensuring our partners have developed the skills and knowledge they need to cater to their own privacy and security needs.

AI

Conducted the first legal studies in the country related to data protection, privacy, cloud computing, and AI under the spectrum of GDPR between 2014-2019.

The new generation of cybersecurity experts

To help mitigate the global shortage of cybersecurity skills, the European Union Agency for Cybersecurity (ENISA), supported by the European Commission, hosts an annual European Cyber Security Challenge (ECSC) for students and university graduates.

For the second year in a row, we were a proud sponsor of the Greek team. But to make sure the young talents of the Greek team receive truly meaningful support, we decided to host a Microsoft Day prior to the competition. The team was invited to our offices in Athens, for a day of open discussions and trainings on cybersecurity and ethics with some of our top subject matter experts.

We look forward to seeing what the talented contestants will achieve in the learnings they'll put to practice following their experience competing in Vienna.

Responsible gaming

Kaizen Gaming is one of the fastest growing GameTech* companies internationally. It owns Betano - active in 8 markets in Europe and Latin America - and operates Stoiximan in Greece and Cyprus. With a focus on technology and people, Kaizen Gaming aims to continually improve its products and services for its customers around the world.

In line with this commitment, Kaizen Gaming partnered with Microsoft engineers to create an application that would flag users' 'irresponsible' gaming activity, in order to take timely action. Built on Azure, the application runs regular evaluations of all Kaizen Gaming customers over fixed periods of time. Utilizing a mix of available data around users' betting activity, it can identify those showing potentially concerning signs and notify the company's Responsible Gaming team to take appropriate action.

* Gaming Technology

Safe sailing

Maritime crews must be very quick to make decisions to sail ships safely. To support them, METIS Cyberspace Technology delivers an AI-driven platform, powered by Microsoft Azure, that combines real-time vessel performance analysis with proactive decision support.

The platform analyzes a wide range of data - from route options, to weather conditions the vessel will encounter in its route, to speed profile, fuel consumption, and other navigational parameters. Based on all these, it predicts what-if scenarios to understand the optimal way of navigating for the vessel to arrive in the best conditions. The crew receives real-time alerts for critical problems and answers on how to overcome them, by simply asking the question in plain English.

"Raw data on its own means nothing," says Mike Konstantinidis, CEO. "AI is a game-changer, turning It into valuable, actionable intelligence."

With over 238 vessels registered on the platform, METIS is now helping its customers confidently navigate international waters using AI.

**The future starts here,
let's build it together.**

Gr for
growth

As we turn the next chapter of Microsoft in Greece, our commitment to continue to enable prosperous future has never been stronger.

We are joining forces here, but with an eye to the world.

We will continue to invest in infrastructure, knowhow, technical expertise, and education - aiming to create an ecosystem of knowledge, innovation, inspiration, and growth, with everyone taking part in this journey.

Citizens, communities, companies, and the public sector. We are here as a partner and an ally, aiming to keep technology as a force of good.

We are optimistic
and excited to continue
working as catalyst
for our ecosystem in
shaping our future by:

➡ Creating a greener and more sustainable future

Lead by example, adopting the most sustainable practices for our operations.

Develop cutting-edge tools for our customers to measure their footprint and take corrective actions.

Help spread awareness on urgency and promote technology to solving defining climate issues of our generation.

➡ Upskilling Greek human potential

Fulfill our goal to skill 100K people in Greece, contributing to digital inclusion, so that no one is left behind in the digital transition.

Further our partners' subject matter expertise to pursue innovation and the solution of complex problems through Advanced Specialization.

Nurture the next generation of cybersecurity experts.

➡ Helping to digitally transform the public sector

Improve efficiency, productivity and speed of our government institutions to best serve its citizens in the new post-pandemic world.

Enable open dialogue in shaping future-ready policies to secure a trusted, fair, and prosperous future for our society.

Address increasingly complex cybersecurity threats through continuous investment in advanced cloud solutions to safeguard public interest and trust.

➡ Enabling accelerated and inclusive economic growth

Equip a vibrant start up community to drive innovation and scale the next best ideas.

Work hand in hand with our customers of any size to upskill and digitally advance their human and organizational capital, so they can access more economic opportunities in an increasingly digital world.

Connect Greece to the biggest cloud infrastructure network in the world, help grow its technology ecosystem, and generate new job opportunities through the building of the 3 new data centers.

Thank you for being part
of our journey so far.

As we consider new challenges
and opportunities that lie ahead,
let's continue working together
to push the boundaries of
imagination, science and
technology to inspire and build
a better future for everyone.
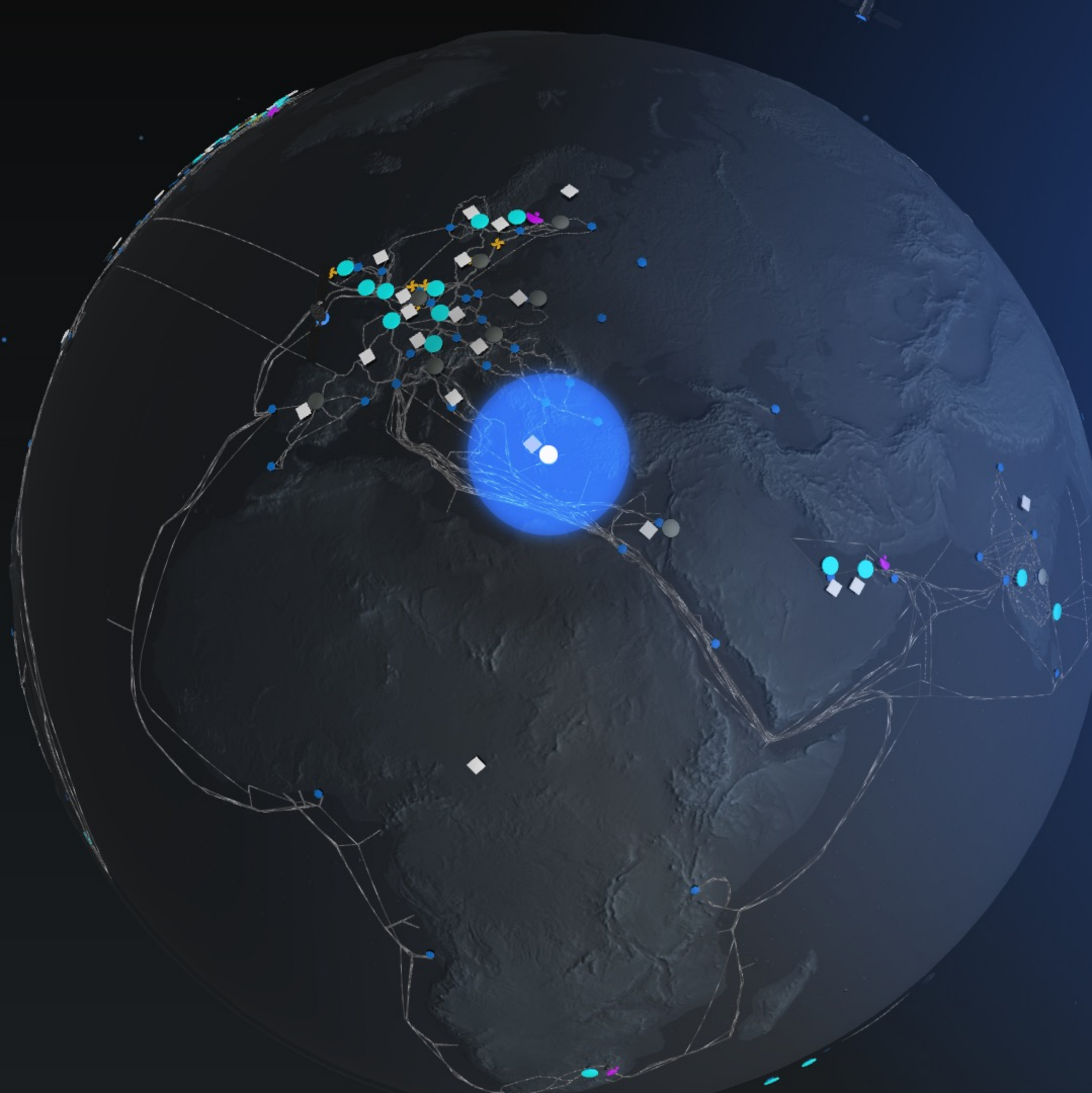
Azure Cloud Infrastructure Map

Coming soon...