IN-HOUSE PRO BONO IN PRACTICE PROFILE: MICROSOFT CORPORATION
October 2018

Microsoft Corporation's Corporate, External & Legal Affairs Department ("CELA" or "the Department") first developed a formal pro bono program in 2003, in an effort to organize and streamline the pro bono work that many attorneys and paralegals were already doing on their own time. Microsoft has been a signatory to the **Corporate Pro Bono Challenge® initiative** since 2006. Throughout its fifteen-year history, Microsoft's pro bono program has taken the lead in developing cutting-edge pro bono initiatives.

In August 2003, Microsoft developed Volunteer Advocates for Immigrant Justice (VAIJ), a joint initiative with the American Bar Association's Commission on Immigration Policy, Practice and Pro Bono, which matched pro bono attorneys with detained immigrants pursuing claims for relief. With the support of several local law firms, Microsoft built VAIJ into a standalone, self-supporting legal services organization headed by an independent full-time staff, placing hundreds of cases with pro bono teams at Microsoft and with other Seattle-area volunteers.

Building on its incredible success with VAIJ, Microsoft moved to expand the scope of its pro bono efforts nationally in serving unaccompanied immigrant children. Together with actress and UNHCR Special Envoy, Angelina Jolie, Microsoft founded Kids in Need of Defense (KIND), a nonprofit organization that recruits and trains law firms, law departments, NGOs, and volunteers to represent unaccompanied juvenile immigrants and to advocate for policy changes. In 2012, VAIJ became the Seattle office of KIND. KIND is now Microsoft's signature pro bono partner in the United States.

"Microsoft's mission is to empower others to achieve more," said Microsoft's General Counsel, Dev Stahlkopf. "Those of us who are legal professionals have scarce skills that can empower those at the margins to achieve more. We should use those skills to evolve and grow our pro bono efforts." In addition to its immigration signature project, Microsoft's pro bono program offers an array of projects in other areas of need. In 2018, Microsoft further invested in pro bono by creating a full-time position to lead its robust pro bono program.

General Program Information	
Offices with Legal Staff	HQ: Redmond, Washington; other offices with legal personnel are located throughout the United States, including: Albany, NY; Alpharetta, GA; Annapolis Junction, MD; Arlington, VA; Atlanta, GA; Austin, TX; Bellevue, WA; Boulder, CO; Boydton, VA; Burlington, MA; Cambridge, MA; Centennial, CO; Charlotte, NC; Chevy Chase, MD; Cheyenne, WY; Chicago, IL, Eagle, CO; Edina, MN; El Paso, TX; Elkridge, MD; Enumclaw, WA; Fargo, ND; Fort Lauderdale, FL Hamburg, NJ; Hortonville, WI; Houston, TX; Independence, MO; Irvine, CA; Irving, TX; New York, NY Newcastle, WA; Overland Park, KS; Pittsburgh, PA; Quincy, WA; Reston, VA; Roseburg, OR; Sacramento, CA; Salt Lake City, UT;

	San Antonio, TX; San Francisco, CA; Seattle, WA; Southfield, MI; Stamford, CT; Stone Lake, WA; Sunnyvale, CA; Washington, DC; and Winter Garden, FL. Microsoft also has offices with legal staff in 55 countries.
Size of Legal Department	United States: 389 attorneys; 688 non-lawyers International: 175 attorneys; 179 non-lawyers
Pro Bono Leadership Structure	The pro bono program sits within the General Counsel's office. The Pro Bono Steering Committee is comprised of members of each of the legal teams within the United States and the regional leads for pro bono efforts outside of the United States. Non-lawyers are eligible to serve on the Committee, and several non-lawyers are current members. Committee members commit to a term of two years, but terms may be extended. A member of the legal department's Senior Leadership Team serves as the Executive Sponsor of the pro bono program. In 2018, Microsoft created a full-time pro bono lead position.
Pro Bono Policy	Microsoft adopted a pro bono policy in 2008. The policy provides an organizational framework for the pro bono program and provides guidance and direction to employees interested in performing pro bono services. • **Participation**: The Department encourages legal professionals to do pro bono for a variety of reasons, including corporate citizenship, personal and professional development, and fulfillment of the ethical obligation under ABA Model Rule of Professional Conduct 6.1 to provide pro bono services. Although participation is not required, engagement in pro bono work is viewed favorably. • **Teamwork**: Employees are encouraged to work in teams and with members of other departments on pro bono matters, so long as all members of the team receive training. • **Conflict Checking**: Employees should avoid conflicts of interest. The Pro Bono Steering Committee assists in resolving conflicts questions. • **Ethical Considerations**: Employees are responsible for ensuring they are licensed to provide pro bono service in their jurisdiction, in accordance with the rules governing pro bono by registered in-house counsel.

	• **Use of Company Equipment and Resources**: Employees may be reimbursed for reasonable expenses in, and may use corporate resources for, pro bono matters. • **Correspondence**: When business email accounts are used for pro bono, the email must state that it is related to the personal delivery of pro bono services. Official company letterhead is not used for pro bono matters.
Mandatory Pro Bono	Pro bono participation is voluntary. Microsoft encourages attorneys who work at the corporate headquarters in Redmond, WA, to follow the Washington State Rules of Professional Conduct, which calls for attorneys to aspire to render at least thirty (30) hours of pro bono public service per year.
Communications	The Pro Bono Steering Committee uses a variety of formats to communicate about the pro bono program and to recruit volunteers, including emails, newsletters, internal sites, and personal outreach from colleagues and Steering Committee members.
Recognitions/Awards	Microsoft recognizes pro bono efforts across the Department and presents individual pro bono awards at a Department All Hands Meeting each year. Both attorneys and non-attorneys are eligible for this award. A call for nominations is sent to the entire department, and the Pro Bono Steering Committee selects the award recipients based on the nominations received. In addition to department-wide recognition, recipients receive a crystal award. Microsoft also recognizes pro bono efforts internally through the Impact of the Month Award. Recipients receive recognition in a Department-wide email for their efforts. Microsoft also has received external recognition for its pro bono efforts, including the following: • In 2016, Microsoft and Perkins Coie* won an APEX ("Acknowledging Professional Excellence") Award from the Washington State Bar Association (WSBA) for their efforts to provide support to DACA applicants in the Puget Sound Area, in partnership with the Northwest Immigrant Rights Project (NWIRP). • In 2017, Microsoft UK won the LawWorks Pro Bono Award for "Best In-House Contribution" for its work with Kids in Need of Defense UK. Microsoft partnered with Covington

	and Burling* to establish KIND UK, which prepares applications for long-term residency for children who have been living in the UK for at least seven years but have no legal right to reside there. Each case is typically assigned one Microsoft lawyer and two Covington & Burling lawyers who have received immigration law training.
Tracking Pro Bono	Microsoft uses the Benevity platform to internally track volunteer hours across the company, including hours spent on pro bono legal services. Employees are not required to report volunteer hours, but they receive incentives for reporting their service. Microsoft donates to the nonprofit that received the pro bono or volunteer service $25 for every hour of pro bono or volunteer service provided by a Microsoft employee. The Department also reaches out to its pro bono partners, such as KIND, to track the number of volunteers and number of clients served annually. The Department is also in the process of developing a way to track whether its outside firms do pro bono.
Partnerships	In the United States, the Department shares information and ideas related to pro bono with several outside firms and a few attorneys have participated in clinics and trainings organized by an outside firm. The Department also has established pro bono opportunities with law firm and nonprofit organization partners, detailed below. Outside of the United States, there have been several instances where the Department has partnered with outside firms to provide pro bono, specifically: • In the UK, the Department partnered with Covington & Burling* to provide legal services to immigrant children through the KIND UK office. • In India, the Department partnered with a firm to provide pro bono intellectual property support to a nonprofit that develops medical technology for newborns and infants. This work was recognized by TrustLaw for an Innovation Award.
Professional Liability	The Department partners with legal services organizations that provide professional liability insurance covering pro bono work.
Non-Lawyer Involvement	Non-lawyers participate in the pro bono program and on the Pro Bono Steering Committee.

Representative Pro Bono Projects	
Immigration (U.S.)	• **Kids in Need of Defense (KIND).** Microsoft's signature pro bono program involves representing unaccompanied minors in their immigration proceedings. About 75 lawyers and non-lawyers participate year over year. The pro bono project ties to Microsoft's overall corporate philosophy with respect to supporting immigrant and refugee communities worldwide. Microsoft also has representation on KIND's board. • **DACA Clinic.** At a monthly clinic on Microsoft's Redmond campus, volunteers help applicants for Deferred Action for Childhood Arrivals (DACA) prepare their government application forms. Microsoft partners with Northwest Immigrant Rights Project (NWIRP) on this project. • **U Visa Project.** Microsoft volunteers prepare government application forms and supporting documents for U visa applicants. Microsoft partners with NWIRP on this project. • **International Refugee Assistance Project (IRAP) Case Support.** In partnership with IRAP, volunteers supervise law students working on cases to assist applicants for Special Immigration Visas and handle individual cases.
Immigration (Outside U.S.)	• **Kids in Need of Defense UK (KIND UK).** In partnership with Covington & Burling and KIND UK, volunteers help clients – children who have been living in the UK for at least seven years but have no legal right to do so – prepare applications for long-term residency. • **Central American Minor Project.** In partnership with KIND, volunteers aid minor children living in Central America who have a parent lawfully residing in the United States to prepare a refugee resettlement petition to file with US immigration officials. Volunteers also prepare appeals on behalf of children whose petitions are denied. • **Legal Help 4 Integration.** Microsoft and White & Case's* offices in Sweden held a clinic to provide free legal advice to recently resettled refugees living in Sweden on topics such as creating a business, finding employment, or educational opportunities. Microsoft's office in Sweden also hosted a training on intellectual property law for recently resettled refugees.
Nonprofits and small businesses	• **Nonprofit and Microenterprise Legal Clinic.** In partnership with nonprofit organization Wayfind, Microsoft volunteers provide free business law consultations to small business owners and nonprofit staff

	• **US Patent and Trademark Office (USPTO) Pro Bono Program.** Volunteers with intellectual property law and patent expertise assist low-income individual inventors and small business inventors with their patent applications.
Criminal justice	• **Freedom Friday.** Volunteers conduct file reviews and document requests for assistance submitted to the Innocence Project Northwest by individuals convicted of crimes with claims of innocence. • **Seattle Clemency Project.** Working with the Seattle Clemency Project, volunteers aid incarcerated individuals in preparing clemency petitions and appearing before the State Clemency Board as required.
Veterans	• **Combat-Related Special Compensation Application Support.** In partnership with National Veterans Legal Services Program (NVLSP), volunteers serve veterans eligible to request compensation based on injuries sustained during combat by assisting them with preparing applications and supporting documents.
Vulnerable communities	• **Neighborhood Legal Clinics.** Microsoft has various opportunities for volunteers to assist low-income individuals in need of an attorney referral for a civil legal issue by providing a 30-minute consultation to review their legal needs. Partners include Eastside Legal Assistance Program (ELAP) and King County Bar Association.
Family law	• **Domestic Violence Impact Project.** In partnership with Perkins Coie*, Davis Wright Tremaine*, and various shelters and nonprofits in the Seattle area, volunteers help victims of intimate partner violence who are seeking protection orders by drafting statements to support their protection order requests.
Lessons Learned	
Global pro bono is rich with opportunity	Identifying pro bono partners in the United States, developing relationships with them, and evangelizing promoting the pro bono opportunities they offer has been relatively easy given the legal profession's longstanding history and culture of pro bono service in in the United States. By contrast, growing a pro bono program outside the United States has been more challenging because many countries do not have a culture of or need for pro bono legal services, and Microsoft's international legal teams may not have the

	bandwidth or infrastructure to pursue pro bono projects. The Department has overcome some of these barriers by partnering with law firms on global pro bono projects.
Recruit volunteers through personal stories	Having volunteers share their experiences is a powerful recruitment tool. When colleagues talk about their pro bono experiences, it inspires others to get involved. They see that their peers, who also have busy lives, make time for pro bono, and they hear how pro bono benefits not just the clients served but also those who volunteer.
Be inclusive of non-lawyers	In a legal department with a range of disciplines, messaging around pro bono must be inclusive and not attorney-centric. Microsoft's legal department includes many professionals who are not attorneys and who are interested in using their skills to support the pro bono program. Therefore, Microsoft defines pro bono broadly to include work performed by non-lawyers on pro bono legal matters, and highlights opportunities for attorneys and non-attorneys alike to participate.
Measure success by impact	Defining success is not just about the number of volunteers. Although the number of employees who volunteer in a given year is often used to gauge the success of a pro bono program, it is just as important to consider volunteer impact and celebrate and promote big wins. Pro bono volunteers are encouraged to share their success stories with the Department.
Pro bono enhances the corporate mission	Pro bono allows the legal department to help drive Microsoft's company mission to "empower every person and every organization on the planet to achieve more." It also gives the legal department the ability to flex and grow as legal and business professionals, honor their ethical obligations as attorneys, partner with colleagues across the company, and learn from the clients and organizations that they help serve.

*denotes a **Law Firm Pro Bono Challenge®** Signatory

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