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April 21, 2020

David Sassoli, President of the European Parliament  
European Parliament  
Bâtiment Paul-Henri Spaak 09B011  
Rue Wiertz 60  
1047 Brussels  
Belgium

Dear President Sassoli,

A lot has happened since our meeting at Davos just a short while ago. I have been following the situation in Italy and across Europe more broadly—and wanted to take a moment to connect and update you on the work we are doing to support European citizens and businesses at this difficult time.

We are focusing on three key areas to provide support:

- Ensuring the public has timely and [authoritative information](#) on COVID-19;
- Supporting small and medium size businesses through an [economic support package](#) and other measures; and
- Enabling people to connect remotely, including by providing free access to education resources for teachers and students.

### **Delivering the most accurate information on COVID-19**

Every day, people [come to Google](#) to search for medical information, travel advisories and prevention tips. For the last few weeks, Google Search has been deploying an '[SOS Alert](#)' (our tool for providing timely, actionable information in times of crisis) to connect people with local, authoritative information from health ministries.

More recently, we have launched a COVID-19 [microsite](#), tailored specifically to the needs of every EU country, to provide the most up-to-date local information and advice to European citizens. It's a one-stop-shop for anyone searching for information on COVID-19, covering symptoms, prevention and treatment with all content drawn directly from health ministries and the World Health Organization. Site visitors can access data and insights on the virus.

To help governments disseminate information, we are providing \$99 million in advertising grants to help key Ministries and health organizations in Europe promote critical information related to COVID-19. As part of this program, it is our intention to provide \$1 million in grants for the European Parliament.

Across our products, we are safeguarding users from phishing, misleading practices, conspiracy theories, malware and misinformation—and we are constantly monitoring for new threats. Beyond this, when users search for content related to COVID-19 on YouTube, we display an information panel pointing to information from the WHO and national Ministries.

On Google Ads, our policies do not allow ads that seek to capitalize on or lack reasonable sensitivity towards an event like coronavirus, resulting in millions of ads blocked over the last few weeks. We are making [exceptions](#) for COVID-19-related ads from government organizations and select advertisers who aim to inform the public.

We are also seeking to use data to help inform government decision makers. Recently, we launched our [COVID-19 Community Mobility Reports](#)—available for all EU countries—to provide insights into what has changed in response to government calls to stay at home. These reports use aggregated, anonymized data to chart movement trends over time, always adhering to our stringent privacy protocols.

Furthermore, we recently [announced](#) a partnership with Apple that will enable Android and iOS devices to be leveraged in the fight against COVID-19. Specifically, Google and Apple will enable the use of Bluetooth technology to help governments and health agencies reduce the spread of the virus through contact tracing, with user privacy and security central to the design.

Lastly, we are working directly with governments to protect government websites with Google Cloud's Content Delivery Network and to provide the public with up-to-date information on COVID-19. Our chatbot and contact center solutions are helping governments respond to thousands of citizen inquiries at scale.

## **Support for businesses**

While we are working to make sure people remain informed, we are also cognizant of the significant challenges faced by businesses during this time—particularly small-and-medium-size enterprises. To that end, in Europe, we have made over \$115 million of free advertising available for SMEs with active Google accounts as part of a broader global package of support for governments and businesses.

As more businesses rely on connecting at home to maintain productivity, we're also [offering](#) free access to advanced Google Meet video conferencing capabilities so they can stay in touch with customers, employees and suppliers. More information can be found [here](#).

As businesses adjust to [remote working](#), we are starting to see interest in topics such as productivity, technology, and digital transformation on Google Search; we've also seen a threefold increase in uptake of our training courses across Europe. Our [Grow with Google](#) program, focused on supporting SMEs, will continue to offer free online tools and learning resources for small and medium businesses in Italy, and we provide Google Cloud training courses at no cost to help ease this transition.

### **Support for learning and researching**

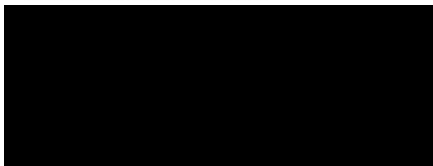
As soon as schools began to close last month, we worked with Ministries of Education to rapidly shift students to entirely remote learning. Our engineers worked around the clock to speed up the enrollment process in our free tools for education; they even made a virtual help desk available for timely activation and support.

Our newly launched [Teach from Home](#) hub provides information, training, and tools to help instructors keep teaching from home. On YouTube, [Learn@Home](#) gathers resources for families from YouTube's most popular learning channels, and our [YouTube Learning hub](#) centralizes high-quality educational content from across YouTube. All of these resources are available in every EU country in English today and will expand to many more languages in the coming days.

In addition, we're providing \$20 million in Google Cloud credits to help academic institutions and research organizations as they study potential therapies and vaccines, track critical data, and identify new ways to combat COVID-19. Researchers who need Google Cloud capacity for work on COVID-19 can learn how to apply for credits on our [Google for Education](#) site

These are, no doubt, very challenging times—and we stand ready to support your efforts in dealing with this crisis, however possible. I hope some of the measures outlined above prove valuable as businesses and citizens navigate the uncertainties presented, but please do not hesitate to reach out personally at any time.

Sincerely,



CEO, Google and Alphabet

**From:** [REDACTED]  
**Sent:** 27 April 2020 11:58  
**To:** CourierOfficiel-Cabinets  
**Subject:** FW: Letter to President Sassoli from Google CEO [REDACTED]  
**Attachments:** SIGNED\_Sundar Letter to EU Parliament President - COVID-19.pdf

**Categories:** [REDACTED]

Pour enregistrement officiel svp  
Merci beaucoup  
Bonne journée,  
[REDACTED]

**From** [REDACTED]  
**Sent:** 27 April 2020 12:38  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Letter to President Sassoli from Google CEO Sundar Pichai

Dear [REDACTED],

I hope this mail finds you safe, sane and at home during this difficult time.

I would be grateful if you could bring the attached letter from Google CEO, [REDACTED], to the attention of President Sassoli.

Supporting Governments and Institutions in the fight against COVID-19 is a priority for Sundar.

We are already working with the EU Parliament, e.g. providing support to spread critical COVID-19 related information to European citizens and discussing how contact tracing systems can be as effective and privacy compliant as possible.

Allow me to reiterate the availability of Sundar to discuss with President Sassoli about the measures already in place and how Google could further support Europe in this delicate phase.

Thank you very much for your availability.  
We remain at your disposal for any further information or initiative.

Best regards,

[REDACTED]

[REDACTED]  
• Director Government Affair and Public Policy South Europe

[REDACTED]

***Diversity is being invited to the party, inclusion is being asked to dance at the party.***