





We combine the power of automation with artificial intelligence (AI) and our solutions may be employed by our customers to drive AI-powered automations and design end-to-end artificial intelligent systems ("AI Systems").

We believe it is important that humans are freed from the futility of repetitive work, while they remain in the driver's seat with respect to the decision-making process. We look at AI Systems as human-enabling tools. People should decide when to employ them and should have the option to influence and interpret the results and decisions made by an AI System.

We are committed to meeting the needs of customers and have the following guiding principles and approach to building AI solutions tailored for the enterprise environment: open, flexible, and responsible.

## We believe in the power or responsible AI, and are guided by the following principles:

- (i) **Safeguards for data protection.** AI Systems should be designed, developed, implemented, and used with a strong focus on protecting personal data, to foster trust and demonstrate commitment to respecting privacy rights.
- (ii) **Human -centricity and transparency.** Al Systems should employ guardrails and tests that can account for uncertainties in Al models, flagging issues, and requesting human review when necessary.
- (iii) **Technical and security robustness.** Security should be at the core of any AI System implementation, to ensure the reliability, stability, and protection of AI systems against technical failures, vulnerabilities, and malicious activities.
- (iv) **Empowering digital education and upskilling.** Al Systems should be leveraged to enhance the effectiveness of upskilling initiatives while equipping individuals with capabilities to navigate through Al technologies with dedicated training initiatives.

It is our view that AI Systems need to be assessed in view of sound and reasonable principles and we consider it our duty to further promote these to our partners and customers.