

Parloa's Responsible AI Policy

1. Purpose

The purpose of this Responsible AI Policy is to guide Parloa in the development, deployment, and use of Artificial Intelligence (AI) technologies in an ethical and responsible manner when using “AI Systems”. An AI system is a combination of software and hardware designed to perform tasks that typically require human intelligence. These tasks can range from simple pattern recognition to complex decision-making processes. This policy outlines the principles that the company and its employees must follow to ensure that AI Systems are designed and used in a way that respects human rights, promotes fairness, and enhances the well-being of all stakeholders.

2. Scope

This policy applies to all employees, contractors, and partners of Parloa involved in the research, development, deployment, and use of AI technology driven Parloa products and services.

3. Policy

- 3.1. Respect for Human Rights.** Parloa is committed to respecting and upholding human rights in all its AI-related activities. AI systems must be designed and used in a way that respects the rights to privacy, non-discrimination, and freedom of expression, among others.
- 3.2. Fairness and Non-Discrimination.** AI systems must be developed and used in a manner that is fair, unbiased, and inclusive. Parloa will actively work to identify and mitigate biases in AI systems, ensuring that they do not perpetuate or exacerbate existing inequalities.
- 3.3. Privacy and Data Protection.** Parloa will prioritize the privacy and data protection of individuals when designing and using AI systems. The company will comply with all applicable data protection and privacy laws and adhere to industry best practices for data handling and storage.
- 3.4. Transparency and Explainability.** AI systems used by Parloa must be transparent in their operation, and the company must provide clear explanations of the logic and reasoning behind AI-generated outputs. Parloa will maintain a centralized system for AI governance and compliance efforts (“AI System of Record”) that provides comprehensive transparency across the organization of proposed and active AI efforts and will ensure that the organization is trained and has necessary access to the system for their ongoing work and reporting. Stakeholders should be able to understand how AI systems work and the basis for the decisions they produce.
- 3.5. Accountability and Responsibility.** Parloa holds itself accountable for the ethical use of AI. The company is responsible for ensuring that AI technologies align with this policy and for addressing any adverse impacts resulting from their use.

- 3.6. Safety and Security.** AI systems must be designed, developed, and used with a focus on safety and security. Parloa will prioritize the protection of individuals and society from potential harm and will work to minimize risks associated with AI technologies.
 - 3.7. AI for People.** AI systems should be designed to augment and empower human decision-making, not replace it. Parloa will promote human-AI collaboration and ensure that humans retain control over AI systems.
 - 3.8. Environmental and Social Sustainability.** Parloa will strive to develop and use AI technologies in a manner that promotes environmental and social sustainability, minimizing negative impacts on the environment and communities.
- 4. Implementation and Monitoring**
- 4.1. Responsible AI Committee.** Parloa will establish a Responsible AI Committee responsible for overseeing the implementation of this policy, providing guidance on ethical AI practices, and monitoring the company's AI-related activities for compliance with these principles.
 - 4.2. Training and Education.** Employees involved in the research, development, deployment, and use of AI technologies must receive appropriate training on responsible AI and the principles outlined in this policy.
 - 4.3. Collaboration and Stakeholder Engagement.** Parloa will actively engage with stakeholders, including employees, customers, partners, and regulators, to promote dialogue, share knowledge, and collaborate on ethical AI practices.
 - 4.4. Periodic Reviews.** The Responsible AI Committee will conduct periodic reviews of the company's AI-related activities to ensure adherence to this policy, identify emerging ethical risks, and recommend updates to the policy as necessary.
- 5. Enforcement Violations** of this policy may result in disciplinary action, up to and including termination of employment, in accordance with Parloa's disciplinary policies and procedures.
- 6. Policy Review** This policy will be reviewed by the Responsible AI Committee annually or as needed, based on the evolution of AI technology and the regulatory landscape. Any changes to the policy will be communicated to all employees.