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Inetum Responsible Artificial Intelligence Charter

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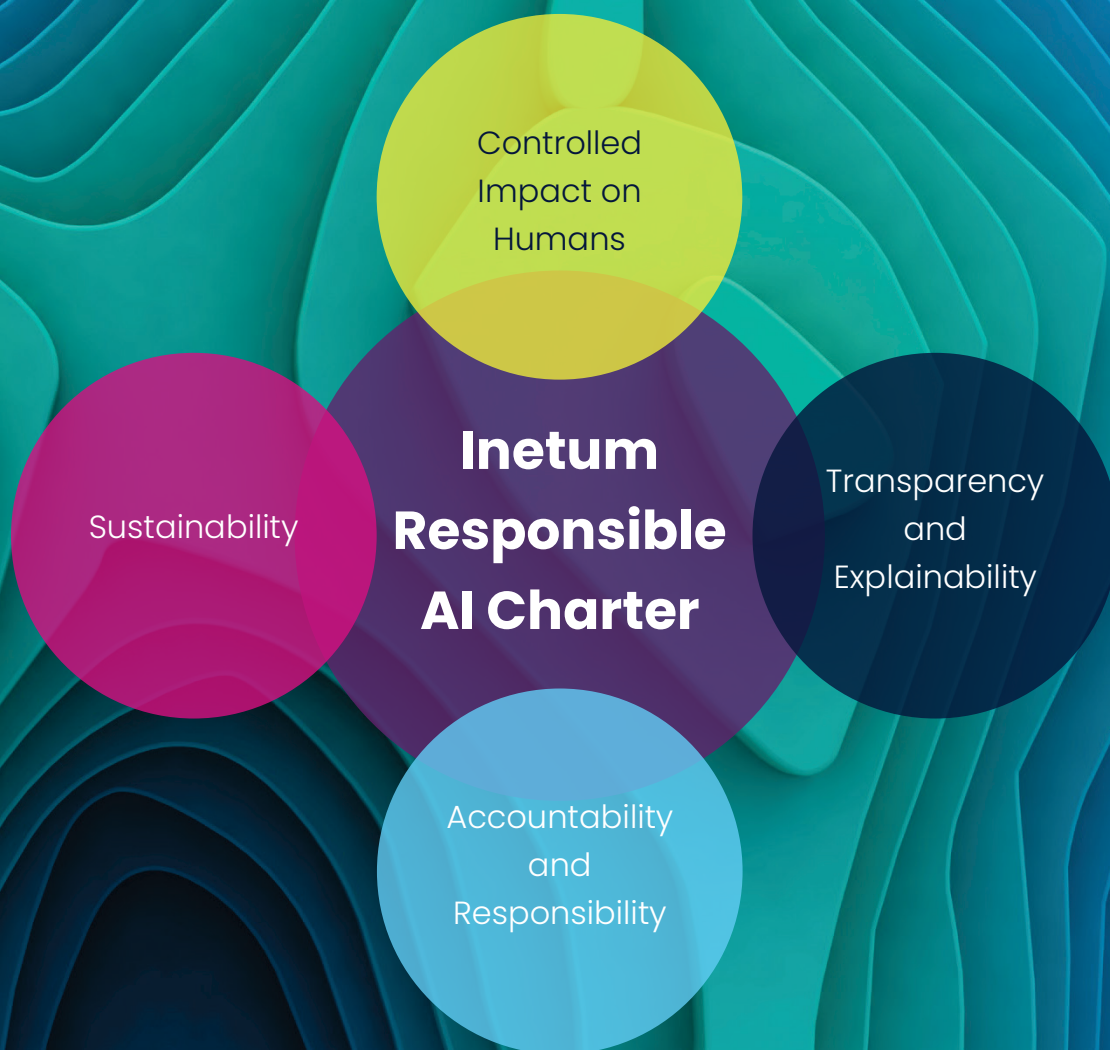


Introduction

Aligned with the principles outlined in its Group Code of Ethics, Inetum believes that the potential of AI technologies should be harnessed responsibly, ensuring their secure, ethical, and compliant use in a manner that respects the rights and dignity of all individuals. Accordingly, Inetum considers that any activities involving AI solutions must be guided by the values set forth in this Charter.

The responsible values outlined below guide the use of AI solutions within Inetum's internal operations such as Human Resources, Sales, and Management, as well as in the delivery of services to our clients. These principles are intended to foster trust and create value for organisations and their stakeholders.

These values take into account the applicable laws and regulations governing AI, as well as its broader societal implications. By ensuring that these technologies adhere to ethical standards, Inetum seeks to mitigate risks and enhance positive outcomes. This approach enables innovation to thrive within a clearly defined and responsible framework.



1 Controlled Impact on Humans

1.1 Human-centered AI

AI solutions should be designed to benefit humans and uphold fundamental human rights.

Inetum intends to develop and deploy AI technologies that respect that human rights. Assessment of AI solutions and their impacts, along with the governance structures in place at Inetum, help to clearly define the intended purpose of each AI solution and to ensure alignment with these principles.

Inetum maintains appropriate human oversight throughout the use of AI solutions, particularly in AI application areas deemed critical, sensitive, or classified as “high risk”.

1.2 Privacy

The privacy and confidentiality of information relating to our employees, customers, and all relevant stakeholders must be safeguarded against any risk arising from the use of AI solutions.

Inetum manages information responsibly and with due respect for all parties involved. The use of AI solutions is conducted securely and ethically to ensure that personal data is protected, based on clear consent or other legitimate legal grounds.

1.3 Fairness

Use of AI solutions should not reinforce existing biases or introduce new ones.

All AI-based solutions should be developed with the aim of supporting fair and unbiased human decision-making and not resulting in discrimination.

Inetum monitors and corrects any biases that may emerge in the AI solutions it develops or uses internally.

Furthermore, Inetum may advise clients and support them in implementing processes to analyze and address the purpose, constraints, and requirements of their AI solutions.



2 Transparency, Explainability and Reliability

2.1 Transparency

Users should be made aware of the partial or full use of AI solutions, and the purpose of such solutions should be clearly communicated.

Inetum ensures these principles are applied to the AI solutions it designs and develops. Additionally, Inetum may support its clients in fulfilling these requirements, notably by documenting the solutions or providing user training at clients' request.

2.2 Explainability

Beyond transparency, **decisions made by AI, as well as the processes embedded within AI solutions, should be understandable to users and stakeholders.** This means that AI solutions must be designed to be as traceable and comprehensible as possible, enabling transparent explanations of the outcomes they produce.

2.3 Reliability

AI solutions should deliver results that align with expectations.

Where achievable, mechanisms for human oversight and data verification are integrated to prevent erroneous outputs.

When direct verification by Inetum team is not feasible, Inetum takes care to select AI models from providers who uphold the same standards of data reliability.

3 Accountability and Responsibility in Use

3.1 Lawful Use

The development and use of AI solutions must comply with all applicable laws and regulations.

Inetum is committed to the responsible use of AI and to full compliance with relevant legal frameworks, including, where applicable, the European AI Act and the GDPR. Our approach to deploying AI technologies is firmly rooted in adherence to legal requirements.

3.2 Accountability

Humans must retain control over AI solutions and establish risk management policies and mechanisms to address issues when they occur.

At Inetum, an appropriate AI governance framework is in place, specifically designed to monitor and assess the outcomes of AI usage and to address any impacts appropriately.

This includes continuous monitoring and evaluation procedures to detect and correct any inaccuracies or errors generated by AI solutions. This commitment to accountability ensures that the deployment and operation of AI solutions remain aligned with legal requirements, ethical standards, and organizational objectives.

3.3 Resilience and Security

Resilience and security considerations must be embedded in all AI-related activities, from design through to implementation.

Inetum assesses the risks that AI solutions are protected against vulnerabilities that could be exploited by malicious actors, whether in data, models or infrastructure. Their design and architecture must guarantee security and, where applicable, operational resilience.

4 Sustainability

4.1 Societal and Environmental Responsibility in AI Projects

As part of its AI-related activities, Inetum evaluates the societal and environmental impacts throughout the design, development, and deployment of AI solutions. These considerations may be integrated into project assessments and associated practices to support a responsible and sustainable approach.

4.2 Awareness and Education for Responsible AI Use

Educating employees on the proper use of AI solutions and raising awareness of their impact is essential

Inetum is committed to informing and empowering its employees — and anyone operating or using these systems on its behalf — regarding the responsible use of AI and its implications for security, ethics, and compliance. At Inetum, comprehensive training and awareness programs are established to help employees understand how to use AI appropriately in their work and to grasp the broader consequences of its application.



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