

Concentrix Generative AI Statement

Purpose

Our use of generative AI technology in our business operations will be guided by our commitment to fairness, accountability, transparency, privacy, safety, and continuous improvement. By following these principles and procedures, we aim to ensure that our use of generative AI technology contributes to the greater good and provides meaningful benefits to our customers and stakeholders.

The purpose of this Statement is to outline the guidelines and procedures for the use of generative artificial intelligence (AI) technology within our organization.

Definitions

Generative AI: A type of AI technology that generates content, such as text, images, or video, based on patterns learned from training data.

Overview of Benefits and Limitations

What Generative AI Services Can Do:

- Generate content, such as text, images, or video, based on patterns learned from training data.
- Provide predictions or recommendations based on input data or patterns.
- Identify patterns or anomalies in data.
- Automate routine tasks or processes based on learned patterns.
- Provide creative prompts or ideas for various applications.

What Generative AI Services Cannot Do:

- Guarantee the accuracy or reliability of their outputs, as they may be subject to biases or errors in the training data or algorithm.
- Provide up-to-date information on rapidly evolving topics or current events.
- Understand or recognize all cultural or social nuances and may generate outputs that are culturally or socially inappropriate or offensive.
- Provide professional or specialized advice, such as medical or legal advice.
- Engage in activities that violate ethical or moral principles.

Overall Guidelines

- **Do not** use third party vendor applications (i.e., ChatGPT, Bard, MidJourney, Stable Diffusion, DallE, Whisper, Eleven Labs) with any internal or client data (data is not private) without having received the necessary approvals.
- **Do not** trust any AI outputs as accurate, up-to-date, or factual.
- **Do not** use not-human-reviewed AI outputs across any final internal or client deliverables.
- **Do not** share any private information with third party AI services.

· **Do not** build or offer internal or client AI solutions without reviewing and approving them with our AI governance team first (security, privacy, compliance, scalability, accessibility, sustainability, risks, costs).

Guiding Principles

Our use of generative AI technology will be guided by the following principles:

- 1. Fairness and Non-Discrimination:** We will strive to ensure that our use of generative AI technology is fair and non-discriminatory and does not result in bias or discrimination based on protected characteristics such as race, religion, age, gender, or disability. We will assess the accuracy, representativeness, and relevance of the data used to train our AI models and evaluate the likely effects and consequences of AI decisions on different groups to ensure that they are acceptable.
- 2. Human Control and Accountability:** We will ensure that our generative AI systems permit human oversight and control, and that we take responsibility for the decisions made by our AI systems and any actions taken as a result of those decisions. We will establish clear lines of accountability and appropriate human oversight to prevent unintended consequences.
- 3. Transparency and Privacy:** We will be transparent in our use of generative AI technology and declare the data used to train our AI models and systems. We will provide both process-based and outcome-based explanations to users about the governance and decision-making of the AI system. We will respect the privacy rights of individuals and comply with applicable laws and regulations regarding the collection, use, storage, processing, retention, and deletion of personal data. Each AI system will have a separate privacy notice that explains the collection, use, storage, processing, retention, and deletion of personal data required for that AI system.
- 4. Greater Good and Social Benefit:** We will prioritize the development and use of generative AI systems that provide social benefit and contribute to the greater good, while avoiding AI systems that may cause harm or have negative impacts on individuals or society.
- 5. Safety and Security:** We will take steps to mitigate any potential risks associated with the use of generative AI technology, including developing fail-safe mechanisms, and testing for potential unintended consequences.
- 6. Continuous Improvement:** We will continuously review and evaluate our use of generative AI technology to ensure that it aligns with our cultural values and operating principles. We will seek to improve our AI systems and processes over time to enhance their effectiveness, efficiency, and ethical standards.

Procedures

Our use of generative AI technology will be governed by the following procedures:

1. **Training Data Selection:** We will carefully select and curate the training data used to train our generative AI models, in order to minimize the risk of bias or discrimination. We will also assess the accuracy and representativeness of the data.

2. **Model Selection and Evaluation:** We will use established best practices to select and evaluate generative AI models, including testing for accuracy and fairness.

3. **Human Oversight and Intervention:** We will implement procedures to ensure that human oversight and intervention is integrated into our use of generative AI technology, in order to detect and correct errors or biases.

4. **Monitoring and Auditing:** We will regularly monitor and audit our use of generative AI technology to ensure that it remains aligned with our guiding principles and procedures.

5. **Privacy and Data Protection:** We will comply with applicable laws and regulations regarding the collection, use, storage, processing, retention, and deletion of personal data and implement appropriate security measures to protect personal data from unauthorized access or misuse. We will also provide users with a clear understanding of how their data will be used by the generative AI system and obtain their consent where necessary.

6. **Training and Education:** We will provide adequate training and education to our employees who will be working with generative AI technology, in order to ensure that they understand the ethical and practical considerations involved.

7. **Documentation and Communication:** We will maintain comprehensive documentation of our use of generative AI technology, including the data used, models selected, and decisions made. We will also communicate transparently and clearly with stakeholders about our use of the technology, including its potential benefits and risks.

8. **Testing and Validation:** We will thoroughly test and validate our generative AI systems before deploying them and monitor their performance closely to ensure that they continue to meet our guiding principles and procedures.

9. **Continuous Improvement:** We will continuously seek to improve our use of generative AI technology, based on feedback from stakeholders and advances in the field. We will also regularly review and update this statement to ensure that it remains up-to-date and effective.