## Purpose

This policy outlines Protech Group's (Protech) objectives and commitments to the ethical and responsible use of artificial intelligence (AI) technologies. It defines the roles and responsibilities necessary to ensure that AI is used in a manner that aligns with our brand promise of *Quality People. Every Time*, and our purpose to be a *positive influence in people's lives*.

## Scope

This policy applies to all Protech Group entities and incorporates both internal and field employees when acting on behalf of Protech, and other persons engaged in the achievement of Protech's strategic goals.

## Objectives

Protech will develop a culture which promotes the ethical use of AI. This will be accomplished by embracing the elements of best practice AI management such as:

- Ensuring transparency in AI decision-making processes.
- Reducing biases in AI algorithms and systems and protecting user privacy and data security.
- Continually improving practices to ensure Protech is a leader in ethical AI use.
- Complying with all legal and regulatory requirements related to AI.

## Responsibilities

Protech recognises that our activities involving AI may have significant impacts and acknowledges that ethical AI management is central to our future. As such, Protech stakeholders have a responsibility to act in accordance with our values and our adopted AI practices. This requires all stakeholders to:

- Define clear governance structures and accountability mechanisms. This includes specifying who is responsible for the oversight and management of AI agents
- Implement robust safety protocols to mitigate risks associated with AI agents. (Agentic AI) This involves continuous monitoring, testing, and updating of AI systems to prevent unintended consequences
- Adequately assess and mitigate risks associated with AI technologies.
- Adopting best practices in AI deployment and ensure AI systems utilisation is fair, accountable, and transparent.
- Avoid overreliance on AI for decisions and ensure human oversight of AI content.
- and ensuring that AI training, and the data used for AI training remains human generated.

## Commitment

Protech management, employees, and stakeholders are committed to:

- Ensuring that implementation of any application that utilises AI must be approved by the Managing Director
- Considering ethical perspectives and complying with regulatory, legislative, and statutory requirements related to AI.
- Managing Protech's participation in industries with significant AI impacts to support ethical practices.
- Communicating breaches of our AI obligations and assisting team members to improve AI management.
- Contributing to the continuous improvement of our AI initiatives.
- Conducting regular reviews of associated practices to ensure compliance.
- Acting with integrity and in accordance with Protech values at all times in relation to AI.
- Ensuring that any AI generated content is reviewed and approved prior to it being used for any decision making.
- Make AI operations transparent and ensure that AI decisions can be explained and understood by humans. This helps build trust and allows for better oversight.

### Information Governance

Protech is committed to maintaining robust information governance practices to ensure the integrity, confidentiality, and availability of information used in AI systems. This includes:

- Establishing clear data ownership and accountability.
- Implementing data quality management processes to ensure accuracy, reliability and security.
- Ensuring data privacy and compliance with relevant data protection regulations.
- Regularly auditing data usage and access to prevent unauthorised use.
- Providing training and resources to employees on data governance best practices.

## Approval

Marc Meili
Managing Director

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**QUANTUM SAFETY**

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