Commitment to Responsible and Ethical AI Use

At Glory, we are committed to the responsible, ethical, and human-centric use of Artificial Intelligence (AI) across all our products, services, and operations. We recognize the profound opportunities AI presents, but also the significant responsibility it entails. Guided by our Code of Conduct and core values, we aim to ensure that AI enhances business performance while respecting individual rights and societal well-being.

As part of our commitment, we have established a robust **AI Governance Framework** grounded in internationally recognized ethical standards, the **EU AI Act**, and industry-leading practices. This framework is designed to ensure that our use of AI is safe, lawful, fair, and aligned with the expectations of our customers, regulators, and stakeholders.

We stay informed of legal and ethical developments and ensure that all AI systems we deploy meet the highest standards of accountability and trust. Our internal governance and oversight mechanisms are designed to protect individual rights, maintain data integrity, and prevent harm.

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1. **Our Key Principles for Responsible AI Use**

   1. **Transparency and Accountability**
      We are transparent about where and how AI is used across our business. Stakeholders are informed when AI systems are part of decision-making processes, and we clearly document the role and function of each deployed AI solution. We assign responsibility for oversight of each system and ensure that accountability is embedded into procurement, configuration, and use.

   2. **Data Privacy and Security**
      We ensure that any AI tools we implement comply fully with applicable data protection regulations, including the GDPR. Deployed systems are reviewed for how they process personal data, and we work closely with vendors and legal teams to ensure data ownership, usage rights, and security measures are clearly defined and upheld.

   3. **Fairness and Non-Discrimination**
      AI solutions used by Glory must demonstrate fairness and non-discrimination. We assess systems for potential bias and request supporting documentation and risk assessments from vendors. We prioritize inclusivity and take steps to avoid the deployment of AI that may lead to unjust outcomes or disparate impact.

   4. **Human Oversight and Control**
      AI systems support the value of human judgment in our organization. We ensure that humans

remain in control of key decisions, especially in high-risk use cases. Clear human-in-the-loop and human-on-the-loop procedures are maintained for all critical processes using AI.

5. **Ethical and Lawful Use**
   We do not deploy AI in ways that could cause harm, facilitate manipulation, or contravene human rights. We review all AI systems to ensure they are used for ethical and lawful purposes only and maintain ongoing oversight to identify any misuse or drift from intended use.

6. **Sustainability and ESG Alignment**

   We are committed to minimizing the environmental impact of our AI deployments by leveraging energy-efficient infrastructure and cloud services, and by partnering with organizations that share our climate objectives. Responsible AI practices are fully integrated into our broader Environmental, Social, and Governance (ESG) strategy, reinforcing our long-term dedication to sustainable, ethical, and accountable business operations.

7. **Robustness and Reliability**
   Prior to implementation, all AI systems are assessed for reliability, performance, and operational integrity. Where needed, we establish fallback mechanisms or human override functions. Our teams work with trusted vendors who adhere to strong testing and assurance standards.

8. **Ongoing Monitoring and Improvement**
   The work doesn't stop after deployment. We monitor system performance regularly, capture feedback from end-users, and adapt or phase out systems that no longer meet our standards. We also train staff on how to work effectively and responsibly with AI tools.

9. **Vendor Accountability and Procurement Controls**
   We work only with AI suppliers who demonstrate compliance with legal and ethical standards. A formal due diligence process is in place for onboarding new AI solutions, and contracts include appropriate clauses related to performance, risk management, data use, and audit rights.

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2. Putting Our Principles into Action

To ensure that AI is used responsibly throughout its lifecycle, Glory has implemented the following governance tools and practices:

- **AI Governance Framework** that outlines oversight, procurement, deployment, and risk mitigation processes for all AI systems.

- **Internal AI Governance Site** offering resources, policies, and updates for employees using or managing AI tools.

- **The AI Committee** ensures deployment decisions align with our core principles and regulatory expectations.

- **AI Officer and Data & Tech Team** who supervise legal compliance, advise on procurement, and address concerns related to ethical use.

- **Generative AI Acceptable Use Policy** outlines expectations for staff using AI responsibly in their daily work.

- **Annual AI Awareness Training** to equip employees with knowledge on responsible AI use and the evolving legal landscape.

- **Approved AI Systems Repository** to ensure visibility and control across all subsidiaries and departments.

- **AI Risk Register** capturing known risks and mitigations for each deployed system.

- **Third-Party Assessment Process** to evaluate and document vendor-provided risk disclosures, impact assessments, and model characteristics.

- **AI Solution Approval Workflow** to ensure new deployments are reviewed for legal, operational, and ethical alignment.

At Glory, we believe that the responsible use of AI is not just a compliance obligation, it's a strategic and ethical imperative. By embedding responsible AI practices into our operations, we aim to lead by example and contribute to a future where innovation, trust, and human values go hand in hand.

For more information about our AI governance and practices, please contact us at AIO@uk.glory-global.com.