



ARTIFICIAL INTELLIGENCE ETHICS PRINCIPLES

Purpose

The purpose of this policy is to describe the ethical principles that all employees of Kelly Services, Inc. or its subsidiaries ("Kelly") must abide by when using artificial intelligence.

Policy

We believe in connecting people to work in ways that enrich their lives. This includes integrating technology advances into our services in a responsible and ethical way. In an era when artificial intelligence (AI) is revolutionizing the way many work, we are committed to ensuring our use of AI maintains our commitment to enriching the lives of our talent and the lives and careers of our people.

Our approach to AI is grounded in a set of core ethical principles that guide every aspect of our AI journey – from development to deployment. We believe that AI should be used to enhance and expand human capabilities. Our goal is to leverage AI in a way that empowers our employees and clients, making our services more effective and personalized. This commitment extends to ensuring that AI is used to promote fairness and diversity in the workplace, counteracting biases rather than perpetuating them.

At the heart of our ethical AI framework is the principle of accountability. We recognize that with the power of AI comes the responsibility to use it wisely and ethically. To this end, we are committed to maintaining transparency in our AI systems, providing clear explanations of how and when we use AI. This transparency is vital for building trust among our clients, employees, and stakeholders. We are dedicated to continuous monitoring and evaluation of our AI systems to ensure they align with our ethical standards and values, adapting our practices as necessary to address emerging challenges and opportunities in the AI landscape.

Our principles for ethical AI are laid out below.

Human-Centric Approach

When contemplating potential development and applications of AI, we consider a wide spectrum of social, economic, and technical factors. We will only proceed when we are confident that the benefits of doing so outweigh the foreseeable risks and drawbacks. We strive for uses of AI that will enhance our business process, eliminate barriers to work, and enhance our core values.

Humans Control

The use, training, and oversight of AI systems will be managed by humans to ensure the safety and accuracy of the technology. Humans will be the ultimate decision makers related to AI technology.

Transparent and Explainable

Transparency is fundamental to our approach. We will clearly communicate how AI systems are implemented within our services and products. This includes providing accessible information about the use of AI and how it impacts user interactions. We will abide by regulatory requirements regarding opt-out and redress rights.

Fairness and Inclusivity

We recognize that while AI can pose risks, its responsible deployment, combined with diligent human oversight, can serve as a powerful tool to mitigate biases and prejudice in sourcing, recruitment, hiring, and other business processes. We ensure that diverse perspectives are considered as part of the design, testing, and deployment of AI tools. We will implement controls and risk assessments to test for, identify, and mitigate bias and discrimination in AI tools. This includes ongoing evaluation of accessibility and usability of AI.

Privacy and Security

We incorporate our privacy and security principles in the development and use of our AI technologies. We provide adequate notices, encourage architectures with safeguards and provide appropriate control over the use of data, including any storage or access by the AI system. We will train our employees on the responsible use of AI.

Accountability and Responsible Oversight

We create techniques and processes to maintain accountability for our use of AI. Both on a corporate and an individual user level, we are responsible for our use of AI throughout our operations. We're committed to deploying AI tools that positively contribute to society and our workforce, while minimizing harm. AI tools will not be used in a way that causes harm, such as infringement of human rights.

Contact

For questions regarding this policy, contact ArtificialIntelligence@kellyservices.com.