

# AI Assessment Framework

At Contact, we use AI to support better ways of working, improve decision-making, and create value for our customers, people, and communities. We also recognise that AI must be used safely, responsibly, and with the right oversight.

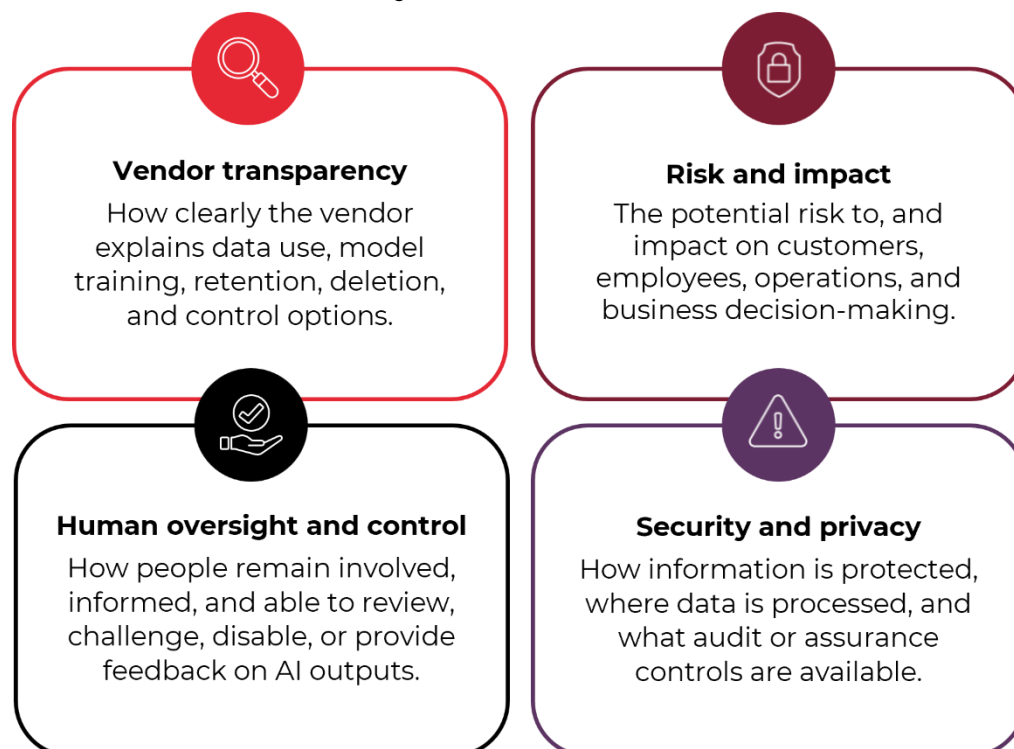
Our AI Assessment Framework gives us a consistent way to review new AI tools, features, and use cases before they are introduced.

Through the assessment, we consider:

- What the AI tool or feature does
- Who will use it and how it will be used
- What data it will process
- Whether customer, employee, or sensitive information is involved
- Whether a third-party vendor is used
- How data is retained, deleted, transferred, or used for model training
- What security and privacy controls are in place
- Whether people remain appropriately involved in decisions
- What controls, monitoring, or conditions are needed before use

We also assess whether the AI solution aligns with Contact's Responsible AI Usage Policy and responsible AI principles.

**We assess AI across four key areas:**



At the end of an assessment, an AI tool or use case may be approved, approved with changes, approved for pilot only, paused pending further information, or not approved.

This approach helps Contact adopt AI safely and responsibly, while supporting innovation and maintaining trust.