Concentrix Generative AI Statement

Last Updated: March 28, 2025

Purpose

At Concentrix, our use of generative artificial intelligence (AI) is 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 benefits the greater good and provides value to our clients and stakeholders.

This Statement outlines the guidelines and procedures for using generative AI within Concentrix. We continuously seek to improve our use of generative AI, including regularly reviewing and updating this Statement, with the latest version available on the Concentrix website.

Guiding Principles

Concentrix's use of generative AI is guided by the following principles:

1. Fairness and Non-Discrimination: We strive to ensure that our use of generative AI is fair and non-discriminatory, avoiding bias or discrimination on protected characteristics like race, religion, age, gender, or disability. We assess the accuracy, representativeness, and relevance of the training data and evaluate the impact of AI decisions on different groups to ensure that their acceptability.
2. Human Control and Accountability: We 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 resulting from those decisions. We establish clear accountability and appropriate human oversight to prevent unintended consequences.
3. Transparency and Privacy: We are transparent in our use of generative AI and disclose the data used to train our AI models and systems. We provide both process-based and outcome-based explanations to users about the governance and decision-making of the AI. We respect privacy rights and comply with applicable laws and regulations regarding the collection, use, storage, processing, retention, and deletion of personal data. Concentrix AI systems have privacy notices that explain the collection, use, storage, processing, retention, and deletion of personal data required for that AI system.
4. Greater Good and Social Benefit: We prioritize the development and use of generative AI that provides social benefit and contributes to the greater good, while avoiding those that may harm or negatively impact 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 continuously review and evaluate our use of generative AI to ensure that it aligns with Concentrix culture, values and operating principles. We aim to continuously improve our AI systems and processes to enhance their effectiveness, efficiency, and ethical standards.

Procedures

Our use of generative AI is 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 to minimize the risk of bias or discrimination, while also assessing its accuracy and representativeness.
2. Model Selection and Evaluation: We will use 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 human oversight and intervention in our use of generative AI, in order to detect and correct errors or biases.
4. Monitoring and Auditing: We will regularly monitor and audit our use of generative AI to ensure it aligns with Concentrix's 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 it from unauthorized access or misuse. We will also inform users of how their data will be used by generative AI and obtain consents where necessary.
6. Training and Education: We will provide training and education to Concentrix employees working with generative AI to ensure they understand the ethical and practical considerations involved.
7. Documentation and Communication: We will maintain comprehensive documentation of our use of generative AI, including the data used, models selected, and decisions made. We will also communicate clearly with stakeholders about the potential benefits and risks of our use of the generative AI.
8. Testing and Validation: We will test and validate our generative AI systems before deployment and monitor their performance to ensure they align with Concentrix's guiding principles and procedures.
9. Accountability: As part of its service deployment process, Concentrix conducts AI Impact Assessments before deploying new AI technologies.