

NSG GROUP AI PRINCIPLES & COMMITMENT

NSG Group Responsible AI Principles & Commitments

1 - Responsibility & Accountability

NSG Group is committed to ensuring that AI is used responsibly. We maintain accountability for AI outcomes and expect responsible behaviour from those who design, deploy, manage, or use AI on behalf of NSG Group.

2 - Human Verification (Human Oversight)

NSG Group is committed to ensuring that people remain responsible for decisions. AI may support work and decision-making, but appropriate human judgment and review are applied, including verifying outputs and applying professional expertise.

3 - Fairness, Safety & Transparency

NSG Group is committed to using AI fairly, safely, and ethically, and to promoting transparency appropriate to the context. Where relevant, we aim to help stakeholders understand when and how AI is used, and we seek to prevent unjustified bias or harmful outcomes.

4 - Information Security & Protection of Sensitive Data

NSG Group is committed to safeguarding sensitive information when using AI. We seek to ensure AI is used in line with applicable privacy and security requirements and that information is protected from unauthorised access, disclosure, or misuse.

5 - Intellectual Property & Copyright

NSG Group is committed to respecting intellectual property rights. We seek to protect NSG Group innovations and respect the copyrights and IP rights of others when using AI and AI-generated outputs.

6 - Rights of Data Subjects (Privacy & Individual Rights)

NSG Group is committed to respecting privacy and applicable data protection laws. We support appropriate safeguards for individuals' rights in relation to their personal data, including the ability—where applicable under law—to access, update, and object to certain uses of their data.

7 - Risk Management

NSG Group is committed to identifying, assessing, and reducing risks related to AI use. We apply a risk-based approach that considers factors such as context, potential impact, and the nature of AI-enabled outcomes.

8 - Reliability

NSG Group is committed to promoting reliable AI. We seek to use AI in ways that support consistent, dependable performance appropriate to the use case and to address known limitations and risks.

9 - AI Literacy

NSG Group is committed to promoting AI literacy. We aim to enable informed and responsible use of AI by supporting awareness of how AI works at a high level, its limitations, and appropriate ways to use it safely and responsibly.

10 - Sustainability

NSG Group recognises the environmental impacts associated with digital technologies. We consider sustainability factors, such as energy efficiency, when selecting and adopting AI technologies, where feasible and appropriate.

Governance (High-Level)

NSG Group maintains governance arrangements appropriate to the responsible use of AI. This includes setting expectations for responsible AI use and reviewing this policy periodically to reflect evolving technology, stakeholder expectations, and regulatory requirements.

Statement of Commitment

Trust is fundamental to the successful use of AI. NSG Group is committed to using AI in ways that are responsible, secure, fair, and transparent, supporting innovation while protecting people, data, intellectual property, and the integrity of our business.