

# AIMS Policy

Techwave is committed to developing and deploying Artificial Intelligence solutions in a manner that is ethical, transparent, and reliable. We focus on customer satisfaction and societal trust by delivering AI-enabled products and services that meet requirements and uphold our values.

We operate an AI Management System in accordance with ISO/IEC 42001:2023 to ensure responsible AI innovation. This policy is appropriate to the purpose of our organization and provides the framework within which AI objectives are established, monitored, and reviewed.

## Top management is committed to:

- **Compliance:** Ensuring that all AI activities comply with applicable statutory, regulatory, and contractual requirements, as well as relevant ethical principles and industry standards. We will monitor emerging AI regulations and best practices and update our processes accordingly.
- **Risk Management:** Identifying and addressing risks related to AI (including potential biases, security or privacy issues, and safety impacts) and leveraging opportunities where AI can improve outcomes. We integrate risk-based thinking into all AI project phases to prevent adverse effects and enhance benefits.
- **Quality and Performance:** Delivering AI solutions that are accurate, secure, and reliable. Objectives are set and monitored to improve the quality of AI output and ensure they meet or exceed client expectations for performance and value.
- **Fairness and Transparency:** Embedding fairness, accountability, and transparency into our AI systems. Where appropriate, we provide explanations for AI decisions and avoid discriminatory outcomes, thereby building trust with users and stakeholders.
- **Continual Improvement:** Continuously improving the suitability, adequacy, and effectiveness of our AI Management System and AI capabilities by promoting learning, innovation, and adaptation. Feedback from customers, audits, and technological advances will be used to refine our methodologies and models.
- **Resource Commitment:** Providing necessary resources and training so that our teams are competent in AI technologies and aware of their responsibilities under this policy. We foster an organizational culture where ethical AI is a shared priority.

## Top management shall:

- Lead by example in upholding this policy and integrating AI governance into strategic decision-making.
- Ensure AI objectives are established, measurable where practicable, and aligned with this policy and the company's strategic goals.
- Promote a process approach and risk-based thinking; all AI processes are defined, documented, and monitored for effectiveness.
- Encourage reporting of any AI-related issues or concerns without fear of reprisal and ensure timely action on improvement opportunities.
- Support collaboration with clients, partners, and regulators to advance responsible AI practices and address stakeholder concerns proactively.

This policy is implemented in alignment with Techwave's other governing policies — including our Information Security, Privacy, and Quality policies — and does not override the obligations established within them.

Through these commitments, Techwave strives to harness the potential of AI in a responsible way – delivering innovation with integrity and maintaining the trust of our customers, employees, and the community.

(This policy is maintained as documented information within the AIMS, communicated within the organization, made available to interested parties as appropriate, and reviewed at least annually by top management for continued suitability. Previous versions are archived and retained.)

## Damodar Rao Gummadapu

Chairman

*Interested parties include customers, shareholders, employees, government agencies, regulatory bodies, emergency services (police, ambulance, firefighters, etc.), employees' families, media, suppliers, contractors, outsourced partners, publishers, service providers, etc.*