

Web Manuals is a leading document management system provider that uses AI technology to innovate and enhance the quality of product offering. As a company committed to compliance and business ethics, we acknowledge that the use of AI technology raises important challenges and considerations to be addressed.

While the AI regulatory landscape is still progressing at a rapid pace, we commit to the existing principles set out in the *UNESCO Recommendation on the Ethics of Artificial Intelligence* promoting transparency, fairness, and human oversight of AI systems. We also commit to full compliance with the *EU Artificial Intelligence Act* (adopted by the European Parliament on March 13, 2024 and approved by the EU Council on May 21, 2024) and any future applicable regulations.

This AI Policy outlines the principles and guidelines for our use of AI technology in our products and operations. This Policy applies to Web Manuals operations worldwide and all its directors, officers, and employees. We also expect customers and business partners to adhere to this policy as well as comply with their respective ethical and legal obligations.

## Our Policy

As an organization, we are committed to responsible use of AI as guided by the following principles:

- 1. Human-centric approach** - We ensure that our AI technologies are designed, developed, and used responsibly, focusing on the value our products bring to our customers and individual users. We endeavor to create solutions that enhance human decision-making and our customers' operational efficiency in the aviation industry.
- 2. Transparency and trust** - We ensure transparency in data collection and AI usage to maintain trust. We commit to providing clear and concise information about how our AI features work, including the data they use and the outcomes they generate. Users are informed when they are interacting with AI. We provide comprehensive support to assist users in understanding and utilizing our AI features effectively. We encourage users to provide feedback to help us improve our products and services.
- 3. Security and safety** - We commit to implementing robust security measures to protect our products, their AI features, and the data they process from unauthorized access and cyber threats. Regular updates and maintenance are carried out to ensure security and reliability. We uphold the highest standards of information integrity, preventing the spread of disinformation and misinformation through responsible product design and development.
- 4. Understanding AI Risks** - We ensure that our risk management efforts include understanding AI risks to identify and establish effective controls. We continuously monitor and mitigate bias in our AI features to ensure fair treatment of all users. Regular reviews and assessments will be conducted to identify and address any potential biases.
- 5. Responsible AI use** - We ensure that our use of AI is carried out in a responsible, ethical, and legal manner. As set out in our *Terms and Conditions*, customers are owners of their data in the Web Manuals application. We will be transparent in our use of customer data at all times. Any use of AI on non-aggregate customer data will be on an opt-in basis. We endeavor to work closely with our customers to ensure that their users are knowledgeable and properly supported in the use of our AI features and that responsible AI use is observed.

As an operational unit, we commit to ensuring that our use of AI in our daily operations and decision-making adheres to the principles set out in this Policy. To this end, we shall invest in training our employees and dedicate efforts to ensuring that all internal policies, processes, and procedures are aligned with this Policy.

As a member of society, we commit to upholding ethics, transparency, and fairness and advocate for AI as a force for good.

### Call for Collaboration

We believe that the best outcomes come from collaborative efforts and a successful combination of complementary knowledge.

Given the regulatory developments in AI, information security, and aviation safety, among others, we recognize the need for stronger collaboration. We also acknowledge our favorable position in fostering collaboration among over 650 aviation organizations that currently make up our global customer base.

This year, we adopted the theme *“Navigating Safety Intelligence Together”* which sets the agenda of our user conference GO DIGITAL 2024. With the launch of our first AI product, Amelia AI, earlier this year, we hope to facilitate discussions on the intersection of AI and aviation safety.

We encourage customers, partners, and interested parties to connect with us and find ways to share knowledge, insights, and best practices.

### Further Information

The Policy may be updated from time to time to reflect changes in our practices, technology, or legal requirements. We notify stakeholders by providing an updated version of the Policy on our website.

Contact information:

If you have any questions or concerns relating to this Policy, please contact [legal@webmanuals.com](mailto:legal@webmanuals.com).

For product questions and demo requests, contact [sales@webmanuals.com](mailto:sales@webmanuals.com).

For questions about our GO DIGITAL user conference, contact [godigital@webmanuals.com](mailto:godigital@webmanuals.com).

### References

[UNESCO Recommendation on the Ethics of Artificial Intelligence](#)

[EU Artificial Intelligence Act](#)

[Web Manuals Terms and Conditions](#)

[Web Manuals Amelia AI](#)