

Ropo

Artificial Intelligence Policy

Ropo Group

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Kuopio, Finland

At Ropo, we are committed to ensuring that Artificial Intelligence (AI) is used responsibly, ethically, and in alignment with our organizational values. This policy applies to all employees, contractors, and partners who use or interact with AI systems, including large language models, plugins, and any data-enabled tools. Our goal is to ensure that AI supports human judgment, operates transparently, and complies with all legal and regulatory obligations.

Our Commitment

We take a structured and risk-based approach to AI governance that:

- Supports our business objectives and trusted innovation.
- Ensures compliance with legal, regulatory, contractual, and ethical requirements.
- Provides clear controls for the design, deployment, and operation of AI systems.
- Promotes continual improvement of our AI governance and risk management practices.

Key Principles

Responsible Use: AI must not be used to cause harm, invade privacy, or enable misconduct. Users must understand the capabilities and limitations of AI tools and remain accountable for all outcomes.

Transparency: Users must clearly document where and how AI is used. All AI projects must be recorded in Ropo's centralized Data Protection Impact Assessment (DPIA) process, ensuring visibility into purpose, data sources, controls, and ownership.

Human Oversight: AI is designed to augment—not replace—human decision-making. Decisions involving safety, legality, ethics, or significant business impact require human validation and documented rationale.

Security & Privacy: All AI use must follow Ropo's information security and data protection policies. Personal and sensitive data must be minimized, anonymized when possible, and processed only within approved environments.

How We Do It

We maintain responsible and secure AI practices through:

- Governance processes that require all AI initiatives to be registered and reviewed before production use.
- Mandatory safeguards ensuring AI systems are monitored, auditable, and aligned with organizational standards.
- Proper validation of AI-generated outputs before actions are taken.
- Limiting decision-making to humans where ethical or contextual judgment is required.
- Ensuring external AI providers meets Ropo's ethical, legal, and security requirements.

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Everyone's Responsibility

The responsible use of AI is a shared responsibility. All users must:

- Handle personal data lawfully and securely.
- Avoid exposing confidential information to unapproved or public AI services.
- Evaluate AI outputs critically and apply sound professional judgment.
- Report suspected policy violations or ethical concerns through established channels, including the anonymous whistleblowing line.

Fairness & Non-Discrimination

Users involved in designing or operating AI must assess risks of unfair or biased outcomes by:

- Understanding training data and model limitations.
- Reviewing outputs for disparate impact.
- Documenting risks and implementing corrective actions.
- Applying additional human review for any AI use that influences decisions affecting people or customers.

Governance & Oversight

Ropo operates a structured AI governance model:

- The Chief Information Officer (CIO) serves as the designated AI Officer, overseeing implementation and providing guidance.
- All AI-related projects must be maintained in the system of record throughout their lifecycle.
- Issues must be remediated promptly, and corrective actions documented.

