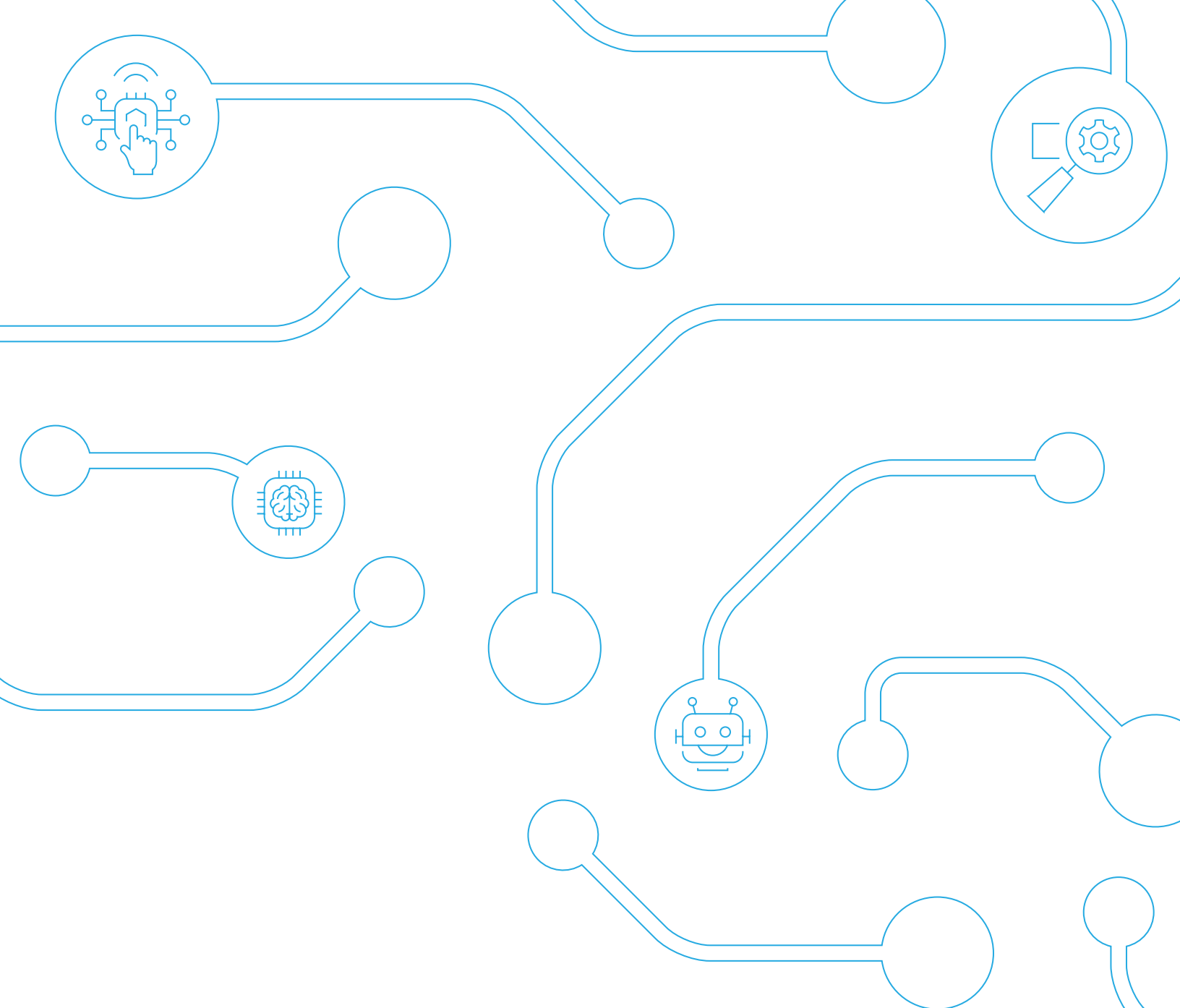




INFOSYS RESPONSIBLE AI

VISION AND PURPOSE



In the rapidly evolving realm of artificial intelligence (AI), the promise of significant benefits coexists with increased risk. It is imperative that we align ourselves with a set of guiding principles to ensure that AI is deployed responsibly and ethically. At Infosys, we envision a future where AI enhances and transforms the world, bringing about positive change that benefits all of humanity. We are committed to leading the way in shaping this future by incorporating the highest standards of responsible AI (RAI), in

which considerations of fairness, transparency, and accountability are paramount. We believe that responsible AI is not just a set of guidelines but a commitment to a more just and secure future. The seven pillars of our guiding purpose reflect who we are as an organization. They guide our interactions within the company, with our clients and the world, including our approach to designing, developing, deploying, and using AI.

THE SEVEN PILLARS OF OUR VISION AND PURPOSE ARE:



1



TRANSPARENCY AND CLARITY

We strive to demystify the inner workings of AI – how it decides, what data is used, and what its objectives are. At the forefront of our mission is earning and retaining the trust of individuals, organizations, and the communities we work with by ensuring that our AI systems are as transparent as technically possible, and that there is strong and clear accountability embedded in all our AI pursuits.



FAIRNESS AND ERADICATING BIAS

Championing fairness in AI means recognizing that technology should ultimately be geared towards the betterment of society as a whole. Our vision at Infosys is to create AI systems that empower rather than oppress, and to set an example for the industry by prioritizing fairness and inclusivity in every aspect of AI development and deployment. Eradicating bias in AI systems is a top priority for us. We employ rigorous testing, auditing, and refinement processes to identify and rectify any biases in our algorithms, related to race, gender, age, and socio-economic status, among other factors.



EQUAL ACCESS AND INCLUSIVITY

Our AI systems are designed with inclusivity in mind. We actively seek input from diverse groups and individuals in the process of developing our AI models. We strive to make the benefits of AI accessible by working to bridge digital divides – so that AI technologies do not exacerbate existing inequalities – and striving for affordability and accessibility in AI deployment.

2



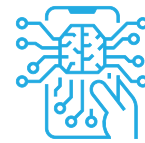
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4



SAFEGUARDING HUMAN RIGHTS

In the wrong hands, AI systems can cause immense physical, societal, and psychological harm. Here at Infosys, we take AI malpractice extremely seriously, and are building safeguards in our AI models to prevent various forms of harm, particularly in the realm of human rights such as privacy and copyrights. Towards this end, we are prioritizing the creation of strong guardrails and bolstering the safety of the overall AI ecosystem by sharing our best practices.



HUMAN + AI, NOT HUMAN VS AI

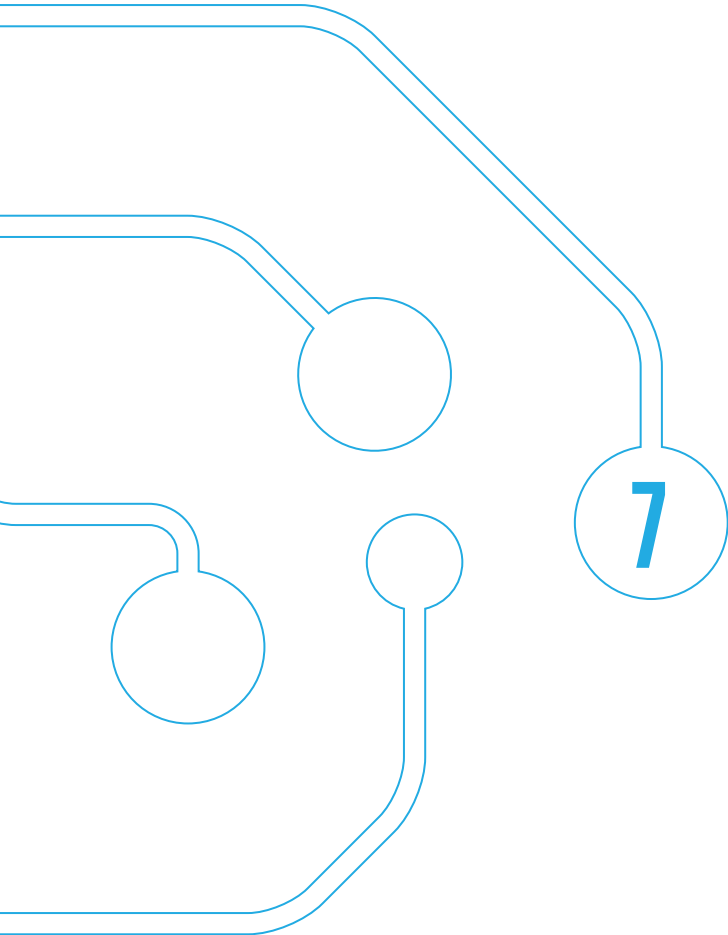
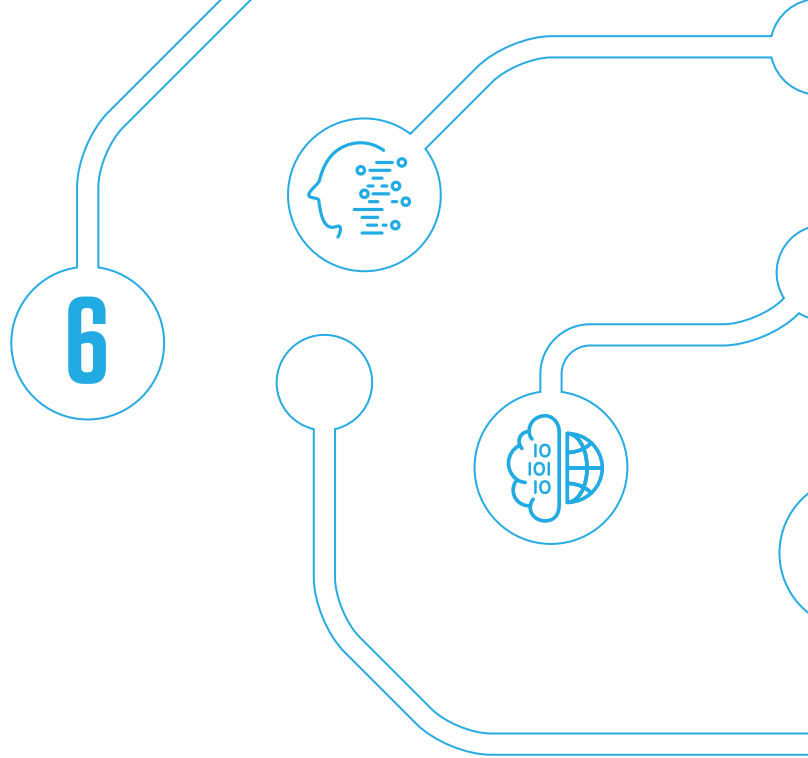
We recognize that, with the rise of advanced AI systems, the job market will change, and some jobs face the risk of redundancy. To mitigate these risks, we shall continually invest in reskilling our employees and other stakeholders, redesigning our jobs and platforms to allow for seamless career transitions. This will enable all our employees to stay qualified and proficient in an increasingly AI-powered global economy. Our vision is to empower every job role with an AI assistant. We shall strive to educate and empower individuals and organizations as they navigate the fast-paced, ever-changing AI landscape, helping them make informed decisions about the use and ethics of AI. Our overall purpose is to deliver a seamless human-machine experience.

5



ETHICAL INNOVATION

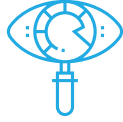
At Infosys, our responsible AI programs are human-centric by design and are intricately connected with our corporate social responsibility (CSR) initiatives. We focus on use cases that enhance social welfare and the well-being of the communities we work in and with. While we will continue to improve our bottom line, efficiency, and shareholder value, we remain committed to advancing innovation in AI that benefits marginalized groups.



GLOBAL RESPONSIBLE AI ADOPTION

Infosys intends to be at the forefront of global discourse and regulations related to AI ethics and standards, and shall emphasize the importance of responsible AI in all such endeavors. We shall be a role model in the industry by adopting state-of-the-art guardrails, making investments that enable us to stay ahead of the curve in RAI. We are also constantly evaluating and improving our AI systems and processes to meet the highest ethical and responsible standards. By doing so, we will be a force multiplier for the responsible AI movement.

At Infosys, we understand that responsible AI is not just a commitment, it's a journey. We are dedicated to shaping the AI ecosystem to be sustainable, inclusive, and beneficial to everyone. Join us in creating a future where AI is a force for good, and together, we will redefine what is possible.



HOW ARE WE LIVING THE VISION?

“In the Flow”: RAI as an Enabler

We have embedded checks and guidelines at every level in our internal systems for project management, risk, quality, employee enablement, etc. As and when an AI project is initiated, guidelines are automatically tracked and enforced through pre-configured workflows. The risk scoring system ensures that low-risk use cases are not impeded, and the uncovered risks are automatically mitigated. Only exceptional cases are brought up for manual adjudication. These checks and guidelines have simplified governance and eliminated the need for protracted manual reviews and approval processes. Infosys' Responsible AI Gateway is geared to this end.

Proactive, Not Reactive

We constantly scan the market for emerging security threats, the latest vulnerabilities in our models, new best practices, technical solutions, and regulations. These anticipatory actions enable us to stay ahead of the curve and update our systems, policies, and practices before a disruption actually hits the market. Our scouts are vigilant of upcoming threats and risks, allowing for a more strategic response to nascent threats. Our telemetry and dashboards also give us a good inward view of the status of all our AI projects.

Responsible by Design

The automated responsible AI pipelines allow data scientists and AI developers the time to focus on innovation. These pipelines consist of the requisite tools and accelerators tightly integrated with our machine learning operations (MLOps) pipelines via APIs.



We also have automated pipelines for validation and testing of a wide range of responsible AI metrics, for instance, transparency, fairness, security, and privacy. Additionally, automated monitoring of drift and reproducibility, ensures the reliability of the AI models. The principles of responsible AI are therefore embedded across the AI lifecycle and not added as an afterthought.

Technical Guardrails

We have built and improved upon existing technical guardrails for a wide range of risks that are easily leveraged via APIs. These guardrails cover the full spectrum of AI models, data types, lifecycle stages, and use cases.

Achieving Together With Ecosystem Support

While we don't purport to have the solution to every problem, together with our large ecosystem of partners – including startups, cloud service providers, and original equipment manufacturers (OEMs) – we are enthusiastically working towards the principles outlined in this document. It is by working together that we can find or jointly create the best possible solution to any RAI obstacle or challenge. By actively participating in the global responsible AI discourse, working with policymakers and academic researchers, and providing thought leadership at seminars, conferences, and roundtables, Infosys is proud to be at the forefront of the AI revolution.



LEADERSHIP QUOTES

The excitement around generative AI is much more than hype, as is evident from the emergence of a plethora of use cases in all industries and continued research and development of powerful foundation models. A strategy to mitigate potential risks of AI should ideally follow a three-pronged approach consisting of building automated technical guardrails, built-in policy-driven safeguards, and a responsible-by-design approach. This approach strikes a balance between risk mitigation and innovation.

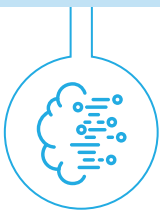
Balakrishna D.R. (Bali)

Executive Vice President, Global Services Head, AI and Industry Verticals, Infosys

We firmly believe that responsible AI has multiple dimensions composed of a mix of technical, legal, and ethical imperatives. In today's shifting techno-legal landscape, we must ensure that our AI innovations comply with all relevant laws and regulations. It's our responsibility to navigate the complex legal terrain and establish guidelines that prioritize transparency, fairness, and data privacy. Infosys is striving to be at the forefront of this transformative journey, leading by example in responsible AI.

Inderpreet Sawhney

Group General Counsel and Chief Compliance Officer



One of the core principles of our 'AI-first' approach is to be 'responsible by design'. To implement this, we have enhanced our existing frameworks to cover critical AI-specific areas. These include regulatory compliance for AI to be reproducible and reliable, explainable and interpretable, fair and bias-free, ensuring privacy, security, and safety. It also encompasses areas like protecting IP and designing AI systems to be traceable for auditing. We are using the frameworks to evaluate all AI use cases to make sure risks are identified and mitigation strategies are planned and discussed with all stakeholders. Additionally, we have started to codify the policies into the AI engineering life cycle and streamlining compliance processes through automation. This space is rapidly evolving and is an ongoing area of focus for us at Infosys that requires continuous tracking, planning, and monitoring.

Mohammed Rafee Tarafdar

Executive Vice President and Chief Technology Officer

Today, AI wields a profound influence on our lives, both personally and professionally. It is imperative that we embrace AI in a sustainable manner that is in harmony with our core values and social fabric. With this vision in mind, we have proactively instituted self-regulation and robust governance frameworks to cultivate ethical, responsible, and sustainable AI internally and for our customers. We have tried and tested different approaches, technical solutions, processes, and frameworks to find what works best and finally invested in augmenting and scaling those that do.

Syed Ahmed

Head of Infosys Responsible AI Office

Infosys Topaz is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises, and communities to create value. With 12,000+ AI assets, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale, and build connected ecosystems. Connect with us at infosystopaz@infosys.com.

For more information, contact askus@infosys.com



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