

fi

by epsa

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Innovating  
with *integrity*





## Introduction

In a constantly changing environment, adapting and seizing digitalisation opportunities is crucial. FI Group aims to implement advanced technologies and innovative strategies to enhance operational efficiency, optimise processes, and deliver disruptive service experiences. Digitalisation allows us to create customised solutions, automating tasks, improving decision-making, and anticipating trends.

We are committed to innovation and continuous development to build FI Group's digital future with excellence, responsibility, reliability, and ethics. The purpose of this document is to clearly and transparently explain FI Group's approach to technology usage, with a particular focus on AI.

## Vision

We will focus on becoming an organisation fully adapted to the digital world, characterised by efficient processes, continuous innovation, and a culture based on technology as a competitive differentiator. Our goal is to become a leading consultancy in data science and artificial intelligence, promoting the use of disruptive technologies combined with effective change management following an innovation-guided strategy.

## FI Group Digital Strategy: Objectives

- Implement AI and data science models to improve efficiency and add business value.
- Promote the adoption and dissemination of digital technologies by our employees and customers.
- Assure continuous development and improvement, ensuring quality, confidentiality, security, and compliance.
- Ensure ethical, transparent, and fair AI use, respecting privacy and rights.

## FI Group Commitments on AI

### Compliance

Employees must understand and respect responsibilities towards customers and the market. In the ongoing training of AI applications, we ensure compliance in AI use, focusing on industrial property, plagiarism prevention, and the confidentiality of information. Compliance includes adherence to laws and regulations such as the "EU Artificial Intelligence Act" as well as FI Group's core values of integrity and empathy.

### Transparency

It is essential to clearly disclose the use of AI tools in the creation of any content, in accordance with the guidelines set out in the "EU Artificial Intelligence Act" and other relevant regulatory frameworks. This principle is a fundamental pillar in the implementation of AI in any process, and it is particularly crucial in those that have a direct impact on the customer. This strengthens client's relationship by increasing trust, and ensures that our practices are aligned with the highest standards of integrity.

### Quality

Excellence is one of the pillars of FI Group, and the use of AI must not adversely affect the quality of our services. When using AI, it is crucial to review and validate all the information generated to ensure its consistency and validity. In addition, all original sources referenced in the creation of a document must be properly cited. AI should enhance service quality, with human verification ensuring high standards of quality and accuracy.



## Actions for Controlled AI Implementation

### Continuous monitoring and evaluation

A robust system evaluates AI effectiveness and accuracy, reviewing algorithms and data quality, implementing performance metrics, and ensuring AI operates within parameters.

### Education and training

Ongoing training on ethical and effective AI use including workshops and seminars, focusing on fundamentals, best practices, and risk mitigation.

### Human evaluation and verification

Human verification ensures that AI-generated outputs are accurate, relevant, and meet high quality standards, maintaining information consistency and validity.

### Security and privacy

Robust security measures protect sensitive information and ensure data privacy, and avoid feeding AI with confidential information from projects and clients. This includes data encryption, restricted access, and strict information handling protocols.

### Transparency and accountability

Commitment to transparency in AI use involves informing customers and stakeholders about how and why we use AI technologies, adhering to ethical principles, and ensuring that practices align with regulations and values.

### Continuous updating and improvement

AI systems are kept up to date with the latest innovations, implementing improvements based on research and feedback from our users, aimed at offering the best services.

## Conclusion

FI Group's AI implementation is based on quality, transparency, and ethics. Through human verification, security measures, and ongoing training, practices meet high standards of quality and privacy. Staying at the forefront of technology, we seek to provide exceptional services without compromising our core values.

With these guidelines, FI Group reaffirms its commitment to integrating AI in a way that not only optimises our operations, but also reflects our commitment to excellence and integrity.