

Responsible Artificial Intelligence (AI) Programs

As digital technologies continue to evolve, DCM Shriram recognizes the importance of ensuring that the adoption and use of artificial intelligence (AI) remain responsible, transparent, secure, and aligned with ethical business practices. Our approach to AI governance is guided by the principles of accountability, fairness, privacy, human oversight, and responsible innovation. While AI has the potential to improve productivity, decision-making, and operational efficiency, it also gives rise to emerging considerations relating to bias, explainability, information security, and responsible use. Accordingly, we are continuously strengthening internal awareness and governance mechanisms around the use of AI-enabled tools and systems.

- Where relevant, access to sensitive AI capabilities is limited and subject to appropriate oversight, particularly in areas that may involve heightened legal, ethical, privacy, or security implications. We also recognize the importance of transparency in AI-enabled interactions and outcomes. As AI tools become increasingly embedded in workflows, emphasis is placed on ensuring that AI-generated content or AI-influenced outputs are used responsibly and, where appropriate, clearly identified to support trust and informed decision-making.
- We also acknowledge the importance of maintaining the quality and reliability of AI systems over time. This includes monitoring outputs for potential drift, degradation, or inconsistency, and periodically review AI-enabled tools for fairness and bias, especially in contexts where outputs may affect stakeholders, decisions, or business processes. Human judgment continues to remain central to decision-making in such contexts.
- From an environmental perspective, DCM Shriram recognizes that the responsible use of AI also includes promoting efficient and mindful usage practices. This includes encouraging employees to use AI tools purposefully, frame effective prompts, avoid unnecessary or repetitive queries, and apply AI in ways that are proportionate to business needs. Building awareness on the efficient use of AI not only improves output quality and productivity, but can also help reduce avoidable computational use associated with excessive or inefficient interactions. In this context, employee training and awareness play an important role in promoting both responsible and resource-conscious use of AI tools.
- The Company also recognizes the importance of accountability in AI-enabled systems. Where relevant, human oversight, escalation channels, and review mechanisms remain important to ensure that outcomes can be examined and challenged when necessary. Over time, DCM Shriram also aims to strengthen its ability to understand and measure the impact of AI-enabled initiatives, including their contribution to efficiency, business value, and broader sustainability outcomes.

As AI adoption continues to evolve, DCM Shriram remains committed to building internal capability through employee training on the ethical, secure, and effective use of AI, while continuing to align its approach with emerging regulatory expectations and responsible business practices.