



# Lowes: AI Policy

## Context

There is a growing use of artificial intelligence tools ("AI") in our work and personal worlds, and it is likely to have a significant impact on the way we work and how we use our time. A lot is being written and put forward about AI's potential to save labour and automate tasks, speed up decision-making, and make significant positive changes to business operations.

Our company has looked at what it sees as some of the potential impacts of using AI tools, and feels caution is warranted before embracing AI to a significant extent. Some of the challenges we see relate to information security and data protection, quality control management and ethical issues surrounding use of AI. This policy makes it clear how important it is to Lowes to have a clear position on AI.

## Primary Aims

Our primary goal is to ensure that Lowes' use of AI is safe, secure and reliable.

## Our AI Principles

Lowes is committed to the following principles in respect of AI:

1. AI systems should benefit individuals, society and the environment.
2. AI systems should respect human rights, diversity, and the autonomy of individuals.
3. AI systems should be inclusive and accessible, and should not involve or result in unlawful discrimination against individuals, communities or groups.
4. AI systems should respect and uphold privacy rights and data protection, and ensure the security of data.
5. AI systems should reliably operate in accordance with their intended purpose.
6. There should be transparency and responsible disclosure so people can understand when they are being significantly impacted or engaged by AI.

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7. Systems and processes should be available to allow people to challenge the use or outcomes of any AI system affecting them.
8. People responsible for the different phases of the AI system lifecycle should be identifiable and accountable for the outcomes of AI systems.
9. Human oversight of AI systems should apply.

## Lowes Security Best Practices

Our staff are expected to adhere to the following best practices when using AI tools:

Our employees review the terms of service of the relevant AI provider, the provider's privacy policy and any third-party services used by AI tools.

Employees must not upload or share any data that is confidential, proprietary, or protected by regulation without prior appropriate approval. This includes data related to customers, employees, company finances, compliance and partners.

Employees must only use reputable AI tools and be cautious when using those tools. Only AI tools that meet our security and data protection standards will be accepted.

Employees are provided with education and directions on data privacy and careful use of data.

## Review and Revision

This policy will be reviewed and updated on a regular basis to ensure that it remains current and effective.