

## **Use of Artificial Intelligence (AI) in our BRCGS conformity assessment services**

Kiwa Ltd (UK), trading as Kiwa Agri Food, and its affiliate Kiwa Certification AB (Sweden) use an AI tool in parts of their operations and delivery of conformity assessment services, where this supports service quality, consistency and efficiency. Where AI is used within accredited activities, it is applied in a controlled manner and does not remove our accountability for conformity assessment outcomes.

Responsibility for authorising the use of AI within accredited conformity assessment activities, and for confirming its ongoing fitness for purpose, rests with designated technical and management roles within the accredited conformity assessment body.

**How we use AI:** We currently use an AI tool to support the creation of draft BRCGS audit reports, based upon audit data captured in the field. The tool does not make recommendations or decisions nor does it determine the assessment outcome. The tool is used in a manner that does not jeopardize impartiality, as human oversight and decision-making remain firmly in place at all times. All audit reports are reviewed by a technical reviewer for accuracy.

**How suitability is confirmed (verification/validation):** Before an AI tool is used within an accredited process, we verify and/or validate its outputs for the intended use and apply documented controls to ensure outputs remain suitable. The use of AI within accredited activities is subject to a documented, risk-based assessment to identify and manage any risks to competence, consistency, impartiality, or the validity of conformity assessment outcomes.

**Confidentiality:** Confidentiality of client information is maintained at all times. AI tools are used in accordance with our information security, confidentiality, and data protection controls, and do not permit unauthorised access, reuse, or disclosure of audit data.

**How we monitor and revalidate:** We monitor AI-supported outputs via our dedicated procedure (AI Output Monitoring and Quality Metrics Plan) to ensure continued suitability and reliability, including periodic review and revalidation where changes occur or performance indicates this is required.

**Complaints and redress:** If you believe an AI-supported output associated with your conformity assessment is incorrect, you can raise this via our standard complaints process. For the UK: [Kiwa UK Group Complaints and Appeals Procedure](#) and for Sweden: [Kiwa's Independence & Integrity](#). Complaints are evaluated and investigated using our documented complaints procedure and we will provide progress updates and the outcome.