

Equality, Diversity, and Inclusion Policy for TrustID Identity Verification Solutions

TrustID is committed to providing a secure and reliable identity verification solution that is fair, inclusive, and accessible to all users. This policy outlines our approach to promoting equality, diversity, and inclusion (EDI) throughout the development, implementation, and use of our identity verification product for all users and employees, regardless of background or identity.

We believe that everyone deserves equal access to secure and reliable identity verification. To this end, we are committed to:

- Designing and developing our product to be inclusive and unbiased for all users, regardless of protected characteristics.
- Engaging suppliers who actively identify and mitigate potential biases in their algorithms and data sets.
- Ensuring clear and transparent communication about the limitations and capabilities of our identity verification solution.
- Creating a workplace culture that fosters respect, inclusion, and belonging for all employees.

Diversity in Our Products

- **Inclusive Design:** We strive to design our identity verification solutions to be accessible and user-friendly for individuals with diverse abilities, ethnicities, genders, and beliefs.
- **Data Bias Mitigation:** We are committed to implementing practices that minimise bias in the component parts of our identity verification processes. This includes regular audits, collaboration with diverse teams in development, and ongoing testing, and evaluation by independent assessors.
- **Global Considerations:** Our identity verification solutions are designed to accommodate government- issued identity documents from anywhere in the world.

Product Development and Design

- We incorporate EDI considerations throughout the product development lifecycle.
- We conduct regular reviews to identify and address any potential biases in our system.
- We ensure our product is accessible to users with a diverse range of abilities, adhering to relevant accessibility standards.

Inclusion for All Users

- **Accessibility:** Our user interfaces, documentation, and customer support are accessible to users with diverse range of abilities. This includes features like screen readers, keyboard navigation, and multiple language options.
- **Transparency and Fairness:** We are transparent about the data we collect and how it is used in the verification process. Customers will have access to clear information about potential limitations of the technology and options for redress if verification fails.
- **Accommodating Diverse Needs:** We strive to offer flexible verification options that cater to users with limited access to traditional identification documents or facing unique verification challenges.

Diversity and Inclusion in the Workplace

- **Recruitment:** We implement recruitment practices that attract and retain a diverse workforce.
- **Inclusive Work Environment:** We foster a workplace that is respectful and inclusive of all employees. This includes promoting diversity and inclusion training, providing opportunities for professional development for all employees, and fostering a culture where all voices are heard.

Monitoring and Review

- We conduct periodic audits to identify and address any potential biases or unintended consequences.
- We will update this policy as needed to reflect new technologies, regulations, and best practices.

Reporting and Grievances

- We encourage users to report any concerns about potential bias or discrimination encountered with our identity verification product.
- We have a clear and accessible process for reporting and handling complaints.
- All complaints will be investigated thoroughly and acted upon promptly.

For any questions or concerns regarding this policy, please contact our EDI Officer at compliance@trustid.co.uk.

A handwritten signature in black ink, appearing to read 'M Green-Armytage'.

Signed:

Matt Green-Armytage
Chief Operating Officer

Date: 12th June 2024.