ReadyOn

PUBLIC

Responsible AI Statement

How ReadyOn builds, uses and governs AI

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> ReadyOn uses AI to help managers build schedules, fill open shifts and plan labor. Our approach is simple: people stay in control, AI is transparent about itself, and customer data is used only to serve that customer.

Where we use AI

CAPABILITY	WHAT IT DOES
Scheduling assistant	A chat inside the scheduling workspace. Managers ask it to build or change schedules; it checks time off, collective agreements, work rules and budget, and prepares changes as drafts.
Automated scheduling	Assigns people to manager-built shifts within configured rules, using optimization rather than generative AI. Shifts that cannot be filled within the rules stay open for the manager.
Demand forecasting	Forecasts labor demand from each customer's own business volumes and history, so managers can staff to demand.
Voice agent (optional)	Where a customer enables it, calls workers to offer open shifts in the order and under the rules the customer configures.

Our commitments

People stay in control

- Consequential actions, such as publishing a schedule or approving time off, require a manager's explicit confirmation. Assistant changes stay in draft until a manager publishes.
- Each customer decides which AI features are enabled and sets the rules they work within.
- Where the voice agent is enabled, it can fill an open shift when a worker accepts the offer, within the call window, call-down order and eligibility rules the customer sets. Every fill is visible on the schedule, and the customer can change or switch off the configuration at any time.

Transparency

- Every voice call identifies itself as an AI assistant calling on behalf of the employer and states that the call is recorded and transcribed.
- Workers can ask not to be called, and that request is honored.
- The scheduling assistant shows the steps it takes and the checks it runs.

Data use

- Our AI features use enterprise model providers under terms that prohibit training on customer data. We do not fine-tune foundation models on customer data.
- Where a feature uses a predictive model trained on a customer's history, it is trained on and used for that customer only.
- Customer data is never shared with other customers, and is not used to train models that other customers use.
- AI interactions are logged and reviewed to find and fix errors, within the terms of each customer's agreement.

Fairness

- Our data schemas contain no gender, age, race, nationality or other protected characteristics, and these are not inputs to assignment or ranking.
- Who is offered or assigned a shift follows criteria the customer configures and can see, such as availability, qualifications, collective agreement rules, seniority and preferences.
- We support customers in reviewing how hours and extra shifts are distributed across their workforce.

What we do not do

- We do not infer workers' emotions or sentiment from their voice.
- We do not use voiceprints or other biometrics to identify people.
- We do not sell customer data or use it for advertising.

Governance

- We are implementing an AI management system aligned with ISO/IEC 42001, including risk and impact assessments for our AI features, and plan to pursue certification in 2027.
- Changes to AI behavior are versioned, tested against regression suites built from synthetic and de-identified scenarios, and released through staging before production.
- Materially new AI features are introduced with notice to customers, and enabled only where customers choose them.
- The AI providers we use, and where they process data, are listed with our sub-processors on our Trust Center.

Questions? Contact security@readyon.ai. This document describes ReadyOn's security program as of its date. Contractual commitments are set out in each customer's agreement. © 2026 ReadyOn, Inc.