

Annex A: Quotes from Industry and Partners

AWS

Eric Conrad, ASEAN Managing Director, Public Sector

Artificial intelligence (AI) applied through machine learning (ML) will be one of the most transformational technologies of our generation, tackling some of humanity's most challenging problems, augmenting human performance, and maximizing productivity. Responsible use of these technologies is key to fostering continued innovation. AWS is committed to developing fair and accurate AI and ML services and providing customers with the tools and guidance needed to build AI and ML applications responsibly.

We are happy to have contributed to Singapore's AI Governance Testing Framework and Toolkit, which will help AI systems developers and owners on their journey to adopt best practices, accelerate research, and continue to responsibly develop AI and ML technology.

DBS Group

Piyush Gupta, Group CEO

As organisations worldwide continue to harness data and drive increased adoption of AI-based solutions, it is more important than ever to establish the guardrails to ensure this is done responsibly. Singapore has, for some time now, been at the forefront in developing the thinking around the important and emergent subject of AI governance.

Recently, Singapore's regulators like IMDA have ambitiously moved beyond high-level principles and guidelines towards developing frameworks and toolkits; to provide increased capability to organisations to better manage and govern their AI based solutions.

DBS is proud to have been able to work closely with IMDA in developing and testing some of their approaches over the years as a trusted partner. There is little doubt that continued adoption of AI and data-driven solutions will impact our daily lives. Having robust and flexible governance practices and protocols in place will help accentuate the positives and eliminate the negatives.

Google

**Blaise Aguera y Arcas, VP & Engineering Fellow,
Google Research**

Google appreciates Singapore's open and consultative approach towards responsible AI. We are honored to contribute to the MVP for the AI governance testing framework and to the Advisory Council on the Ethical Use of AI and Data since its inception. Google is committed to supporting the ecosystem with increased awareness, adoption of, and access to transformative AI.

Land Authority	Transport	Ng Lang, CE <i>The Land Transport Authority is in the nascent stage of exploring the use of AI to augment our work processes, and we are mindful that there should be clear guidelines and processes in place for safe and responsible application of the technology.</i> <i>In this regard, we are glad that our joint project with NCS contributed to the early testing of IMDA/PDPC's AI Governance Testing Framework and Toolkit.</i>
Meta		Erin Egan, Vice President and Chief Privacy Officer, Public Policy <i>Singapore's AI governance testing framework and toolkit is a positive development towards the implementation of AI Ethical principles into product development processes, and a valuable instrument to guide the industry in deploying trustworthy AI systems.</i> <i>We look forward to continued collaborations with the Singapore IMDA, as we work towards our shared goal of developing and using AI responsibly.</i>
Microsoft		Brad Smith, President and Vice Chair, Microsoft <i>To foster trust in AI and ensure that its benefits are broadly distributed, we must commit to responsible practices around its development and deployment. We at Microsoft applaud the Singapore Government's leadership in this area.</i> <i>By creating practical resources like the AI Governance Testing Framework and Toolkit, Singapore is helping organizations build robust governance and testing processes. Everyone has a stake in this issue, and we are all better off when AI tools uphold respect for fairness, safety, and other fundamental rights.</i>
Singapore Airlines		George Wang, Senior Vice President Information Technology <i>Singapore Airlines brought its strong data science and artificial intelligence (AI) expertise and capabilities to IMDA's AI Governance Testing framework, contributing to efforts to make it a Minimal Viable Product.</i> <i>Through this partnership, we gained insights that enhance our own digital capabilities. We will continue to support Singapore's initiatives and efforts to build a trustworthy AI environment.</i>
NCS (Part of Singtel Group)		Ng Kuo Pin, CEO, NCS <i>As more AI technologies are applied across enterprise products and services to help transform the economy and improve peoples' lives, there's a growing concern in the tech</i>

industry whether AI systems are being rigorously tested to generate explainable, transparent and fair decisions.

At NCS, we are focused on building and deploying highly specialised and responsible AI applications and solutions to meet the growing demand for intelligent automation and managed services. With our AI specialists, platforms and services, we co-create AI-driven solutions that deliver actionable insights to help our clients make better decisions. In April this year, we had the opportunity to work with IMDA/PDPC to test the alpha version of AI Governance Testing Framework software on one of our projects in the transportation sector. The release of such a framework serves as a good reference for the tech industry and contributes greatly to building trust in AI among our clients and user communities.

Standard Chartered Bank **Pier Luigi Culazzo, Group Chief Data Officer**

Standard Chartered is delighted to have supported IMDA's AI Governance Testing Framework to create a reliable AI environment for businesses in Singapore. From integration with other jurisdictions to standardisation across industries, the use of IMDA's Framework will go towards enhancing accountability and transparency of the AI ecosystem in Singapore, motivating more organisations to deploy AI responsibly.

A progress like this will be integral to Singapore's vision of building a robust digital economy. As a digitally-focused financial institution leveraging AI to deliver integrated client solutions and experience, we are excited about the opportunities that this development will bring to the business community and consumers.

UCARE.AI **Neal Liu, Founder, CTO**

Since our first use case was published by PDPC/IMDA in 2019, UCARE.AI and PDPC/IMDA have continued building our collaborative relationship to ensure more ethical, transparent and trustworthy use of data. PDPC/IMDA's new framework provides a foundation for companies to test their AI systems, which will be valuable to many organisations.

XOPA.AI **Nina Alag Suri, Founder and CEO, XOPA.AI**

Singapore is championing the very crucial role of developing a framework and toolkit for AI governance testing. The AI governance testing initiative is extremely helpful tool and guide for companies like XOPA to navigate the increasingly complex domain of AI governance and regulation for ethical

AI. It introduces structure and standards in the testing process while making the testing toolkit easy to use.

Working on the testing toolkit with IMDA gives us access to collective intelligence across varied companies and industries around testing their AI governance hence enabling us to incorporate some best practices into our existing governance processes. IMDA's consultative and collaborative efforts in engaging the industry in the testing enables XOPA to test the toolkit across all of our business processes.