

MSD's commitment to developing and using artificial intelligence ethically and responsibly



Artificial intelligence (AI) is a complex and rapidly developing field that holds great potential for enabling our company to innovate and improve the lives of patients worldwide. Our company is dedicated to using AI ethically and responsibly. We will rely on the following principles as we leverage AI to better the lives of our patients, customers, and society.

Background

AI combines computer science and data to enable problem solving. For example, capabilities of AI include intelligent process automation with automated decision-making.

AI is a complex and rapidly developing field that holds great potential for enabling our company to innovate and improve the lives of patients worldwide. However, AI systems can be prone to bias or inaccuracy and the inner workings of AI can be difficult to understand. We are adopting the below principles to ensure that our use of AI follows ethical and legal principles.

Our principles are aligned with major international frameworks, such as the Organization for Economic Co-Operation and Development (OECD)'s [AI Principles](#) and the Institute of Electrical and Electronics Engineers, Inc. (IEEE)'s [Ethically Aligned Design](#). They also draw on our company values, with a focus on safety and respect for people.

Our company's AI principles

- **Use AI safely and with appropriate human judgment to benefit all.** The goal of any AI system should be to benefit people without harming individuals, society, or the environment. Our AI systems will be assessed for safety and used with an appropriate level of human-oversight and user training.

- **Use AI fairly, inclusively, and ethically.** We will develop our AI systems to be fair and inclusive. We respect that core values vary in the context of each use case and value collaborating with stakeholders to distinguish between acceptable and unacceptable outcomes.
- **Promote transparency and understanding of AI.** We will strive to make AI models that are understandable and test that the AI models we use are accurate and function as intended.
- **Monitor the AI we use.** Real world conditions and data used by AI systems can change over time. To ensure our AI systems remain representative, accurate, and reliable, we will monitor AI projects and systems on an ongoing basis and retrain them as necessary.
- **Secure the AI we use.** Our AI systems will be developed, deployed, and used in accordance with internal AI policies to protect patients, employees, our company, society, and the environment. This is in addition to adhering to existing privacy and data security policies.
- **Be transparent in our use of AI.** When people interact with us, they expect to know whether they are interacting with a human or an AI system. We will be open and honest in conveying our use of AI using easy-to-understand language.
- **Be accountable in our use of AI and be open to user feedback.** We will consider feedback on how to improve our development and use of AI.