



PILLAR SEVEN

Responsible Innovation

Responsible innovation means creating and adopting technology that solves real problems, respects people's rights, and delivers positive impact.



SCENARIO

A team wants to build an AI tool to help low-income communities access public services.

They rush to launch without consulting users, testing for bias, or considering data privacy.

The tool ends up excluding some groups and creates unintended harm.

Responsible innovation involves slowing down to do things right, not just fast.



WHAT IS RESPONSIBLE INNOVATION?

It is the commitment to design, develop, and deploy technology that is ethical, inclusive, transparent, and accountable.

It ensures innovation is guided by values, users' needs, and a deep understanding of potential impact.



QUESTIONS EVERY ORGANISATION SHOULD ASK



Who is this solution really for?



What problem are we trying to solve?



Could this solution cause harm to anyone?



Are we being transparent about how it works and why?



Have we included diverse voices in the design process?



How will we measure impact and learn from it?

HOW TO BUILD RESPONSIBLE INNOVATION IN YOUR ORGANISATION

1



Understand Real Needs

Engage with users and communities to understand their challenges and co-create solutions.

2



Assess Impact Early

Identify potential benefits, risks, and unintended consequences before building or adopting.

3



Design Inclusively

Include diverse voices and perspectives to ensure your solution is fair and accessible to all.

4



Build with Ethics & Privacy

Embed ethics and privacy-by-design principles in your technology and processes.

5



Test and Learn

Pilot, test, and gather feedback. Be ready to adapt and improve based on real-world insights.

6



Be Transparent and Accountable

Communicate clearly about your solution, decisions, and limitations.

7



Measure Impact and Improve

Continuously measure outcomes, learn, and iterate for greater positive impact.



GOOD PRACTICE CHECKLIST

- ✓ We solve real problems that matter to people.
- ✓ We involve users and communities in our work.
- ✓ We assess risks and potential harms.
- ✓ We design for inclusion, fairness, and accessibility.
- ✓ We respect privacy and protect data.
- ✓ We are transparent about our decisions and impact.
- ✓ We learn, adapt, and keep improving.



WARNING SIGNS

- ⚠ We build without fully understanding the problem.
- ⚠ We ignore the voices of affected communities.
- ⚠ We do not assess risks or potential harms.
- ⚠ We lack transparency about how our solution works.
- ⚠ We collect more data than we need.
- ⚠ We do not review or improve after launch.

