



# This is us. Where **you** matter.

This is responsible AI use in recruitment at Kiwibank.



This is Kiwi



## This is using AI in recruitment at Kiwibank.

AI is an emerging disruptive technology that's changing how people interact, communicate and engage with each other - similar in a sense to what we've seen previously with the internet and mobile phones.

At Kiwibank, we believe in using AI responsibly to enhance the recruitment experience for both our candidates and our hiring teams. AI is a powerful tool that, when used ethically, can bring many benefits. However, all decision-making at Kiwibank is driven by humans, and AI is only ever used to assist in specific stages of the recruitment process.

Our commitment to transparency means that we want to share how we use AI currently and how **you**, as a candidate, can use it responsibly too.

## This is how we use AI in recruitment at Kiwibank.

Currently, we use AI across the following parts of our Recruitment Journey with explicit consent from candidates where appropriate:

- **Job Ad Creation** - supporting the creation of engaging, informative job ads.
- **Interview Note Taking** - assisting in capturing comprehensive interview notes.
- **Screening Call Transcription** - helping to summarise screening call conversations.
- **Developing Interview Questions** - aiding in the development of relevant behavioural and competency based interview questions.

**It's important to note that AI is not used for decision-making at any stage of the recruitment process, such as CV review or candidate selection.**

If this ever changes, we will ensure that all future AI tools used in recruitment are done so with transparency and adhere to **Kiwibank's Responsible AI Principles** as outlined below:

- **Accountability.**
- **Fairness & Lack of Bias.**
- **Data Privacy & Security.**
- **Explainability & Transparency.**
- **Reliability & Safety.**
- **Human, Social & Environmental Well-being.**

## This is responsible AI use in recruitment as a candidate.

### This is how you could use AI in your job search.

AI tools like ChatGPT can be incredibly useful as a resource to help you prepare, practice and research, while you're navigating your own job search. Some effective ways to use AI include:

- **Customising your CV and Cover Letter** - you can use tools like ChatGPT, Claude or Copilot to help tailor your job applications, but remember that we want to hear about **your** personal achievements and lived experiences. Don't fill your CV with jargon and "fluff", share the learnings and successes you're proud of. These are what we really want to learn about!



- **Preparing for Interview Questions** – AI can help you prepare for interviews by asking for potential practice questions based on the job ad you’ve applied to. This can be a great way to test your own knowledge and identify any potential gaps to brush up on.
- **Researching Employers and Industries** – When you’re considering changing roles or thinking about potential career opportunities, AI can be a useful companion to help research and learn more about organisations or industries.

## This is how to **get the most out of using AI** - what not to do.

- When it comes to using AI tools, they’re not a substitution for **you**. We want to know **your** experiences, skills, successes, learnings, personality and values. To ensure that **you** still show up as genuinely **you** when using AI, here’s some tips on things to avoid during your recruitment journey:
- **Don’t copy & paste unedited AI outputs for your CV/Cover Letter** - If you’re using AI to help write your CV or cover letter, make sure that you’re including personal examples of achievements or responsibilities that are unique to **you**. AI can hallucinate at times, so always take time to proof read and personalise..
- **Don’t read verbatim AI answers on-screen during interviews** - If you’re using AI to help you to prepare for interview questions, or for interview research, make sure that you’re not just reading off a screen in the actual interview. Interviewers want to understand **your** personal experiences and will often ask follow up or probing questions in the moment.
- **Don’t use an AI to impersonate you on phone calls** - If we’re reaching out to catch up with you, it’s because we’re interested in getting to know **you** more - your motivations, your values, and your experiences. We want to get to know the real **you**.
- **Don’t use AI to do your technical test for you** - If we’ve organised a technical test of some sort, don’t just copy and paste AI generated answers. We want to see the quality of **your** work and **your** thinking, so feel free to use AI to help, but be transparent when you are.



## This is **using AI** securely and safely.

### This is how to **use AI tools** safely and securely.

- **Take the time to understand your privacy and data settings** – Are you sharing any data that you enter into AI tools or have you turned data sharing off? Don’t share personal information about yourself unless you’re comfortable knowing what happens to the information.
- **Don’t share personal information about others into AI tools** – Unless you have explicit consent from the individual.
- **Never blindly trust the output generated from an AI tool** – Make sure to use your critical thinking skills to make your own judgements. Just because you found something online, it doesn’t always mean it’s true. This is the same with AI content, always check sources.

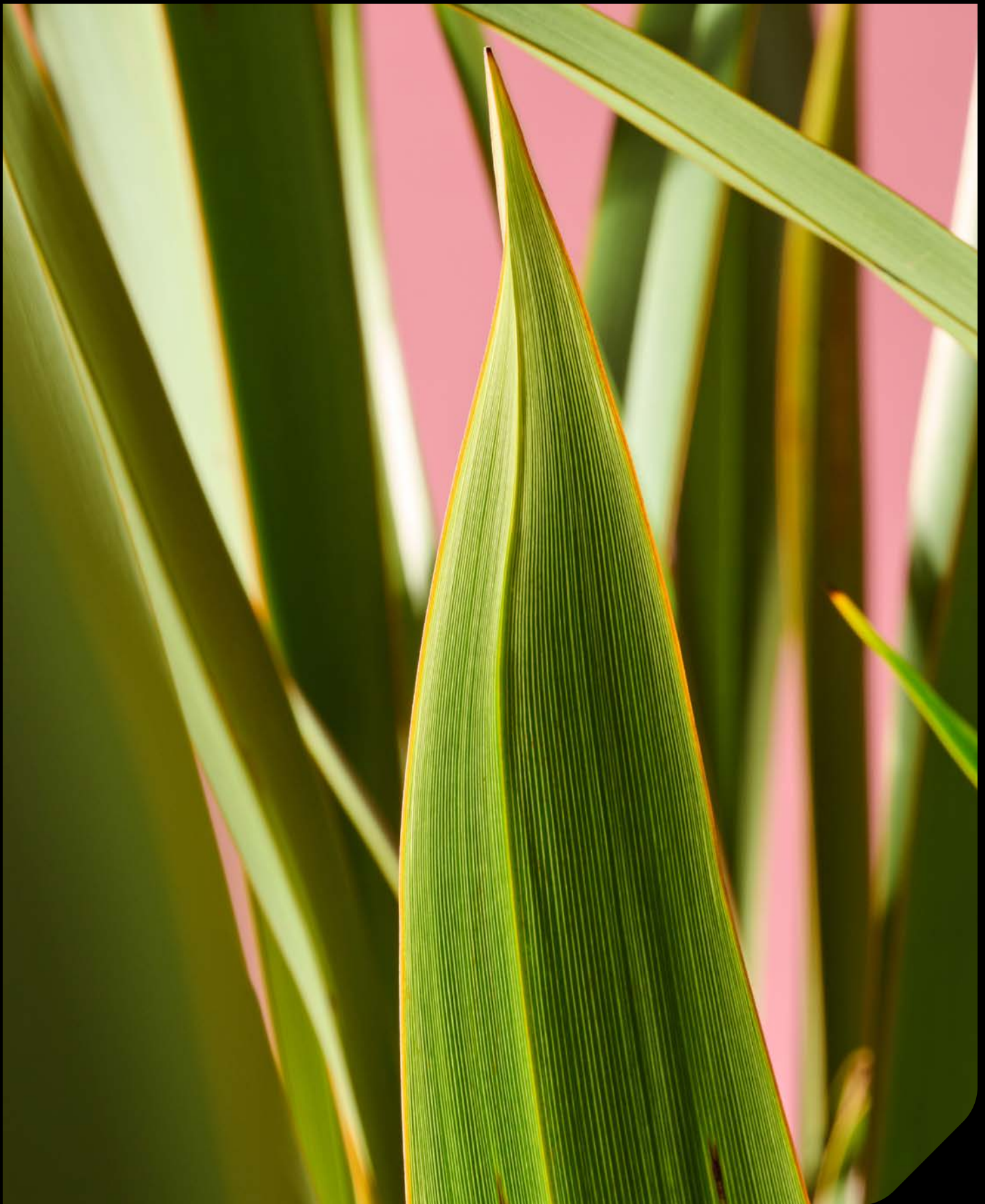
Our goal when using AI in recruitment at Kiwibank is to remove the more time-consuming admin processes, allowing our team to focus on providing a better and more engaging experience for our candidates.

We’re committed to leveraging AI responsibly and transparently to support our recruitment efforts, ensuring that all decisions on candidate and application outcomes remain fully decided by humans.

**Nga mihi,**

**The Kiwibank Recruitment Team**





This is Kiwi

