



SABETI OS
PUBLIC

AI Agent Terms & AI Governance Framework

Sabeti Group Pty Ltd, trading as Sabeti OS

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EXECUTIVE PURPOSE

Sabeti OS is an Artificial Intelligence Operating System designed to deploy, orchestrate, govern, monitor, and optimize AI Agents, Digital Workers, Autonomous Workflows, and Enterprise Automation capabilities.

This AI Governance Framework establishes the principles, controls, responsibilities, limitations, and governance requirements applicable to all AI systems operating within Sabeti OS.

The objectives of this Framework are to:

- Promote trustworthy AI
- Ensure accountability
- Support human oversight
- Reduce operational risk
- Improve transparency
- Support enterprise adoption
- Support government adoption
- Align with emerging global AI regulations

SECTION 1 — DEFINITIONS

1.1 AI Agent

An AI Agent means any software entity capable of:

- Reasoning
- Decision making
- Planning
- Communication
- Task execution
- Autonomous operation

within or through the Sabeti OS ecosystem.

1.2 Digital Worker

A Digital Worker means an AI Agent configured to perform ongoing operational tasks on behalf of a Customer.

1.3 Autonomous Action

Any action executed without direct human intervention.

Examples:

- Sending communications
- Updating systems

- Creating records
- Triggering workflows
- Accessing connected applications

1.4 Human Oversight

Any review, approval, intervention, monitoring, or override capability performed by a human user.

SECTION 2 — AI GOVERNANCE PRINCIPLES

Sabeti OS is guided by the following principles.

Principle 1 – Human Accountability

Humans remain accountable for decisions affecting:

- People
- Organizations
- Legal obligations
- Financial outcomes

AI does not replace accountability.

Principle 2 – Transparency

Users should understand:

- When AI is operating
- What actions AI performs
- What systems AI accesses
- What decisions AI influences

Principle 3 – Security

AI systems must operate within approved security boundaries.

Principle 4 – Privacy

AI systems must respect privacy obligations and data protection requirements.

Principle 5 – Fairness

Reasonable efforts should be made to identify and reduce harmful bias.

Principle 6 – Auditability

Material AI actions should be traceable.

SECTION 3 — AGENT AUTHORITY MODEL

Sabeti OS allows Customers to define authority levels.

Level 0 – Observation

Agent may:

- Read information
- Analyze information
- Generate recommendations

No actions permitted.

Level 1 – Assistance

Agent may:

- Draft content
- Prepare recommendations
- Suggest actions

Human approval required.

Level 2 – Operational

Agent may:

- Execute low-risk workflows
- Update records
- Generate communications

Subject to customer controls.

Level 3 – Autonomous

Agent may perform approved actions without prior approval.

Level 4 – Enterprise Autonomous

Agent may orchestrate multiple systems and agents.

Additional governance controls are recommended.

SECTION 4 — HIGH-RISK ACTIONS

The following are designated High-Risk Activities:

- Payments
- Banking transactions
- Contract execution

- Employment actions
- Legal notices
- Regulatory filings
- Customer termination decisions
- Security administration
- Data destruction

Customers are strongly encouraged to require human approval.

SECTION 5 — HUMAN-IN-THE-LOOP CONTROLS

Sabeti OS supports:

- Approval workflows
- Escalation workflows
- Risk thresholds
- Role-based approvals
- Emergency overrides

Customers determine implementation.

SECTION 6 — AI OUTPUTS

Generated Outputs may:

- Contain inaccuracies
- Be incomplete
- Reflect limitations of training data
- Produce unexpected outcomes

Outputs should be independently verified before reliance.

SECTION 7 — HALLUCINATION RISK

AI systems may generate:

- Incorrect facts
- Incorrect citations
- Incorrect calculations
- Incorrect recommendations

Customers acknowledge these risks.

Sabeti OS does not guarantee accuracy.

SECTION 8 — MODEL TRAINING

Sabeti OS may use Customer Data for:

- Model improvement
- Training
- Fine tuning
- Evaluation
- Safety testing
- Research

subject to applicable agreements and laws.

Sabeti OS may create:

- Aggregated datasets
- Statistical datasets
- Anonymized datasets

for product development.

SECTION 9 — THIRD-PARTY MODELS

AI functionality may be supported by:

- OpenAI
- Anthropic
- Future AI providers

Customers acknowledge that third-party systems may influence outputs.

SECTION 10 — AGENT COMMUNICATIONS

Agents may communicate through:

- Email
- Messaging platforms
- Collaboration tools
- CRM systems
- Customer service channels

Customers remain responsible for communications sent on their behalf.

SECTION 11 — AUDIT LOGGING

Sabeti OS may maintain logs including:

- Prompts
- Responses

- Agent actions
- Approval records
- Workflow history
- System events

Such logs may be used for:

- Security
- Compliance
- Troubleshooting
- Governance

SECTION 12 — AI RISK CLASSIFICATION

Low Risk

Examples:

- Summaries
- Drafting
- Search

Medium Risk

Examples:

- Workflow execution
- Communications
- Customer interactions

High Risk

Examples:

- Payments
- Legal actions
- Personnel decisions

Critical Risk

Examples:

- Public safety
- National security
- Critical infrastructure

Additional controls should be applied.

SECTION 13 — GOVERNMENT USE

Government Customers remain responsible for:

- Regulatory compliance
- Public sector governance
- Records management
- Procurement obligations

Additional government-specific requirements may apply.

SECTION 14 — RESPONSIBLE AI COMMITMENTS

Sabeti OS seeks to:

- Promote explainability
- Promote accountability
- Reduce harmful outcomes
- Maintain oversight capabilities
- Support lawful use

No AI system can eliminate all risk.

SECTION 15 — PROHIBITED AI USES

Customers may not use Sabeti OS to:

- Conduct unlawful surveillance
- Commit fraud
- Facilitate cybercrime
- Violate sanctions laws
- Generate malicious software
- Infringe intellectual property
- Conduct illegal discrimination

SECTION 16 — LIABILITY

AI systems are probabilistic technologies.

Customers acknowledge:

- Outputs may be incorrect
- Agents may behave unexpectedly
- Human review remains important

Sabeti OS shall not be liable for decisions made based solely upon AI outputs.

SECTION 17 — GOVERNANCE REVIEWS

Sabeti OS may periodically review:

- Agent behavior
- Security controls
- Risk controls
- Compliance measures

to improve platform safety.

SECTION 18 — FUTURE REGULATIONS

This Framework may be updated to align with:

- EU AI Act
- UK AI regulations
- Australian AI regulations
- Emerging global AI standards

SECTION 19 — POLICY UPDATES

This Framework may be updated from time to time.

Continued use of Services constitutes acceptance of updates.

SECTION 20 — CONTACT

AI Governance Office

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