Cadient SmartSuite™ – AI Bias Mitigation and Fair Hiring Practices Report

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Statement on Bias Mitigation

Cadient is committed to upholding fair, transparent, and non-discriminatory hiring practices. The SmartSuite platform modules are designed to augment, not replace, human decision-making, ensuring that final hiring decisions rest solely with the employer's personnel.

This document details how the SmartSuite modules—SmartSource™, SmartMatch™, SmartScreen™, SmartFeedback™, and SmartTenure™—are constructed and operated to prevent impermissible bias in employment decision-making.

SmartSource™: Candidate Search Engine

Functionality

Cadient SmartSource is a candidate search engine. It aggregates candidate profiles from publicly available sources and licensed databases, enriching those profiles with inferred skills for improved accuracy. The system indexes over 900 million global candidates, with approximately 225 million in the United States.

AI Bias Mitigation

Input-driven search

SmartSource returns results solely based on the employer's chosen parameters (e.g., job title, location, skills, keywords, or company). The AI is not making evaluative judgments; it is retrieving data matching the defined criteria.

No autonomous decision-making

SmartSource does not filter or rank candidates based on demographic or protected categories. Employers determine which profiles are relevant.

Compliance with privacy laws

Candidate data is sourced in compliance with GDPR, CCPA, CPRA, VCDPA, PIPEDA, and other applicable data protection laws. Candidates retain the right to opt out of data inclusion.

Transparency

Profiles show the last refresh date, assuring users of accuracy while eliminating reliance on outdated or biased self-reporting.

> **Conclusion:** SmartSource functions strictly as a search and retrieval tool. It does not make hiring decisions, nor does it introduce bias into the sourcing process.

SmartMatch™: Resume and Job Description Comparison

Functionality

Cadient SmartMatch acts as a resume and job description comparison tool. It analyzes applicant submissions and identifies how skills and experiences align with the requirements stated in the job posting.

AI Bias Mitigation

Skill-based matching

The engine focuses on skills and demonstrated experiences on a candidate's resume/application.

No hiring authority

SmartMatch ranks candidates for review but does not select or reject candidates. Human recruiters retain exclusive discretion to proceed with interviews or offers.

Reduced exclusion errors

By interpreting the meaning of skills (not just keyword matches), SmartMatch reduces inadvertent bias that might otherwise exclude qualified candidates who describe their abilities differently.

> **Conclusion:** SmartMatch mitigates bias by expanding candidate consideration beyond keyword reliance, while ensuring final hiring decisions remain human-controlled.

SmartScreen™: AI-Powered Structured Conversation Pre-Screening

Functionality

SmartScreen™ is Cadient's AI-powered structured conversational pre-screening engine. It administers role-based questions, analyzes candidate responses, assigns scores against standardized criteria, and flags role-specific disqualifiers and high performers for employer review. Each candidate applying for the same role receives an identical structured interview.

AI Bias Mitigation

Standardization by design

Every candidate for a given role receives the same structured set of questions, evaluated against the same pre-set criteria, reducing variability introduced by unstructured human interviews.

Automated, criteria-based scoring

Candidate responses are scored automatically against objective, job-related factors, minimizing the risk of subjective interpretation.

Fairness emphasis

By applying consistent scoring rules across all applicants, SmartScreen reduces the risk of bias that can arise from inconsistent human pre-screening.

Employer oversight preserved

SmartScreen does not make hiring decisions. It surfaces results, but final determinations remain exclusively with human reviewers.

Conclusion: SmartScreen operationalizes structured pre-screen interviews with uniform questions and objective scoring, reducing bias risk while ensuring employers maintain full control over hiring decisions.

SmartFeedback™: Communication and Engagement Tool

Functionality

Cadient SmartFeedback is a communication and engagement tool enabling employers to collect candidate or employee feedback through AI natural-language conversation.

AI Bias Mitigation

Non-determinative role

Feedback is gathered and summarized; SmartFeedback does not decide outcomes or employment actions.

Anonymization and aggregation

Personal data is not used in the summarization or aggregation of data. Additionally, the employees are able to fully anonymize themselves prior to the start of the conversation.

Human interpretation

Employers retain responsibility for evaluating feedback insights and determining any action steps.

Conclusion: SmartFeedback provides employees with a confidential channel to engage with an AI agent. The system records and organizes the conversation but does not evaluate or decide on outcomes. All decisions and actions remain solely with the employer's team.

SmartTenure™: Retention Prediction System

Functionality

Cadient SmartTenure predicts candidate retention likelihood by analyzing structured, job-related data from the application process. It is designed to help employers identify candidates most likely to stay longer in a given role, thereby reducing turnover costs.

AI Bias Mitigation – Fair Hiring Data Features

SmartTenure employs a feature-engineering framework that explicitly avoids bias and protects candidate privacy:

Location Features

- Uses state-level abstraction only; avoids specific cities or neighborhoods to prevent geographic or demographic bias.
- Commute distance is calculated using generalized zip code centers, not precise addresses, balancing operational insights with fairness.

Work History Processing

- Free-text job descriptions are standardized into broad industry categories (e.g., Warehouse/Logistics, Transportation/Delivery.
- Manufacturing/Production, Food Service, Retail/Customer Service, Management/Supervision).
- Identifiable or overly specific data is grouped into an "Other" category for privacy.

Source Categorization

Application sources are grouped into seven broad categories (e.g., job boards, referrals, company website, walk-in, social media/search, events/traditional media, other), avoiding over-weighting of specific channels.

SmartTenure™: Non-Discriminatory Design Principles

Non-Discriminatory Design Principles

Education Standards

Education is evaluated on a standardized six-level scale (from "no degree" through "advanced degree"), focusing on achievement level—not institution name—to ensure fairness.

Employment Status Categories

Reasons for leaving and work preferences are grouped into standardized categories (e.g., resigned, laid off, still employed; full-time, part-time, seasonal), reducing variability and subjectivity.

Abstraction

Removal of personal identifiers through broad categorization and distance abstraction.

Standardization

Uniform categories and scales prevent subjective or inconsistent interpretation.

Privacy Protection

Specific details are anonymized or grouped into generalized buckets.

Operational Focus

Features are job-relevant (e.g., commute feasibility, relevant experience), not personal or demographic.

Conclusion: SmartTenure is expressly designed to evaluate job-related retention predictors without introducing bias. By abstracting sensitive details, standardizing categories, and focusing only on legitimate business requirements, SmartTenure supports equitable evaluation while leaving all hiring decisions with the employer.

Overarching Principles and Final Statement

Overarching Principles Across All AI Modules

Human decision-making supremacy

None of the SmartSuite modules make autonomous hiring or employment decisions. The role of each tool is to process, organize, or display information that employers themselves act upon.

Focus on skills and qualifications

The AI engines are constructed to surface job-related skills and experiences, reducing reliance on superficial or potentially biased indicators.

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Regulatory compliance

Data collection and processing are aligned with applicable privacy and employment laws.

Transparency

Clients are encouraged to review how each system functions, ensuring accountability and confidence that bias is not being introduced.

Final Statement

> On behalf of Cadient, we affirm that the SmartSuite modules—SmartSource, SmartMatch, SmartScreen, SmartFeedback, and SmartTenure—are not designed to, nor do they in practice, make hiring decisions or introduce bias. Each tool serves as an assistive technology to improve efficiency and accuracy, while leaving ultimate discretion and judgment with human decision-makers.

Disclaimer: This report is intended for informational purposes and does not serve as legal advice or a certification of compliance. Cadient's products are developed to promote fair and consistent hiring practices, while employers remain responsible for ensuring their recruitment processes comply with applicable laws and regulations.

References

Equal Employment Opportunity Commission (EEOC)

- Title VII of the Civil Rights Act of 1964; Uniform Guidelines on Employee Selection Procedures (1978, 29 C.F.R. §1607)
- Guided evaluation of model outcomes for disparate impact and fairness metrics, including recordkeeping and the Four-Fifths Rule for hiring.

U.S. Department of Labor (DOL) / OFCCP

- Guidelines on AI and automated decision systems; Directives 2022-01 & 2023-01
- Set compliance expectations for federal contractors and emphasized transparent, explainable AI outputs.

Federal Trade Commission (FTC)

- Guidance on AI and Algorithms (2021)
- Focused on avoiding unfair or deceptive practices (FTC Act, Sec. 5) and promoting accountability through transparency and risk documentation.

National Institute of Standards and Technology (NIST)

- AI Risk Management Framework (RMF 1.0, 2023)
- Provided structure for identifying risks, assessing bias, and continuous monitoring of AI models.

White House Office of Science and Technology Policy (OSTP)

- Blueprint for an AI Bill of Rights (October 2022)
- Principles supported human oversight, discrimination protections, and fallback mechanisms in AI decision-making.

EEOC / DOJ Draft Guidance on ADA & Algorithmic Fairness (2023)

- Clarified employer responsibility for third-party AI tools and reinforced accountability for accommodating individuals with disabilities.

ISO/IEC 42001:2023 (for Alignment)

- Helped frame monitoring and governance practices consistent with international standards.