

Attachment 1 to Artificial Intelligence Implementation Policy

AI Tool Impact Assessment – template for procurement/deployment of AI Tools

General Information	
AI Tool name:	Documentation Automation
Name of provider:	Reodor Studios AS
Department and system owner:	Department: Business Operations Development (BOD) System Owner: Delphine Echenique, SVP BOD, Shipping Services
Impact assessment prepared by:	Snorre Gryte, PMO OpEx, Shipping Services
Intended use:	To deploy a production-ready, AI-assisted workflow that ingests customer shipping-documentation emails (pilot scope: BMW), extracts and validates B/L data, flags missing or ambiguous information and drafts reply emails for human review, then produces CSV output for manual upload to SAGA. This is orchestrated through a lightweight dashboard for dedicated handlers in the Global Documentation team. The pilot runs on secured WW-hosted infrastructure , uses a human-in-the-loop control to ensure accuracy and compliance, and is limited to 2–3 Auto team handlers to prove value, speed, and quality gains before scaling.
License/service model:	[Specification of type of license/service model, e.g. SaaS, perpetual licenses, subscription-based licenses and relevant maintenance services] Vendor:
Operational model:	[Description of whether the AI Tool will be hosted and/or operated by the provider or another external party or whether it will be hosted and/or operated by Wallenius Wilhelmsen (on premises or in a controlled cloud environment)] Vendor: M365 / Azure / Third party?
AI Tool Categorization and Compliance Measures	
Description of AI capabilities:	[Description of the AI capabilities in the AI Tool that will be used by Wallenius Wilhelmsen] <ul style="list-style-type: none"> - Tasks of the Agents - Level of Autonomy - “Decision authority”

	<ul style="list-style-type: none"> - Basis for evaluation - Human-in-the-loop - Etc. <p>Vendor</p>
AI Tool category:	<p>[Determine if the AI Tool falls under High-Risk, Certain AI Tools, and/or Low-Risk categories as per sections 4.3 to 4.5 of the AI policy. If the AI Tool falls under the Forbidden category, then the AI Tool shall not be procured/deployed in Wallenius Wilhelmsen]</p> <p>Mitigation:</p> <ul style="list-style-type: none"> - Kind of data - Autonomy / Human-in-Loop <p>Based on the AI policy I would classify this as low risk (not correlated with business risk)</p>
Compliance requirements (applicable for High Risk/Certain AI Tools):	<p>[List specific compliance requirements required based on the AI Tool category and the relevant measures (to be) implemented to ensure compliance – to be obtained from Wallenius Wilhelmsen's legal department]</p> <p>N/A</p>
Privacy and data protection:	<p>[Measures for protecting privacy and data, including GDPR compliance]</p> <p>Vendor: How is data determined as in scope? Does it process all mails in the users' mailbox?</p> <ul style="list-style-type: none"> - Data: email body + attachments + supporting documents (Voyage documentation) - Scope: BMW-specific inquiries
Should the AI Tool be approved for use with Confidential Data?	<p>[Recommendation with respect to such approval]</p> <p>Walwil: Internal recommendation / risk assessment</p> <p>Yes, approve for use with Confidential Data, with conditions of appropriate risk management.</p> <p>Based on the current design, hosting model, data-flow constraints, and isolation measures described in the SOW, the tool can handle Confidential Data safely if the agreed controls remain in place and are verified prior to scaling.</p> <p>1. Data Classification Fit: The pilot processes shipping documentation, customer instructions, and email dialogues, all of which qualify as operationally sensitive</p>

	<p>but handled inside secure email and documentation systems.</p> <p>2. Hosting & Security Controls: The SOW specifies that the production pilot runs on a secure, enterprise-grade hosting environment provided by WW, including encryption, access control, audit logs, secure API integration with Outlook/Exchange, isolated environment setup, and production-grade codebase</p> <p>3. Isolation & Minimization of Risk: The solution is deployed with isolated Power Platform environment, dedicated Outlook mailbox/folder, read/write separation for OneDrive, no direct integration with SAGA (manual CSV handoff). These are deliberate choices to reduce risk and avoid cross-contamination with production systems.</p> <p>4. Human-in-the-loop Workflow: The system never sends unmanaged outputs directly to customers. A handler always validate extracted data and drafted emails. This mitigates risks of accidental data leakage or incorrect data</p> <p>WW: Is the intended data confidential? Yes. Commercially sensitive data regarding customer rates, volumes and cargo information</p> <p>Vendor: How does it ensure that only data in scope is processed by the agent (s)</p>
Contract Review	
Regulatory compliance	<p>[Description of contractual provisions regarding the provider's responsibility to ensure compliance with the at all times applicable regulatory requirements for the AI Tool, including allocation of costs for measures to ensure such compliance]</p> <p>Vendor: AI Act (EU)</p> <ul style="list-style-type: none"> - Acknowledgment - ..
Other obligations	<p>[Brief description on the contractual responsibilities of the provider with respect to quality, reliability and accuracy of the AI Tool and the data it is trained on, as well as obligations to provide documentation enabling Wallenius Wilhelmsen to assess the risks related to the AI Tool.]</p> <p>Walwil expectations:</p>

	<ul style="list-style-type: none"> • an obligation on the provider to always ensure compliance with the applicable regulatory requirements, including the AI Act, preferably at the cost of the provider. • responsibilities on the provider with respect to quality, reliability and accuracy of the AI Tool and the data it is trained on. • obligations to provide documentation enabling Wallenius Wilhelmsen to assess the risks related to the AI Tool <p>Vendor: Confirmation on the obligations stated above. Specify any frameworks to support the compliance</p>
Impact Analysis	
Economic impact:	<p>[Anticipated economic benefits or costs]</p> <p>The current Production Pilot Phase</p>
Operational impact:	<p>[How the AI Tool will affect current operations]</p> <p>WalWil</p>
Technology and Data Usage:	
Technical and data assessment	<p>[Details about the technology and types of data used in the AI tool]</p> <p>Vendor: description of the tech stack, data handling and associated data-specifics. List of specific components/modules/tech. being utilized (no need to add additional documentation)</p>
Bias and fairness:	<p>[Evaluation of potential biases and steps taken to ensure fairness]</p> <p>N/A</p>
Transparency and explainability:	<p>[Mechanisms in place to ensure the AI Tool's decisions are explainable and transparent]</p> <p>Vendor: Mechanisms documented in the prompts</p>

Risk Assessment and Mitigation	
Identified risks:	<p>[List potential risks associated with the AI Tool, including potential consequences if the AI Tool should fail, be unstable or provide output that is inaccurate or biased]</p> <p>Walwil</p>
Mitigation strategies:	<p>[Strategies to mitigate identified risks]</p> <p>Walwil</p>