**Floor-E Greetings Requirements**

Part 1 – Brainstorm greetings

*Brainstorm some actions that Floor-E might need to do to greet a customer. These actions may be verbal or physical.*

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| * Saying Hello and welcome to the bank to the customer. * Waving * Shaking hands * High fives |

Part 2 – Safety considerations

*You have been tasked with programming a customer greeting. Floor-E will greet customers by waving, saying hello, and shaking your hand.*

*What are some of the features that will be required to make this a safe, accessible interaction for customers of all backgrounds? Considerations can include material of robot, languages, accessibility, safety measures etc.*

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| *Material of robot:*   * Lightweight and soft materials such as silicone, plastic, rubber for customer facing parts (such as arms, hands and face) * Skeleton constructed with a metal like aluminium   Languages:  • Ability to automatically detect language being spoken  • Translator function    Safety measures:  • Pressure and contact sensors  • Motion detection in all directions |
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Part 3 – Privacy & ethics for facial recognition

*Your team is considering implementing facial recognition technology into Floor-E for identification and security purposes.*

*For example, people who frequently come to the branch will receive a personalised greeting from Floor-E, as well as recognising known offenders. What are some privacy and ethical implications that we should consider when it comes to facial recognition technology?*

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| * Incorrect matches for similar looking people   • Customer consent to being filmed and recognised  • Storing customer facial feature data  • Storing data about people who are not customers of the bank |
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