

AI Governance Principles

How we build, operate and govern agentic AI for SAP Business One · October 2026

ERPure.AI builds AI agents that work inside SAP Business One, which means they handle real business data, including invoices, orders, expenses and financial records. We take that responsibility seriously. We are committed to developing and operating AI responsibly, safely and in the best interests of our customers, so that you get the speed and efficiency of automation without giving up control, privacy or accountability.

These six principles form the foundation of how we govern AI across ERPure.AI. They are consistent with the AI Governance Principles published by our related company, SMB Solutions Cloud Services, and both organisations operate under a single AI Management System aligned to ISO/IEC 42001:2023, the international standard for AI management.

Our six principles

1

Accountable Ownership

Every ERPure.AI agent and AI component has a named owner who is responsible for its design, monitoring and compliance. AI should never operate without a human accountable for its outcomes.

- Senior leadership is accountable for our AI Management System, supported by a designated AI Governance Lead.
- Every AI system we develop or use is recorded in an AI System Register with its purpose, risk rating, owner and review status.

2

Approved and Assessed Use Only

No ERPure.AI agent, capability or AI model reaches customers until it has been formally risk-assessed and approved.

- Every new or materially changed agent completes a risk assessment and, where required, an AI System Impact Assessment before release.
- We use enterprise AI services accessed through Microsoft Azure, never shared public AI tools, and we pin and test model versions before any change goes live.
- Each customer deployment is verified against a deployment checklist before go-live.

3

Data Protection and Privacy

Your data stays yours. We only access the data an agent needs to do its job, and we handle personal information in line with the Australian Privacy Act 1988 and, for our European customers, the GDPR.

- We do not use your business data to train or fine-tune AI models. We would only ever do so with your explicit written consent.
- Each customer operates in an isolated tenant. Your data, configuration and credentials are never shared with or accessible to other customers.
- Data is encrypted in transit and at rest. Your credentials and encryption keys are held in secure vaults and are not accessible to ERPure.AI staff.
- Data is processed in the region appropriate to your location, and is not retained beyond operational need.

4

Human Oversight at Every Stage

AI supports decision-making; it does not replace it. ERPure.AI agents propose, and your people decide.

- No transaction is posted to SAP Business One without review and approval by an authorised person in your organisation.
- This approval step is built into the platform and cannot be bypassed from Microsoft Teams or Outlook.
- You can disable any automated workflow and return to manual processing at any time.

5

Transparency with Customers

You will always know when you are working with AI, what it is doing and how it reached its answer.

- Agent outputs are clearly identified as AI-generated, and proposed transactions show confidence indicators.
- We tell you which ERPure.AI capabilities are deployed in your environment and which workflows they automate.
- On request, we will explain in plain language how the system works and how a particular output was produced.
- Every agent action is logged and traceable, and we will notify you promptly of any material AI incident affecting your data.

6

Continuous Review and Improvement

AI technology and regulation are changing quickly, and our governance changes with them.

- Agent accuracy, approval rates and errors are monitored continuously, with regular performance reviews.
- Our AI Management System is internally audited and formally reviewed by management at least annually.
- We monitor developments in Australian and international AI regulation, including the EU AI Act, and update our practices accordingly.

Our commitment

These principles are reviewed at least annually, or sooner following a significant change in technology, legislation or our operations. All ERPure.AI staff and contractors are expected to uphold them and receive training to do so. They are supported by our internal AI Governance Policy, Acceptable Use Statement and Privacy Policy, available at www.erpure.ai/about/agreements.

Questions or concerns? If you have a question about how ERPure.AI uses AI, or want to report unexpected agent behaviour, contact us at info@erpure.ai.