2026 Explainability Statement

This is Hirevue's Explainability Statement. This document is intended to provide information on how the Artificial Intelligence (**AI**)-based assessments within our Talent to Opportunity Platform™ work, including when, how, and why we use this technology to assist our customers in making their hiring decisions. It is an informational document and not intended to be legal advice and is also separate from our privacy policy.

Please note that this is a 'living document' which will be updated from time to time, based on updates to our systems and processes. Hirevue considers the ethical development of AI along with data security and privacy to be core values. Part of ethical AI development involves taking an evidence-based approach to evaluate our AI-based tools. Hirevue is actively engaged in research with academic collaborators to better understand how our AI tools work, ways to improve them, and we open source our techniques such as algorithmic debiasing to offer methods to improve AI tools more broadly (see a list of published peer-reviewed articles here). Further, we routinely conduct third-party audits on our tools to ensure they meet professional and AI regulatory standards or requirements. In addition to its research and audit activities to help guide ethical AI Development, Hirevue developed this Explainability Statement to help explain Hirevue's processes and in an effort to assist our customers in fulfilling their obligations under applicable data protection and AI laws, including as data controllers in compliance with data protection laws, and in our role as a provider under the EU AI Act as a vendor of AI tools used for employment decisions.

If you have any queries, we can be contacted at press@hirevue.com.

What is our Talent to Opportunity Platform™?

Our Assessments

Hirevue transforms the way organizations discover, engage, and hire the best talent. Connecting companies and candidates anytime, anywhere, Hirevue's industry leading end-to-end Talent to Opportunity Platform™ features video interviewing, assessments, and conversational AI. Hirevue has hosted more than 40 million video interviews and over 200 million candidate assessments for over 1100 customers around the globe.

Hirevue offers a broad suite of traditional and AI-scored assessments, including video interviewing, simulations, and online game-based challenges. These can be combined in a 'modular' fashion for specific roles. Using different assessment types allows us to measure different competencies and capabilities. For example, we can combine an assessment of teamwork skills with another that evaluates problem-solving and decision making. Customers who choose Hirevue's modular system work with our Industrial/Organizational (IO) Psychologists to conduct a job analysis to determine the competencies required for a specific job role they are looking to fill. The job analysis process guides the final selection of job-relevant assessment content to include for a particular role.

What is our Talent to Opportunity Platform™?

Our AI

AI, in the broadest sense, means technologies which are capable of undertaking or facilitating tasks that would otherwise require human thought or reasoning. Within this very broad definition there are many different techniques and applications. The aim of this Explainability Statement is to explain which AI techniques we use, why we use them, and what factors they take into account.

At Hirevue, we use AI to score our interview- and game-based assessments. The purpose of our AI-scored interview assessments is to give recruiters a standard, structured, and fair way to screen many candidates, in a shorter time with greater accuracy and at a lower cost than traditional human-led interviews. Our AI-scored interviews don't replace recruiters. They simply help recruiters and talent acquisition teams assess more candidates quickly, consistently, and accurately. Recruiters and hiring managers are provided materials and training on what competencies are measured in the interview and how to interpret interview assessment competency scores (we provide further detail on this later).

To support interview review and transparency, Hirevue offers Interview Insights, a generative AI capability. Interview Insights uses generative AI to produce concise, descriptive summaries of interview responses and to surface job-relevant information discussed by candidates during interviews. Interview Insights is distinct from Hirevue's AI-scored assessments. It does not generate scores, rankings, recommendations, or predictions about candidate success. Instead, it summarizes what candidates said during the interviews and, when used alongside AI-scored interview assessments, identifies examples of job-relevant behaviors referenced in the interview content. These behavior references may also be used to generate competency-based explanations that help end users understand how existing interview competency scores were derived.

The purpose of our game-based assessments (GBAs) are to offer an engaging way to measure job-relevant competencies or attributes such as critical thinking skills, as well as personality characteristics (i.e., how people think, act, and feel in work situations). Machine learning was used to train our scoring models to identify relevant patterns between candidates' behavior in games and various cognitive abilities and personality profiles important for success in specific job roles. The use of machine learning allows us to generate scores for games that optimally balance the goals of: (1) accurately measuring each job-relevant competency, and (2) minimizing scoring differences across demographic groups (see the section below on 'How do we use AI in game-based assessments?' for further details).

Hirevue also offers the Match & Apply chatbot, a talent engagement solution that helps job seekers discover job opportunities through a natural conversational experience. Within the chatbot, Science-Based Matching is a generative AI capability that builds a structured profile of the job seeker's capabilities (including knowledge, skills, abilities), analyzes job descriptions to create a structured profile of requirements, compares the job seeker's profile against job requirements, and presents the best-matched opportunities with plain-language explanations of why each job was recommended. Science-Based Matching is distinct from Hirevue's AI-scored assessments and Interview Insights: it is a tool for job seekers, not employers. The job seeker decides which opportunities to pursue. It does not eliminate jobs for the user, does not make hiring decisions, and does not replace any part of the employer's selection process. All available opportunities remain accessible - Science-Based Matching simply helps job seekers identify which may be the best fit for their capabilities and experience. The job seeker alone decides which opportunities to pursue.

What is our Talent to Opportunity Platform™?

Finally, Hirevue offers Assessment Builder, a self-service tool that uses AI to help organizations create tailored assessments for specific roles. Assessment Builder blends information about a job from O*NET, Hirevue's extensive job analysis research, customer job descriptions, and local SME job analysis surveys to create an accurate skill profile for each role. It then recommends assessment content based on the requirements identified for the role and user preferences, streamlining the creation of predictive, fair, and job-relevant assessments. Assessment Builder is distinct from Hirevue's AI-scored assessments, Interview Insights, and Science-Based Matching. Its AI components operate during the assessment design phase—identifying which capabilities matter for a role and selecting which assessment content to include—rather than during candidate evaluation. Candidates who complete an Assessment Builder–created assessment are evaluated using the same validated scoring methods (e.g., AI-scored interviews, game-based assessments, questionnaires) described elsewhere in this statement.

How do recruiters use the results from Hirevue's AI?

For AI-scored interviews and game-based assessments, Hirevue provides a tool which assists employers in evaluating candidates in their own hiring process, but the ultimate decision as to what action is taken based on that information always remains with the employer. In EU and UK law, this means Hirevue is a 'processor' of personal data, whereas the employers using our platform are the 'controller' of data, because they take the ultimate decisions on the purposes and means of processing. Since Hirevue's platform does not make recruitment decisions, if the candidate wishes to query the decision-making in the recruitment process then that challenge needs to be made to the hiring company which uses Hirevue's platform (according to its own configuration; see below) and ultimately makes the final recruitment decision. As set out in detail below, Hirevue provides end users with candidate assessment reports (see Appendix A), including a recruiter report that shows how candidates performed on assessments and a candidate feedback report that can be shared with individual candidates to offer insight into their performance.

If licensed, Interview Insights can be provided for candidate on-demand and live interview responses. Interview Insights outputs are provided for hiring team decision support only. Hiring teams can review AI-generated summaries alongside original interview recordings and transcripts. Where structured competencies are used in the interview, Interview Insights may also present examples of competency-relevant behaviors from the candidate's interview response. These behavior references include links to the relevant points in the interview transcript and brief explanatory descriptions of how the behavior was displayed by the candidate.

When paired with Hirevue's AI-scored interview assessments, Interview Insights may additionally provide competency score explanations on the candidate profile. These explanations are based on the behaviors observed in the interview responses and are intended to help users interpret existing competency scores, not replace them.

Interview Insights summaries and explanations are not designed to replace human interview review, nor do they automate or recommend hiring decisions. Employers remain fully responsible for how interview information is interpreted, weighted, and used within their hiring processes. Interview Insights does not determine candidate outcomes and does not apply thresholds or automated actions.

What is our Talent to Opportunity Platform™?

For Science-Based Matching, the interaction model is different from assessments and Interview Insights. Rather than supporting employer decision-making, Science-Based Matching supports job seeker decision-making. Job seekers interact directly with a conversational AI to explore available opportunities. The system presents personalized job matches with qualitative explanations of fit. Job seekers are not shown numerical scores. The job seeker decides which jobs to explore further and whether to apply. Science-Based Matching does not filter job seekers, does not provide match information to employers, and does not influence any employer hiring decisions. The employer's selection process, including any assessments, interviews, and human review, remains entirely separate and distinct from the job-seeker focus of Science-Based Matching.

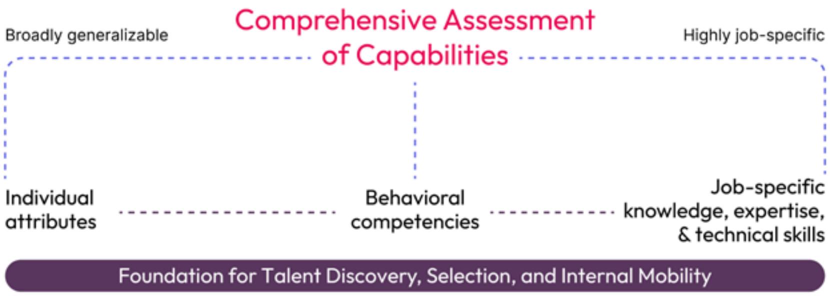
For Assessment Builder, the AI outputs are used to support assessment design, not candidate evaluation. The tool presents recommended capabilities/skills and assessment content to the user (typically an HR professional), who reviews, edits, and approves the final assessment before it is deployed. Once deployed, candidate scoring follows the same processes described above for AI-scored interviews and game-based assessments. Assessment Builder also generates an Explainability Report for each assessment created, documenting the job analysis inputs, identified capabilities, selected content, and scoring approach, providing transparency into how the assessment was designed.

Why do we use AI?

Choosing the right candidate

The aim of any hiring process is to find the right candidate(s) for a job. There can be hundreds of factors involved in making good hiring decisions. Even entry-level, hourly jobs require a unique combination of competencies, cognitive abilities and personality types – few of which will be clear from an application alone, or a CV or résumé.

Historically, organizations have relied primarily on human-led interviews and manually scored questionnaires to assess job fit. While valuable, these approaches are difficult to scale, inconsistent across evaluators, and vulnerable to bias or noise without rigorous structure and training.



Hirevue draws on more than 100 years of research in Industrial-Organizational (IO) Psychology to design hiring tools that are structured, job-related, and evidence-based. Within this framework, we use AI for two complementary purposes in interviews:

1. To measure job-relevant capabilities consistently, and
2. To support transparent, structured interpretation of interview content.

Our AI-Scored Interviews

Our AI-scored interviews are designed to assess job-relevant competencies in a structured and consistent way. They offer multiple advantages for candidates and employers, including bias mitigations, improving consistency, expanding access, enhancing the candidate experience, and supporting better hiring through higher-quality data:

- **Mitigating bias**. Any hiring process involves the risk of bias – the tendency to give systematic undue preference to certain characteristics not related to job competencies, or to discriminate against particular groups. Bias in human interviews, without rigorous rater training, is well-documented but can be difficult to spot until it is too late to correct. By contrast, our AI-scored interviews assess job-relevant competencies while minimizing the potential for bias. To do this, our AI scoring models are designed to mitigate or reduce differences between demographic groups while still maintaining the prediction of job-related competencies. When our AI-scored interviews are used in a hiring process, this leads to more fair and equitable treatment of demographic groups (i.e. when used for a pass/fail type decision, small group differences in scores are likely to yield highly similar passing rates among demographic groups). We follow legal guidelines at all stages when developing, testing, and monitoring AI assessments, and in many cases we test for group differences beyond those required by law. These protections include, but are not limited to, the '4/5ths Rule' mandated by the US Equal Employment Opportunity Commission, according to which if the selection rate for a certain group is less than 4/5ths of the group with the highest selection rate, that can be considered evidence of 'adverse impact' on the group with lower scores. We perform additional checks using well-established ratio and statistical metrics for group differences (the technical terms for which include 'Cohen's d', 'Fisher's Exact', '2 Standard Deviations', and others). Additional information on our bias mitigation strategy can be found here:

- How to Advance Diversity Hiring with Big Data
- Rottman et al. (2023) - New Strategies for Addressing the Diversity–Validity Dilemma With Big Data

- **Consistency.** Each human interviewer will have slightly different hiring preferences, based on their own unique background and experiences. There may even be differences between the evaluations made by the same interviewer, depending on circumstances such as the time of day or other pressures of which the interviewer is unaware. A given candidate can be 'lucky' or 'unlucky' depending on who happens to interview them, and when. These differences in interviewer preference can lead to significant variations in results for candidates with exactly the same competencies. This problem is sometimes called 'noise' or 'unconscious bias'. Unlike interviews conducted by humans, our AI models are completely consistent across candidate pools. All candidates are asked the same questions and have the same opportunity to answer them. Their answers are all assessed and scored using the exact same algorithm and evaluation criteria to ensure consistent and objective treatment of all candidates. Our system avoids the danger of a particular human interviewer scoring a candidate well or poorly based on personal preferences that have nothing to do with job competency.

- **Equality of opportunity.** Instead of needing to be available for an interview at a specific time or place, candidates can record their responses to Hirevue interview questions at a time of their choosing, using a computer, tablet or smartphone. In the same fashion, recruiters can review and compare candidates' interviews at any time. Allowing all candidates to undertake video interviews enables the hiring organization to consider a wider pool of applicants, some of whom would be excluded because of an inability to attend a particular interview slot (for example, because of other work or care commitments). For candidates in need of special equality of access accommodations, our system is set up to have well-defined alternative assessments.

Why do we use AI?

Our AI-Scored Interviews

- **Better candidate experience.** Unlike a traditional interview, our AI-scored interviews allow candidates multiple attempts to answer each question, if they feel that the first attempt did not go as well as they would have wanted. In addition, our AI-scored interviews allow for clear feedback to be given to every candidate no matter how they scored as soon as the interview is complete– something which would be time consuming and difficult for human interviewers to do for every applicant. We have provided a sample 'candidate feedback report' in Appendix A, a document that can be shared with individual candidates to offer insight into their performance.

- **Good data means good decisions.** The result of our AI interview techniques is a highly accurate assessment of specific competencies, mitigated for bias. Our AI-scored interviews provide excellent insight into behavioral competencies such as adaptability, communication, and problem solving. Our AI-scored interviews can also be used to improve the hiring process over time, because data collected during such interviews can later be mapped against the performance of those who were hired. This type of data-driven comparison is extremely difficult to accomplish using traditional human-led interviews because the relevant data is not collected in a systematic way. Relatedly, customers can choose to give greater weighting to certain competencies (for example, Teamwork) in a defined and structured way in our interviews – something that would be difficult to do with human interviewers since it's difficult for humans to disentangle different attributes of an interviewee.

- **Costs savings for customers.** Compared to using human interviewers to screen all candidates, Hirevue's customers are able to obtain major cost savings using our AI through reduced time to evaluate and hire employees as well as eliminating travel costs associated with in-person interviews. In our experience, organizations using Hirevue experience a significant return on investment.

Interview Insights: Supporting Interview Review and Transparency

Interview Insights uses generative AI to support how interviews are reviewed and understood. Rather than evaluating or scoring candidates, Interview Insights focuses on summarizing interview responses, surfacing job-related information discussed by candidates, and presenting examples of competency-related behaviors linked to transcript evidence.

Interview Insights is designed to reduce cognitive load for hiring teams reviewing interviews, help ensure consistent attention to job-relevant content, and improve transparency into what was discussed during the interview. These outputs are descriptive in nature and intended to complement, not replace, full interview review by human decision-makers.

When used alongside Hirevue's AI-scored interview assessments, Interview Insights may also provide competency-based explanations that help users understand how existing interview competency scores relate to behaviors expressed in the interview responses.

Why do we use AI?

Our Game-Based Assessments

In addition to the use of AI in interviews, we also use AI to evaluate candidate responses in our game-based assessments. Game-based assessments (GBAs) refer to an assessment method for measuring an attribute or psychological trait using game design principles that are intended to lead to a psychological state for the candidate known as gameful experience (Landers et al., 2019). Hirevue GBAs may be deployed as cognitive ability only, or a combination of cognitive ability and non-cognitive competency domain measures such as the Big 5 personality. Each Hirevue game takes only a few minutes to complete. At Hirevue, our approach to game design starts with identifying the psychological construct we want to measure, and then building a game that is designed to elicit behavior related to the target construct(s).

Our cognitive GBAs are designed to be a general measure of cognitive ability. We design each game to target a specific ability (e.g., Working Memory with our Digitspan game). While each game is designed to measure a specific ability, the specific abilities are related and combine to form a general measure of cognitive ability.

Portrait is Hirevue's GBA of the Big Five personality traits using images and adjectives. It measures Openness, Conscientiousness, Extraversion, Agreeableness and Emotional Stability. One of the most widely recognized ways to categorize personality traits is on the basis of the Big Five model (e.g. Goldberg, 1992; McCrae & Costa, 1987).

We also offer a candidate feedback report that makes it clear to candidates what is being tested for the position for which they are applying (for example, compassion for a Registered Nurse role, or service focus for a Customer Service Representative role). See Appendix A for a sample candidate feedback report.

In addition to minimizing bias and gathering richer data, our GBAs have several advantages over traditional questionnaires:

- **Speed.** Traditional multiple choice cognitive skills tests last 30-45 minutes, as opposed to approximately 6-15 minutes for our GBAs.
- **Flexibility.** Our cognitive games adapt in real time based on a candidate's performance. If a candidate completes one level in a game, the next level they will be asked to complete will be more difficult. If they fail a task, they will be given an easier one. This allows for more detailed data to be gathered on individual candidates than would be possible using a static test.
- **Improved candidate experience.** Based on feedback by 1.5 million candidates who have taken Hirevue's AI-scored assessments: 80% enjoyed the experience and appreciated the opportunity to differentiate themselves; 85% thought it reflected well on the employer's brand; 70% rated the experience as 9 or 10 out of 10; and 89% said it respected their time.

Why do we use AI?

Our Assessment Builder

Assessment Builder uses AI to streamline the process of designing job-relevant assessments. Traditionally, creating a customized hiring assessment requires extensive involvement from IO Psychologists to conduct job analyses, identify critical competencies, and select appropriate assessment content. Assessment Builder makes this process accessible to a broader set of users while maintaining scientific rigor.

Assessment Builder's AI components offer several advantages:

- **Job relevance.** Assessment Builder uses structured machine learning models to analyze customer-provided job descriptions and identify which capabilities are most important for success in a specific role. This ensures each assessment is tailored to the actual requirements of the position, rather than relying on generic test batteries.
- **Scientific rigor at scale.** The Science Engine integrates evidence of content validity, criterion-related validity, subgroup fairness, and accessibility to recommend optimal assessment content. This replicates the judgment of experienced IO Psychologists in a consistent, scalable way.
- **Fairness by design.** Subgroup fairness is built into the recommendation process as a core component of the Science Score. The optimization model explicitly balances predictive accuracy with minimizing demographic group differences, ensuring fairness is considered at the point of assessment design, not only after deployment.
- **Transparency.** Assessment Builder generates a per-assessment Explainability Statement that documents the job analysis inputs, capability importance ratings, selected assessment content, and scoring methodology, providing a clear audit trail for each assessment created.
- **User control.** Users retain the ability to review, edit, and approve all AI recommendations before the assessment is deployed. The tool presents capability recommendations and assessment content for human review, ensuring that subject matter expertise is incorporated into every assessment.

Science-Based Matching: Helping Job Seekers Discover Opportunities

Science-Based Matching uses generative AI to help job seekers discover opportunities through a natural conversational experience. Today, most job seekers discover opportunities by searching for job titles and keywords they already know, limiting their discovery to their existing mental model of what jobs exist. Science-Based Matching is intelligent matching that goes beyond title-bound search by building a structured, multi-dimensional profile of the job seeker's skills and background and comparing it against job requirements. This surfaces roles that job seekers might not have found on their own, such as positions that require their skills but use different job titles or industry terminology.

The approach is grounded in IO Psychology principles of person-job fit. Meta-analytic research has demonstrated that person-job fit is among the strongest predictors of job satisfaction and employee retention, with a meaningful relationship to job performance. Science-Based Matching applies this principle by structuring the comparison around defined job-relevant dimensions rather than surface-level text overlap, connecting talent to opportunity based on capability. Job seekers receive explanations of why each job was recommended, enabling informed decisions about which opportunities to pursue.

How did we design our AI?

How do we use AI in video interviews?

Hirevue uses AI in video interviews to support both assessment and interpretation of interview responses. Depending on how a customer configures their interview, AI may be used to generate competency scores, summarize interview content, highlight job-relevant behaviors, and provide explanations to support understanding of interview results.

Across all configurations, Hirevue's AI relies exclusively on what candidates say in their interview responses. It does not analyze candidate facial expressions, body language, their background and surroundings, nor tone-of-voice.

AI for Interview Summarization, Behavioral Evidence, and Score Explanation

For interviews where Interview Insights is enabled, Hirevue uses generative artificial intelligence to analyze interview transcripts and generate structured, descriptive insights to support interview review. This includes concise summaries of candidate responses and, where structured competencies are used, organizing transcript-based evidence that maps to predefined competency definitions and behaviorally anchored rating scale (BARS) indicators. When paired with AI-scored interview assessments, Interview Insights can also provide explanations to help users interpret existing competency scores.

Interview Insights is powered by a large language model (LLM) accessed through a third-party provider (Claude 3.7 Sonnet via AWS Bedrock) and deployed via a secure cloud environment. The model is pre-trained and is not fine-tuned on customer or candidate data. Interview data is used only at inference time to generate summaries and explanations for that specific interview and is not retained or reused for model training.

The system processes interview content in a staged manner. First, interview responses are transcribed into text using a speech-to-text service. That transcript, along with the interview question text and, where applicable, structured competency definitions, is then provided to the generative AI system using task-specific prompts. These prompts instruct the model to produce neutral, descriptive summaries of what the candidate said and to reference only information present in the transcript. Outputs are presented as AI-generated and are intended to be reviewed alongside the original interview recording and transcript.

Where structured competencies are used, Interview Insights may also present examples of competency-relevant behaviors referenced in the interview responses. These behavior references are grounded in predefined competency definitions and BARS indicators, linked to specific timestamps in the transcript, and may include brief explanatory text describing how the behavior was demonstrated, based solely on the interview content.

When Interview Insights is paired with Hirevue's AI-scored interview assessments, the same transcript-based evidence may be used to generate competency score explanations. These explanations are designed to help users understand how observed behaviors relate to existing competency scores. They do not generate new scores, alter assessment results, or introduce additional evaluation beyond what is already produced by the scoring models.

To reduce the risk of hallucinations or inappropriate content, Interview Insights employs multiple safeguards. Generated outputs are constrained by structured output formats and grounded strictly in the provided transcript and competency definitions. The system uses AWS Bedrock guardrails for content filtering and prompt-attack protections (including prompt injection), and if guardrails are triggered the system returns a neutral fallback response rather than unfiltered content.

How did we design our AI?

AI for Interview Summarization, Behavioral Evidence, and Score Explanation

Interview Insights outputs are intended for decision support and transparency only and do not automate or recommend hiring decisions. Unlike Hirevue's scoring models, Interview Insights does not produce numerical outputs or predictive scores and does not attempt to generalize beyond the specific interview being analyzed; employers remain responsible for how interview information is interpreted and used in their hiring process.

AI for Interview Scoring

For our AI-scored interview assessments, our AI scoring involves three stages: (1) transcribing spoken words to text, (2) understanding the meaning of the text, and (3) assessing and scoring candidate responses based on expert human rater evaluations of similar competency-based interview questions.

1. Changing speech to text

First, we convert the candidate's speech to written text, using a third-party speech-to-text transcription system developed by Rev.ai. This technology recognises the sound of words based on its experience and learning from over 50,000+ hours of human-transcribed content across a wide range of topics, industries, dialects and accents. We have provided more details about the transcription accuracy of Rev.ai in the section below on Third Party Providers.

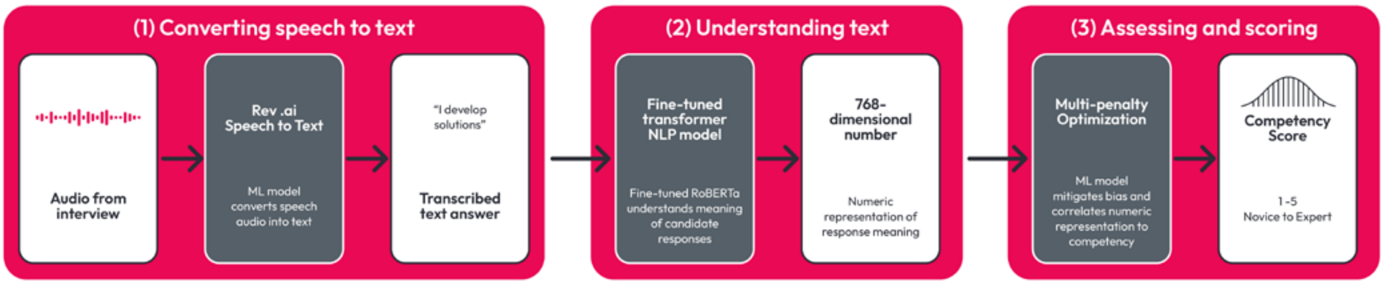
Rev.ai, like our own AI systems, uses a technique called 'machine learning'. Machine learning is a form of data processing that identifies statistical patterns from data sets. Rather than being programmed with predetermined responses to a set of conditions, a machine learning system is designed to develop its own responses to those conditions under a training regime. For instance, a simple machine learning system might learn to differentiate between the spoken words cat and dog with training data that includes many audio examples of different people saying 'cat' or 'dog', which are then labeled before being fed into the system. After the AI has been trained on enough examples of training data the system will build a predictive model that can distinguish between the two words. The principles which a system has derived from the training data are called a 'model'.

Machine learning systems are particularly good at undertaking complex tasks where the rules can be difficult to specify with precision (such as understanding language) as well as for tasks involving the computation of very large amounts of data. For these reasons, machine learning is now very commonly used for tasks which involve understanding human language.

2. Understanding words and sentences

Second, based on the transcribed text, we use a form of AI called 'natural language processing' (NLP) in order to understand candidates' answers, as summarized in the diagram below.

Example AI-scored Interview Process for Problem-Solving Competency



How did we design our AI?

We have developed our own NLP model based on a state-of-the-art language model called Robustly Optimized Bidirectional Encoder Representations from Transformers, or 'RoBERTa'.

RoBERTa was adapted from a model designed by Google called BERT. BERT refers to Bidirectional Encoder Representations from Transformers and these models consider word context. More specifically, they learn about important information embedded in language, creating dimensional representations of text that are context-dependent. For instance, the word "green" in the following three sentences would be represented with different embedding vectors: (a) The company has started a new green initiative to reduce their carbon impact, (b) The family bought a new green colored car, (c) Due to the recent rain, the grass was very green. In this illustration, the vectors for the word "green" used in sentences (b) and (c) refers to a color and would be closer than the vectors for the word "green" used in sentences (a) and (b) where "green" refers both to a color and being environmentally conscious.

Hirevue's proprietary language model starts with this RoBERTa language model as its base and is further fine-tuned on interview data. The language analyzed by this language model is processed by a 'deep neural network', a technology which comprises a collection of connected nodes or 'neurons' which can attribute a particular weight or significance to various features of the language presented to it. Table 1 below outlines the steps we took starting with RoBERTa as our base, ending with 19 fine-tuned Hirevue language models

Table 1. Hirevue Language Model Fine-Tuning Steps

Step	Description	Data Source
1	First the system learns to understand English words in context by predicting masked words in a large number of documents; specifically, the RoBERTa model we used as a base was trained on a large corpus of text	160 GB of text data which is over a billion sentences or approximately 30 billion words
2	Our in-house RoBERTa model refines this general RoBERTa language model to the interview domain by predicting masked words over a million of interview transcripts	One and a half million unlabeled asynchronous job interview transcripts
3	Building on step 2, the model is fine-tuned to the task at hand by predicting expert human interview ratings on communication across tens of thousands of interviews	Over 30k interviews rated on the communication competency
4	Lastly, to fine tune to a specific competency domain, a final layer is added to the CUSTARD language model by predicting thousands of expert human interview ratings on a specific competency domain	Over 1k interviews rated on each of the 19 specific competency domains (e.g., Adaptability)

The process outlined above yields a total of 19 Hirevue language models, each fine tuned to one of our competencies. The output of a Hirevue language model is a numerical value – known as a 'vector' – which the model has generated based on passing a candidate's transcribed interview response through the deep neural network. Unlike many simpler NLP methods, our system is especially effective at understanding the meaning contained in response to a question, regardless of the specific vocabulary used. This ability to generalize makes it more difficult for candidates to "game" the video interview process by mentioning particular words or phrases in their responses. These Hirevue language models are capable of differentiating between the usage of the same word in different contexts. This is particularly important where the same word can have different meanings depending on the words around it. For example, the word "bank" is used in two different senses in this sentence: "Joanne went to the river bank today, and she visited the bank to withdraw cash on the way home."

3. Assessing and scoring each candidate

Third, once a Hirevue language model for a competency has understood and assigned numerical values to the candidate's response to an interview question, this numerical value is fed into a 'multipenalty optimized model' (a machine learning system). The multipenalty optimized model has been trained to score those responses against the relevant competency.

We have developed a separate AI model and set of questions for each competency. A sample of competencies we can measure include adaptability, problem solving, communication and willingness to learn. There are 19 interview-based competencies which we can cover, and we are increasing this list over time based on scientific research and our own data.

Following best practices in structured interview design, of using guides to support consistent expert evaluations, we created a Behaviourally-Anchored Rating Scale (BARS) for each competency for which our questions were designed to elicit candidate interview answers. Creating scoring models for each competency based on expert BARS ratings, we have modeled the most accurate way of fairly and consistently rating structured interview responses of expert human evaluators.

Hirevue's AI system scores each of the candidate's responses according to a BARS for each competency. Our BARS content and guides are based on data from thousands of real-life interviews, covering a diverse range of interviewees and job types. BARS for each of our competencies have five rating levels, from 'novice' to 'expert'. In Appendix B we provide the BARS used for our 'Communication' competency. Additionally, in Appendix B, we provide an example of how an interview answer can be scored along the response timeline as each statement relates to an anchor in the BARS guide.

As mentioned earlier, the models we use to assess candidates through interviews have been trained on expert human evaluations of structured interview responses using these BARs. Our AI-interview scoring algorithms are based on sophisticated analytic techniques to craft correlational-based models that mimic trained expert human rater judgements. The assessment scores provided by our AI-scored interviews are highly similar to the evaluations expert interviewers would provide, but without the unconscious biases.

To create the assessment scores for each BARS, Hirevue collects thousands of expert human rater evaluations of standardized interviews and uses these ratings to train the models to score candidate interview responses. Our assessment development work and rater studies conducted over the past 6 years, have drawn upon over 900,000 applicant video interviews scored and evaluated for bias (see Appendix C).

More specifically:

- We collected scoring data from interviews for different levels of roles, type of companies, and geographic locations.
- We trained diverse teams of around 60 expert raters to evaluate the responses in each of those interviews based on specific competencies according to an evaluation guide based on using a BARS.
- The expert raters then manually scored each response in the interviews against each competency, with 2-3 separate evaluators scoring each candidate's answer.
- During the training process, we held regular calibration discussions to ensure consistency in scores from each rater. We also filtered any unreliable data (for example where there were audio issues or insufficient words in a response). We also re-scored or removed responses where rater evaluations varied significantly. Based on the above training, our multipenalty optimized regression model is able to score candidates' responses, by comparing them to the manually scored responses during the training exercise. As compared to a simpler regression model, a multipenalty optimized regression model helps to ensure that the algorithm generalizes well to unseen data, rather than 'overfitting' to the training data, as well as reducing subgroup differences. Overfitting can occur when a model is trained to be highly accurate for the examples it has seen before, but which then results in the model being inflexible and not able to generalize as well (which, in this case, could mean it is unable to recognise different but similar candidate responses).

How do we use AI in game-based assessments?

We use AI in our game-based assessments to assess a candidate's cognitive ability or personality. Our technology works as follows:

- The candidate's score and other key game metrics including the ratio of levels lost and won, the total number of levels played, selected answers and/or highest level completed are fed into a ridge regression model (as explained above). A regression model is useful in understanding the relationship between different variables – cognitive ability or personality traits. An accurate regression model can predict or assess the value of a dependent variable (e.g. cognitive ability) based on a set of independent variables (e.g. the game performance).
- Our game-based assessment regression models were trained and mitigated in a similar way to our multipenalty optimized models used in the video interview process. Through multiple panel studies, we asked hundreds of individuals to undertake our game-based assessments and they were scored based on the aspects noted above. We then asked the same individuals to undertake traditional cognitive assessments (typically based on questionnaires), which gave us an accurate and reliable indicator of their cognitive ability. This data was then used to train our regression model to spot relevant patterns between candidate's behavior in games, and different types of cognitive ability.

AI for Assessment Builder

Assessment Builder uses AI at multiple stages of the assessment design process. Unlike AI-scored interviews and game-based assessments, which use AI to evaluate individual candidates, Assessment Builder's AI operates during the assessment creation phase to help identify job requirements and recommend appropriate assessment content.

1. Job Description Analysis. When a hiring team provides a job description, Assessment Builder uses a structured machine learning model to determine the importance of each of Hirevue's 19 Capabilities for that role. This model uses a Neural Partial Least Squares architecture built on a fine-tuned XLM-RoBERTa language model. The model was trained on more than 10,000 job descriptions collected from a publicly available job board and curated to ensure broad coverage across industries and job levels. Capability importance ratings for the training data were generated using a human-in-the-loop approach: a large language model rated each job description's capability requirements using detailed chain-of-thought prompting that included a rating rubric and over 800 previously rated examples from IO Psychologist subject matter experts. Each job description was rated five times to ensure accuracy (interrater agreement ICC = .95). An IO Psychologist reviewed the generated scores to ensure accuracy and made updates where necessary. The model achieves an average correlation of .72 with expert ratings across all 19 Capabilities.

The job description analysis model was developed internally by Hirevue using open-source language model architectures (XLM-RoBERTa). The labeling of training data for this model was generated using a human-in-the-loop approach with Anthropic's Claude Sonnet 4 large language model and OpenAI's 4o model, with all outputs reviewed and validated by IO Psychologists. At inference time, the job description model runs on Hirevue's own infrastructure and does not send customer job descriptions to third-party AI providers.

2. Assessment Content Mapping. Assessment Builder uses OpenAI reasoning models with human oversight to map the relevance of Hirevue's assessment content to a broad range of roles. This mapping helps ensure that the content library can be effectively matched to diverse job requirements. IO Psychologists review and validate these mappings to ensure accuracy.

3. Science Engine Recommendation. Once capabilities are identified, the Science Engine generates a customized assessment. The recommendation engine was built using expert judgment from Hirevue's IO Psychologists and employs a linear programming optimization model. For each scale in the Assessment Builder Library, a job-specific Science Score is computed by summing four components: content-related validity (alignment with target capabilities), criterion-related validity (empirical links to job performance), subgroup fairness (minimizing demographic group differences), and content accessibility (readability, job-appropriateness, and neuroinclusivity). The optimization model maximizes the overall Science Score while balancing mandatory constraints (e.g., all critical capabilities must be covered) with preference-based constraints (e.g., shorter assessments for entry-level roles, balanced modality variety).

Assessment Builder's AI models use only customer-provided data (job descriptions) and curated reference data (O*NET, Hirevue's Job Analysis Database, and the Assessment Builder Content Library). The system does not use candidate data during the assessment design process. All AI recommendations are presented to the user for review and approval before the assessment is deployed. Assessment Builder also uses OpenAI reasoning models to support the mapping of assessment content to job roles.

AI for Science-Based Matching

Science-Based Matching uses generative AI to understand what job seekers can do and connect them to opportunities where their capabilities fit, rather than relying on job title or keyword search. The chatbot is built on a modular agent architecture with specialized agents and supporting components for intent routing, content safety, job search, job matching, and conversation management. This design ensures that each component has a defined scope and can be independently tested and improved.

Within this architecture, the Science-Based Matching agent uses graph-based orchestration to coordinate three purpose-built tools for candidate profiling, job profiling, and fit evaluation. Each tool is a separate, focused LLM operation with its own dedicated prompt and schema-enforced structured output, ensuring that each stage of the matching process is constrained to a specific task. The agent manages conversational state across turns, determining when to invoke each tool and maintaining results for follow-up interaction. Each stage is governed by science-informed prompts and structured evaluation rubrics designed to mirror the rigor of expert judgment.

First, the system builds a structured skills profile for the job seeker. When a job seeker shares their background through conversation and/or uploads a resume, a large language model (LLM) extracts and organizes their skills, experience, industry background, and preferences into a structured profile. Extraction follows a two-step process: first, explicit extraction of directly stated qualifications (e.g., "Python"), then systematic inference from accomplishments and responsibilities (e.g., "led an 8-person engineering team" implies leadership and team management). The system excludes capabilities when the evidence is uncertain or insufficient. The job seeker is presented with a summary of the key information extracted from their input.

Second, job profiles are created when jobs are loaded into the system from the employer's applicant tracking system (ATS). This is a form of job analysis: the same logic and dimensions used in candidate profiling are applied to each job description, producing a structured job profile for direct comparison. The tool filters out content such as company descriptions, benefits, and marketing language, extracting only job-relevant competency requirements. Where the ATS provides structured metadata such as experience level or remote work status, those values are used directly rather than being re-derived from the description text, improving data fidelity. Job profiling runs at ingestion, not in real time during the job seeker's conversation.

Third, the system performs fit analysis by comparing the job seeker's profile against each job profile across multiple dimensions. Each dimension is evaluated independently, and the results are combined using a compensatory scoring formula. The overall score begins with the average of the core competency dimensions (knowledge, skills, and abilities), which is then adjusted by two weights: experience-level alignment (whether the job seeker's career stage aligns with what the role requires) and location compatibility (whether the job seeker's location and work-arrangement preferences align with the job's requirements). Each weight scales the competency score based on how well the job seeker's profile matches the job's requirements on that factor. The fit analysis produces both a quantitative score (used internally for ranking) and a qualitative explanation (presented to the job seeker).

Science-Based Matching is powered by LLMs accessed through AWS Bedrock. The models are pre-trained and are not fine-tuned on customer or job seeker data. Job seeker information is used only at inference time to generate profiles, fit evaluations, and match explanations for that specific session and is not retained or reused for model training.

Importantly, Science-Based Matching relies exclusively on what the job seeker shares about their professional background and what is stated in job descriptions. It does not analyze or consider demographic characteristics, protected class information, or any personal attributes unrelated to job qualifications. Extraction prompts are explicitly designed to focus on job-relevant skills and experience only.

Ethical AI & Consent

Our Ethical AI Principles

The following five principles guide our thoughts and actions as we develop AI technology and incorporate it into our products and technologies. Hirevue practices will continue to evolve as we work with our customers, job-seekers, technology partners, ethicists, legal advisors, and society at large to ensure we are always holding ourselves to the highest possible standards.

- **We are committed to benefiting society.**
- **We design to promote diversity and fairness.**
- **We design to help people make better decisions.**
- **We design for privacy and data protection.**
- **We validate and test continuously.**

Full details can be found on our website: https://www.Hirevue.com/why-Hirevue/ai-ethics.

AI Consent

Before completing a Hirevue AI-scored assessment, applicants review an AI notice and consent statement and have the option to opt in or out of the use of AI in evaluating their responses. This consent process is consistent with our Ethical AI principles and Hirevue's commitment to AI transparency and explainability. In our model AI Consent Statement (see example in Appendix D), the candidate is informed of the following:

- Where and why AI is used
- How it was developed
- How it evaluates responses
- How we monitor AI fairness and take corrective action when needed
- How the hiring team makes the final decision
- How opting out of AI evaluation will not exclude a candidate from participating the hiring process

For our AI-scored interviews, candidates who opt out of AI evaluation complete the same Hirevue assessment experience, but their responses are not scored by AI. Instead, recruiters manually review and rate these candidates' interview responses based on the same behaviorally anchored rating scales describing low, medium, and high performance on the relevant competency(ies). Similarly with our AI-scored games, candidates can opt out of AI and be evaluated by other, non-AI scored elements. Additionally, when a Hirevue assessment is complete, customers can enable a feature to provide candidates with a Candidate Feedback Report (see example in Appendix A) which provides the candidate insight into how they performed on the assessment offering additional transparency into what is assessed.

For assessments created using Assessment Builder, the AI consent process applies to the AI-scored elements within the deployed assessment (e.g., AI-scored video interview questions or game-based assessments), not to the Assessment Builder tool itself. Assessment Builder's AI is used during the assessment design phase by the hiring organization, not during candidate evaluation. When candidates complete an assessment that includes AI-scored components, the standard AI consent process described above applies, and candidates are informed about the use of AI in scoring their responses.

What is the user journey for interview candidates using our AI platform?

System Configuration Impacts Candidate Experience

Recruiter or user training is provided by Hirevue to our customers that details the following information concerning the Hirevue assessment(s) deployed in their system. Main topics covered in the training are: how the assessment was designed, what the assessment measures and how it links to the target job, configuration settings for the assessment, how the assessment is scored and results presented in feedback reports, sample candidate communications, and detailed Hirevue system or platform navigation.

As mentioned above, the assessment which applicants take will match the competency requirements of the position for which they are applying. An example AI-scored assessment will consist of 4-6 video interview questions (delivered asynchronously) and 2-3 game questions. Thus the entire candidate time to complete the video interview plus games is typically 15-25 minutes. Each interview question is designed by Hirevue's IO Psychology team to elicit behavioral responses related to a specific competency (e.g., customer service). The games are designed to measure general mental abilities (e.g. numerical reasoning) or personality areas (e.g., conscientiousness).

How the candidate experiences the assessment is configurable by the company deploying the assessment. Hirevue system consultants can assist with this configuration or setup and provide best practice recommendations. The main configuration decisions are:

- Preparation Time for each Interview Question (0 - 5 minutes, or Unlimited Prep Time): One Minute Preparation Time Recommended
- Interview Question Recording Attempts (1 - 5 Attempts, or Unlimited Attempts): Three Total Attempts Recommended
- Response Time for Each Interview Question (30 seconds - 15 minutes, or Unlimited Response Time): Three Minute Response Time Recommended
- Candidate Feedback Report (On/Off): Recommended On
- Evaluation Transparency Screen (On/Off): Recommended On
- Reusability of Assessment (On/Off): Recommended On
- Rating Guidelines (On/Off and by Question): Recommended On and with 5 Star Guidelines (BARS) On

- Candidate Assessment Result Tiers (On/Off): Recommended On with Result Tier Labels Reflecting Client Use Case (e.g., Top/Middle/Bottom labels)
- Competency and Assessment Numeric Score (On/Off): Recommended Off
- Data Retention: Recommended 2 years, but follows company policy

The scoring of the interview and games assessment follow the technology described above and a report of results is presented in the Hirevue system for recruiters and hiring managers to view. This report provides a description of the assessment taken, the competencies evaluated, a description of how the candidate scored on each competency, and an overall assessment result as compared to all the other candidates that completed the assessment for that position. Additionally, a Candidate Feedback Report can also be generated and sent to a candidate (see Appendix A for examples of these reports).

Communications to the candidate are managed by the employer using the Hirevue system but typically consist of email or text messages informing the candidate how they did in the specific step in the hiring process and what to do next (e.g., "you have completed the application and now please complete the video interview or assessment by clicking this link"). These messages are customizable by each company and recruiter, but template messages are provided by Hirevue to facilitate consistency in candidate communications. An example email text informing the candidate they have completed the assessment/interview, what happens next, and whom they can contact with questions follows:

Dear [Name], We have successfully received your interview for [Position]. There is no further action on your part for this interview and a representative from [Company] will contact you about the next steps. We are working very hard behind the scenes to complete the recruitment process and will update you as soon as we can. If you would like feedback on your assessment results please let us know and we will be happy to send you a report. In the meantime, if you have any questions please feel free to email me. Thank you again for participating, we wish you the best of luck and thank you for your time. Kind Regards, [Name and Email]

How did we choose our AI suppliers?

Third Party Suppliers

Hirevue uses third-party providers for certain AI components, including speech-to-text transcription and, where Interview Insights is enabled, access to a large language model and associated safety guardrails.

Rev.ai supplies our transcription system. Prior to adopting Rev.ai's transcription system, we tested its accuracy compared to other transcription systems (e.g. one offered by Amazon) using Word Error Rate (WER) which is the standard metric for evaluating transcription accuracy. In the Hirevue analysis we found the English language WERs in the United States for Rev.ai's system were less than 10% on average, whereas this average WER was 15-25% for the other transcription systems we tested. Incidentally, the estimated human transcription WER is approximately 5-10% (listening to recording and typing text). However, it is neither economically feasible nor time-efficient to use human transcribers when processing the millions of interview responses so they can be auto-scored with our AI algorithms.

Furthermore, we analyzed the WERs by country of origin to evaluate the impact of accents and by ethnicity. To check the accent impact we evaluated Rev.ai's accuracy in transcribing speech from native English speakers versus non-native English speakers with a variety of accents. The Rev.ai WERs were also lower than alternative services. We also evaluated the WERs for the transcription services by ethnicity of the applicants which yielded similar results such that Rev.ai outperformed the alternative services (e.g. Rev.ai WER 7-10% range White, Black, Hispanic, Asian applicants compared to 15-30% WER range for other services; same ethnicities). Though already best in class, Rev.ai's software continues to be improved over time, and we will incorporate such periodic improvements into our AI system as they are made.

In addition, where Interview Insights is enabled, Hirevue uses AWS Bedrock to access a third-party large language model (Claude 3.7 Sonnet) and associated content safety guardrails. These services are used solely to generate transcript-grounded summaries and explanations for interview review. The model is pre-trained and is not fine-tuned on customer or candidate data, and Interview Insights does not generate assessment scores or automate hiring decisions. Where Interview Insights is applied to live interviews conducted over Zoom or Teams, Hirevue uses the Zoom or Teams transcription, respectively

Science-Based Matching also uses AWS Bedrock to access large language models and content safety guardrails. The system uses Claude Sonnet 4.5 for candidate and job profiling and Claude Haiku 4.5 for fit scoring. As with Interview Insights, these models are not fine-tuned on customer or job seeker data. Job seeker data is processed only at inference time and is not retained or reused for model training.

Data sources

We do not obtain any data from third parties. Instead, our AI assessment systems are trained on Hirevue's own data, which has been screened and checked in order to ensure that it is suitably diverse and representative. As mentioned previously, over the last 6 years we have conducted various rater studies to build and improve the algorithms and check/mitigate them for group differences (i.e., differences in scores by demographic classes and the potential for adverse impact or differential passing rates if a score is used for decision making purposes), and bias (i.e., differential accuracy by demographic classes). In these rater studies we have 99,411 expert ratings on video interviews across 19 competencies. Table 2 below shows a balance of demographic characteristics in our latest rater study. Appendix C contains the full table showing high levels of representation in the study of various gender, race, age, job level, industry and geographic type of applicants. The developmental process also includes conducting adverse impact or bias analyses (detailed later) from which we sample from over 900,000 applicant records to check for and mitigate group differences based on gender, age, and race/ethnicity.

For Assessment Builder specifically, the job description analysis model was trained on more than 10,000 job descriptions collected from a publicly available job board, curated for broad coverage across industries and job levels. Capability importance ratings for training were generated through a human-in-the-loop process using a large language model with IO Psychologist oversight. Additionally, Assessment Builder draws on O*NET occupational data and Hirevue's proprietary Job Analysis Database, which contains more than 25,000 subject matter expert responses from over 600 job analysis studies spanning 140+ unique O*NET SOC codes and over 190 organizations.

Public AI Models

As noted above, our Hirevue language model is adapted from RoBERTa, which was designed by Facebook. RoBERTa was adapted from Google's BERT model. The BERT and RoBERTa models were designed by major technology companies and are widely used in NLP across different industries. We are confident that they represent the state of the art. As set out below, we have adapted these models to generate further improvements.

For Interview Insights, Hirevue uses a third-party, pre-trained large language model accessed via AWS Bedrock to generate transcript-grounded summaries and explanations; Hirevue does not fine-tune this model on customer or candidate data.

For Science-Based Matching, Hirevue uses third-party, pre-trained large language models accessed via AWS Bedrock for job seeker profiling, job profiling, and fit analysis. Hirevue does not fine-tune these models on customer or job seeker data.

For Assessment Builder, the job description analysis model is built on XLM-RoBERTa, an open-source multilingual language model. This model was fine-tuned by Hirevue on job description data to predict capability importance ratings. The fine-tuned model runs on Hirevue's infrastructure. Hirevue does not fine-tune third-party models on customer data for Assessment Builder.

Explainability of the models and its limitations

Interview Insights and Transparency

Interview Insights contributes to transparency by helping users understand the content of interviews rather than the internal mechanics of AI scoring models. The summaries generated by Interview Insights are grounded directly in interview transcripts and are designed to reflect what the candidate discussed, using neutral and non-evaluative language.

Because Interview Insights does not generate scores or predictions, its explainability focuses on summarizing interview content and organizing transcript-based evidence. When paired with AI-scored interviews, Interview Insights may also provide narrative score explanations that connect existing competency scores to behaviors expressed in the interview responses. These explanations do not describe the internal mechanics of the scoring models and should be interpreted as decision-support aids rather than model "proofs" or justifications.

Interview Insights has important limitations. Summaries may omit details that hiring teams consider important, and they should not be treated as complete representations of a candidate's interview. Hiring teams are encouraged to review original interview recordings and transcripts, particularly for high-stakes decisions.

Interview Insights is not intended to evaluate candidate quality, communication style, or job fit. Its outputs should be interpreted as descriptive aids rather than judgments.

AI-Scored Interview Assessments

The scores provided by our multipenalty optimized models can be explained by looking at the input variables (known as 'features') and assessing their relative importance to generating the output score. As explained above, our fine-tuned language model calculates an embedding (i.e. list of numbers, or vector) to each answer. The language model embedding reflects 768 dimensions or features of the input sentence. We know the language model features correlate with expert ratings of interview responses (in technical terms, there was an average correlation r=0.69 across all of our interview scoring algorithms which is equivalent to or higher than values obtained in published research studies on asynchronous video interviews (Liff et al., 2024) and essay scoring (Campion et al., 2016) using AI or machine learning to score - with a score of 1 being a perfect correlation, and 0 being no correlation – in a study of 99,411 evaluated interview responses). Interpreting and explaining a candidate's score is then essentially a task of describing the Competency being measured and the level at which the candidate scored. See Appendix A for an example of a report provided to recruiter end users which includes individualized explanations of Hirevue's test scores for each candidate.

Additionally, to help further explain assessment results beyond the Candidate Feedback Report, we tweak model inputs and measure changes in the resulting score to determine the relative importance of individual features. The result is an ordered list of input features and their relative strength (positive or negative). If each word were analyzed separately, it would be possible to deduce high-level patterns in topics that top performing candidates displayed (e.g. the word "team" is a strong positive input for the teamwork model). However, as noted above, often the meaning of a word will change depending on its placement in a sentence. In our Hirevue language model, individual words are not treated independently, and each word is understood in context. Therefore, in order to explain our models in context, we take a similar approach as above, but instead of looking at words, we look at the effect on model scores of dropping individual sentences and phrases. Once we have a set of example sentences and their relative effects (positive or negative), we analyze these phrases for patterns and topics that have large effects on model scores (e.g. "handle change very easily" and "deal with challenges" are scored as important features in the adaptability model). The results show that our models are well-aligned with the BARS used by human evaluators to create the training data.

Finally, candidates are provided with the option to contact the hiring company who is the controller of their data and application (this is a configurable option in the system). In their email communications to the candidate following the interview/assessment, many companies will inform the candidate they can contact the recruiter concerning any follow up questions they might have. Please see an example text of this communication in the above section entitled 'What is the user journey for interview candidates using our AI platform?'.

Assessment Builder

Assessment Builder is designed for transparency at each stage of the assessment design process. When a job skill profile is created from user inputs (i.e., O*NET occupation match and job description), the system presents the identified capabilities to the user, who can review and edit them based on their subject matter expertise. The top six capabilities are classified as Core Skills and presented for user approval. The Science Engine's content recommendations are also visible to the user, who can review, modify, or remove assessment content before the assessment is deployed.

For each assessment created, Assessment Builder generates an Explainability Statement that documents the job analysis methods used, the capability importance sources (e.g., occupational benchmark, job description analysis), the final capability selections, the assessment modalities included, and the scoring methodology. This per-assessment documentation provides a clear audit trail for organizations and supports compliance and transparency requirements.

Assessment Builder has important limitations related to explainability. The job description analysis model uses a deep neural network architecture, which means that while its overall accuracy can be measured and validated (average correlation of .72 with expert ratings), the specific reasoning behind individual capability ratings is not fully decomposable into simple rules. Similarly, the Science Engine's optimization process balances multiple factors simultaneously, meaning the rationale for specific content selections reflects a complex set of trade-offs among validity, fairness, accessibility, and user preferences. Users are encouraged to apply their own expertise when reviewing.

Science-Based Matching

Science-Based Matching is designed for transparency in two ways. First, the system is transparent to the job seeker: rather than presenting job recommendations without context, it explains its reasoning by describing which skills and experience factors are aligned, where gaps exist, and why each job was recommended. These explanations are grounded in the job seeker's own profile and the job's stated requirements, not generic descriptions. Job seekers are not shown numerical scores; instead, they receive qualitative descriptions of fit. Second, the matching process itself is transparent as a system: it follows defined, structured stages with consistent evaluation criteria applied to every job seeker and every job, rather than relying on opaque model outputs. Because each stage produces structured, traceable outputs, the reasoning behind any match can be traced back through the pipeline, making the system more auditable and explainable. The job seeker retains full decision-making authority and decides which opportunities to explore further.

Science-Based Matching has important limitations. Profile extraction from resumes and conversation involves interpretation of unstructured text, and the system may occasionally infer skills that are not precisely accurate or miss skills that were not clearly stated. The system is designed to work with the information each job seeker chooses to share. As job seekers provide more detail about their background, the system can build a more complete profile and surface more precisely fitting opportunities. As with any LLM-based system, outputs may vary slightly across sessions. Job seekers are encouraged to review match explanations critically and to explore jobs beyond the top recommendations if their interests are broader than what the system captured.

When and how is the AI system tested?

How did we test the AI in Interview Insights?

Interview Insights undergoes validation both prior to release and on an ongoing basis. Pre-release testing includes review by Industrial-Organizational psychologists to confirm that summaries accurately reflect interview content, remain neutral, and align with job-relevant criteria. After deployment, Hirevue will conduct periodic quality and safety reviews of Interview Insights outputs to detect content integrity issues or unintended patterns. Findings from these reviews may lead to prompt refinements or other corrective actions.

How did we test the AI in our video interviews and game-based assessments?

Our video interviewing is subject to robust testing to ensure that it accurately and reliably predicts a candidate's competency scores. To evaluate the performance of our models, we use test data not previously seen by our models. We predict candidates' scores on this test data using the relevant models and compare these predicted scores against their respective human scores to get an estimate of model accuracy.

How did we test the AI in Science-Based Matching?

Science-Based Matching undergoes validation to ensure that profiles are extracted accurately, match rankings reflect genuine fit, and the system behaves safely and appropriately. Testing includes review by IO psychologists to confirm that the matching methodology is scientifically grounded and that the system produces results consistent with person-job fit principles. Automated behavioral testing suites evaluate matching outputs against defined expectations to detect regressions and ensure consistent quality. Content safety is managed through AWS Bedrock guardrails, which filter user input for inappropriate content before it reaches the AI system. The system is designed to fail closed: if guardrails are triggered or an error occurs, the system returns a safe fallback response rather than unfiltered content.

How did we test the AI in Assessment Builder?

Assessment Builder's AI components undergo validation to ensure that capability identification and content recommendations are accurate and job-relevant. The job description analysis model was evaluated using a fixed train–validation–test split strategy. The dataset was divided into training (72.3%), validation (12.7%), and test (15.0%) partitions, ensuring broad coverage across industries, job levels, and occupational families. All reported performance metrics reflect predictions generated on the independent test set, which was not used during training or tuning. The model achieved an average correlation of .72 with expert-validated capability importance ratings across all 19 Capabilities. Additionally, to validate accuracy against human experts, three IO Psychologists independently rated 20 randomly selected job descriptions, and the model's average ratings demonstrated strong agreement with the IO Psychologists' ratings (ICC = .87). The Science Engine's content recommendations are validated through the Validity and Accessibility Scoring Framework, which evaluates each scale across four dimensions: construct-related validity, criterion-related validity, subgroup differences, and content accessibility. The Assessment Builder Content Library was finalized through a consensus-based review by a team of three IO Psychologists, ensuring that all included scales meet standards for alignment with target capabilities, psychometric quality, and fairness.

How do we test for and avoid or mitigate bias?

For Interview Insights, Hirevue evaluates whether generated summaries remain job-relevant, neutral, and free from inappropriate references to personal characteristics. Testing focuses on ensuring that summaries do not introduce new bias through language choice, emphasis, or omission. Where possible, Hirevue monitors Interview Insights outputs for consistency across demographic groups, including differences in summary length and content focus as well as differences in hiring team behavior, such as user interaction, page behavior and human ratings, to measure outcome equity. These reviews are designed to identify and address unintended disparities in how interview content is summarized.

For AI-scored assessments, once a competency model has been chosen by a customer, and before it is used to assess any actual candidates, we test it for adverse impact and other metrics related to fairness. As noted above, we consider there to be adverse impact when applicants from one or more protected groups (e.g. gender, ethnicity) are selected at substantially different rates. The categories we check include some of those listed by the U.S. Equal Employment Opportunity Commission, which are generally the same as other anti-discrimination criteria in other countries (for example the UK Equalities Act 2010 'protected characteristics'). For example, if the passing rates of one ethnic group is significantly lower than another group then we investigate to determine which input variables have a strong relationship with ethnicity, and less impact on the model performance. Following such investigation we adjust the relevant variables to eliminate such bias.

All models used in our assessments must pass all our adverse impact tests while maintaining satisfactory performance in identifying the relevant competencies. More information on our efforts to identify and remove bias can be found here: How to Advance Diversity Hiring with Big Data.

For Science-Based Matching, the modular architecture itself is a bias mitigation strategy. The matching process is decomposed into structured stages where fit analysis operates exclusively on structured skills profiles, never on raw resumes or conversation text. The matching tools never see names, demographic information, or any protected characteristics. They evaluate only the job-relevant dimensions extracted by the profiling stage, which is explicitly constrained to knowledge, skills, abilities, and experience. As an additional layer, extraction and evaluation prompts are designed to focus on job-relevant skills and experience and to exclude consideration of demographic characteristics, protected class information, or personal attributes unrelated to job qualifications. Because Science-Based Matching does not make selection decisions and the job seeker decides which jobs to pursue, the bias risk profile is different from assessment tools. Score equity across demographic dimensions is assessed through ongoing fairness research, with findings informing continued prompt and rubric refinement.

For Assessment Builder, fairness is integrated into the assessment design process through the Science Score framework. Subgroup fairness is one of four components of the Science Score computed for each scale in the Content Library, meaning that potential demographic group differences are considered when the system recommends assessment content. The linear programming optimization model balances predictive accuracy with minimizing subgroup differences. Additionally, Assessment Builder recommends that customers conduct yearly adverse impact analyses on deployed assessments with sufficient applicant volume (400+ applicants with demographic data). If subgroup differences are found during an adverse impact analysis, steps are taken to mitigate them, such as item removal or content scoring reweighting. Assessment Builder also considers content accessibility across three dimensions—contextual alignment with job families, readability calibrated to job-level educational expectations, and neuroinclusivity—to ensure equitable assessment deployment.

How do we keep the AI system up to date?

There are two aspects to our updating programme: (1) adjusting AI systems used by individual customers to control for fluctuations in candidate populations over time, and (2) general updates to all of our systems to improve their functioning, efficiency and accuracy.

General Updates to All Our AI Systems

The update, monitoring, and adverse impact processes described below apply primarily to Hirevue's AI-scored assessments; Interview Insights, which does not score, rank, or automate decisions, is governed by separate content quality, safety, and transparency review processes appropriate to its role as a decision-support system.

Updates to Interview Insights

In addition to AI-scored assessments, Hirevue maintains Interview Insights, a generative AI capability designed to support interview review, transparency, and explainability. Updates to Interview Insights follow a lifecycle appropriate to its function as a non-scoring, non-predictive system.

Updates to Interview Insights may include changes to the underlying large language model provided by third-party providers, refinements to prompt design, updates to content safety and prompt-attack guardrails, or improvements to how interview summaries, behavioral evidence, or score explanations are presented to users. Interview Insights models are pre-trained and are not fine-tuned on customer or candidate data.

Before deployment, updates to Interview Insights undergo internal review to ensure that outputs remain neutral, transcript-grounded, job-relevant, and consistent with Hirevue's ethical AI principles. Because Interview Insights does not generate scores or make automated decisions, updates are not intended to alter candidate outcomes or assessment results.

Where updates materially affect how interview summaries, behavioral indicators, or score explanations are generated or displayed, Hirevue follows established change-management practices and assesses potential impacts on consistency, transparency, and user understanding.

Updates to AI-scored Assessments

We update our models about once a year, based on a combination of human consultation and model tuning. These updates may be based on various different requirements but broadly speaking they fall into two types:

Updates at customer requests: We hold individual review meetings with each customer to discuss the functioning of our assessments, typically on a quarterly basis. In addition we hold renewal meetings to make more significant changes, typically on an annual basis. At these meetings, the following types of changes might be requested:

- Feedback from customers (e.g. we may be requested to shorten the questions asked).
- Changes in the role being recruited for, thus changes in the AI-based assessment to match the new role.
- A decision by the customer to measure different competencies or adjust the weighting of each competency to reflect changes in the role requirements for various reasons (e.g. a shift from employees working in the office to working from home).

Updates based on technological and scientific developments: As explained above, our AI systems combine insights from different scientific fields, in particular data science and AI, as well as IO psychology. Since these fields are constantly developing, we work hard to ensure that our systems continue to reflect the latest science. We cannot update our systems daily for such developments, as we need to go through various stages of detailed work to determine whether and if so, how best to implement any changes (which includes looking at potential impacts). These updates are made based on:

- Improvements to technologies we use for assessing candidates (for example NLP models), whether those developed by third parties such as Rev.AI, or our own internal models.
- Adverse Impact data (where available).
- Changes based on Hirevue's own test data produced by paid volunteer mock candidates (e.g., Panel studies for game assessments).
- Hirevue's upgrades are based on developments in IO psychology and other scientific research (further details of which are discussed below).

Whenever we make an update to our technology, we put it through the same rigorous checks and procedures as when it was first developed (detailed above) to ensure that the system remains effective and trustworthy.

Updates to Science-Based Matching

Hirevue maintains Science-Based Matching as a generative AI capability designed to support job seeker discovery. Updates to Science-Based Matching follow a lifecycle appropriate to its function as a job-seeker-facing, non-assessment system. Updates may include changes to the underlying large language models, refinements to profiling and fit analysis prompts, updates to content safety guardrails, or improvements to how match results and explanations are presented to job seekers. As with Interview Insights, Science-Based Matching models are pre-trained and are not fine-tuned on customer or job seeker data. Before deployment, updates undergo internal review to ensure that matching outputs remain job-relevant, accurate, and consistent with Hirevue's ethical AI principles and that quality meets or exceeds previous baselines. Because Science-Based Matching does not generate assessment scores or make selection decisions, updates are not intended to alter employer hiring outcomes.

Updates to Assessment Builder

Before deployment, updates to Assessment Builder undergo internal review by IO Psychologists and Data Scientists to ensure that recommendations remain accurate, fair, and consistent with Hirevue's scientific and ethical standards. Because Assessment Builder's AI operates during assessment design and all recommendations are subject to user review and approval, updates to the tool's AI components do not directly alter the scoring of existing deployed assessments. However, assessments created after an update may differ in their recommended content or structure compared to those created before the update.

Updates may include improvements to the job description analysis model (e.g., retraining on expanded job description datasets or updated capability frameworks), refinements to the Science Engine's optimization logic, expansion of the Assessment Builder Content Library with new validated scales, updates to the Validity and Accessibility Scoring Framework, or improvements to how capability recommendations and assessment content are presented to users.

Hirevue maintains Assessment Builder as an AI-assisted assessment design tool. Updates to Assessment Builder follow a lifecycle appropriate to its function as an assessment creation system that uses AI during the design phase rather than during candidate evaluation.

Updates to Customer Systems

We also monitor customer systems after they have been deployed, on an ongoing basis. Our checks include the following:

Distribution of Scores

When our systems are properly calibrated, we see a mostly unchanging distribution of scores. If we start to see the results skewing higher or lower, this could indicate a problem in the AI model or a significant change in the applicant population due to candidate sourcing or job market fluctuations.

Although the model is static once deployed for each interview cohort, because these models are using live data the results of assessments can vary depending on the input. Normally we would expect to see a 'Bell Curve' shaped distribution of scores, with a small number very low, a small number very high, and the majority clustered around the middle. If we started to see that Bell Curve distribution shifting (for example more candidates than we would expect getting very low scores) then that might be a reason for checking whether any updates need to be made to the AI system.

To maintain fairness, the AI model used to judge any given cohort of candidates remains the same. For example, if a company wants to hire 50 workers over a period of 2 months, the model for those 2 months would be static whilst those 50 people were being selected. If, 6 months later, the same company wants to hire another 50 candidates and an updated model is available, this updated model could be used with this new cohort of candidates. There would be no danger of unfairness since each candidate pool would be competing under the same rules and criteria.

Adverse Impact Monitoring

In addition to the major efforts we take to avoid any bias in the design of our AI system, we also monitor and seek to correct any adverse impact in the system after models have gone live. Our processes are similar to those used pre-deployment, but unlike testing the systems using historical candidate data, when we seek to correct adverse impact once our systems are in use, we are dependent on recent candidate demographic data provided to us by our customers – specifically as to whether individual candidates have relevant protected characteristics.

Where a customer provides us with such diversity data then we are able to run an analysis on the candidates' scores against the protected characteristic data, to check whether candidates with those characteristics score higher or lower than average, and if so on which parts of the assessment. We do this by amending the model (as described previously) to ensure that there is no significant adverse impact towards groups within the particular sample, then re-launch the model. Where customer data can be used, we would typically perform such checks on an as-needed basis for each customer. In most cases these checks will be undertaken annually.

Text Scoring Requirements

For our AI text scoring to run on a candidate's interview question response, there are two primary requirements. First, the candidate must consent to the use of AI to score their responses. Second, our AI system must detect enough content in a candidate's response. A candidate's response may not include enough content for various reasons - some may simply fail to give an adequately long answer or respond to a question in the allotted time, some candidates may fail to speak clearly enough to be understood, and some may have technical issues with their microphone input. If either or both of these requirements are not met, the candidate's response will not be scored with AI and instead it will be flagged for human review.

We have found that these requirements are not met by a small proportion of candidates in any given candidate cohort. The rate at which our text scoring requirements are not met is monitored for each customer. If we start to see numbers consistently exceeding the expected rate, then we investigate and take corrective action.

Who is responsible for monitoring?

Multiple Hirevue teams are involved in monitoring:

- Product Manager and Engineering team (the technical implementers of a system): monitors incidental score drift, unexpected changes in thresholding rates, and completion rates.
- IO Psychology team: monitors scores of competency models, and account-level adverse impact and validity concerns.
- Data Science team: supports Product and IO Psychology teams in scoring-related inquiries.

What happens when we spot a potential issue?

We maintain a special internal procedure for the rare occasions if system or scoring anomalies arise. Steps include pausing interview scoring based on approval by Hirevue directors, communication with all relevant Hirevue personnel, and communication with all affected customers. We retain all raw data necessary to rescore interviews when problems are found and fixed. We have a policy of not altering any candidate scores, even if we think they may not properly reflect our competency criteria, unless we have first spoken to the relevant customer.

Who might be affected?

Who are our stakeholders?

Our stakeholders can be split into three main groups, within which there are further sub-categories:

- Customers. Our customers are the companies which use our services. Key customer groups include: management executives and board members; personnel involved in the hiring process, such as human resources, diversity and inclusion officers; legal departments; and existing employees.
- Candidates. Within the overall pool of candidates (and potential candidates) for any given job, there are certain further groups: ethnic minorities; those with atypical speech; older candidates; those with neurodiverse characteristics (for example autism); people with disabilities that might affect their ability to undertake interviews / game-based assessments (for example, those who have visual or speaking impairments); and those with other characteristics protected by employment law.
- External Groups. Of the external groups likely to take an interest in Hirevue's activities, the key players are: governments and regulators; and AI ethics, civil liberties and social justice NGOs and campaigners. Examples of the NGOs we have worked with to improve our systems and processes are mentioned in the following section.

How do we manage risks?

What (actual and perceived) risks are there to stakeholders from our AI use, and how do we manage them?

Fears of Baked-in Bias

It is a common criticism of AI assessments of any kind that there may be some form of bias hardwired into the relevant system.

As set out above, Hirevue takes extensive technical steps to check for and mitigate bias at all stages of its AI system lifecycle, both generally and on specific customer projects. Hirevue's systematic bias reduction should be assessed in comparison to traditional hiring processes, where multiple studies have shown that in traditional hiring processes (1) there is often systemic bias against particular groups, and (2) such bias can be hard to detect on an individual basis, and therefore hard to mitigate or avoid.

In order to ensure the robustness of our internal bias mitigation processes, we have commissioned external audits from respected third-party experts – discussed further below in the section on Oversight. As such, we are confident that our consistent focus on reducing bias means this will be more of a perceived than actual risk, especially when compared to human-only processes.

Missing Exceptional Candidates

It could be argued that our systems might be less capable of giving high scores to atypical or exceptional candidates, whose answers to interview questions are radically different from most candidates. However, there are several points to make here. **First**, it cannot be guaranteed that those candidates would have been selected by humans, if their answers were so unusual. **Second**, our AI is an aid to human decision-making but does not replace it. Personnel from our customers are always able to review the actual video interviews before making a hiring decision, and could always call the relevant candidate for an in-person interview. **Third**, all of our AI assessments involve multiple questions including other assessment content such as game-based assessments. These features provide a useful control against exceptional candidates being missed, since: (1) it is unlikely that a candidate would answer every single question in an extremely unusual but otherwise brilliant way, and (2) as there is only one correct way of approaching the games, a customer could decide to follow up with a person who has scored exceptionally well on the games but poorly on the interviews.

Accessibility

Some candidates may have concerns over the accessibility of our assessments, if physical or other disabilities prevent them from answering interview questions or completing any other assessment content When our assessments are deployed, candidates are provided with information in advance on what each part of the test will involve, and asked if there is any reason why they would not be able to take such tests – an 'Accommodation Request'. An example is shown below when an assessment includes AI-scored interview questions, but this can be altered at a customer's request to provide further information.

"This interview contains questions you must answer within a given time limit as well as a game-based assessment. If you require extra time due to a qualified disability, click the "Request Accommodations" button below to relax the time limits. If you require a different form of accommodation, please reach out to your contact at BB Data. You will be given extra time to answer the questions. Due to their strict time requirements, the game-based assessment section will not be presented. A representative from [COMPANY NAME] will contact you if any further action is required from you after completing this interview. Otherwise, click cancel to return to the previous screen."

Any Accommodation Requests for any adjustments or modifications to the standard selection process are directed to the relevant department of the employer managing the hire process. The employer will then decide whether an exemption will be granted (this process is outside of Hirevue's control). As an example, for an AI-scored interview, candidates might be scored on their recorded answers with relaxed time limits.

We also engage with various stakeholders, including individuals from groups representing neurodiverse candidates, and continue to work with these groups to ensure that so far as possible our testing is fair and open to all types of candidates. External participants in our work have included: (1) Integrate Autism Employment Advisors, representing neuro-atypical candidates, and (2) Jopwell and re:work training, representing minority candidates. We are committed to further engagement with these and other representative stakeholder groups in the future. As an example of our continued work and research in this area, we recently published a peer-reviewed scientific paper relating to research of candidates on the autistic spectrum undertaking our game-based assessment (Willis et al., 2021), available here: https://www.mdpi.com/2079-3200/9/4/53

Addressing Anomalies

As noted above, we have systems in place to detect and address anomalies which arise after our systems go live, on a customer-by-customer basis. If a customer raises a concern about a scored interview, it is reviewed by experts in our science teams and proper action and rescoring is executed if necessary.

Internal and external oversight

Internal Oversight

Diverse Expertise

Our stakeholders can be split into three main groups, Our AI based assessments are built by joint work amongst the Science team which consists of our Data Science, IO Psychology, and Product/Engineering departments. Each of these departments involves individuals with different expertise and backgrounds, who are able to contribute unique perspectives and oversight to the process. Moreover, there is no 'traditional background' for our employees, particularly within data science – where individuals may have degrees in fields including applied physics, economics and finance, astrophysics and bioengineering, as shown in their bios, available here: https://www.Hirevue.com/our-science.

The Science Team at Hirevue meets regularly to discuss various topics such as 'Research Updates', 'Show and Tell' discussions and 'Assessment Planning'. Our collaborative approach between these different fields helps us to promote strong internal scrutiny of our systems, and to avoid 'groupthink'.

Internal Training

Science Team: In addition to the varied external expertise of each individual team member, Hirevue also carries out extensive internal training on the build and use of our AI. For example, a new IO hire will undergo 4-6 weeks of intensive reading, lecture, and partner discussions with other members of the IO team to ensure they are experts in the various aspects of our AI assessments, consulting procedures, and analytic techniques followed.

Rater Team: As detailed above, the raters who help to train our AI models undergo extensive internal training, separate to that of Hirevue's staff.

Other Teams: Other departments whose work is connected to the assessments in less direct ways (sales, implementation consultants, and account managers) all undergo onboarding activities that include AI assessment overviews given by our data science, IO and product teams. Finally, additional webinars, video recordings, and marketing collateral are provided to new joiners as they become more involved with our assessment product and customers. We also undertake ongoing team training to ensure that all relevant Hirevue staff are kept up to date with the AI systems in use and development.

Internal Accountability

We maintain strong internal accountability structures covering each stage of the AI system's development. The IO consultant on a particular project and the data science team member who builds the relevant models are responsible for properly validating models and ensuring that there is no significant adverse impact. The product manager for the Assessments product and an engineer from the Automated Assessments team take responsibility for scoring errors.

Above each team lead, each of our respective departments in the science organization (data science, IO psychology and product) have Executive Leaders who oversee their respective teams and technical work. These Executive Leaders are directly responsible to the CEO, who in turn reports to the Hirevue Board of Directors.

External Oversight

External Audits

We have obtained external audits from various different expert organizations. These have included:

AI Technology: a detailed analysis of our AI technology and algorithms and how they affect a range of diverse stakeholders. Conducted by O'Neil Risk Consulting & Algorithmic auditing, the audit concludes that "[Hirevue] assessments work as advertised with regard to fairness and bias issues." More information on the audit and its recommendations can be found here: https://www.Hirevue.com/press-release/Hirevue-leads-the-industry-with-commitment-to-transparent-and-ethical-use-of-ai-in-hiring.

IO Psychology: a detailed analysis of the psychological measurements and job fit frameworks used in our AI-based assessments. Conducted by Landers Workforce Science LLC, the audit concludes: "In general, Hirevue reaches or exceeds industry standards for the creation of high-stakes assessments, and this audit exposed no weaknesses that critically undermine Hirevue's approach." More information on the audit and its recommendations can be found here: https://www.Hirevue.com/press-release/independent-audit-affirms-the-scientific-foundation-of-Hirevue-assessments.

AI Procedures: an independent review of the consulting procedures and design controls we place on our software when using AI-based assessments. Conducted by a traditional audit firm, the audit assessed whether Hirevue did not meet, met, or exceeded relevant standards in 10 areas. The audit concluded that of these 10 areas, Hirevue exceeded the standards in all areas apart from 2 – where it only 'met' standards. In order to exceed standards in these 2 areas audit recommended, (1) improved recording of customer approvals, and (2) better linking (in a macro-database) of our work to external databases and competency frameworks for particular roles - such as those operated by O*NET under the sponsorship of the U.S. Department of Labor/ Employment and Training Administration. Overall this was a 90% achievement rate of the standards assessed. Since this audit concluded, Hirevue has addressed the two 'met' standards by instituting controls (document trails and folders) for customer approval of assessment models and released a macro-database linked to O*NET that is used for every customer assessment implemented.

Methods for Measuring Bias: an audit to analyze our data sets and the procedures we follow to measure and mitigate discrimination or bias. The auditing of our assessment solutions is conducted continuously by our Data Science and IO staff, as well as by third-parties on an annual basis.

These audits have confirmed a very high level of fairness. We are always striving to improve though, and where recommendations for improvements have been made, we have already implemented or are in the process of implementing them.

How do we use and protect your personal data?

Data Privacy

Our systems collect and record different types of candidates' personal data on behalf of our customers who are the candidates' potential employers.

In such cases, Hirevue processes candidates' personal data on our customers' behalf and in accordance with our customers' instructions.

This distinction is important because our customers are primarily responsible for meeting their obligations under applicable data protection and privacy laws. Hirevue supports its customers in fulfilling these obligations, including through the information provided in this Explainability Statement.

We design our systems to avoid the collection of sensitive personal data, such as health or financial information, and we do not intentionally collect dates of birth. Please view our standard customer-facing data processing terms at: https://legal.hirevue.com/legal-center/dpa

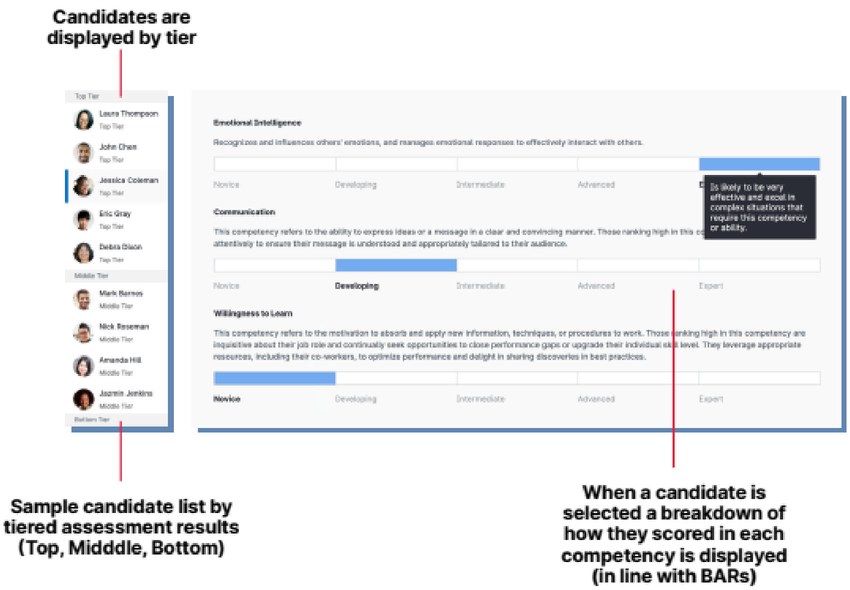
Data Protection and Resilience

We implement robust technical and organisational security measures designed to help us protect personal data processed by our services, in line with industry standards. These measures include access controls, encryption, redundancy and regular testing. Our security controls are also subject to independent audit to help ensure they remain effective and aligned with recognised standards.

Appendix A: Candidate Assessment Report Examples

Recruiter Report Example. The image below provides an example of the information shared with recruiter end users to provide insight into candidate assessment scores.

Screenshots showing click downs when viewing candidate assessment results to aid customer's decisions on job candidates.



Appendix A: Candidate Assessment Report Examples

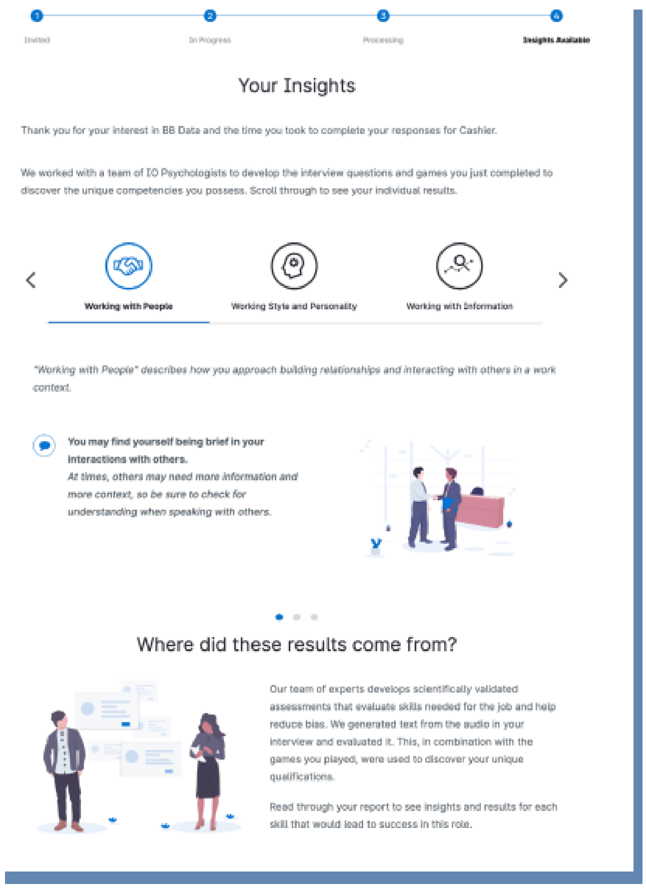
Candidate Feedback Report Example. The image below provides an example of the information that can be shared with candidates to provide insight into their assessment performance.

Sample Candidate Feedback Report. Sent to Candidate from Customer.

Note: The same Candidate Report Template is provided whether or not a candidate is successful in progressing to the next stage.

Feedback in each Competency is based on the assessment results (low, average, or high) whereby the feedback wording for the candidate reflects the competency result.

Candidates are not told if they were low, average, or high on the competency. Wording is positively stated.



Appendix B: Behaviorally-Anchored Rating Scale for Communication Competency and Example of Rated Statements

This competency refers to the ability to express ideas or a message in a clear and convincing manner. Those ranking high in this competency communicate in a respectful and considerate manner and are able to listen attentively to ensure their message is understood and appropriately tailored to their audience.

Key Behaviors	Novice	Developing	Intermediate	Advanced	Expert
	Proficiency Level Rating Guidelines:				
	Candidate is unlikely to be successful in situations requiring this competency.	Candidate is likely to demonstrate this competency in simple situations or in a limited capacity.	Candidate is likely to demonstrate this competency well, but may need assistance in more difficult situations.	Candidate is likely to demonstrate this competency effectively in moderate to complex situations.	Candidate is likely to demonstrate this competency with extreme effectiveness in moderate to complex situations.
	Behavioral Examples at Novice, Intermediate, and Expert Proficiency Levels:				
Delivers Clear & Concise Message	Message delivered is disorganized, lacks a clear explanation of purpose and importance, and is not delivered in a logical sequence.		Message delivered is reasonably organized, has a clear purpose and importance, and is delivered in a logical sequence.		Message delivered is well organized, has a clear explanation of purpose and importance, and is delivered in a logical sequence.
Exhibits Professionalism	Communicates in a way that is not considerate of others		Communicates in a way that is polite toward others.		Communicates in a respectful and considerate manner.
Uses Appropriate Communication Style	Fails to adhere to accepted communication styles appropriate to the media being used.		Mostly adheres to accepted communication styles appropriate to the media being used.		Skillfully uses other accepted communication styles appropriate to the media being used.
Shares Information	Does not openly communicate ideas effectively. Interacts and shares information only when asked.		Communicates clearly and effectively with teammates and others. Shares information in a timely manner.		Proactively seeks improvement in communication skills within the work or academic place. Encourages others by facilitating an environment that fosters sharing information and knowledge.

Continued on next page

Appendix B: Behaviorally-Anchored Rating Scale for Communication Competency and Example of Rated Statements

Verifies Understanding	Fails to understand the message and does not seek feedback or clarification to ensure understanding and correct interpretation.		Mostly understands and correctly interprets messages from others. Seeks feedback or clarification when there are challenges with comprehension.		Has a detailed understanding of messages from others and proactively seeks feedback and follows up on the message to confirm correct interpretation.
Engages Others	Fails to engage with others. Excessively dominates group discussions to promote their own ideas. Suppresses or ignores other people's ideas or feedback.		Maintains attention to others in group discussions and shows interest in their ideas and feedback.		Engages with others in group discussions and has a free flowing exchange of dialogue by proactively seeking the ideas of others.
Tailors Message to Audience	Does not effectively adjust their message to match the needs of the audience.		Moderately adjusts their message to match the needs of the audience.		Is highly effective at communicating by matching their message to the needs of the audience.

Appendix C: Applicant Demographic, Role Level, Industry, and Geographic Representation for Latest Rater Study Sample

Gender		
Male	40,629	49%
Female	42,538	51%
Age		
Under 40	67,668	85%
Over 40	12,246	15%
Race/Ethnicity		
White	34,966	42%
Black	16,662	20%
Hispanic	21,723	26%
Asian	9,806	12%
Level		
Non-Manager	76,658	77%
Manager	22,703	23%
Industry (Top 10)		
Healthcare	9,438	9%
Retail	13,100	13%
Hospitality, Recreation, & Leisure	7,403	7%
Insurance	6,435	6%
RPO & Sourcing	4,403	4%
Transportation	6,051	6%
Banking & Finance	9,352	9%
Consulting Services	5,934	6%
Food & Beverage	2,956	3%
Technology	4,837	5%
Geographical Regions		
Africa	2,138	2%
Asia	6,593	7%
Australia and New Zealand	5,083	5%
Europe	8,515	9%
Latin America and the Caribbean	1,063	1%
Northern America	71,715	75%

Appendix D: AI Consent Form

hirevue
AI Consent Form

How is Artificial Intelligence used in the hiring process?

In the experience that follows, you will be asked to answer interview questions and/or complete a game-based assessment which may be evaluated using artificial intelligence and/or machine learning. We want to ensure you have approved of this evaluation process before beginning. Regardless of the type of assessment that is being taken, the following applies:

- **Similar to traditional assessments.** Artificial intelligence and/or machine learning evaluates interviews and assessments similarly to how they have historically been evaluated. In other words, artificial intelligence and/or machine learning creates a score or recommended score by checking if the content of your responses relates to the competencies and behaviors shown to be important for success in the role.
- **The hiring team can make the final decision.** Whether a score or recommended score is generated, the hiring manager and/or recruiter can still make the final decision. Artificial intelligence provides information that can assist the decision-makers in their review and consideration of your responses.
- **Regularly examined for fairness.** For over twenty years, HireVue has developed and maintained scientifically rigorous assessments. We use scientifically validated methods to optimize our algorithms for fairness and accuracy. Our approaches and technical processes have been vetted and found exemplary by many outside experts, including employment lawyers and Industrial Organizational consultants.

Details around specific assessment types are below.

hirevue
AI Consent Form

AI-Scored Interviews

Evaluates words only. The artificial intelligence evaluates only the words used in your response. Any voice or video recording or text response is not digitally analyzed or processed into voiceprints or facial recognition files nor are these recordings used for identification purposes; in other words, the application does not analyze your facial features, facial expressions, eye movements, or tone of voice for any purpose including identification.

Trained by real experts. The artificial intelligence was developed by replicating the judgment of multiple expert human raters who evaluated thousands of responses to questions like the ones you are about to answer.

Opting out. If you do not consent, you will be asked the same interview questions, but artificial intelligence will not be used to assist in the review or consideration of your responses.

Game-Based Assessments

Evaluates gameplay only. While certain games measure the ability to think critically and solve problems, other games measure how people think, act, and feel in work situations. Only your actual responses to questions are evaluated while completing a Game-Based Assessment.

Trained to predict attributes relevant to work success. Machine learning was used to train our scoring models to spot relevant patterns between candidate's behavior in games, and different types of cognitive ability and traits important for success in the role.

Opting out. If you do not consent, you will complete the game-based assessments, but artificial intelligence will not be used to assist in the review or consideration of your responses.

Do you consent to the use of artificial intelligence and/or machine learning to evaluate your responses?

Yes, I Consent

No, I Do Not Consent

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