




Responsible Technology Blueprint



Safety and security are at the heart of everything we do at Motorola Solutions, and we recognize that these start with trust – trust in people, trust in technology and trust that data is handled responsibly and privacy is protected. It is our unwavering conviction that technology can help make people, property and places safer, but all stakeholders - from technology users, to regulators, to community members - must be able to trust that technology is designed and deployed intentionally and responsibly to be a force for good.

This Responsible Technology Blueprint outlines expectations for Motorola Solutions' employees and third-party technology and go-to-market partners to prioritize technology's ethical development and use in all that we do. Maintained by the Motorola Solutions Technology Advisory Committee (MTAC) and underpinned by our Responsible AI & Technology Stewardship governance program, it offers a guiding set of principles through which we define and measure responsible technology design and stewardship. It aims to align how we innovate with the company's underlying purpose and vision, so that the technologies we produce remain ethical, trustworthy and socially beneficial.



Responsible Design

Technology by itself doesn't keep people safe; people keep people safe. Yet safety and security threats today often operate at a scale, speed and sophistication that far outstrip human capabilities alone. Motorola Solutions is helping to solve these real world safety challenges in a principled and human-centered way, designing our technologies to augment human focus, effort and performance, empowering people to achieve more with greater ease and confidence.

Human-centered design

We believe that humans must always remain the ultimate decision-makers in matters of safety and security. Our solutions are focused on maximizing human judgment, situational awareness and ethical reasoning, not replacing them. Our deliberate design choices focus on maintaining human oversight of technology while building "good friction" into our products to avoid blind trust in technology, especially in high-stakes environments.

Purpose-built applications

We commit to working side by side with our customers to understand their specific workflows and pain points, so we can deliver purpose-built solutions to improve well-defined safety outcomes. Our technologies focus on providing people with accurate, actionable and reliable information for greater context and clarity. Leveraging our company's strengths of more complete data and visibility into more roles and workflows, we use AI to help deliver contextualized information, tailored to the person, time and place. We believe AI must flex to changing roles, tasks, cognitive states, risk levels and agency policies, and design our AI-enabled technologies to adapt to the individual user's changing context, role and operational tempo.



Accountable research and development

Motorola Solutions and our partners are committed to creating technologies that deliver predictable outcomes consistent with their intended use. We continuously evaluate our technologies for best-in-class reliability, safety, fairness and trustworthiness.

We research and develop our technologies based on the following principles:

Transparency

Customer and community trust is paramount. We foster that trust through open and honest dialogue about our product design and development practices. We share available information of our products' expected outcomes and commit to providing clear technology explanations. For our AI-enabled products, including those that use any first or third-party AI models, we disclose information about datasets used to train them as well as any known biases or intentional steering, while respecting confidentiality, privacy and contractual considerations. We believe AI logic must be visible and understandable, and users should be able to see the sources from which suggestions were drawn.

Safety

As a solutions provider, we understand the many ways in which our products interface with and impact the outside world, and we take care to extend our view of safety to technology applications that sit beyond our direct control. We will prioritize our ability, as well as that of our customers and partners, to control, adjust and, when required, terminate our applications, as well as the data that flows through them. We'll do this with sufficient flexibility to support each party's respective responsibilities in the chain of control and safety, as well as to comply with applicable laws and regulations.

Accountability

We are committed to the accountability of our products, including those that utilize AI. We believe AI outputs should be traceable and understandable, where the individual user can easily see, check and override AI outputs. We develop and maintain our products and services to achieve the highest standards of reliability and accuracy, and we regularly test our products against these standards. We build redundancies into our technologies and verify information across platforms for higher levels of confidence and trust in the accuracy of data they surface.

Fairness

Although no application or technology can ensure uniformly fair outcomes, we build our technologies to prioritize fairness and minimize bias to the greatest extent possible. We are thoughtful about how we source data and prioritize training our models on the most diverse datasets available. We adopt research and design best practices that minimize unintended negative impacts of technology on specific groups of people. We will disclose when full fairness in technology is not achievable, as well as any known biases that exist within our products or models. We also aim to create products sustainably, and our sustainability program considers environmental impact throughout our product lifecycles.



Technology Stewardship

We are stewards of the solutions we develop and are thoughtful about how our technologies are or could be applied in the hands of end users. We prioritize building features and tools into our products that enable our customers to deploy them responsibly and in compliance with laws, regulations and their own policies. Our customers' feedback - and the expectations of the communities they serve - propels our drive for continuous innovation.

We are dedicated to upholding the highest standards for the ethical use of our technologies and adhere to the following stewardship best practices:

Testing and validation

We prioritize product testing and validation as an integral part of our technology development lifecycle. Our products and analytics are tested prior to release and on an ongoing basis thereafter, with particular consideration given to the accuracy, reliability and trustworthiness of our AI models. We will continue to adopt best practices in product testing, such as the use of "red teaming" simulated cyberattack exercises, internal audits and, in certain instances, the engagement of third-party experts to conduct external testing and validation.

Stakeholder engagement

We actively engage with a broad range of stakeholders to gather feedback to help us understand the societal impact of our technologies. We recognize that a complete view of this impact requires many perspectives, including our customers and users, our technology and sales partners, as well as the communities our customers and products serve. Furthermore, we engage with industry peers, regulators and special interest groups to foster transparency, share knowledge and contribute to the responsible development and use of our technologies. We believe that well-rounded perspectives lead to better outcomes and are committed to ongoing dialogue as we navigate the evolving technology landscape.

Governance and compliance

We align our Responsible AI & Technology Stewardship governance program with leading industry frameworks for privacy, cybersecurity and AI governance and compliance, including those established by NIST and ISO. We assess and evolve our governance and compliance activities to stay in conformance with the rapidly evolving regulatory landscape. We also actively collaborate with our customers, industry partners and regulatory bodies to advance responsible governance and our shared commitment to the development of ethical and trustworthy technology.

User education

Informed users can help to guide technology's responsible use in practice and in real-world scenarios. We support our customers with the information they need to operate our solutions safely and responsibly, including information about how our products work, available features, default settings, customization options and if, how and why the product uses AI. This includes openly communicating the limits of our technologies, explaining the outputs generated by our AI models and providing realistic expectations about the reliability of our applications. We also share best practices with our customers to support their efforts to deploy our products responsibly, such as suggesting safeguards and controls they can implement to mitigate potential technological or reputational risks. Our goal is to ensure that technology end users can tailor our products to their specific needs while adhering to all laws and regulations that apply to them.





This Blueprint is the foundation for Motorola Solutions' approach to responsible technology. We will continuously evaluate and supplement this guidance to reflect regulations, leading standards and best-in-class technology governance.



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