



HireVue's Commitment to Fair and Unbiased Hiring

HireVue is well-known for its video interviewing platform, which is available in 33 languages around the world, has been available for over a decade, and has hosted over seven million interviews around the world. That product does not perform any AI-driven analysis, but only hosts video interviews. More recently, HireVue introduced the AI-driven HireVue Assessments to the human resources technology market to perform assessments based on video interviews. HireVue Assessments is an optional add-on to the video platform and is used by only some of the companies who offer HireVue video interviews.

Performing an assessment based on video interviews eliminates the need for a separate step to take a traditional, multiple-choice job assessment test, which can add days to the recruitment process and hours for each candidate.

The HireVue team has always been deeply committed to an ethical, rigorous, and ongoing process of testing for and preventing bias in HireVue Assessments models (or algorithms). We are aware that whenever AI algorithms are created, there is a potential for bias to be inherited from humans. This is a vitally important issue and technology vendors must meticulously work to prevent and test for bias before an AI-driven technology is ever put to use. Ongoing testing for bias is of critical importance, as well.

How HireVue Works to Prevent Algorithmic Bias

HireVue Assessments was created to predict job performance by analyzing the verbal and nonverbal content of video interviews. It does not predict hiring manager opinion, but rather offers a score indicating likelihood of success in a job role. That score is part of the information offered to hiring managers and recruiters as decision support in their hiring processes.

When HireVue creates an assessment model or algorithm, a primary focus of the development and testing process is testing for bias in input data that will be used during development of the algorithm or model. The HireVue team carefully tests for potential bias against specific groups before, during, and after the development of a model. No model is deployed until such testing has been done and any factors contributing to bias have been removed. Testing continues to be performed as part of an ongoing process of prevention.

HireVue data scientists have created an industry-leading process in this emerging area of AI-driven technology, and have presented that process and other best practices to their colleagues at international conferences on artificial intelligence.



Testing for Bias in Data

One of the biggest potential factors leading to biased results in any machine-learning model could be the data that is used to train it and that drives its performance after implementation. If a model is trained using data that has inherited bias from humans, it is possible that the assessment results could reflect that bias and adversely impact a particular group. For that reason, the HireVue team always studies and tests both input and output data for every HireVue Assessments model. If any factors contributing to bias are found, they are removed and the model is re-trained and re-tested.

By comparison, decades of research have shown that, despite best intentions, traditional interviews performed by human interviewers are prone to both implicit and explicit bias, as well as tremendous inconsistency. The HireVue AI-driven approach has been proven to be measurably more accurate at predicting performance than human evaluators and is audited, tested, retrained, and audited again to remove adverse impact or bias.

What HireVue Assessments Models Do -- and Don't Do

HireVue Assessments models have a single focus: determining which group of candidates within a given pool are most likely to be successful in a job by comparing them to people already performing the job at the company in question. Once assessments on candidates have been performed, those with the top scores move on from the screening stage to the person-to-person interviewing stages. Skilled recruiting specialists and hiring managers decide which candidate to hire after the completion of multiple stages in the hiring process.

HireVue does not use facial recognition technology nor track facial features for identity recognition purposes. HireVue Assessments do use *expression* recognition technology to study facial expressions. These expressions represent a very small percentage of the characteristics reviewed by the assessment model in order to predict a candidate's success in a job.

Unlike humans, the model never notices or analyzes characteristics such as age, gender, or race. HireVue Assessments models are built to pay attention only to those factors of the interview that research has proven to be related to success in the job. Tens of thousands of potentially relevant factors are available for inclusion when an assessment model is being designed, but only those that are scientifically validated as being predictive of job performance for that job role are considered in combination by the algorithm or model.



The expression recognition technology used within HireVue Assessments has been rigorously tested using the industry's most rich and inclusive data set, representing people of many cultures and ethnicities around the world.

HireVue Assessments are Increasing Diversity at Customer Sites

HireVue Assessments are helping HireVue customers diversify the candidate pool and make each opportunity equally open to all qualified candidates. One customer has reported a 16 percent increase in diversity hires. Making the assessments model blind to race, age, gender, and other characteristics that are irrelevant to job success is leveling the playing field for all qualified candidates.

**Learn More About the HireVue Commitment to Fair and Unbiased Hiring at
blog.hirevue.com**