

# ISO/IEC TR 24028:2020 — Overview of Trustworthiness in Artificial Intelligence

Compliance Attestation

**Issuing Organization:** Akka Technologies, Inc.

**Issued By:** Michael Nash, Chief Information Security Officer

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**Review Cycle:** Annual

**Attestation Status:** Active

## Introduction

This attestation is issued by Akka Technologies, Inc. ("Akka") to confirm alignment with ISO/IEC TR 24028:2020 — Information Technology — Artificial Intelligence — Overview of Trustworthiness in Artificial Intelligence. ISO/IEC TR 24028 is a Technical Report that provides a comprehensive overview of the key dimensions of trustworthiness in AI systems. It identifies and describes the trustworthiness characteristics that should be considered when developing, deploying, and operating AI systems, including accuracy, robustness, reliability, resilience, security, safety, privacy, fairness, explainability, transparency, and accountability.

As a Technical Report rather than a requirements standard, ISO/IEC TR 24028 does not provide for formal third-party certification. It serves as foundational reference material for organizations building AI governance frameworks. Akka has reviewed and incorporated the

trustworthiness dimensions described in ISO/IEC TR 24028 into its Artificial Intelligence Management System (AIMS), which is aligned with ISO/IEC 42001:2023.

Akka develops and operates the Akka platform — a reactive microservices and distributed systems toolkit available as both SaaS and open-source SDKs — and incorporates AI capabilities into its platform and internal operations.

## Scope

This attestation covers Akka's approach to AI trustworthiness as applied to:

- AI systems embedded in or offered through the Akka platform (SaaS)
- Internal AI tooling and automation used in Akka's operations
- Third-party AI services and APIs incorporated into Akka's products or processes

The trustworthiness framework applies globally across all Akka operations. All 6 controls mapped to ISO/IEC TR 24028 have been assessed and implemented. The residual risk across all controls is Medium, managed through Akka's comprehensive ISO/IEC 42001-aligned AIMS.

## Compliance Posture

Controls assessed: 6

Controls implemented: 6 (100%)

Controls in progress: 0

Overall risk level: Medium (all controls, covered by ISO/IEC 42001 AIMS)

Geographic scope: Global

## Key Controls and Implementation Evidence

### Accuracy, Robustness, and Reliability

Akka addresses the accuracy, robustness, and reliability dimensions of AI trustworthiness through technical controls embedded in its AI development and deployment processes. AI systems are evaluated for accuracy against defined performance criteria before deployment. Robustness testing — including adversarial input testing where appropriate — is conducted as part of the AI Review Board approval process. Reliability monitoring is maintained in production through observability tooling integrated with Akka's platform infrastructure.

### Security, Safety, and Resilience

Akka's information security program, aligned with ISO/IEC 27001, extends to cover AI-specific security threats including model poisoning, adversarial attacks, and data integrity attacks. AI systems are classified by safety impact level, and higher-impact systems are subject to additional controls and review. Resilience controls ensure that AI system failures degrade gracefully and do not result in cascading failures within the Akka platform.

### Privacy and Data Protection

Akka's privacy controls, aligned with applicable data protection regulations, are applied to AI systems that process personal data. Privacy impact assessments are conducted for AI

systems that present privacy risk. Data minimisation principles are applied to training and inference data. Akka does not train AI models on customer data without explicit consent.

## Fairness and Non-Discrimination

Akka evaluates AI systems for potential bias and fairness concerns as part of the AI Review Board approval process. Systems that make or influence decisions affecting individuals are subject to enhanced fairness review. Known limitations regarding fairness are documented in the Agent Registry and communicated to affected stakeholders where appropriate.

## Explainability and Transparency

Akka maintains documentation for all AI systems describing their purpose, inputs, outputs, decision logic (to the extent practicable), and known limitations. This information is available in the Agent Registry. Where AI systems make decisions that affect customers, Akka provides appropriate transparency about the use of AI, consistent with its contractual and regulatory obligations.

## Accountability

Akka's AI governance structure — centred on the AI Review Board and the Agent Registry — establishes clear accountability for each AI system deployed. Each system has a designated owner responsible for its performance, compliance, and risk posture. The AI Review Board provides organisational accountability for AI governance overall. The CISO is responsible for the AIMS and reports to Akka's executive leadership on AI governance matters.

## Supporting Evidence and Third-Party Assurance

Akka's approach to AI trustworthiness is embedded within the ISO/IEC 42001-aligned AIMS and supported by:

- Google Cloud Platform (GCP): SOC 2 Type II, ISO/IEC 27001 certified. Provides trustworthy infrastructure underpinning Akka's AI workloads.
- AWS (Amazon Web Services): SOC 2 Type II, ISO/IEC 27001 certified.
- Akka's ISO/IEC 27001-aligned ISMS, which addresses many of the security, privacy, and resilience dimensions of AI trustworthiness identified in ISO/IEC TR 24028.

The Technical Report's comprehensive trustworthiness framework has directly informed the design of Akka's AIMS controls, ensuring that all key trustworthiness dimensions are systematically addressed.

## Attestation and Signature

I, Michael Nash, Chief Information Security Officer of Akka Technologies, Inc., attest that the information contained in this document accurately represents Akka's alignment with ISO/IEC TR 24028:2020 as of the date stated above. This attestation is based on internal assessment, documented evidence, and my professional judgment as CISO.

This attestation is made in good faith and to the best of my knowledge. It does not constitute a guarantee of absolute compliance or an invitation to audit without prior agreement. Akka reserves the right to update this attestation as its AI trustworthiness practices evolve.



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**April 20, 2026**

This attestation is available on request and is subject to annual review. For questions or to request supporting documentation, please contact michael.nash@akka.io.