

AI Policy (v1)

We are committed to leveraging Artificial Intelligence (AI) technologies to enhance our operations, improve customer experiences, and drive innovation. This AI Policy sets forth the guidelines and principles that govern the ethical and responsible use of AI within our organisation. The aim is to ensure that AI is used in a way that is transparent, fair, and aligned with our values and goals.

1. Act with Integrity

- We align our AI use with best practice and professional conduct rules that govern our work.
- We are accountable for our use of AI tools, think critically about benefits, risks and whether and how they should be used, and ensure appropriate oversight of AI decision-making.

2. Design for Confidentiality and Privacy

- We implement AI tools in ways that protect confidentiality and privacy.
- We apply enhanced security and checks when AI is used to process Client and personal information.
- We provide Clients and our People with appropriate information about how their information is being used when implementing AI.

3. Use AI Responsibly

- We respect individuals' rights and the diversity of the Clients and People we serve.
- We carefully consider the impact of our AI use.

4. Build Securely

- We seek to address safety and security risks throughout the AI life cycle.
- We critically assess data and confirm that its use aligns with our policies and guidance.

5. Engage Openly

- We engage openly with our Clients and People regarding our use of AI.
- We proactively contribute to (and carefully consider) thought leadership and tools to help ensure responsible AI.