# [COMPANY NAME] Artificial Intelligence Guidelines

## Purpose

Artificial Intelligence (AI) tools are transforming the way we work. They have the potential to automate and streamline tasks, improve productivity and decision-making, and provide valuable insights. [COMPANY] is committed to embracing new technologies and promoting a culture of curiosity that supports the mission, while also recognizing the risks and limitations of AI.

We promote responsible use to maximize the positive benefits of AI usage while also protecting the organization. These guidelines are designed to ensure staff are using AI tools for organizational success in a responsible, ethical and secure manner.

### Transparency and Accountability

* We will be transparent about the use of AI technologies in our work. Staff will disclose to supervisors when AI is used to generate non-trivial outputs (e.g., [INSERT POSSIBLE DAILY USES OF AI RELEVANT TO THE COMPANY]).
* We will be transparent and clearly communicate when clients and/or customers are interacting with AI-driven systems (e.g., website chat or Zoom AI).
* We will be transparent when AI systems and insights from AI-driven analytics are involved in decision-making.
* While powered by technology, we recognize that AI is a tool that requires human oversight. We require human review and approval of AI-generated outputs before implementation. We will hold individuals accountable for their AI-driven decisions and outputs.
* All AI-generated meeting minutes, notes and summaries must be reviewed by staff before distribution to clients and/or customers to ensure accuracy.

### Data Privacy and Security

* We will ensure that AI applications and staff using them adhere to [COMPANY] data, privacy and HR policies, and other communicated privacy standards, especially when dealing with clients’ and customers’ confidential data. We will create AI standard operating procedures and checklists as needed for using AI systems.
* We will handle client data with care. We will not share confidential, protected data, personally identifiable employee or customer data, or intellectual property with AI systems without approval. When in doubt, ask for permission.
* Staff will not give access to [COMPANY]-provided AI tools outside the [COMPANY] without approval, including sharing login credentials or other third-party tools or information.
* Staff should apply the same safety and security best practices we use for all data and technologies, including using secure networks and devices when interacting with AI systems.

### Inclusivity and Fairness

* We will strive to ensure AI systems promote inclusivity and do not perpetuate unintended biases. We are aware that AI algorithms and datasets can reflect, reinforce or reduce unfair biases.
* Staff will be responsible for reviewing AI systems and outputs for bias, hallucinations (the ability for AI to make up facts), and deepfakes (ability for AI to create fake images, audio and video of real people), and implementing measures to confirm accuracy and legitimacy, mitigate bias and ensure fairness.
* We will not use generative AI as a replacement for human interaction to obtain diverse experiences, insight, imagery or engagement.
* We will include diverse representation in the development, testing and deployment of AI systems to prevent unintended biases.

### Continuous Improvement and Monitoring

* We are committed to fostering a culture of curiosity and continuous improvement of our AI policies, practices and systems.
* We will create mechanisms for staff, clients and customers to provide feedback on [COMPANY] AI applications and we’ll use feedback to improve AI usage.
* We will monitor AI policies, practices and systems periodically to align with best practices, latest advancements, regulations and standards, and update them as needed.

### Training and Awareness

* [COMPANY] will educate staff and members about the organization's use of AI, its benefits, and its potential impacts.
* We will provide resources so staff understand how AI contributes to [COMPANY’S] goals and effectiveness.
* We will provide appropriate opportunities for feedback and create channels for collaborative learning to share tips, best practices and facilitate engagement.
* We will provide (and sometimes require) staff training on AI technologies and their implications.

### Legal and Ethical Standards

* We will stay abreast of relevant laws and regulations related to AI use and ensure compliance. We will update AI systems as necessary to align with any changes in legal and regulatory standards.
* We will adhere to ethical best practices regarding the use of AI within the organization as outlined in these guidelines.
* We will comply with all applicable intellectual property laws, including patent and copyright laws. This includes not using AI as the primary author for any [COMPANY] copyrighted content or publications or trademarked logos or artwork, which require human authorship and creation.