

AI Policy

1. Purpose

To establish clear and responsible guidelines for evaluating, adopting, and managing artificial intelligence (AI) technologies that align with our business goals, team culture, and client values. This policy promotes ethical use, transparency, and measurable value from AI tools.

2. Scope

Applies to all employees, contractors, and vendors who interact with, manage, or are impacted by AI tools across departments, including operations, sales, marketing, HR, IT, and client services.

3. AI Oversight Committee

To ensure responsible, strategic, and inclusive oversight of AI initiatives, our organization will establish an **AI Oversight Committee** composed of leaders from diverse departments including IT, operations, HR, marketing, compliance, and client services.

Committee Responsibilities

- **Oversight & Approval:** Review all AI tool proposals, especially those classified as moderate or high risk
- **Opportunity Evaluation:** Identify new use cases where AI can enhance business processes, client experience, or employee productivity
- **Policy Stewardship:** Own updates to the AI Usage Policy, based on internal feedback and regulatory changes
- **Incident Review:** Serve as the escalation team for flagged issues, coordinating resolution with affected stakeholders
- **Training Strategy:** Shape AI education efforts, ensuring alignment with team roles and needs
- **Performance Review:** Periodically assess deployed AI tools for business impact, ethical compliance, and employee experience

Meeting Cadence

- **Quarterly Meetings** to review tool performance, discuss new opportunities, and manage escalations
- **Ad Hoc Sessions** convened as needed for urgent decisions or incidents

4. Guiding Principles

- **Transparency:** AI systems should be understandable to users. Decisions made by AI must be explainable in plain language.

- **Fairness:** Tools must be tested for bias and designed to deliver equitable outcomes across demographic and business use cases.
- **Accountability:** The AI Lead or governance committee oversees tool selection, usage reviews, and stakeholder communications.
- **Data Privacy:** All tools must comply with applicable privacy laws, protect personal information, and manage user consent.
- **Human Oversight:** Critical decisions—such as hiring, financial commitments, or customer communications require human review and approval.
- **Stakeholder Inclusion:** Frontline staff and cross-functional stakeholders will be engaged in tool evaluations, feedback loops, and rollout planning to ensure relevance and buy-in.

5. Approved Use Cases

AI use is currently approved for:

- Document drafting and summarization
- Forecasting and analytics
- Customer support automation
- Workflow optimization and scheduling
- Internal search and knowledge management
- Compliance support and SOP generation

New or high-impact applications must be reviewed by the AI Lead prior to deployment.

6. Tool Selection Criteria

AI tools must meet the following standards:

- Demonstrated effectiveness for appropriate scenarios
- Clear vendor documentation and support
- Customization options to fit team workflows
- Security compliance and certifications
- Alignment with company branding, tone, and values for client-facing tools

7. Risk Classification & Mitigation

All tools will be classified as:

- **Low Risk** (e.g., grammar correction, template generation)
- **Moderate Risk** (e.g., internal analytics, customer feedback triage)
- **High Risk** (e.g., hiring assessments, financial modeling, safety forecasting)

A risk evaluation is required for new deployments, especially in regulated or high-trust industries. High-risk tools will require legal and ethical review before approval.

8. Shadow AI Management

Unapproved tools used by employees (e.g., browser extensions, free AI chat tools) must be disclosed and reviewed. The AI Lead or AI governance team will evaluate for compliance and offer approved alternatives where appropriate.

9. Client-Facing AI Expectations

AI used in client interactions (e.g., chatbots, quoting engines) must:

- Reflect brand tone and values
- Include escalation pathways to human support
- Be clearly labeled as AI-driven
- Be tested for consistent, empathetic, and accurate responses

10. Training & Support

Employees must complete training on:

- Ethical and safe AI usage
- Escalating errors or unexpected outputs
- Tool-specific features and limitations
- Staying informed about new capabilities and company policy changes

11. Monitoring & Feedback Channels

- Quarterly audits will assess tool performance, compliance, and user satisfaction
- A designated feedback channel will allow employees to report issues or propose new AI use cases
- Feedback will be reviewed by the AI governance committee and used to improve future evaluations

12. Incident Reporting & Response

All issues related to AI; including bias, errors, data mishandling, or user discomfort can be reported via a simple intake form or email alias. The response team will follow a structured triage and escalation framework to resolve incidents.

13. Measuring Business Value

Tool performance will be tracked using ROI indicators such as:

- Time saved or tasks automated
- Error reduction
- Cost savings or margin improvement
- Improved customer or team satisfaction scores

14. Policy Review

This document will be reviewed and revised every six months, or earlier if major changes in AI regulation or business operations occur.