

AGE UK EXETER

Controlled Document

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Document Description

This policy sets out our approach to the use of AI-powered models and AI enabled software for work-related activities.

This policy should be read in conjunction with the IT and Communications Systems Policy.

Implementation and Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the Chief Executive Officer via email at info@ageukexeter.org.uk

AI in the workplace Policy

1. Introduction

This policy sets out our approach to the use of AI-powered models and AI enabled software for work-related activities. We understand the need to embrace emerging technology and recognise that AI enabled software can produce impressive responses on a wide range of subjects. However, this software can present a number of risks that we cannot ignore.

When you are using these tools for work-related activities, it is imperative for us to ensure that you do so in a safe and responsible way, and in a manner that does not compromise the organisation or its reputation. The aim of this policy, including the limits that we have set on the use of AI enabled software for work-related activities, is to mitigate against these risks.

The policy does not form part of your contract of employment, and we reserve the right to amend it at any time.

2. Scope

This policy applies to anyone working for us. This includes employees, workers, contractors, volunteers, trustees, interns and apprentices.

3. What is an AI-powered model and AI enabled software?

An AI-powered model uses artificial intelligence (AI) and natural language processing (NLP) to interrogate extensive data from the internet to engage in conversations with users. The purpose of these tools is to provide users with responses to questions across a wide range of subjects. AI enabled software refers to applications and platforms that utilise artificial intelligence to automate tasks, analyse or duplicate data, and enhance user experiences across various settings.

4. Use of AI-powered models and AI enabled software for work-related activities

It is not our intention to impose a ban on using AI to assist with work-related activities. In fact, we encourage their use where they can save time and expense. However, there are risks and limitations associated with using these tools. Some of the risks that we have identified in this policy are real and others are speculative. Either way, it is imperative that you comply with the rules set out in this policy.

5. Acceptable use of AI-powered models

As a general principle, the types of tasks that AI-powered models may be used for at work include:

- brainstorming ideas.
- basic research.
- language translation.

- proofreading.

If you use, or intend to use, output from an AI-powered model in any work-related activity, you must tell your line manager. You must also adhere to the rules set out below.

6. Prohibited use of AI-powered models

You are strictly prohibited from using AI-powered models to:

- carry out any task that has legal and/or financial consequences (for example to draft terms and conditions or other legal documents).
- carry out any part of a grievance and/or disciplinary procedure (for example to decide a grievance outcome or appropriate disciplinary penalty).
- carry out any task that requires you to input the organisation's confidential information and/or personal employee data (for example for financial forecasting).

What is acceptable and what is prohibited will depend on your job and the nature of the task that you are engaged in. If you are unsure about using an AI-powered model for a task that you are undertaking, you should speak to a member of the senior management team for further advice.

7. Your obligations when using AI-powered models at work

Inaccurate and unreliable information:

Although AI-powered models have come a long way, it is important that you are aware that their responses may not always be accurate or reliable. We expect you to verify any generated content, prior to relying on it, using more credible sources.

Bias

AI-powered models are prone to bias due to the data that they are trained on and output from these tools may be unfair to certain groups of people. We are committed to promoting a working environment based on dignity, trust and respect, and one that is free from discrimination, harassment, bullying or victimisation. If you are using output from any of these tools in your work, you must ensure that you address and correct any bias and comply with the organisation's Equality, Diversity and Inclusion (EDI) policy and Anti-harassment and Bullying policy at all times.

Copyright infringement

When you receive a response from an AI-powered model, you are not provided with any information about where that data has come from. For this reason, it may inadvertently include copyrighted works. There can be significant legal consequences for copyright infringement. To minimise the risk of copyright infringement, you are prohibited from copying, reproducing and/or distributing entire or substantial parts of output from AI-powered models. You are also required to declare to your line manager when you have used an AI-powered model for a work-related activity.

Confidential information

You should be aware that the content that you input into an AI-powered model may be used to train its model and could form part of the responses to questions posed by other users. It is imperative that, when you are using an AI-powered model, you do not share any confidential information that belongs, or relates, to the organisation. This includes, but is not limited to:

- details of clients, suppliers, business partners, products, affairs, finances, employees, managers or distributors of the organisation (whether actual or potential).
- information relating to the security of the organisation's premises or its computer, telephone and communications systems.
- commercial, financial, marketing, business development or business planning information.
- client lists, technical information and know-how comprising information that you are told is confidential or can be reasonably expected to be confidential.
- any other information that is provided to you, by the organisation in confidence.

Data protection

You are strictly prohibited from sharing personal data and special categories of personal data with any AI-powered model. Personal data is any information that relates to a living individual who can be identified from that information. Special categories of personal data means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data. Any personal data and special categories of personal data must be handled in accordance with our Data Protection Policy.

8. Prohibited AI Models

Due to reported data breaches, privacy concerns and security considerations the following models are strictly prohibited and should not be used under any circumstances:

- Replika
- DeepSeek
- Baidu Emie Bot
- Alibaba Tongyi Qianwen
- Others/free models outside the mainstream. If in doubt, ask.

9. Breach of policy

We implement a strict policy with regards to the way in which output from an AI-powered model is used in the workplace and the type of information that is inputted into models. Any breach of this policy, including any inadvertent disclosure of confidential information or personal data, will be treated as a disciplinary offence.

10. Changes to this policy

As these tools continue to advance and develop, we will carry on assessing and navigating the risks associated with using them to ensure that our policy remains current and effective. If there are any changes to this policy, we will notify you accordingly.

11. Further guidance

If you need further guidance or support on this policy, please contact either the Operations Manager or Governance Lead.

Revision History

Revision date	Summary of Changes	Other Comments
11.11.25	Version 1 based on template provided by Treasurer.	Approved 23.12.25