

<b>AI IN THE WORKPLACE POLICY</b>	
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<b>Division</b>	SMT
<b>For use by</b>	All employees and volunteers of Age UK Norfolk
<b>Purpose</b>	To ensure employees and volunteers are aware of the parameters for using <b>AI</b> in the workplace
<b>Key related Documents</b>	All Data Protection policies Disciplinary Policy
<b>Version</b>	22 <sup>nd</sup> April 2026
<b>Approval Date</b>	SMT 27 <sup>th</sup> April 2026
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<b>DOCUMENT CONTROL</b>			
<b>DATE</b>	<b>EDITS</b>	<b>EDITOR / REVIEWER</b>	<b>CHANGE CONTROLLER / DOCUMENT OWNER</b>
20 <sup>th</sup> August 2025	Incorporation of Age UK Group Policy.	Jasmine Toombs Head of Corporate Services	Jasmine Toombs Head of Corporate Services
7 <sup>th</sup> April 2026	Full Review. Change of Policy Title Inclusion of all <b>AI</b> models and software for work-related purposes Permitted and explicitly prohibited use of AI	Jasmine Toombs Head of Governance & Finance	Jasmine Toombs Head of Corporate Services
16 <sup>th</sup> April 2026	Full review & EDITOR check AD pre-SMT approval	Ann Donkin, Chief Executive	Jasmine Toombs Head of Corporate Services

## 1. INTRODUCTION

- 1.1. Age UK Norfolk recognises that the use of **AI** in the workplace continues to grow rapidly and can provide a great number of benefits. The aim of this policy is to set out guidance as to its use within the organisation, ensuring employees, volunteers and other stakeholders are aware of its purpose and scope of use, how we guarantee data remains confidential, and the measures taken to ensure relevance and accuracy of information.
- 1.2. When using **AI** tools for work-related activities, it is important 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 set on the use of **AI** enabled software for work-related activities, is to mitigate against these risks.

## 2. SCOPE

- 2.1. This policy is relevant to all staff, volunteers and stakeholders using **AI** systems on behalf of Age UK Norfolk. It covers the use of **AI**-powered models, **AI** enabled software and Generative **AI** tools, for all work-related activities, whether conducted on-site or remotely, including from home. References to 'employees' throughout this document should be taken to mean anyone carrying out activity on behalf of Age UK Norfolk.

## 3. RISKS

- 3.1. The use of **AI** in the workplace comes with risks both to the organisation and our stakeholders. It should therefore only be used as a support tool and not as a substitute for human oversight. The aim of this policy is to inform our employees, volunteers and stakeholders of the potential risks and put in place measures to mitigate so far as possible those risks. These risks include but are not limited to:
  - Data breaches or loss
  - Bias in data output
  - Misinformation and errors
  - Non-compliance
  - Ethical failures
  - Legal risks / fines / penalties/ copyright
  - Reputational damage.

## 4. GUIDANCE FOR USE

4.1. Staff, volunteers, and others acting on behalf of Age UK Norfolk must adhere to the following guidelines when using **AI** platforms, to help mitigate the risks outlined in section 3:

- **Protect People's Privacy:** Never input any personal data or sensitive information about older people, staff, volunteers, or donors into **Generative AI** tools. This includes names, addresses, health details, financial information, or any data that could identify an individual.
- **Thorough Review Process:** All **AI**-generated content intended for official Age UK Norfolk documents, publications, or external communications must be carefully reviewed by a qualified staff member. Ensure the content aligns with Age UK Norfolk's mission, values, and accurately represents issues affecting older people.
- **Protect Confidential Data:** Avoid using any confidential or internal Age UK Norfolk documents as input.
- **Fact-Check Outputs:** Always verify any statistics, claims, or information about ageing, benefits, or services for older people generated by **Generative AI** tools against trusted sources before using them in Age UK Norfolk materials.
- **Maintain Age UK Norfolk's Voice:** Edit **AI**-generated content to ensure it reflects Age UK Norfolk's tone, values, and expertise in supporting older people. **AI** should assist, not replace, our unique perspective and experience.
- **Avoid Sensitive Topics:** Do not use **AI** to generate content on highly sensitive or complex issues affecting older people, such as end-of-life care or abuse, without expert human oversight.
- **Respect Copyright:** Ensure any **AI**-generated content does not infringe on copyrighted materials, especially when creating resources or campaign materials for older people.
- **Balanced Use:** Consider whether using **Generative AI** truly improves efficiency for your task. For tasks requiring nuanced understanding of older people's needs, direct human expertise may be more appropriate.

## 5. PERMITTED AI TOOLS AND SYSTEMS

5.1. The organisation will review and update the use of the following AI Tools and Systems for use by its staff on an annual basis or sooner where changes apply, and strictly on the following basis:

## 5.1.1. Use of AI for Meetings

When using **AI**-powered notetaking tools, Age UK Norfolk employees must take the following steps:

- **Obtain Permissions:** Secure consent from all meeting participants before activating any **AI** meeting notetakers.
- **Verify Accuracy:** Review all **AI**-generated notes and amend as appropriate, to ensure their accuracy.
- **Maintain Privacy:** Adhere to Age UK Norfolk's policies in respect of managing data when handling and storing sensitive information. Information should be retained only in accordance with our data retention policy
- **Resolution Process:** Content will be promptly removed if found to be infringing, or the matter will be escalated.

## 5.1.2 Use of AI for Reporting

Some advance reporting may use AI with data from **Charity Log**.

## 5.1.3 Use of AI for Funding bids

We may use AI tools such as **ChatGPT** and **Copilot** to support our fundraising and communications work. This can include generating initial drafts of funding applications, press releases, website news articles, and social media content, which are always reviewed and refined by our team before publication.

## 5.1.4 Use of AI Systems within the organisation

The following systems are acceptable for responsible use within the organisation:

- Microsoft TEAMS
- ChatGPT
- CoPilot
- Charity log
- Outlook
- Live call screening

## 5.1.5 Use of AI Systems and Tools not stated within this policy

Staff are encouraged to make suggestions for consideration, in respect of new and upcoming AI technologies. However, the use of these technologies is not permitted without a full review of the risks, benefits and opportunities the technology may bring the organisation and approval by the Senior Management Team.

## 5.1.6 It is explicitly prohibited for AI to be used within the Information and Advice teams.

## 6. INTENTIONAL MISUSE

6.1. Intentionally misusing Generative **AI** systems is strictly prohibited. This includes any deliberate actions that breach ethical, legal, or moral standards, potentially endangering the safety, privacy, or security of older people, our staff, or the wider community. Examples of intentional misuse include:

- **Fraud:** Using Generative **AI** to deceive or manipulate older people or donors, such as through scams or identity theft.
- **Discrimination:** Allowing Generative **AI** systems to unfairly treat people based on characteristics that are protected by the Equality Act 2010 such as age, ethnicity, or disability.
- **Privacy Violations:** Using Generative **AI** to collect personal data about people we support or people who support us without proper consent.
- **Malicious Activities:** Employing Generative **AI** for harmful purposes, such as cyberattacks or exploiting vulnerabilities in our systems.
- **Misinformation:** Creating or spreading false information about ageing or Age UK Norfolk's services using Generative **AI** tools.

## 7. UNINTENTIONAL MISUSE

7.1. Even the best-intentioned use of Generative **AI** can sometimes lead to unexpected issues. This happens when staff rely on Generative **AI** tools in ways that unintentionally cause harm or negative results. Examples of unintentional misuse could include:

- **Bias:** Unknowingly perpetuating stereotypes about older people through **AI**-generated content or decisions.
- **Data Protection:** Accidentally exposing sensitive information about older people, staff, recruitment candidates or consultants when using Generative **AI** tools.
- **Inaccurate Information:** Relying on **AI**-generated content without factchecking, potentially leading to misinformation about ageing or our services.
- **Inappropriate Content:** Sharing **AI**-generated material that may be unsuitable or offensive.
- **Overreliance:** Depending too heavily on Generative **AI** at the expense of human judgment, especially in sensitive situations involving older people's care or support.

### 8. REPORTING MISUSE

- 8.1. All Age UK Norfolk staff are encouraged to report any suspected misuse of **AI** systems, whether intentional or unintentional, to their Head of Service or Head of Governance & Finance. Reports can be made anonymously and will be treated confidentially.
- 8.2. Incident reporting should follow the Age UK Norfolk incident reporting process.

### 9. ENFORCEMENT

- 9.1. Any breach of this policy may lead to disciplinary action, up to and including termination of employment or contract, following Age UK Norfolk's disciplinary procedures.

27th April 2026

## Appendix 1

### DEFINING EXTERNAL GENERATIVE AI

Generative Artificial Intelligence (Generative **AI**) is a technology that creates new content, like text, images, sounds, and videos, by learning from existing examples. Unlike other **AI** tools that sort or predict information, Generative **AI** can produce original material, such as writing essays or generating media. While this technology offers many exciting possibilities, it also presents challenges like ethical concerns and privacy issues.

Examples of Generative **AI** include, but are not limited to:

- Text generation services such as large language models:
  - Open**AI**'s platforms
  - Microsoft's Bing with GPT integration
  - Google's Bard
- Microsoft O365's integration with Open**AI** CoPilot
  - Microsoft GitHub CoPilot
  - BloombergGPT
- Image generation tools like latent diffusion models:
  - Stable Diffusion
  - Midjourney **AI**
  - Open**AI**'s DALL-E
- Other multimedia creation tools, including deepfake technologies.

Generative **AI** can be instructed to produce the following:

- Web content
- Reports
- Develop action plans
- To provide a summary of a large document
- Reorganising text to make it more user friendly or to look more professional
- Engaging in conversations
- Develop training materials
- Data analysis
- Turning photos of walls with sticky notes into lists
- Analysing information
- Performing calculations
- Developing user guides such as how to add a shared email to Outlook
- Programming language
- Answering non-Age UK Norfolk specific questions
- Re-writing interview notes