

Artificial Intelligence (AI) Policy

Purpose

This policy sets out how OAT Commercial uses Artificial Intelligence (AI) tools responsibly, ethically and securely to improve efficiency and service delivery while protecting client information and maintaining professional standards.

Principles

- AI supports, but does not replace, professional judgement.
- Staff remain accountable for all work products and decisions.
- AI outputs must be reviewed before use.
- Client confidentiality and data security must be protected at all times.
- AI use must be transparent, lawful and proportionate.

Approved Uses

- Report drafting and editing
- Tender analysis
- Cost benchmarking
- Contract review
- Risk identification
- Meeting note summaries
- Research and data analysis
- Internal knowledge management

Prohibited Uses

- Uploading confidential client information to unapproved AI systems.
- Uploading personal data without appropriate safeguards.
- Issuing AI-generated advice without review.
- Using AI to generate misleading or inaccurate information.
- Using unapproved AI tools for company work.

Data Protection

Where possible, client names and sensitive information should be anonymised before use in AI systems. Only approved platforms may be used for client-related work.

Quality Assurance

All AI-generated outputs must be reviewed for accuracy, completeness, bias and suitability before being relied upon or issued externally.

Training

Staff using AI tools must receive training on:

- AI capabilities and limitations
- Data security
- Confidentiality obligations
- Accuracy risks and hallucinations
- Ethical considerations

Governance

Management is responsible for overseeing AI use, maintaining approved tool lists and reviewing risks associated with AI adoption.

Review

This policy will be reviewed annually.
