Yorkhill housing association ltd



Use of Artificial Intelligence In The Workplace Policy

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Regulatory Standards Mapping		
	1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
✓	2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
	3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
✓	4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
✓	5	The RSL conducts its affairs with honesty and integrity.
	6	The governing body and senior officers have the skills and knowledge they need to be effective.
	7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

Core Objective Mapping	
	Provision of affordable social housing
	Local control and accountability
✓	Efficient local service provision
	Viability
	Equality of opportunity for all customers
✓	Legal and regulatory compliance

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Introduction

Overview

Artificial Intelligence (referred to as '**AI**' within this policy document) is an umbrella term for a range of technologies and approaches used to emulate human intelligence to solve complex tasks. This Policy relates to AI tools used to interpret and generate information and content. The use of such 'generative AI' is now appearing within the tools, systems and processes that the Association uses and has the potential to transform how staff work.

The Association recognises that the informed and responsible use of generative AI has the potential to increase efficiency, improve decision making and foster innovation. With these benefits come potential risks, however, including data protection breaches, intellectual property rights issues, the protection of confidential or commercially sensitive information, ethical considerations and compliance with wider legal obligations.

The purpose of this Policy is to provide a positive and informed framework for our use of generative AI to ensure its benefits are maximised, risks or concerns are minimised and overall use of generative AI is ethical, responsible and secure.

This Policy applies to Association employees, agency works and Management Committee members, and must be complied with when using generative AI to carry out Association business. The Policy also applies to any use of Generative AI for business purposes both during and outside normal hours of work, on either personal or Association devices and is applicable regardless of whether the Generative AI use takes place on Association premises or remotely.

All Association personnel are responsible for the consistent application, effective operation and awareness of this Policy, with oversight of this resting with the Chief Executive.

Connected Policies

The following policies are connected with the Use of Artificial Intelligence in the Workplace Policy and may have some relevant or associated content:

- Internet and Email Policy;
- Data Protection Policy;
- Data Retention Policy;

Definitions

For the purposes of this Policy, the following terms can be defined as such:

Generative AI	A type of AI which can be used to create new content (including text, code, images, videos or music – referred to as 'output') based on data that it has been trained on. It uses machine learning algorithms to analyse and learn from large data sets in response to defined prompts to create new content.
LLM	'Large Language Models' – a type of generative AI that can generate human-like text in response to a prompt. They use deep learning techniques and massive data volumes to generate a response.
Hallucinations	Outputs produced by LLMs which may initially appear to be believable but are in fact highly inaccurate or fabricated.
Prompts	The inputs or queries that a user provides to generative AI to receive the required output. Prompts can be used by generative AI applications to further train the LLM.

Authorised Generative AI Applications

The Association permits use of the following generative AI applications for business purposes (referred to as 'authorised generative AI applications' in this Policy):

- Microsoft Co-Pilot Enterprise, when staff are logged into a Microsoft 365 account with the correct credentials to enable enhanced data security and privacy measures;
- Any other authorised generative AI application that the Association may approve and inform its staff about from time to time.

If any Association personnel consider that there is a Generative AI application that should become authorised, they should contact the Chief Executive and the Finance & IT Manager. Furthermore, when first using an authorised Generative AI application, any 'opt-out' options available to prevent data entered within a prompt from being used to train the LLM should be selected; if the 'opt-out' selection is unclear or unavailable within the application, the Finance Manager should be contacted for advice.

Permitted Uses

Authorised Generative AI applications may only be used for the following business purposes and only in accordance with the stipulations set out in the 'Guidelines For Use' section at pages 6-7 of this document;

- Refining generic, non-personal emails and other communications;
- Drafting reports and presentations;
- Conducting research and data analysis;
- Producing content for newsletters, website and other publications;
- Summarisation and analysis;
- Idea generation and project planning

The use of authorised Generative AI applications for any purposes not listed above must be requested from – and approved in advance by – the Chief Executive in conjunction with the Data Protection Officer.

Guidelines for Appropriate Use

Association personnel must comply with the following guidelines when using authorised Generative AI applications, including any third-party add-ons incorporated into them:

- Confidential, commercially sensitive or proprietary data relating to the Association or its customers, suppliers or contractors must not be entered as a prompt;

- Personal data must not be entered as a prompt. If it is not possible to use it without entering personal data as a prompt, then advice must first be sought from the Association's Data Protection Officer;

- Data containing or protected by intellectual property owned by a third party - such as copyright, database rights or trademark rights - must not be entered as a prompt without authorisation from the third party;

- Offensive, discriminatory or inappropriate content must not be entered as a prompt, nor should the application be used to generate offensive, explicit, discriminatory or inappropriate content;

- Strong passwords must be used to secure access to your authorised application account;

- All software and security updates must be applied to authorised applications as and when they become available;

- Authorised Generative AI applications must not be used to undertake automated decision-making in relation to individuals – this includes the assessment of housing applications, tenancy sustainment, processing complaints, recruitment or other Human Resources matters;

- Critical thought, fact- and sense-checking must be applied to outputs before relying on them for business purposes to ensure content is appropriate, accurate and up-to-date. Generative AI has the potential to produce incomplete and inaccurate outputs or hallucinations based on the ingestion of vast data sources, some of which may be fiction. The output may also be biased, discriminatory, trained on stereotypes, inappropriate, offensive or otherwise illegal;

- Authorised Generative AI applications must be used ethically and responsibly in a manner that protects the Association's reputation;

- Output must not be generated to impersonate, bully or harass another person. Output must also not be used to engage in any behaviour that would be illegal or breach the Association's Staff or Governing Body Codes of Conduct;

- Authorised Generative AI applications must not be used as a substitute for advice that the Association would normally obtain from licensed professionals, including accountants, solicitors and other consultants;

- Guidance issued by the Scottish Housing Regulator and the Information Commissioner from time to time on Generative AI must be complied with when using authorised applications.

Monitoring

The Association may monitor content, prompts and outputs generated by authorised AI applications to the extent permitted by law to comply with legal obligations or for legitimate business purposes, including to:

- Prevent misuse and protect confidential information, commercially sensitive information and personal data belonging to the Association or third parties;
- Ensure compliance with the Association's Rules, Codes of Conduct and policies in place from time to time (including this Policy document);
- Monitor performance at work;
- Ensure that authorised Generative AI applications are not used for any unlawful or unauthorised purposes or activities that may damage the Association's business or reputation;
- Comply with intellectual property law, and to enforce and protect proprietary rights in outputs.

The above is without prejudice to the Association's right to conduct monitoring under other policies, including the Internet and Email Policy.

Transparency, Attribution and Accountability

When using outputs of authorised Generative AI applications either directly or with minor alterations, the output must be annotated with the following:

*This document or parts of this document contain content generated by Artificial Intelligence ('**AI**'). AI generated content has been reviewed by the author for accuracy and edited/revised, where necessary. The author takes responsibility for this content*.

When authorised generative AI applications are used to generate content, the user is responsible for the output generated and accountable for any decisions made based on that output.

Training and Technical Support

Association staff must complete mandatory training before using authorised Generative AI applications, with failure to complete this constituting a breach of this Policy.

For technical support in accessing and using authorised Generative AI applications, please contact the Finance & IT Manager.

Consequences of Failure To Comply

The Association takes compliance with this Policy very seriously, and breach of it may – where appropriate – result in disciplinary action up to and including dismissal or termination of employment or engagement with us. Where disciplinary action is appropriate, it may be taken regardless of whether the breach is committed during or outside of normal working hours, whether it occurred on Association premises or remotely and whether the breach occurred through use of a personal or Association device.

Association personnel must co-operate with any investigation into suspected breach of this Policy. This may involve providing access to any Generative AI application (whether the application was authorised or not) alongside any relevant passwords or log-in details.

Breaches of this Policy should be reported immediately to the Chief Executive.

Review and Updates

Given the pace of technological development in this area, and to address evolving uses and understanding of Generative AI, this Policy will be placed on a 3-year review cycle, however may be revisited sooner if best practice, actual working practice or regulatory/legislative changes change before this.

Equalities Impact Assessment

Yorkhill Housing Association Equality Impact Assessment Tool			
Name of Policy/proposal to be assessed	Use of Artificial Intelligence in the Workplace	Is this a new policy or a revision?	New Policy
Person responsible for the assessment.	Calum Davidson, Governance Assistant		
Briefly describe the aims, objectives and purpose of the policy.	To articulate the responsible and compliant use of Generative AI applications by Association personnel in connection with Association business		
Who is intended to benefit from the policy/proposal (e.g. applicants, staff, tenants, contractors).	Primarily staff – issued with clear guidance on the parameters for using Generative AI in compliant fashion. This protects both the staff member and the wider Association from breaches. Other stakeholders' personal data processed by the Association is kept secure through having processes in place to prevent improper use of it through Generative AI applications.		
What outcomes are wanted from this policy/proposal (e.g. the benefits to customers).	As above.		

Which protected characteristics could be affected by the proposal? (tick all that apply)

X	Age	X	Disability
X	Marriage/Civil Partnership	X	Pregnancy/Maternity
X	Race	X	Religion or Belief
X	Gender	X	Gender Reassignment
X	Sexual Orientation		

If the policy/proposal is not relevant to any of the protected characteristics listed above state why and end the process here:

	Positive impact	Negative impact
Describe the likely positive or negative impact(s) the policy/proposal could have on the protected characteristics identified.	The Association may hold data relating to all of the above – the Policy's stipulations around not feeding such information into Generative AI ensures this is not leaked to a third party unlawfully.	See 'Positive Impact' section – failure to implement a policy or guidance could enable an unlawful breach concerning those with these protected characteristics.
What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).	Effective monitoring of AI usage in line with this Policy, potential investigation/escalation and Committee exception reporting where breaches occur. Governance team to maintain contact with Data Protection Officer in relation to any concerns.	