

AI Employee Use & HR Guidelines

Overview

In the late 2000s, social media was becoming widely adopted but there were no established 'ground rules' for using this new communications channel. This resulted in many companies (large and small) experiencing fallout from posting something on Twitter or Facebook without thinking through the consequences. The following AI Employee Use Guidelines include 10 sections for developing an Employee Use & HR policy for your organization.

I. Statement of AI Use: Purpose, Method and Intent

1. **Purpose:** Our business plans to leverage AI technologies to help achieve business goals, enrich customer interactions, enhance employee satisfaction and streamline operations. AI will help our business innovate and create actionable marketplace insights to keep our competitive edge.
2. **Method:** The adoption of AI tools will align with our core values. We'll use these tools to enhance efficiency, gain data insights, produce meaningful content and predict future trends through advanced models. We're committed to implementing these tools responsibly, ensuring safe, ethical, and effective use.
3. **Intent:** Our goal with AI isn't to replace team members, but to empower them. By handling routine tasks, AI tools will allow our team to focus on strategic, creative and professional growth. AI tools will help deliver more value to stakeholders through better products and services, streamlined operation and greater innovation.

II. AI Stewardship and Steering Committee

1. **AI Impact Assessment:** The Committee will put forth a comprehensive AI impact assessment before deploying new AI technologies, evaluating potential impacts on privacy, job roles, and ethical considerations to inform decision-making.
2. **AI Technology Implementation:** The Committee will guide the strategic implementation and management of AI throughout the organization. Specifically, ensuring AI initiatives align with and reinforce our broader business goals and values. The committee collaborates with various teams, helping integrate AI capabilities that support objectives and boost overall performance.
3. **Ongoing Assessments:** Regular review and assessment of AI use form a critical part of the committee's role. This includes tracking the performance of AI systems, ethical transparency, gauging impact on business processes, and measuring the aiROI (AI return on investment).
4. **Ethical Oversight & Accountability:** Ethical considerations form a fundamental aspect of AI deployment and use. The committee is entrusted with ensuring that our AI applications uphold the highest ethical standards. This involves formulating, maintaining, and updating guidelines related to AI ethics, and dilemmas that may arise from AI use.
5. **External AI Expertise:** The Committee shall engage external AI ethics advisors to offer independent oversight and counsel on complex ethical issues, ensuring our AI governance framework benefits from a wide range of expert insights.

III. Training, Permissions and Organization

1. **Training & Education:** Our company will provide appropriate employees with the necessary training to use AI tools appropriately and effectively. Training covers technical aspects of using AI technologies, ethical considerations, potential risks, and the company's HR policies regarding AI use.
2. **Access & Permissions:** Access to company AI technologies will be carefully managed with specific levels of access based on team roles and responsibilities. This ensures employees can use AI tools in a way that aligns with their role and responsibilities, while minimizing the risk of misuse or data breaches.
3. **Usage Logs & File Organization:** All interactions with AI systems will be logged. The logs will be periodically reviewed to check for any unusual activity, ensure appropriate usage, assess system performance, and gather data for system improvements. All files related to, or generated by, AI technologies will be organized in a consistent and approved manner.

IV. Government's Legal and Compliance Related Issues

1. **Data Privacy Laws:** Governmental regulations mandate strict requirements for data privacy and protection. AI systems process large amounts of data, which must be managed with respect to relevant privacy laws. We commit to ensuring all AI technologies used comply with area data privacy laws.
2. **Anti-Discrimination Policies:** AI systems, particularly those using machine learning algorithms, can unintentionally result in discriminatory practices. We are committed to ensuring our AI systems do not propagate bias and adhere to all anti-discrimination laws, such as the U.S. Equal Employment Opportunity laws and similar regulations in other jurisdictions.
3. **Industry-Specific Regulations:** Depending on our industry, additional regulations might apply. For example, financial services companies may need to comply with specific financial transparency and accountability laws when using AI.
4. **Expanded Legal Compliance:** Introduce more detailed protocols for enhancing data privacy and securing AI systems against cyber threats. This will align our operations with global standards such as the General Data Protection Regulation (GDPR), ensuring the highest levels of data integrity and security.

V. Integration with Existing HR Policies

1. **Confidentiality:** Policies regarding employee confidentiality will be updated to include AI-generated data and output, clarifying what information can be shared and with whom.
2. **Data Privacy:** In addition to complying with external data privacy laws, internal policies will be updated to ensure that AI technologies respect the privacy rights of employees, customers, and other stakeholders.
3. **Ethical Conduct:** The company's code of ethics will be expanded to provide specific guidance on ethical issues related to AI usage, such as fairness, transparency, and accountability.

4. **Prohibited Acts** (include, but are not limited to):
 - **Unauthorized Use of AI:** Using AI tools for tasks beyond their intended use or accessing AI systems without the proper authority.
 - **Personal Gain:** Exploiting AI technologies for personal profit or advantage is strictly prohibited; including using AI to manipulate stock prices or gain an unfair advantage over colleagues or competitors.
 - **Harm to Others:** Using AI technologies in a way that could harm others, either physically or emotionally, is unacceptable. This includes using AI to infringe on someone's privacy or to commit cyberbullying or harassment.
 - **Legal and Ethical Violations:** Any use of AI that violates legal regulations or the company's ethical guidelines is strictly prohibited. This includes data theft, copyright infringement, or the creation and dissemination of deep-fakes without consent. Specific ethical guidelines will be created and integrated into existing HR policies.

VI: Transparency & Ethical Considerations

1. **Ethical Use of AI:** We commit to using AI technologies in a manner that respects and promotes ethical values, such as fairness, transparency, and respect for privacy. Any use of AI should align with our core company values and ethical guidelines.
2. **Employee Responsibility:** Employees are expected to use AI responsibly and ethically, adhering to all company policies and regulations. Any misuse or unethical conduct involving AI tools will be addressed according to our existing disciplinary procedures.
3. **Internal Transparency:** Clear and open communication with employees about our use of AI is vital. Regular updates will be provided to keep our team informed about new AI initiatives, how they affect their roles, and the overall impact on the business. We will also provide platforms for employees to ask questions and give feedback on our AI strategy and practices.
4. **External Transparency:** Our commitment to transparency extends to our customers and other external stakeholders. We pledge to be open about our use of AI, especially when it involves AI-driven decision-making that directly affects our customers. We believe this transparency will foster trust and ensure our customers feel comfortable with the ways we are using AI.
5. **Diversity and Inclusion:** Strengthen our commitment to diversity and inclusion by explicitly addressing these values in AI development and deployment processes. This initiative will help mitigate biases and promote fairness across all AI applications.
6. **Ethical and Unethical AI Use Cases:** Provide clear examples of both ethical and unethical AI use cases to guide employees in making responsible decisions, illustrating our organization's ethical standards in practice.
7. **Public AI Ethics Statement:** Publicize our commitment to responsible AI use through an AI ethics statement, demonstrating our organization's dedication to ethical practices to customers, partners, and the public.

VII. Ownership of Assessments Generated by AI

1. **General Rule:** As a general rule, all assessments, outputs, and products generated by AI technologies during the course of business operations will be considered the property of the company.
2. **Innovative Ideas and Products:** In situations where AI technologies are used to generate innovative ideas or products, specific guidelines will be established. These guidelines will outline how the ownership of such IP will be determined, the process for patenting or trademarking these innovations, and how any profits from these innovations will be distributed.
3. **Third-Party Involvement:** In situations involving third-party collaborations or AI technologies, clear contractual agreements will define the ownership rights of any IP generated by the AI.

VIII. Fair Use Regarding AI Enhancements

1. **Company Property:** Any enhancements or modifications made to AI technologies (or AI-powered content) using company resources, including work hours, physical assets, or intellectual property, are considered the property of the company.
2. **Professional Development:** Employees are encouraged to use AI tools to improve their skills and productivity. However, this should always be within the established guidelines and not interfere with the rights of others or the intended functions of the AI technologies.

IX. Crisis Response & Communications

1. **Immediate Response Measures:** Despite the best safeguards, potential for AI failure or misuse exists. In these events, a comprehensive crisis response plan will be implemented; this may include isolating affected systems, stopping AI processes, and initiating data backups.
2. **Communication Strategies:** Clear communication with employees, customers and potentially the public will be vital to manage the situation effectively and maintain trust. This includes explaining what happened, what measures are being taken, and how it will remedy the situation.
3. **System Audits:** Following the event, investigations and system audits will be initiated to uncover the underlying cause/s of the incident. These insights will guide us in learning from the event, driving improvement in AI safety, and fortifying measures to preempt future recurrences.

X. Employee Communications

1. **Regular Training:** Regular training sessions will be held to familiarize employees with AI technologies, use, and benefits.
2. **Updates:** Employees will be kept updated about changes in AI technologies and company policies related to AI usage.
3. **Open Dialogue:** Platforms will be created for employees to express their concerns, share their experiences, and suggest improvements related to AI usage. This will help build a sense of collective ownership and comfort around AI technologies.

4. **Success Stories:** Sharing internal success stories related to AI can help illustrate its potential benefits, reduce apprehension, and encourage employees to embrace these tools.
5. **Stakeholder Engagement:** Foster active engagement with all stakeholders through surveys, feedback sessions, and inclusion initiatives. This engagement will inform our AI strategy, reflecting a broad range of insights and perspectives.