1. POLICY STATEMENT

Artificial Intelligence (AI) presents a wealth of opportunities balanced against risks for society, particularly in the workplace. genU recognises the importance of adopting AI as a valuable and innovative tool in assisting it to deliver its strategies but in a safe and responsible manner.

2. PURPOSE

This policy establishes how genU manages the implementation and use of AI throughout the organisation.

The objectives of this Policy are to ensure:

- genU workers are aware of the continuing emergence and integration of AI in the workplace;
- a culture that supports genU workers to explore the capabilities of AI, in particular the beneficial development, deployment, and use of this emerging technology; whilst safeguarding against all associated risks;
- the responsible and ethical use of AI aligned with our genU values;
- the use of AI is transparent to all clients, employees, and other related stakeholders; and
- genU's compliance with relevant laws.

3. SCOPE

This Policy applies to genU and its related entities including all genU directors, employees, contractors, students on placement, subcontractors, apprentices, trainees, work experience students and volunteers and covers all genU-related functions and activities.

4. POLICY

4.1. Acceptable Use

genU workers are supported via innovation hubs or other means available within genU to use AI for the collective improvements in how genU operates to further and better deliver its services. Likely application of AI at genU includes but is not limited to:

- Automating repetitive tasks
- Streamlining and/or centralising processes and functions
- Development of policies, procedures, and standards
- Analysis of large datasets
- Trend analysis
- Informing evidenced based decision-making.

AI adoption and/or application at genU must be safe, secure, reliable and align with genU's values and strategic priorities. genU supports the Australian Government's **AI Ethics Principles** being:

- ***Human, societal, and environmental wellbeing:*** *AI systems should benefit individuals, society, and the environment.*
- ***Human-centred values:*** *AI systems should respect human rights, diversity, and the autonomy of individuals.*
- ***Fairness:*** *AI systems should be inclusive and accessible and should not involve or result in unfair discrimination against individuals, communities, or groups.*
- ***Privacy protection and security:*** *AI systems should respect and uphold privacy rights and data protection and ensure the security of data.*
- ***Reliability and safety:*** *AI systems should reliably operate in accordance with their intended purpose.*

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- *Transparency and explain ability: There should be transparency and responsible disclosure so people can understand when they are being significantly impacted by AI and can find out when an AI system is engaging with them.*
- *Contestability: When an AI system significantly impacts a person, community, group or environment, there should be a timely process to allow people to challenge the use or outcomes of the AI system.*
- *Accountability: People responsible for the different phases of the AI system lifecycle should be identifiable and accountable for the outcomes of the AI systems, and human oversight of AI systems should be enabled.*

4.2. Confidentiality and Privacy

genU workers must ensure that all information personal or otherwise used in conjunction with AI are kept safe, secure and in strict compliance with applicable laws and internal policies relating to information/data security, privacy, and confidentiality.

4.3. Regulatory Compliance

genU workers must comply with applicable laws and regulations when using AI, including without limitation:

- intellectual property;
- consumer protection;
- privacy and data security; and
- industry-specific laws and regulations.

4.4. Governance & Quality Control

All AI-generated content should be identified prior to any publication or disclosures.   genU workers using AI are responsible for verifying the accuracy, truthfulness, and appropriateness of AI-generated content including ensuring the integrity of source data used. Caution and vigilance must be exercised to safeguard against biased, discriminatory content or resulting unfair outcomes. Steps must be taken to correct or address such issues as soon as they are made known.

genU developed AI systems must:
- be explainable and understandable to users, with clear disclosure of their capabilities, limitations, and potential biases
- be designed to be resilient against adversarial attacks, system failures, and unintended consequences such as unauthorized access, data breaches, and malicious use
- undergo appropriate risk assessments
- incorporate safety measures to protect against potential harm
- incorporate mechanisms for human control and intervention, particularly in regard to critical genU client servicing functions

genU's records information and management policy and procedure should be followed where relevant. genU may conduct internal audits to ensure proper adherence and compliance.

4.5. Training and Awareness

genU will provide necessary training and/or awareness resources to ensure that users understand the benefits, risks, and appropriate use of AI. genU workers are encouraged to report any concerns, issues, or feedback to their managers.

4.6. AI Technologies & Tools

AI Technologies and Tools common to the workplace include, but are not limited to:

- ChatGPT (and other chatbots)
- Closed captions or subtitles in Zoom and other video conferencing platforms
- Predictive text features in emails and documents
- Siri, Cortana, Bixby, and other virtual assistants

Document Owner: General Counsel and Company Secretary. Approved by genU Board of Directors	ID: LEGL-87	**Page 2 of 3**	Issue date: 17 August 2023

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- Google Maps and other GPS systems
- Voice-to-Text converters

genU promotes inclusive design principles in the development, deployment and access to AI technologies but also recognises the potential for social and economic impacts on its adoption; and will strive to support job transition, reskilling, and fair transition to new work opportunities for its staff.

5. BREACHES

Breaches of this policy may result in disciplinary action up to and including termination of employment. Alleged criminal activity will be reported to the relevant authority, or other government body, as required by the relevant legislation.

6. RELATED DOCUMENTS

This policy should be read in conjunction with genU's current applicable policies and procedures, including without limitation:

- Privacy Foundational Policy;
- Information Security Policy;
- Fraud and Corruption Control Policy and Procedure;
- Health, Safety and Wellbeing Policy; and
- Records Information and Management Policy and Procedure.

Document Owner: General Counsel and Company Secretary. Approved by genU Board of Directors	ID: LEGL-87	**Page 3 of 3**	Issue date: 17 August 2023

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