Appendix 3: Core Actions & Promises for AI

This section outlines the key actions we take to ensure our use of AI is safe, fair, and responsible. These actions summarise the practical steps we follow at every stage, from considering Ai to integrating AI into our business.

We assign human oversight to every bit of AI

- For every AU use case, we appoint a clearly identified person or team to oversee the procurement or design, implementation, and performance of AI. We want to have humans in control, not machines.

We notify people when AI is being used

- We provide clear, accessible notices whenever AI is involved in a decisions, task, or communication, so no AI is used in secret.

We use explainability with our AI

- We implement explainable AI practices, providing users and regulators with understandable reasons for AI use and decisions.

We avoid using AI for prohibited reasons

- We explicitly commit not to develop, procure, or use AI systems prohibited by legislation such as the EU AI Act.

We monitor our AI use for risk and performance

- We continuously monitor AI behaviour to detect performance issues, drift, or harmful changes, and take action when needed.

We process personal data in secure 'safe spaces'

- When personal or sensitive data is needed for AI, we only use it in controlled, access-restricted environment where risks of leakage or misuse are minimised.

We clearly document our AI lifecycle

- We maintain visible records of each AI system's data sources, design decisions, model training, and AI use while creating full transparency for governance and compliance.

**This appendix is for summary purposes only, and our complete approach is outlined in the full Responsible AI Policy.*