

AI at work: 5 do's, 5 don'ts

[COMPANY NAME] · The short version of our AI Use Policy. The full policy wins if anything here is unclear.



Do

1. **Use only approved tools**, signed in with the **company account**. The list is at [LOCATION].
2. **Strip out names and details**. Write "the customer" instead of a name, and delete addresses, phone numbers and account numbers.
3. **Read every word before it goes out**. Check facts, prices, dates and names against our own records.
4. **Be honest with customers**. If they ask whether they're talking to a person or AI, tell them the truth.
5. **Report mistakes right away** to [NAME] at [PHONE / CHAT]. Reporting fast is never punished.



Don't

1. **Don't paste passwords, codes, card numbers, bank details or ID numbers**. Ever.
2. **Don't paste customer lists, health details, staff records or anything confidential**.
3. **Don't let AI promise anything**: no discounts, guarantees, deadlines or advice we haven't approved.
4. **Don't try a new AI tool or AI feature for work** until [NAME] adds it to the list.
5. **Don't let AI decide about people**, such as hiring, pay, credit or discipline. A person decides.

When in doubt, leave it out, and ask [NAME].