



HEALTHIER WORKPLACES | A HEALTHIER WORLD

## Artificial Intelligence Usage Guidelines for AIHA Staff<sup>1</sup>

### Part 1: AI Responsibility and Ethics

1. **Mindful Automation:** Use artificial intelligence (AI) to automate tasks responsibly. Ensure you maintain active involvement in the decision-making process. Do not become over-reliant on AI to the detriment of human judgment and creativity.
2. **Honesty and Transparency:** Be transparent about AI usage. Any content generated or tasks accomplished using AI should be disclosed to your supervisor, team leader, and relevant stakeholders. Where allowed by AI tools, turn on watermarking to facilitate identification of AI-generated content. Plagiarism is unacceptable; AI-generated content should not be passed off as solely your own.
3. **Data Protection:** Handle all data, especially sensitive AIHA or customer data, with utmost care. Do not share any AIHA data, including but not limited to personally identifiable information, intellectual property, sections of books, website materials, magazine articles, blog posts, and educational course content with third-party AI systems without prior approval.
4. **Risk Awareness:** Be aware of IT risks associated with AI. These include, but are not limited to data breaches, software vulnerabilities, and excessive reliance on automation. Seek help from your supervisor and the IT department in evaluating these risks and implementing preventive measures. The risks of using AI systems to generate content go beyond IT security; they include the possible incorporation of misinformation, disinformation, and false, misleading, or malicious data in AI output. Researchers are just beginning to study the real and potential problems associated with the use of these systems. Some studies suggest that AI systems trained on AI-generated content can lead to feedback loops that can amplify biases, dilute diversity, or otherwise distort reality.

### Part 2: AI Opportunities and Applications

5. **Creative Assistance:** Use AI as a tool for idea generation and problem-solving. AI can help to stimulate creativity, identify patterns, and generate unique solutions.
6. **Efficient Data Analysis:** Leverage AI's ability to analyze large volumes of data quickly and efficiently. Use the insights obtained from AI-powered data analysis to inform decision-making processes. Keep in mind that, as indicated above, sensitive information should not be entered into an AI system without prior approval. Examples of sensitive information include but are not

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<sup>1</sup> The guidelines were initially produced in collaboration with the chatbots ChatGPT, Bard, Bing, and Claude based on prompts supplied by Mark Ames, followed by edits from AIHA's AI Team.

limited to personally identifiable information, intellectual property, sections of books, website materials, magazine articles, blog posts, and educational course content.

7. **Customer Service Enhancement:** Apply AI to improve customer service by automating routine tasks. This allows customer service representatives to focus on more complex issues and provides customers with faster, more efficient service.
8. **Personalization of Customer Experience:** Use AI to create a more personalized experience for customers by recommending products, offering discounts, and providing tailored content based on individual customer preferences.

### Part 3: IT and Data Security

9. **Secure AI Use:** Always use secure networks and devices when interacting with AI systems. Do not use personal devices or public Wi-Fi networks to access AI systems without the express approval of the IT department.
10. **Data Security and Privacy:** Ensure that customer data is always handled with care. Do not share customer data with AI systems without the necessary consent. Where possible, anonymize the data to further safeguard privacy.
11. **Rigorous Risk Management:** Regularly evaluate and monitor the risks associated with AI systems. Be prepared to halt the usage of AI systems if significant issues emerge. Involve your supervisor and the IT department in these evaluations.

These guidelines are in place to ensure we harness the benefits of AI in an ethical and responsible manner. Your cooperation is essential for maintaining the integrity and security of our operations. For any questions or concerns related to these guidelines, please contact your supervisor or AIHA's IT department. As our use of AI evolves, these guidelines will be periodically updated to reflect the latest best practices and regulations.