Angard Staffing

Artificial Intelligence (AI) Policy

Angard Staffing (Angard) is committed to using AI safely and responsibly. This policy explains the principles that must be followed when using AI for Angard or Royal Mail Group (Royal Mail) information. It supports the use of AI to improve how we work and make the most of new opportunities, while managing risks and protecting Angard and Royal Mail, its employees, workers, clients and information.

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What is AI?

AI means a machine-based system that operates with a degree of autonomy and uses machine learning, logic and knowledge-based approaches to achieve a set of objectives and infers, from the input it receives, how to generate outputs.

Who the policy applies to

This policy applies to all Angard employees, workers and contractors who use, access, develop, deploy or manage AI systems or technologies in connection with Angard or Royal Mail information.

Where appropriate, these requirements also apply to suppliers and other third parties providing or operating AI-enabled systems or services on behalf of Angard. Where a supplier or third party fails to meet applicable AI, security, privacy or contractual requirements, the matter will be managed through the appropriate supplier and contractual arrangements.

The principles of this policy are mandatory. Failure to comply may result in action being taken in accordance with applicable Angard policies and procedures.

Scope of company data and AI references

For the purposes of this policy, any references to the use of company data or AI include data belonging to, and AI used for or on behalf of, Angard and any other company for which an Angard employee or worker may carry out work while on assignment.

Purpose

Angard recognises that AI can support colleagues in working more efficiently and effectively. However, AI must be used responsibly, securely and appropriately to protect our employees, workers, clients, systems and information.

This policy sets out the principles and requirements for accessing, using, developing, implementing or managing AI systems or technologies for or on behalf of Angard or Royal Mail, ensuring AI is used lawfully, fairly, responsibly and transparently, with appropriate safeguards and human oversight.

Requirements for using AI

AI must only be used for legitimate and authorised Angard business purposes, using approved AI systems and in accordance with applicable law and Angard policies. Personal, confidential, commercially sensitive or other Angard information must not be processed or shared using public or unapproved AI systems and must be consistent with our Acceptable Use Policy, and applicable law. Microsoft Copilot may be used only where it has been approved by Angard and is accessed through the user's authorised work account. Approved enterprise AI tools provide additional security and data protection controls compared with public or personal AI services; however, approval to use Microsoft Copilot does not automatically authorise the use of personal, confidential or commercially sensitive information. Users must ensure all use complies with Angard's information security, data protection and confidentiality requirements.

When using AI for Angard or Royal Mail business, users must:

- use only AI tools approved and provided by Angard, such as Microsoft Copilot where it has been authorised;
- access approved tools through their authorised work account and never through a personal account;
- use AI only for legitimate and authorised business purposes;
- follow all applicable information security, data protection, confidentiality, acceptable use and copyright requirements;
- enter personal, confidential or commercially sensitive information only where the tool and the specific use have been approved;
- check AI-generated content for accuracy, bias, fairness, confidentiality and potential copyright issues before using, sharing or publishing it;

- apply appropriate human judgement and remain accountable for any resulting decision or action;
- obtain approval before trialling, purchasing, connecting or using a new AI tool; and
- report suspected misuse, inaccurate outputs, data breaches or security concerns promptly.

Users must not:

- use a public or unapproved AI service for Angard or Royal Mail information;
- use AI to bypass security controls, policies or approval processes;
- present unverified AI-generated content as fact;
- use AI to create deliberately false, misleading, discriminatory, unlawful or inappropriate content; or
- allow AI to make a final decision about a candidate, worker or employee without appropriate human review, authority and compliance with applicable law.

Personal data and privacy

Where AI involves the processing of personal data, it must be used in accordance with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018, and Angard's applicable privacy and data protection requirements.

Personal data must only be processed where there is an appropriate lawful basis, for a specified and legitimate purpose, and limited to the information necessary for that purpose.

Additional care must be taken where AI involves special category personal data or criminal offence data. Such information must only be processed where the applicable legal requirements, conditions and safeguards have been satisfied.

Appropriate security controls must be maintained to protect the confidentiality, integrity and availability (CIA) of Angard or Royal Mail information, personal data and systems, and AI must not be used to bypass existing security controls, policies or safeguards.

Further information about Angard's processing of personal data, including special category and criminal offence data, is available in our relevant data protection documentation. Copies can be requested from hr@angardstaffing.co.uk.

Human oversight, fairness and accountability

AI must support, rather than replace, appropriate human judgement. Users must review AI-generated content for accuracy, relevance, fairness and suitability before relying on it or using it for business purposes. Individuals remain responsible for decisions and actions taken with the assistance of AI.

Additional checks must be applied where AI could affect a candidate, worker, employee or other individual, to identify and reduce the risk of bias, discrimination or unfair outcomes.

Reporting concerns and incidents

Employees and workers must report concerns about the use of AI where they believe there may be a security, privacy, accuracy, fairness or other compliance issue. Suspected personal data or information security incidents must be reported to hr@angardstaffing.co.uk.

Exceptions to this policy

Any exception to this policy must be appropriately assessed and formally authorised before the relevant AI system or activity is used. Where an exception introduces additional risk, an appropriate risk assessment must be completed and the identified risks formally reviewed and accepted by the appropriate authority.

Further information

For questions about this policy, contact the Angard Helpline on 0333 240 8502 or email hr@angardstaffing.co.uk. For web access go to: www.angardstaffing.co.uk

Further guidance is available in Angard's Acceptable Use, Equality and Fairness, Data Protection and Speak Up policies.

Review

This policy will be reviewed annually and updated as necessary to reflect changes in technology, regulations and Angard's organisational priorities.

Date of last review: 24th November 2026