1. Purpose

This document aims to delve into all involving ethical implications that circumvent the integration of LLMs in the workplace and highlight critical considerations that Al Ghurair as an organisation should acknowledge.

AGI's Cybersecurity division protects assets from threats and associated risks to its confidentiality, integrity, and availability by assessing, detecting, selecting, implementing, and monitoring security control measures and thereby managing the risks to an acceptable level.

2. Applicability

The usage of Large Language Models (LLMs) or GenAI, such as ChatGPT, BARD have emerged as revolutionary tools across many industries, such as legal, technology and real estate. These models can generate human-like text, which has allowed for a smooth transition and integration into many workplace tasks.

However, despite the widespread adoption, a significant number of ethical implications need a segment of examination and careful addressing.

3. Principles

The below section outlines the common acceptable & unacceptable use cases for generating content from GenAI or using LLMs to train larger datasets which will address the growing trend of fine-tuning data for improved precision while also considering potential bias issues.

Common Acceptable Uses:

- As an aid to correct written text (spell checkers, grammar checkers); however not for internal policies or strategies etc.
- As an aid to language translation. However, the researcher is responsible for the accuracy of the final text.
- As an algorithmic technique for research.
- As an evaluation technique (to assist in finding inconsistencies or other anomalies).
- It is permissible to include LLM generated text snippets as examples in research papers where appropriate, but these MUST be clearly cited/labelled.
- For general-knowledge questions meant to enhance employee's understanding on a work-related topic.
- To brainstorm ideas related to projects you are working on.

Any acceptable use of LLMs or related technologies to produce, or help to produce, part of the text, figures or other contents of the paper should be explicitly declared and documented with sufficient details in the supplementary materials.

Common Unacceptable Uses:

- Refrain from creating internal policies or strategy documents etc or entering confidential data like financials, customer info, PII data, application code, etc.
- Using LLMs to generate content without proper attribution or acknowledgment, presenting it as original work.
- Creating false or misleading information using LLMs and spreading it through social media platforms.
- Copying and pasting, typing, or in any way submitting company content or data of any kind into the AI chatbot.
- Creating false or misleading information using LLMs and spreading it through social media platforms.
- Utilizing LLMs to generate harmful, defamatory. or offensive content on social media.

- Presenting LLM-generated content as personal opinions or experiences without disclosing the AI involvement.
- Employing LLMs to manipulate public opinion, engage in astroturfing, or engage in deceptive marketing practices on social media.
- Using LLMs to invade individuals' privacy by generating content that reveals confidential or sensitive information without consent.
- Allowing LLMs to generate content that promotes discrimination, hate speech, or bias based on race, gender, religion, or other protected attributes.
- Using LLMs to create content that infringes upon copyrighted materials, trademarks, or other intellectual property rights on social media platforms.
- Utilizing LLMs to impersonate other individuals or entities on social media for fraudulent or deceptive purposes.
- Engaging in any use of LLMs on social media that contradicts applicable laws, regulations, or organizational ethical guidelines.

4. Waivers and Exceptions

Any exception to the policy must be approved by the Group IT Cybersecurity team in advance.

Any violation of this policy will result in disciplinary action.

5. Accountabilities

Role	Responsibility
Group IT – Cybersecurity	Keeping up the document aligned with new LLM updates
General Communications	Ensure appropriate and clear understanding of the policy to all employees

6. Definitions

Term	Definition
LLM	Large Language Models
Astroturfing	Astroturfing is the use of fake grassroots efforts that primarily focus on influencing public opinion
GDPR	General Data Protection Regulation
AI	Artificial Intelligence
Defamatory	Damaging the good reputation of someone; slanderous or libellous
GenAi	Generative Artificial Intelligence
PII	Personally Identifiable Information

7. Document controls

Approvals	Name	Designation	Date	Signature
Prepared By	Kamran Manzoor	Manager – IT Security	Oct 2023	
Reviewed By	Praveen Jagadeesan	Vice President - AI & Data Analytics	Oct 2023	
Reviewed By	Heman Dhagai	Executive Vice President - Digital Engineering	Oct 2023	
Approved By	Divya Bathija	Chief Information Officer	Oct 2023	

Date	Version	Changed by	Description
Oct 2023	1	Kamran Manzoor	1st Version.

8. Conclusion:

The ethical considerations surrounding the use of LLMs & GenAi in the workplace are crucial for Al Ghurair as these define us an organisation. By addressing and adhering to concerns related to data privacy, bias and fairness, accountability and responsibility, transparency and disclosure, and employment implications - we as an organisation can ensure that LLMs are used in an ethical and responsible manner. Clear guidelines, and ongoing monitoring are essential to mitigate potential risks and promote the ethical use of LLMs, fostering trust, fairness, and accountability in the workplace.