

		<b>POLICY AND PROCEDURE MANUAL</b>	
<b>Category:</b> Human Resources	<b>Number:</b> HUM.16(A)	<b>WORKPLACE ARTIFICIAL INTELLIGENCE POLICY</b>	
<b>Type:</b> <input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure	<b>Authority:</b> <input type="checkbox"/> Council <input checked="" type="checkbox"/> Administrative	<b>Approved By:</b> <input type="checkbox"/> Council <input checked="" type="checkbox"/> Chief Administrative Officer <input type="checkbox"/> Department Head	
<b>Office of Primary Responsibility:</b> Human Resources			
<b>Date Adopted:</b> July 14, 2023	<b>Council Resolution No:</b> N/A	<b>Date to be Reviewed:</b> July 14, 2024	
<b>Manner Issued:</b> Email, Pipeline (Intranet), Employee training, Employee orientation			

### **BACKGROUND:**

The City of Mission recognizes there is value in using Artificial Intelligence (AI) technologies in the workplace, as a tool for advancing innovation and progress, for enhancing workflows, for streamlining operations, and for improving customer experiences. The City of Mission also recognizes that there are potential legal, business, and reputational risks associated with using AI technologies and tools.

### **PURPOSE:**

The City of Mission recognizes that employees may seek to use Generative Artificial Intelligence (GenAI) tools and technologies, such as but not limited to ChatGPT, Bard, Bing or other artificial intelligence large language model (LLM) services provided by third parties, to conduct business or perform work-related tasks. The purpose of this Policy is to establish guidelines to ensure that the implementation of, and Employee use of, GenAI in the workplace is ethical, lawful and compliant with all applicable laws, regulations, professional standards and City of Mission HR policies and codes of conduct.

### **SCOPE:**

This Policy applies to all City of Mission Employees as defined below, regardless of whether that access is via City of Mission-owned or personally-owned computers and devices used for work purposes in accordance with the Company's bring your own device (BYOD) policy and protocols.

### **POLICY:**

#### **1. Definitions**

**"Administration"** means the Corporate Services Department, which is responsible for ensuring that the policies, programs and other directions of Council are implemented.

**“Chief Administrative Officer”** means the individual appointed by Council to the position of Chief Administrative Officer (or his/her designate) as the head of Administration.

**“City”** means the City of Mission.

**“Employee(s)”** means person(s) working for the City in an employment relationship regardless of whether they are employed on a full-time, part-time, seasonal, auxiliary, contract, temporary, or permanent basis, including volunteers and students.

**“GenAI”** means Generative Artificial Intelligence, which are algorithms that can be used to create content, such as but not limited to audio, text, code, images and videos. It includes LLMs.

**“Intellectual Property” (IP)** means work that is the result of creativity, such as design, to which someone has the rights of ownership to their creation.

**“LLM”** means Large Language Model, which is a type of machine learning model that can perform a variety of natural language processing tasks, including generating and classifying text, answering questions, and translating text from one language into another. The LLM can change autonomously as it learns. LLMs are a particular type of GenAI.

**“Policy”** means general statements or guidelines that are high-level in nature, as opposed to being operationally oriented, which direct a plan, course of action or decision, according to a standard or performance outcome.

## **2. Responsibilities**

### **A. Administration will:**

- a. Coordinate the development of awareness, training, and communication programs in support of this Policy to ensure all Employees and potential Employees are informed of the requirements of this Policy;
- b. Ensure that legal and other operational risks to the City from utilizing GenAI are identified and managed; and,
- c. Provide timely advice to managers respecting the application of this Policy including guidance on an appropriate employer response to transgressions of the Policy.

### **B. Managers and Supervisors will:**

- a. Deal with breaches of this Policy in a timely manner, taking the appropriate action based upon the facts and circumstances; and
- b. Delegate authority and responsibility, where applicable, to apply this Policy within their area of responsibility.

### **C. Employees will:**

- a. Abide by policies, procedures and lawful directions that relate to the utilization of GenAI; and,

- b. Check with their manager or supervisor when they are uncertain about any aspect of this Policy.

### **3. Guidelines for Use**

Employees must comply with the guidelines set forth in this Section when using GenAI:

#### **3.1 No IP Infringement**

Employees must comply with all copyright, patent, trademark, trade secret and other applicable intellectual properties when using GenAI, including among other things, by not using GenAI to generate content that infringes upon the intellectual property rights of others. Employees who are unsure whether a particular use of GenAI constitutes infringement must ask their supervisor or the City of Mission HR department for guidance. Employees must also get express permission before incorporating any property that is or may be subject to copyright, patent or other protection under intellectual property laws into their own work product.

#### **3.2 Confidentiality**

Employees must comply with all applicable data privacy and security laws and City of Mission policies when using GenAI. That includes refraining from entering any private, personal, confidential or proprietary information about City of Mission or its business, operations, or personnel into a GenAI tool due to the risk of that information's entering the public domain. It also includes maintaining the expected confidentiality of residents and others wishing to do business with the City of Mission.

#### **3.3 Beware of Hidden Discrimination**

Employees must be aware that hidden and inadvertent biases embedded in GenAI data, algorithms and design may result in the generation of content that is discriminatory and/or offensive to individuals of certain races, religions, nationalities, genders, ages, disabilities or other personal characteristics or circumstances that human rights laws protect from discrimination and harassment. Employees must be sensitive to these risks and use GenAI responsibly and ethically in compliance with human rights and other applicable laws, as well as City of Mission anti-discrimination policies and codes of conduct. Information received from GenAI must be double-checked using reasoned human judgement to ensure it does not run afoul of the City's commitment to diversity or its policy HUM.03 - Respectful Workplace.

GenAI tools used in recruitment activities, such as short-listing applicants, needs to be checked to ensure it is free from bias and discrimination.

If you are unsure whether GenAI-generated content is discriminatory or offensive, do not use it without first seeking guidance from your supervisor or the HR department.

### 3.4 Data Security

Employees must be aware that GenAI may store sensitive data and information, which could be at risk of being breached or hacked, and follow all City of Mission data security protocols.

### 3.5 Verification of Accuracy

GenAI may generate inaccurate, unreliable or outdated information. Accordingly, Employees must exercise caution when relying on GenAI-generated content and ensure that they review and edit all responses for accuracy, timeliness and relevancy before incorporating the content into their work product, relying on the content to make important business decisions or otherwise utilizing the content. Employees are ultimately accountable for all of their work.

### 3.6 Labelling of GenAI Content

Employees must ensure that content produced via GenAI is labeled or footnoted to clearly indicate that it contains GenAI information.

## 4. Violations

Failure to comply with this Policy will be treated as serious misconduct that may result in disciplinary action, up to and including termination, in accordance with City of Mission disciplinary policies and the terms of applicable collective agreements. Employees who are aware of violations should report the misconduct to the HR department. No employee will be subject to retaliation, discrimination or adverse treatment of any kind by City of Mission or any of its personnel or agents in reprisal for reporting Policy violations in good faith.

## ACKNOWLEDGEMENT

I have received a copy of the **Workplace AI Use Policy**. I have read and been informed about the content, requirements and expectations of this Policy. I am aware that violations of this Policy may result in disciplinary action, up to and including termination of my employment, restitution, civil action, criminal prosecution or any combination thereof.

I understand that if I have questions, at any time, regarding the Policy, I will consult with my immediate supervisor, Human Resources staff members or the Deputy Chief Administrative Officer.

I understand that I am ultimately responsible for any work I produce.

Please read the Policy carefully to ensure that you fully understand the Policy before signing this document.

Employee Signature: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_

Date Signed: \_\_\_\_\_

**RELATED POLICIES, PROCEDURES, AGREEMENTS AND/OR BYLAWS:**

HUM.04 Computer and Technology Acceptable Use

HUM.03 Respectful Workplace Policy

HUM.05 Progressive Discipline Policy

Freedom of Information and Protection of Privacy Act

Collective Agreement between City of Mission and CUPE Local 1267

Collective Agreement between City of Mission and IAFF Local 4768

**\*\*\* END OF POLICY \*\*\***

**RECORD OF AMENDMENTS/REVIEW**

<u>Policy #</u>	<u>Date Adopted</u>	<u>Date Reviewed</u>	<u>Amended (Y/N)</u>	<u>Date Reissued</u>	<u>Authority (Resolution #)</u>
HUM.16(A)	July 14, 2023				N/A