

Artificial Intelligence (AI) Policy

Environmental Solutions through Partnership Ltd

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Approval	Managing Director	Status	Published

1. About the Policy

Environmental Solutions through Partnership Ltd (herein referred to as “The Company” or “ESP”), supports the responsible use of Artificial Intelligence (AI) where it can improve productivity, quality and innovation. Our approach is to encourage confident use of AI while protecting ESP, our clients, colleagues and information.

This policy applies to team members using AI tools and services for ESP business purposes

At present, ESP-authorised AI use is limited to:

- ChatGPT Business, using ESP's paid business subscription, and
- Microsoft Copilot, where available through ESP's existing Microsoft 365 Business Standard subscription.

ESP's current Microsoft 365 arrangements provide access to limited Copilot functionality, including Copilot within Outlook. ESP has not currently authorised the wider Microsoft 365 Copilot functionality that provides AI access to, or interaction with, organisational content across applications such as Word, Excel, PowerPoint, Teams and SharePoint.

Employees must not use other AI tools or services for ESP work, or connect AI tools to ESP systems, files, SharePoint sites or other company information sources, unless this has been specifically approved by a Director.

2. Policy Statement

ESP Ltd recognises that AI can provide valuable support in improving efficiency, research, analysis, communication and the preparation of professional deliverables. ESP supports the appropriate use of AI where it enhances, rather than replaces, professional knowledge, judgement and accountability.

Employees may use approved AI tools for appropriate business purposes, including assisting with research, drafting, proofreading, summarising information, data analysis and generating ideas. However, all AI-generated content must be reviewed and verified by a competent employee before it is relied upon, issued internally or provided to a client. The individual using AI remains responsible for the accuracy, quality and suitability of the final work.

3. ESP's five principles

- ESP will use approved AI tools and work accounts where these are provided.
- ESP will retain appropriate human oversight of AI use. Staff remain responsible for the quality of their work and for decisions made using AI-assisted information.

- ESP expects important AI outputs to be checked before use. AI can sound convincing and still be wrong, so facts, calculations, sources and wording should be verified where they matter.
- ESP will protect personal, confidential, commercially sensitive and security information. Such information must not be entered into AI tools unless the use is approved and complies with ESP policies and client requirements.
- ESP encourages the 20:60:20 principle: put effort into the information and context given to AI; let AI do the fast work; then spend time checking, questioning and improving the result.

4. Traffic-light guide

Use the traffic-light guide below to help decide when and how AI should be used, applying the 20:60:20 principle:

 GREEN Generally OK	• Brainstorming. • Drafting or improving your own text. • Summarising public or non-sensitive information.	• Creating outlines, checklists or ideas. • Research as a starting point. • Always check the output.
 AMBER Stop and think	• Client information. • Personal data. • Commercially sensitive information. • HR or recruitment work.	• Contracts, financial or legal matters. • Important technical analysis. • Material that will influence a significant decision. • Discuss with a Director if you are unsure.
 RED Do not do	• Do not enter passwords, login details, payment card data or highly sensitive information into AI tools. • Do not use AI tools for confidential information. • Do not allow AI to make a final decision about recruitment, performance, disciplinary action or another significant matter affecting a person. • Do not present unchecked AI output as fact.	

5. Using AI at ESP

5.1 Information, privacy and confidentiality

All use of AI must comply with ESP's Data Protection and Information Security Policy, client confidentiality requirements and any other relevant ESP policies.

Staff must not enter confidential, personal, commercially sensitive or otherwise restricted information into an AI tool unless the use of that information has been appropriately authorised and the AI service is approved for that purpose.

As a general rule, information that would not normally be shared outside ESP, or with the relevant AI service provider, should not be entered into an AI tool without prior approval.

5.2 Tools, integrations and AI projects

ESP will assess the risks, benefits and suitability of new AI tools before they are adopted for business use.

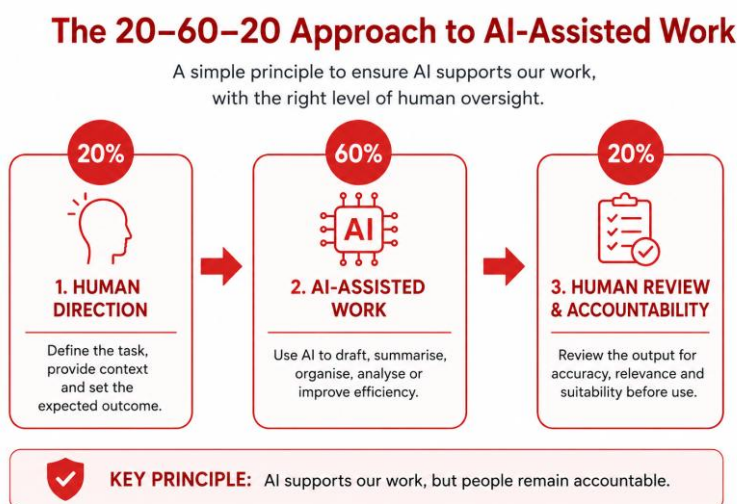
Staff must discuss with a Director before:

- Introducing or subscribing to a new AI service for ESP work.
- Connecting an AI tool to ESP systems, accounts or data sources.
- Developing an automated or integrated AI workflow.
- Using AI to process significant quantities of client, personal, confidential or sensitive information.

This allows ESP to consider matters such as data protection, information security, confidentiality, contractual requirements, accuracy and appropriate human oversight before the activity begins.

5.3 The 20–60–20 Approach to AI-Assisted Work

Where AI is used to support work, ESP encourages staff to follow the 20–60–20 principle as a practical guide to maintaining appropriate human oversight.



20% – Human Direction

The individual defines the purpose of the task, provides appropriate context and instructions, considers any confidentiality or data protection restrictions, and determines what a good outcome should look like.

60% – AI-Assisted Work

AI may then be used to support suitable activities such as drafting, summarising, organising information, generating ideas, analysing information or improving efficiency, provided the use falls within the Green, Amber and Red requirements set out in this policy.

20% – Human Review and Accountability

Before the work is relied upon, issued internally, provided to a client or used to support a decision, the individual must review it. This includes checking accuracy, sources, assumptions, calculations, confidentiality, bias, relevance and overall fitness for purpose.

The percentages are intended as a guiding principle rather than a strict measure of time. Responsibility for the final output and any decision made using it remains with the ESP employee.

5.4 Accuracy, fairness and transparency

AI must be used alongside appropriate professional judgement and must not replace the expertise, checks or approvals that would ordinarily be required for the work.

AI-generated outputs should be reviewed for:

- Factual or technical errors.
- Fabricated or unreliable sources.
- Incorrect calculations or interpretations.
- Inappropriate assumptions.
- Bias or unfair conclusions.

- Confidential or inappropriate content.
- Whether the output is suitable for its intended purpose.

Where AI has materially contributed to significant advice, analysis, client work or a decision, ESP should be able to explain how AI was used, the extent of its contribution and the human review or verification that was undertaken.

ESP's audit findings are based on the evidence sampled and information made available during the audit, on the understanding that information supplied by the client is complete, accurate and provided in good faith, and that no evidence has been fabricated, misleadingly altered or manipulated, including through the use of AI, to influence the audit outcome.

Photographs and other audit evidence must not be fabricated using AI, edited or manipulated in any way that misrepresents the conditions observed during an audit or site visit. Original photographs, notes and supporting evidence must be retained in the relevant evidence folder as part of the audit trail.

5.5 If something goes wrong

ESP encourages prompt reporting of AI-related security, privacy or client issues, including where confidential, personal or sensitive information is entered into an AI tool by mistake. Staff should tell a Director so that the issue can be dealt with quickly.

5.6 Questions

Staff are encouraged to ask for guidance where they are unsure whether the proposed use of AI should be treated as Green, Amber or Red, or where they are uncertain about the information that may be entered into an AI system.

The purpose of this policy is to support the safe, responsible and effective use of AI within ESP, rather than to discourage appropriate use.

6. Review

ESP will review this policy annually, and sooner where necessary following a significant change in:

- AI technology or available services.
- Applicable legislation, regulation or guidance.
- ESP systems or information security arrangements.
- Client requirements.
- The way AI is used within ESP.

7. Related ESP policy

Data Protection and Information Security Policy.

Approval

Approved by	Andrew C Fletcher
Position	Managing Director
Approval date	Monday, September 28, 2026