AgapAI

Ethical Intelligence for Social Impact.

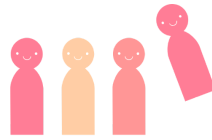# AI Governance Framework for Social Impact

Introduction

The integration of AI in social impact organisations presents unique opportunities to enhance effectiveness, improve service delivery, and expand outreach. However, these benefits must be balanced with ethical considerations, transparency, and accountability. This AI Governance Framework will guide your organisation in establishing governance structures that ensure responsible AI use, protect stakeholder interests, and align with your mission.

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1. Guiding Principles for Ethical AI

- ☐ **Alignment with Mission and Values:**
  Ensure all AI applications align with your organisation's core mission and values. AI should support, not detract from, your commitment to social good.
- ☐ **Fairness and Non-Discrimination:**
  Implement measures to mitigate bias and ensure AI tools operate equitably across all populations, especially when interacting with vulnerable or diverse communities.
- ☐ **Transparency and Accountability:**
  Foster a culture of transparency by clearly communicating AI usage to stakeholders, clients, and beneficiaries. Ensure accountability at all levels for decisions and outcomes produced by AI.
- ☐ **Privacy and Data Protection:**
  Prioritise the privacy and security of data collected, especially when working with sensitive information. Compliance with GDPR and data protection laws is essential.

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2. Establishing AI Leadership and Oversight

- ☐ **AI Governance Committee or Lead:**
  Appoint a committee or designate a leader responsible for overseeing AI strategy, policy development, and ethical compliance.
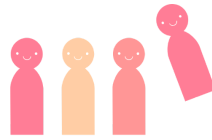
- ☐ **Cross-Functional Representation:**
  Ensure that the AI governance team includes members from various departments (e.g., operations, IT, fundraising, client services) to provide diverse perspectives on AI implementation.
- ☐ **Regular Reporting:**
  Require the AI committee or lead to report regularly to senior leadership or the board on AI initiatives, challenges, and ethical considerations.
- ☐ **External Advisory Board (Optional):**
  Consider forming an external advisory board with experts in AI ethics, data security, and social impact to offer insights and guidance.

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3. Ethical AI Policy Development

- ☐ **Develop an AI Use Policy:**
  Create a clear policy outlining acceptable AI use, intended applications, and the roles and responsibilities of staff involved in AI initiatives.
- ☐ **Bias and Fairness Policy:**
  Develop guidelines for detecting, evaluating, and mitigating bias in AI models. Establish procedures for monitoring AI algorithms to ensure they remain fair and unbiased.
- ☐ **Privacy and Security Policy:**
  Create robust policies around data collection, usage, and storage to safeguard client and beneficiary data. Detail the steps your organisation takes to ensure data security and compliance.
- ☐ **Documentation and Version Control:**
  Maintain detailed records of AI models, data sources, and usage to facilitate accountability and future audits. Ensure version control for AI models to manage updates and changes over time.

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4. Implementing AI Tools with Ethical Safeguards

- ☐ **Conduct Risk Assessments:**
  Before deploying AI tools, perform risk assessments to identify potential ethical, operational, and security risks.
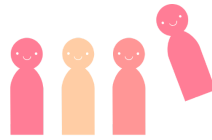
- ☐ **Pilot Testing and Feedback:**
  Launch AI tools in pilot phases, allowing for testing and feedback from users, staff, and beneficiaries. Adjust and refine AI applications based on real-world usage and feedback.
- ☐ **Bias Audits and Testing:**
  Regularly test AI models for bias and disparities in outcomes across different demographic groups. Use tools that can detect and mitigate algorithmic bias.
- ☐ **Transparency in Model Operation:**
  Where possible, use explainable AI models that can provide insights into how decisions are made, particularly in high-stakes areas like client support or service eligibility.

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5. Staff Training and Capacity Building

- ☐ **Ethical AI Training for All Staff:**
  Offer training for all staff on the basics of AI ethics, including data privacy, bias mitigation, and transparency. This ensures a shared understanding of AI's role and ethical considerations.
- ☐ **Specialised Training for Technical Staff:**
  Provide in-depth training for data and IT teams on AI tools, algorithmic fairness, and data governance best practices.
- ☐ **Ongoing Education:**
  Establish a continuous learning program to keep staff updated on new AI developments, ethical standards, and industry best practices.

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6. Stakeholder Engagement and Transparency

- ☐ **Communicate AI Usage to Stakeholders:**
  Proactively communicate to stakeholders (donors, clients, community members) about how and why AI is used. Foster transparency to build trust.
- ☐ **Obtain Consent When Necessary:**
  When using AI in sensitive areas, obtain consent from clients or beneficiaries and explain how their data will be used.

- ☐ **Public Disclosure of AI Models:**
  Consider publicly disclosing details about AI models, data sources, and intended use cases to enhance transparency and accountability.
- ☐ **Collect Stakeholder Feedback:**
  Set up channels for stakeholders to provide feedback on AI's impact, allowing for ongoing assessment and improvement.

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7. Monitoring, Evaluation, and Continuous Improvement

- ☐ **Define Success Metrics for AI Initiatives:**
  Establish clear success metrics and key performance indicators (KPIs) to assess the effectiveness of AI tools.
- ☐ **Regular Audits and Reviews:**
  Schedule regular audits to evaluate AI models, data quality, and ethical compliance. Adjust models as necessary to maintain alignment with organisational goals and ethical standards.
- ☐ **Continuous Improvement Cycle:**
  Implement a feedback loop where AI tools are continually refined based on evaluations, feedback, and changing organisational needs.
- ☐ **Impact Reporting:**
  Periodically report on the impact of AI within your organisation, sharing insights on successes, challenges, and ethical considerations with stakeholders.

Conclusion
This AI Governance Framework for Social Impact is a foundation for responsible, ethical AI use in charities, social care, and non-profit organisations. By following this framework, your organisation can leverage AI tools to amplify its impact while maintaining trust, transparency, and accountability.

Need Support in Implementing AI Governance?
Impactful AI is here to help. Contact us to learn more about our consulting services in AI policy development, ethical AI, and capacity building.