



ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)

NWH Group Limited
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Introduction

The use of artificial intelligence (AI) is rapidly growing across various industries, enabling organisations to save time, reduce costs, and improve efficiency. AI refers to computer systems designed to perform tasks that typically require human intelligence, interpreting and responding to inputs from their environment.

Large Language Models (LLMs) are a subset of AI technologies designed to understand, generate, and manipulate human language. These models, developed using advanced machine learning techniques such as deep learning, are trained on vast amounts of text data to learn patterns, structures, and meanings within language.

Tools such as ChatGPT exemplify the potential of LLMs to assist with generating text-based content, drafting documents, and answering queries. While these tools offer substantial benefits, their use in the workplace presents certain risks. Therefore, this policy outlines guidelines for the responsible use of AI and LLMs within our business, ensuring that these tools enhance business improvement while safeguarding accountability and compliance.

Opportunities for AI Use

The business recognises the value of AI in fostering innovation and improving operations. Employees are encouraged to use AI tools, including LLMs, as drafting aids and productivity enhancers to support their work.

However, AI tools should not replace human oversight. Employees are responsible for ensuring that all AI-generated outputs are thoroughly reviewed, edited, and approved prior to use or release.

Risks Associated with the Use of LLMs

Despite their benefits, LLMs have inherent limitations. According to developers such as

OpenAI, these tools may:

- Provide incorrect or misleading answers to questions.
- Deliver inconsistent responses when the same question is asked multiple times.
- Present outdated information.
- Exhibit biases or discriminatory tendencies.

Document Title	Issue No	IMS Ref
ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)	14	P 04



ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)

- Pose security and data protection risks if confidential information is inputted.

Over-reliance on LLMs for tasks requiring human judgement could misrepresent an employee's capabilities. Employees must remain mindful of these risks and use AI tools as supportive instruments rather than replacements for professional skill and diligence.

Failure to ensure the quality and accuracy of work completed with AI tools may result in disciplinary or capability procedures.

Guidelines for Using AI and LLMs

Employees are permitted to use AI tools for business improvement within the following parameters:

Prohibited Inputs: Employees must not input any information into AI tools that:

- Identifies the organisation, either directly or indirectly.
- Constitutes confidential or sensitive organisational information, including work related content.

Confidential or Sensitive Information:

Confidential or sensitive information includes, but is not limited to:

- Employee data.
- Customer, client, supplier, or service user information.
- Financial data, including commercial interests.
- Internal policies and procedures.
- Trade secrets.
- Software code or intellectual property.

AI tools, including LLMs, may retain and learn from the information they receive, potentially influencing responses provided to other users. Therefore, employees must avoid disclosing any data that could compromise the organisation's security, privacy, or reputation.

Accountability and Human Oversight

Employees who use AI tools are personally responsible for:

- Ensuring the accuracy, quality, and appropriateness of all AI-generated outputs.
- Using AI tools as drafting aids only, not as autonomous decision-makers.
- Thoroughly reviewing, editing, and approving AI-generated content before releasing or implementing it.

Any misuse of AI tools or failure to validate outputs may result in disciplinary procedures.

Document Title	Issue No	IMS Ref
ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)	14	P 04



ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)

Monitoring and Auditing

The business reserves the right to monitor and audit the use of AI tools to ensure compliance with this policy. Misuse of these tools or breaches of this policy may lead to disciplinary action, up to and including termination of employment.

Employee Responsibilities

Employees are responsible for:

- Reporting any errors, issues, or concerns related to the use of AI tools to their line manager or the HR department.
- Ensuring their use of AI aligns with the guidelines set out in this policy.
- Using AI tools solely for purposes that improve productivity, accuracy, and efficiency, in line with business goals.

Conclusion

This policy is designed to promote the responsible, secure, and effective use of AI and LLMs within the business. By ensuring human oversight and accountability, we aim to harness the benefits of these technologies while safeguarding our organisational integrity and data security.

For any questions or further clarification, please contact the HR department.

Signed:

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Document Title	Issue No	IMS Ref
ARTIFICIAL INTELLIGENCE (AI) AND LLMs (LARGE LANGUAGE MODELS)	14	P 04