

AI Use Statement

We embrace the use of Artificial Intelligence (AI) technologies as tools to enhance the quality, efficiency and innovation of our work. We recognise that AI is increasingly embedded in everyday tools and platforms, and that basic AI capabilities are becoming a natural part of how we work. As a responsible business, and in alignment with our Code of Conduct, we apply strong ethical principles to all aspects of our work, including the use of AI. To protect customer confidentiality and data integrity, we use AI through enterprise licences with approved security settings, ensuring that data is not shared externally or used to train public AI models. We also remain committed to our ISO certifications, providing assurance that accountability for review and quality of outputs remains with our people.

February 2026