



Responsible Use of Artificial Intelligence (AI) Policy

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Approved by	SMT
Responsible Owner	Executive Director
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Turning Point Foundation
Dhaka, Bangladesh
www.turningpointbd.org
info@turningpointbd.org

Contents

1.	Introduction and Rationale	1
2.	Purpose.....	1
3.	Scope and Applicability	1
4.	Definitions	2
5.	Principles.....	2
6.	Roles and Responsibilities	3
7.	Ethical Standards for AI Use	4
8.	Capacity Building and Awareness	6
9.	Monitoring, Evaluation, and Learning (MEL)	6
10.	Policy Review and Continuous Improvement.....	7
	Annex 1: AI Risk and Ethics Self-Assessment Checklist.....	8
	Annex 2: Sample AI Consent Form Template.....	9

1. Introduction and Rationale

Turning Point Foundation (TurningPoint) acknowledges the growing potential of Artificial Intelligence (AI) to drive social transformation and advance inclusive development. AI technologies offer unprecedented opportunities to improve access to information, services, and resources—especially for marginalised and ultra-poor communities.

As AI becomes increasingly integrated into development initiatives, it is essential to adopt a principled and rights-based approach. This policy sets out TurningPoint's commitment to ensuring that AI is used responsibly, ethically, and transparently. It provides a framework to guide the organisation in aligning AI adoption with its core values of equity, inclusion, dignity, and sustainability.

The purpose of this policy is to:

- Promote the ethical and inclusive use of AI in all areas of our work.
- Prevent harm or bias stemming from the misuse or misapplication of AI systems.
- Strengthen trust and accountability with our stakeholders and beneficiaries.
- Ensure that AI adoption contributes meaningfully to TurningPoint's mission.

2. Purpose

The purpose of this policy is to establish a clear framework for the ethical, inclusive, and responsible use of Artificial Intelligence (AI) across TurningPoint's programmes, partnerships, and operations. Specifically, the policy aims to:

- **Align AI integration** with TurningPoint's mission to promote equity, inclusion, and sustainability.
- **Safeguard the rights and dignity** of all individuals, particularly those from marginalised and vulnerable communities.
- **Ensure transparency, accountability, and fairness** in the design, deployment, and monitoring of AI systems.
- **Promote digital inclusion** by reducing technological barriers for communities with limited access or capacity.
- **Prevent unintended harms** such as algorithmic bias, exclusion, or misuse of data.
- **Strengthen organisational learning** on responsible innovation and build staff capacity on AI literacy and ethics.

This policy is a living document and will evolve in response to new developments, community feedback, and emerging best practices in the field of ethical AI.

3. Scope and Applicability

This policy applies to all activities involving Artificial Intelligence undertaken by or on behalf of TurningPoint, including but not limited to:



- **All departments, programmes, and projects** where AI tools, platforms, or processes are used or introduced.
- **Staff, consultants, board members, interns, and volunteers** engaged in work involving AI systems, decision-support tools, or data analysis powered by AI.
- **Partner organisations, grantees, suppliers, and contractors** who design, develop, implement, or use AI technologies in collaboration with TurningPoint.
- **Communities and individuals** participating in or impacted by AI-driven interventions, especially marginalised groups such as persons with disabilities, ethnic minorities, women, and the ultra-poor.

This policy complements and must be applied alongside TurningPoint's existing policies, including Safeguarding, Gender, Risk Management, Code of Ethics, and Data Protection. Where conflicts arise, the principle of protecting human rights and advancing inclusion shall prevail.

4. Definitions

To ensure shared understanding, the following key terms are defined:

- **Artificial Intelligence (AI):** The use of machines and systems to perform tasks that typically require human intelligence, such as learning, reasoning, problem-solving, and decision-making.
- **Machine Learning (ML):** A subset of AI that involves training algorithms to recognise patterns and improve performance over time with minimal human intervention.
- **Algorithmic Bias:** Systematic and repeatable errors in a computer system that result in unfair outcomes, such as privileging one group over another.
- **Responsible AI:** The practice of designing, developing, and deploying AI systems in ways that are ethical, inclusive, transparent, and accountable, and that promote human rights and public interest.
- **Marginalised Communities:** Groups of people who experience social, economic, political, or cultural exclusion and limited access to resources and opportunities. This includes but is not limited to persons with disabilities, women, ethnic and religious minorities, and the ultra-poor.
- **AI-Driven Interventions:** Any project, tool, or programme that uses AI to inform or automate decision-making, deliver services, or support development outcomes.

5. Principles

TurningPoint's use of Artificial Intelligence will be guided by the following core principles to ensure that all AI interventions align with our mission, values, and commitment to inclusive development:

- **Equity and Inclusion:** AI must be designed and deployed in ways that actively reduce inequality and address the specific needs of marginalised and

underserved populations. This includes ensuring accessibility for persons with disabilities and avoiding the reinforcement of social biases.

- **Ethical and Rights-Based Approach:** All AI applications must uphold human dignity and comply with fundamental human rights, including the rights to privacy, autonomy, and non-discrimination, as enshrined in national laws and international frameworks such as the UNCRPD and CEDAW.
- **Transparency and Explainability:** AI systems should be transparent in how they function and make decisions. Stakeholders must be informed of when AI is being used, and decisions made by AI should be understandable and open to scrutiny.
- **Accountability and Oversight:** Clear accountability must be established for the development and deployment of AI systems. TurningPoint will ensure that appropriate governance mechanisms are in place to monitor and review AI-related activities.
- **Participation and Co-Design:** AI interventions must be participatory, involving communities—especially those most affected—in the design, testing, and evaluation of AI tools and systems to ensure cultural relevance and contextual appropriateness.
- **Safety and Risk Mitigation:** AI systems must be robust, secure, and designed to minimise potential harms. Mechanisms must be in place to identify, report, and address unintended consequences or misuse of AI technologies.
- **Environmental Sustainability:** AI applications should consider environmental impact, including energy consumption, and be designed in a manner that contributes to, or does not undermine, climate and sustainability goals.

6. Roles and Responsibilities

Effective implementation of this AI Policy requires clear roles and responsibilities across all levels of the organisation and its stakeholders. The following outlines responsibilities for ensuring ethical, inclusive, and accountable use of Artificial Intelligence:

- **Executive Director**
 - Provides strategic leadership for the adoption and oversight of AI across TurningPoint's programmes.
 - Ensures alignment between AI use and the organisation's vision, mission, and ethical standards.
 - Approves high-level decisions involving AI deployment and partnerships.
- **Senior Management Team (SMT)**
 - Integrates AI considerations into strategic planning, project development, and risk management.
 - Supports institutional capacity building on AI-related literacy, ethics, and data governance.
 - Reviews and monitors the ethical and inclusive application of AI across departments.



- **AI Ethics and Innovation Lead (or Designated Focal Point)**
 - Provides technical guidance on responsible AI design and deployment.
 - Facilitates ethical reviews, data protection protocols, and community impact assessments.
 - Coordinates staff training, compliance monitoring, and updates on emerging AI trends and standards.
- **Programme and Project Leads**
 - Assess the relevance and potential risks of using AI in project contexts.
 - Collaborate with the AI focal point to ensure AI tools are inclusive, bias-aware, and culturally appropriate.
 - Engage community members and stakeholders in co-design and feedback loops.
- **All Staff and Volunteers**
 - Participate in training on AI ethics and digital inclusion.
 - Report any concerns or risks related to AI applications, including bias, misuse, or exclusion.
 - Promote safe, transparent, and equitable use of AI in their roles.
- **Partners, Consultants, and Service Providers**
 - Must adhere to TurningPoint's AI Policy when delivering AI-related services.
 - Are encouraged to align with ethical AI principles, such as transparency, accountability, and inclusivity.
 - Should demonstrate due diligence in AI system design, data use, and community impact.

7. Ethical Standards for AI Use

Building on the overarching principles outlined in Section 3, this section sets forth specific ethical standards that must guide the design, deployment, and use of Artificial Intelligence (AI) across TurningPoint's programmes, partnerships, and operations. These standards are intended to ensure that AI technologies support our mission of equity, inclusion, and sustainability while safeguarding the rights, dignity, and wellbeing of all individuals—especially those from marginalised communities.

TurningPoint is committed to the following ethical standards:

- **Human-Centred Design:** AI systems must be developed and applied with a primary focus on human benefit, ensuring that they address real needs and challenges faced by the communities we serve.
- **Non-Discrimination and Fairness:** AI must not reinforce or replicate existing biases or social inequalities. We will implement safeguards to identify and mitigate algorithmic discrimination, especially against persons with disabilities, women, ethnic minorities, and other disadvantaged groups.



- **Transparency and Explainability:** AI processes, decisions, and data sources must be as transparent as possible. Users and affected individuals should be able to understand how AI systems function and make decisions.
- **Informed Consent and Data Privacy:** Personal data used in AI applications must be collected lawfully, with informed consent, and stored securely. Individuals must have the right to know how their data is used and to opt out where appropriate.
- **Accountability and Oversight:** Clear lines of responsibility must be established for all AI initiatives. TurningPoint will ensure mechanisms are in place to monitor compliance, address concerns, and provide recourse in the event of harm or misuse.
- **Inclusivity and Accessibility:** AI tools and platforms must be accessible to persons with disabilities and other marginalised groups, including through local languages, assistive technologies, and inclusive interfaces.
- **Environmental Responsibility:** AI solutions must be designed with consideration of their environmental impact. TurningPoint will encourage energy-efficient technologies and avoid excessive data consumption where possible.

All staff, partners, and collaborators are expected to uphold these standards and report any ethical concerns related to AI use through established organisational channels. These standards will be reviewed periodically to remain aligned with global best practices and emerging risks.

Capacity Building and Awareness

Once risks have been identified and assessed, TurningPoint develops and applies appropriate mitigation strategies to manage them effectively. The goal is to reduce the likelihood and/or potential impact of risks on the organisation, its operations, and its stakeholders.

Mitigation strategies may include the following response options:

- **Avoidance** – Modifying plans or operations to eliminate the risk entirely (e.g. not engaging in a high-risk activity).
- **Reduction** – Implementing safeguards or controls to reduce the probability or impact of the risk (e.g. training, process improvement, enhanced oversight).
- **Transfer** – Shifting the risk to another party through mechanisms such as insurance, outsourcing, or shared liability agreements.
- **Acceptance** – Acknowledging the risk and choosing to proceed, while preparing contingency plans and allocating resources to manage any potential consequences.

Each identified risk must have a clearly assigned risk owner who is accountable for:

- Overseeing the implementation of mitigation measures
- Monitoring changes in risk level over time
- Reporting progress to senior management and relevant stakeholders

Mitigation strategies should be documented in the Risk Register and reviewed regularly to ensure their continued effectiveness and relevance.

8. Capacity Building and Awareness

To responsibly integrate Artificial Intelligence (AI) into its work, TurningPoint recognises the importance of building internal and external capacity, raising awareness, and promoting digital literacy across all levels of the organisation and among its partners and communities.

TurningPoint commits to the following:

- **Staff Training and Development:** Regular training will be provided to staff, volunteers, and board members on the fundamentals of AI, its applications in development, and associated risks and ethical considerations. This will include practical training on using AI tools relevant to their roles.
- **Community and Partner Engagement:** TurningPoint will design and deliver awareness sessions and learning opportunities for partners, grassroots organisations (including Organisations of Persons with Disabilities—OPDs), and community members to ensure inclusive understanding and participation in AI-related initiatives.
- **Inclusive Digital Literacy:** Special attention will be given to enhancing the digital and AI literacy of marginalised groups, particularly women, persons with disabilities, and rural youth, so that they can benefit from AI opportunities and be safeguarded against potential risks.
- **Support for Innovation:** TurningPoint will foster a culture of responsible innovation by encouraging staff and partners to explore ethical and context-appropriate uses of AI in programmes and services. Opportunities for piloting and learning from AI projects will be supported.
- **Access to Resources:** The organisation will curate and share relevant resources, guidelines, toolkits, and case studies to support the effective and ethical use of AI in programme design, implementation, and monitoring.

By investing in capacity building and inclusive awareness, TurningPoint aims to ensure that AI technologies are not only adopted responsibly but also empower individuals and communities to lead their own digital futures.

9. Monitoring, Evaluation, and Learning (MEL)

TurningPoint is committed to systematically monitoring and evaluating the integration and impact of Artificial Intelligence (AI) across its programmes and operations to ensure responsible use, continuous learning, and adaptive improvement.

The following strategies will guide MEL for AI-related initiatives:

- **AI-Responsive MEL Frameworks:** All AI-related interventions will be embedded within the organisation's broader Monitoring, Evaluation, Accountability, and Learning (MEAL) systems. This includes developing AI-specific indicators and incorporating relevant benchmarks to measure inclusivity, efficiency, accessibility, and ethical use.



- **Inclusion and Safeguarding Metrics:** MEL systems will track outcomes with attention to gender, disability, and marginalisation. Disaggregated data (by sex, age, disability, etc.) will be used to assess who benefits from AI solutions and whether any groups are disproportionately excluded or negatively impacted.
- **Feedback and Accountability Mechanisms:** TurningPoint will promote two-way feedback with communities and partners, especially those directly affected by AI-enabled programmes. Complaint and response mechanisms will be adapted to capture AI-specific concerns (e.g., data misuse, misinformation, algorithmic harm).
- **Learning and Adaptation:** Lessons learned from pilot projects, evaluations, and community experiences will be used to improve AI-related practices and policies. TurningPoint will document innovative approaches and challenges to build an evidence base and inform future work.
- **External Evaluation and Peer Review:** Where appropriate, TurningPoint will commission independent evaluations and engage in peer learning with other organisations using AI in development. External insights will help validate impact, promote transparency, and support sector-wide improvement.

Through these practices, TurningPoint aims to ensure AI tools are used not only efficiently, but equitably and safely—delivering tangible benefits for marginalised communities while upholding the highest standards of accountability.

10. Policy Review and Continuous Improvement

TurningPoint is committed to ensuring that its Artificial Intelligence (AI) Policy remains current, relevant, and aligned with evolving ethical standards, technological advancements, and the needs of the communities it serves.

To this end:

- This policy will be **reviewed annually**, or earlier if significant changes occur in technology, legal frameworks, organisational strategy, or community priorities.
- The **AI Focal Point**, in collaboration with the **Senior Management Team (SMT)**, will be responsible for initiating the review process and gathering inputs from staff, partners, and affected stakeholders.
- Lessons learned from implementation, feedback from users, and developments in AI ethics and inclusion will inform revisions.
- The revised policy will be approved by the **Executive Director** and **endorsed by the Governing Board**.

TurningPoint encourages a culture of continuous learning and reflection in the use of AI. This includes regular opportunities for staff to share insights, report challenges, and propose improvements in how AI tools are applied to enhance impact while upholding equity and inclusion.

Approved by:

Senior Management Team
Turning Point Foundation

Date: 29 May 2025

Annex 1: AI Risk and Ethics Self-Assessment Checklist

Before deploying any AI system or tool in a TurningPoint programme or initiative, complete the following checklist to assess ethical and operational risks:

Area of Consideration	Key Questions	Response / Action Taken
Purpose and Relevance	<p>Is the AI tool aligned with TurningPoint’s mission and strategic priorities?</p> <p>Does it serve a clear developmental or organisational need?</p>	
Inclusion and Accessibility	<p>Have diverse user needs (e.g. persons with disabilities, ethnic minorities, gender-diverse individuals) been considered?</p> <p>Is the tool accessible across devices and connectivity levels used by target groups?</p>	
Data Governance	<p>Is data used for the AI system collected ethically and with informed consent?</p> <p>Are data privacy and protection policies in place and compliant with relevant laws?</p>	
Bias and Fairness	<p>Have steps been taken to detect, assess, and mitigate algorithmic bias?</p> <p>Is the AI outcome equitable across different social groups?</p>	
Transparency and Explainability	<p>Can the AI decision-making process be explained in simple, understandable terms to users?</p> <p>Are users informed about how AI is being used and its potential impact?</p>	
Accountability	<p>Is there a designated human responsible for AI-related decisions and oversight?</p> <p>Are grievance and redressal mechanisms in place for affected individuals?</p>	
Sustainability and Resilience	<p>Is the AI tool sustainable in low-resource environments?</p> <p>Does the tool have safeguards against misuse, error, or failure?</p>	

This checklist should be submitted with any new AI project proposal and reviewed periodically throughout the project lifecycle.



Annex 2: Sample AI Consent Form Template

Turning Point Foundation

Informed Consent for Participation in AI-Based Activity

Project/Initiative Name: _____

Date: _____

Location: _____

Facilitator/Organisation: Turning Point Foundation

1. Purpose of This Consent

You are invited to participate in a project that uses Artificial Intelligence (AI) to [briefly describe purpose, e.g. improve access to health information, enhance communication, support digital inclusion, etc.]. Before participating, please read the following information carefully.

2. What Will Happen?

If you agree to participate:

- You may be asked to share certain information (e.g. age, location, needs, feedback).
- Your data may be analysed by AI tools to provide support, improve services, or develop inclusive solutions.
- You can ask questions and withdraw at any time without any penalty.

3. How Your Information Will Be Used

- Your personal information will be kept confidential and stored securely.
- Data will only be used for the specific purpose described and in accordance with TurningPoint's Data Protection and AI policies.
- We will not share your data with any third party without your permission, unless required by law.

4. Risks and Benefits

- There is minimal risk involved, but if you feel uncomfortable at any time, you may choose not to answer or to stop your participation.
- Your participation will help us design more inclusive and effective AI-powered services for marginalised communities.



5. Your Rights

- You have the right to know how your data is used and to request corrections or deletion.
- You have the right to withdraw your consent at any time.
- You can contact us with any concerns at: ai@turningpointbd.org / +88-018XXXXXXX

6. Declaration and Signature

- I have read (or been read) the information above.
- I understand the purpose, process, and how my data will be used.
- I agree to voluntarily participate in the activity described.
- I consent to the use of my data as described in this form.

Name of Participant: _____

Signature / Thumbprint: _____

Date: _____

Contact (optional): _____

If the participant is under 18 or unable to consent independently:

I am the legal guardian/carer and I give consent on behalf of the participant.

Name of Guardian: _____

Signature: _____