



# AI Governance Checklist for Movers

A practical starter checklist for using AI safely and responsibly in moving companies

## Purpose of this checklist

This document helps moving companies put basic AI governance in place before teams start using AI tools in daily work. It is designed as a practical checklist, not a full legal or compliance policy. Use it to define safe use rules, clarify responsibilities, protect customer data, and keep humans in control of important decisions.

The checklist is especially relevant for moving-company workflows such as customer communication, quote preparation, move coordination, document checking, claims handling, reporting, scheduling, marketing, and internal knowledge management.

## How to use it

- Review the checklist before launching any AI pilot or allowing broad team use of AI tools.
- Assign an owner for each area: leadership, operations, IT, compliance, HR, or department managers.
- Use the notes column to record decisions, approved tools, exceptions, and follow-up actions.
- Review the checklist again after 30-60 days, especially if AI use expands to new teams or workflows.
- Keep the first version simple. The goal is to create guardrails that people can understand and follow.

*Note: This is a business governance checklist, not legal advice. Companies should adapt it to local regulations, customer requirements, data protection obligations, and internal policies.*

## 1. Business purpose and approved use cases

| Done                     | Governance check   | Owner / Notes |
|--------------------------|--|---------------|
| <input type="checkbox"/> | We have defined why the company is using AI and what business problems it should help solve.                                 |               |
| <input type="checkbox"/> | We have listed the first approved AI use cases, such as email drafts, summaries, checklists, reports, or internal templates. |               |
| <input type="checkbox"/> | We have identified use cases that are not approved yet because they are too sensitive, unclear, or high-risk.                |               |
| <input type="checkbox"/> | Each approved AI use case has a clear process owner or department owner.   |               |

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|--------------------------|---|--|
| <input type="checkbox"/> | Each use case has a practical success measure, such as time saved, fewer errors, faster response time, or better consistency. |  |
|--------------------------|---|--|

## 2. Tool approval and access control

| Done                     | Governance check  | Owner / Notes |
|--------------------------|---|---------------|
| <input type="checkbox"/> | We have identified which AI tools employees are allowed to use for work purposes.         |               |
| <input type="checkbox"/> | We have clarified whether free/public AI tools may be used, and under what limits.        |               |
| <input type="checkbox"/> | We have reviewed the privacy, security, and data-retention settings of approved AI tools. |               |
| <input type="checkbox"/> | We have decided who can approve new AI tools or paid subscriptions.                       |               |
| <input type="checkbox"/> | We have documented which teams or roles have access to each tool.                         |               |

## 3. Data privacy and confidentiality

| Done                     | Governance check   | Owner / Notes |
|--------------------------|--|---------------|
| <input type="checkbox"/> | Employees know not to paste sensitive customer, employee, financial, passport, customs, insurance, or partner data into unapproved AI tools. |               |
| <input type="checkbox"/> | We have defined what information must be removed, masked, or anonymized before using AI.   |               |
| <input type="checkbox"/> | We have rules for using AI with customer emails, shipment details, inventories, contracts, invoices, and claims documents.                   |               |
| <input type="checkbox"/> | We have reviewed whether our AI use may affect GDPR, data protection, customer confidentiality, or partner agreements.                       |               |
| <input type="checkbox"/> | We have a process for reporting accidental disclosure of sensitive information into an AI tool.  |               |

## 4. Human review and decision control

| Done                     | Governance check   | Owner / Notes |
|--------------------------|--|---------------|
| <input type="checkbox"/> | AI-generated content must be reviewed before it is sent to customers, agents, partners, suppliers, or employees.   |               |
| <input type="checkbox"/> | AI is not allowed to make final decisions on pricing, claims, insurance, customs, legal matters, compliance, HR, or customer commitments without human approval. |               |
| <input type="checkbox"/> | Employees understand that AI outputs can be incomplete, inaccurate, or misleading even when they sound confident.  |               |
| <input type="checkbox"/> | We have defined which AI outputs require manager review or second-person approval.   |               |
| <input type="checkbox"/> | We keep a clear human-in-the-loop step in any workflow that affects customers, costs, risk, or operations.   |               |

## 5. Accuracy, verification, and quality control

| Done | Governance check | Owner / Notes |
|------|------------------|---------------|
|------|------------------|---------------|

|                          |  |  |
|--------------------------|--|--|
| <input type="checkbox"/> | Teams know how to verify AI outputs against source documents, company systems, tariffs, policies, and operational facts. |  |
| <input type="checkbox"/> | AI-generated quotes, calculations, schedules, reports, or summaries are checked before being relied on.                  |  |
| <input type="checkbox"/> | We have a simple review checklist for common outputs such as emails, reports, proposals, and document summaries.         |  |
| <input type="checkbox"/> | We have defined what employees should do when AI gives uncertain, contradictory, or suspicious answers.                  |  |
| <input type="checkbox"/> | We encourage staff to use AI for drafts and structure, but not as the final authority.                                   |  |

## 6. Workforce training and adoption

| Done                     | Governance check  | Owner / Notes |
|--------------------------|---|---------------|
| <input type="checkbox"/> | Employees receive basic training on how to use AI safely and practically in their own roles.                    |               |
| <input type="checkbox"/> | Training includes prompting, reviewing outputs, protecting data, and understanding where AI should not be used. |               |
| <input type="checkbox"/> | Managers understand that AI adoption is a workforce challenge, not only a software-selection challenge.         |               |
| <input type="checkbox"/> | Teams are encouraged to start with small, real workflows instead of broad or abstract AI ideas.                 |               |
| <input type="checkbox"/> | Employees have a place to ask questions, share useful examples, and report concerns.                            |               |

## 7. Pilot management and measurement

| Done                     | Governance check   | Owner / Notes |
|--------------------------|--|---------------|
| <input type="checkbox"/> | Each AI pilot starts with one narrow workflow, one owner, and one clear outcome.   |               |
| <input type="checkbox"/> | The pilot has a start date, review date, and decision point: continue, adjust, expand, or stop.  |               |
| <input type="checkbox"/> | We measure practical value, such as time saved, fewer errors, faster turnaround, better consistency, or improved customer communication. |               |
| <input type="checkbox"/> | We record risks, issues, lessons learned, and user feedback during the pilot.  |               |
| <input type="checkbox"/> | We do not scale the pilot until the workflow, data rules, review steps, and ownership are clear.   |               |

## 8. Monitoring, exceptions, and continuous improvement

| Done                     | Governance check  | Owner / Notes |
|--------------------------|---|---------------|
| <input type="checkbox"/> | We periodically review how AI is being used across the company.                         |               |
| <input type="checkbox"/> | We have a process to approve exceptions or new AI use cases.                            |               |
| <input type="checkbox"/> | We update the checklist when tools, workflows, regulations, or company policies change. |               |
| <input type="checkbox"/> | We review vendor terms and tool settings when using AI with business data.              |               |

|                          |  |  |
|--------------------------|--|--|
| <input type="checkbox"/> | We treat AI governance as an ongoing process, not a one-time document. |  |
|--------------------------|--|--|

## Simple AI governance rules to communicate internally

- Use AI to support work, not to replace judgment.
- Do not paste sensitive data into unapproved tools.
- Review every output before using it externally.
- Start with small workflows that are easy to test and measure.
- Keep a human responsible for final decisions.
- Report mistakes, risks, or unclear situations early.

## Suggested first approved use cases

- Drafting or improving customer email replies with sensitive details removed.
- Summarizing long email chains into action items.
- Creating internal move checklists or handover notes.
- Drafting SOPs, process notes, and internal training materials.
- Summarizing spreadsheet data or reports for management review.
- Creating marketing drafts, blog outlines, or social posts for human review.

## Use cases requiring extra caution

- Pricing decisions, quote calculations, margin decisions, and contract commitments.
- Claims, insurance, legal, customs, compliance, HR, and disciplinary matters.
- Customer data containing addresses, passport details, financial information, inventories, or confidential documents.
- Automated customer communication without human review.
- Any workflow connected directly to operational systems without testing and approval.

## Company notes and next steps

|                             |  |
|-----------------------------|--|
| <b>Governance owner</b>     |  |
| <b>Approved tools</b>       |  |
| <b>First pilot use case</b> |  |
| <b>Review date</b>          |  |
| <b>Open risks</b>           |  |
| <b>Next actions</b>         |  |