

AI Governance Review

Helping you to achieve your AI goals through effective governance

Artificial Intelligence (AI) is playing a transformative role within organisations. AI-powered tools are enhancing decision-making, automating processes, and uncovering insights. At the same time, providers and users of AI tools need to be able to trust that the outcomes are fair and ethical. QBE Risk Solutions, your risk partner, has developed a self-assessment tool to help you to assess, benchmark, and improve your governance practices for AI.

Striving for transparency and trust

Artificial Intelligence (AI) is playing a transformative role within organisations by enhancing decision-making, automating processes, and uncovering insights. AI is empowering organisations to innovate and adapt to changing customer expectations and market demands, increasing value and competitiveness. AI-powered tools can enhance customer experiences, assist in early disease detection, and strengthen fraud detection capabilities. When organisations use AI responsibly, it's not just good for the organisation, it can be good for everyone.

AI is being integrated into our daily lives more and more, often without us being fully aware of its presence or how it is being used. It is therefore important to have rules in place to make sure its use is lawful, ethical, and sustainable.

The use of AI systems needs to be transparent, and users need to be able to trust that they are fair and can be used safely.

QBE European Operations

30 Fenchurch Street
London EC3M 3BD
+44 (0)20 7105 4000
[QBEurope.com](https://www.qbe.com)

QBE European Operations is a trading name of QBE UK Limited, QBE Underwriting Limited and QBE Europe SA/NV. QBE UK Limited and QBE Underwriting Limited are both authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. QBE Europe SA/NV is authorised by the National Bank of Belgium under licence number 3093.

Improve your AI governance

The AI Governance review is intended to be used by organisations across all sectors that use or provide AI powered systems, products, and services. When you engage in the review process, you'll be posed a series of questions designed to help you consider your approach to the following key areas of strategic and operational AI governance:

- Leadership and Steering
- Communication and Capability
- Operational Governance
- Design and Development
- Assurance and Monitoring

Your business will benefit from a comprehensive review of your AI governance practices and structures, measured against best practice framework and leveraging the insights of our risk management experts. After you've completed the process, you'll be able to download your tailored risk improvement plan. You'll also be signposted to a suite of resources to help you implement any improvements recommended.

We believe this process will improve the effectiveness of your governance over AI within your organisation, leading to better business performance and a reduced risk of harm and reputational damage.

Adding value to your insurance policies

In addition to best-practice benchmarking, extra value can be gained if you:

- use the easily adaptable templates to address development areas identified
- claim CPD for time spent on learning through the self-assessment process
- access the QRisk Knowledge Centre and apply the wealth of practical guidance provided
- build resilience further by using our other self assessments available across a wide range of insurance areas and risks.

How to access the AI Governance Review

Access to the AI Governance Review is through our QRisk online risk management platform, available only to QBE customers. QRisk offers you a wide variety of self-assessment tools to help improve a range of risks including ESG, Cyber and Financial Crime, preventing common incidents, and enhancing your company's risk culture.

So, head to the [QRisk portal](#) and log in using your work email and QBE policy number or visit our [QRisk](#) webpage for more information.

Where appropriate, this assessment can be delivered as a facilitated review by a QBE Senior Risk Manager. Qualification for this depends on service level agreed, longevity of our relationship, and/or premium paid. Just ask your usual QBE or broker contact for details or email us on rs@uk.qbe.com.



Satya Nadella - CEO Microsoft:

World Economic Forum – Davos 2024

...the biggest lesson learned perhaps for us, is that we have to take the unintended consequences of any new technology, along with all the benefits, and think about them simultaneously, as opposed to waiting for the unintended consequences to show up and then address them...

...I don't think the world will put up any more with any of us coming up with something that has not thought through safety, trust, equity. These are big issues for everyone in the world...

