



USE OF GENERATIVE AI TO ENHANCE CLIENT OUTCOMES

At Centium, we embrace innovation to deliver smarter, faster, and more client-focused outcomes. One of the ways we achieve this is by leveraging Microsoft Copilot, a generative artificial intelligence (AI) tool that is security-approved for use within Australia and aligned with the Australian Signals Directorate (ASD) Blueprint for Secure Cloud. In addition to meeting Commonwealth requirements, we rigorously review and comply with all relevant policy and regulatory requirements across every Australian jurisdiction in which our clients operate, including state and territory-specific frameworks. This ensures that our use of AI is always conducted within the appropriate legislative and policy settings, tailored to the unique needs and obligations of each client's location.

We have carefully considered the decision to adopt this tool. CoPilot is not used to replace professional judgement; rather, the expertise and professional scepticism of our team remain essential for reviewing outputs generated by AI. The application of AI is limited to low-risk activities, such as conducting background research or supporting the identification of potential risk sources using publicly available information.

We use Copilot to support our internal business processes, including:



Conducting background research on complex topics



Assisting with the development of internal work papers and planning materials



Synthesising insights to inform our strategic approach to client engagements

This innovative approach allows us to streamline foundational tasks, reduce time spent on manual research, and enhance the quality of our internal thinking. As a result, our consultants are able to focus more time working directly with clients, ensuring that our in-person engagements are targeted, insightful, and tailored to your needs.

IMPORTANTLY

- ▶ No client data, personal information, or sensitive material is ever entered into any AI platform
- ▶ All inputs are carefully curated to ensure compliance with privacy, confidentiality, and data protection obligations
- ▶ All outputs are carefully reviewed and fact checked to ensure correctness and utility
- ▶ Our use of AI is governed by Centium's internal AI Acceptable Use Policy, which ensures ethical, secure, and transparent deployment of these technologies
- ▶ Only staff who have completed extensive training in the secure use of generative AI are authorised to use the tool.

We believe this responsible and ethical use of AI enhances our ability to deliver high-quality, efficient, and client-focused outcomes – while maintaining the highest standards of integrity and data security.