

HarbourCare Services Ltd

AI Governance Board Assurance

Quarterly report to 30 June 2026

38 REGISTERED AI USES	6 HIGH RISK	32 APPROVED	4 OVERDUE REVIEWS	2 OPEN INCIDENTS
---------------------------------	-----------------------	-----------------------	-----------------------------	----------------------------

Management assurance basis

Based on the AI register, business-unit attestations completed for this reporting period, recorded assessments and control-owner confirmations, management believes the material AI uses known to the organisation are represented in this report. This assurance is subject to the limitations stated in the appendix, including the possibility of undisclosed employee use and reliance on information supplied by third-party vendors. This statement is not a legal compliance certification.

Management visibility improved this quarter.

The register increased from 31 to 38 uses, primarily because the organisation-wide attestation identified four embedded vendor features and three staff productivity uses that had not previously been recorded. The increase does not represent seven new deployments.

Six uses are classified high risk. Four are approved with current controls. The recruitment shortlisting pilot remains conditionally approved pending independent bias and accessibility testing due 18 July.

The client note summarisation tool is paused after a vendor terms change indicated that prompts may be retained outside the agreed period.

Two incidents remain open. One involved limited client information entered into an unapproved public tool. The second involved incorrect chatbot advice and did not expose personal information. Both have remediation actions in progress.

Four periodic reviews are overdue, down from nine last quarter. Two overdue mandatory controls relate to the recruitment pilot.

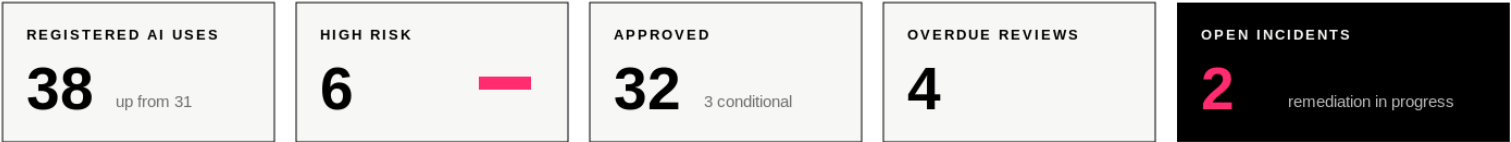
DECISION REQUEST

Risk and approval position

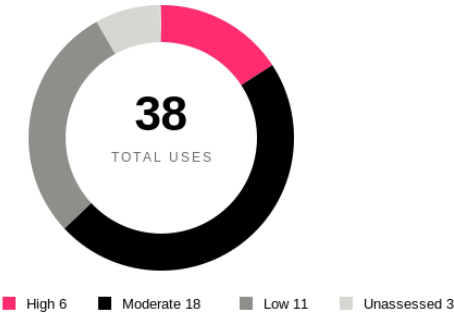
FICTIONAL EXAMPLE / HARBOURCARE SERVICES LTD

AI Governance Board Assurance

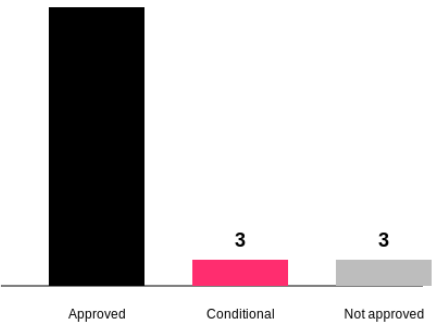
Quarterly report to 30 June 2026 · Management assurance view



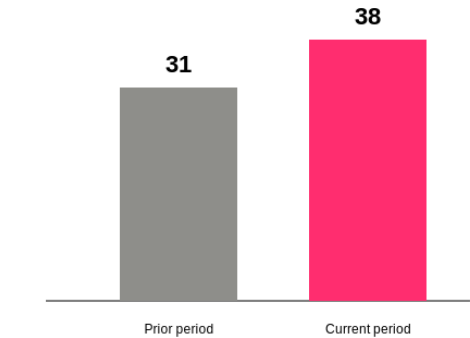
RISK DISTRIBUTION



APPROVAL STATUS
32



VISIBILITY CHANGE



+7 uses identified through improved attestation and visibility.

BOARD / COMMITTEE ATTENTION

Recruitment shortlisting pilot remains conditional pending bias and accessibility testing.
Client note summarisation tool is paused following a supplier terms change.

Fictional example only. This is not a compliance certification or legal assurance statement.

Fictional visual example. The issued report would retain the reporting-period snapshot and definitions used at the time.

Items requiring management attention

Item	Status	Why it matters	Next action
Recruitment shortlisting pilot	Conditional	High-risk employment use; bias/accessibility testing outstanding	Independent testing due 18 July
Client note summarisation tool	Paused	Supplier terms changed; prompt retention outside agreed period	Supplier/privacy review before restart
Periodic reviews	4 overdue	Governance record may no longer reflect current use	Owners to complete delta review
Control actions	9 open / 2 overdue	Two overdue mandatory controls relate to recruitment pilot	Escalate to accountable executive

Two open incidents

Unapproved public tool: a staff member entered limited client information into an unapproved public AI tool. Access was blocked, the affected record was reviewed and no evidence of onward disclosure has been identified. Remediation remains open.

Incorrect chatbot advice: a customer-facing chatbot produced incorrect advice. The incident did not expose personal information. Content controls and escalation pathways are being reviewed.

What the report can - and cannot - say

The report is intended to help directors understand whether management has visibility of material AI use, whether accountabilities and controls are functioning, what changed and which exceptions require attention. It deliberately excludes raw technical telemetry, prompt transcripts and detailed test evidence unless those items are required to explain a material event.

Known limitations

- Undisclosed employee use may still exist.
- Supplier information may be incomplete or based on vendor-provided evidence.
- A risk classification is a governance triage outcome, not a legal conclusion.
- The report does not certify compliance with all law, guidance or standards.

Next reporting date

The next board assurance pack is scheduled for the following reporting cycle. Material incidents and changes are escalated between reporting periods rather than waiting for the next board pack.