SYKESYSTEM PUBLISHING · COMPANION RESOURCE

PRINT-AND-FILL TOOLKIT

# THE TOOLKIT

For ***AI Rules for Your Business***
by Don Sykes

All twelve templates from the book, T-1 to T-12: the one-page rules, the data card, the checklists, the logs, and the forms, ready to print and hand out Monday.




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# THE TOOLKIT

All twelve templates from the book, in T-number order, laid out to print and fill in. Each one opens with the owner's notes. The form your people use starts on the next page, and any "back of the sheet" gets a page of its own, so each form prints as its own sheet.

**HOW TO USE THESE TEMPLATES**

Copy them for use inside your own company. Fill in every blank in your own words, delete the bracketed guidance before you print, and put a version number and a date on anything you hand out. When a form changes, every old copy comes out of every truck.

The owner's notes are for you. The forms are for your crew.

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T-1

# THE ONE-PAGE AI RULES

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: the owner of a company of 1 to 15 people, where this page is the whole policy, or the front page of a longer policy in a bigger company. Time: about 45 minutes. Have ready: your yes list and never list from Chapter 3 and your survey tally (T-11).*

**How to fill it in (owner's side, not printed for the crew)**

1. Write every line in your own words. Bracketed notes are guidance; delete them before you print.
2. Keep the two hard nos exactly as printed unless you have a specific reason to change them. The rest of this book builds on them.
3. Hold every line to the driveway test: could somebody standing in a customer's driveway tell whether it got followed? If not, rewrite it until they could.
4. Have one employee read the finished page out loud. Fix every line they stumble on.
5. Put Version 1.0 and today's date at the top. Sign it first. Read it out loud at a meeting, then collect signatures on the sheet that follows.

**[COMPANY NAME] AI RULES** Version _____ Date _____

**1. Who these rules cover.** Everyone who works for [Company], full-time or part-time, including the owner. [Name anyone people forget: a part-time bookkeeper, seasonal help, whoever answers your phone or email in the company's name.]

**2. Which tools, for what.** Work happens on a company AI account, never a personal one.
Company AI account: _____ [No account yet? Write: "Not set up yet. Until it is, nothing about a customer goes into any AI tool, period."]
AI is okay for:

1. _____ [Example: routine customer emails, read before sending.]
2. _____
3. _____

Anything not on this list: ask _____ first.
No AI tool gets connected to company email, calendar, texts, files, or accounts unless _____ says yes first.

**3. What never goes in.**

- Nothing about a customer goes into any tool that isn't on a company account.
- Also never: _____, _____, _____ [Start with gate and alarm codes, passwords, payroll and pay rates, anything with an account number.]

**4. What gets checked.** Anything with a number in it gets read by a person against the source before it leaves. No reader, no send.
[Who reads what, if it's different people. Example: quotes, _____; customer letters, _____; anything over $_____, the owner.]

**5. What AI never decides.**

- No AI answer ever decides a safety question. Manufacturer documentation or a human, full stop.
- AI never sets a price. Prices come from [the price book].
- Nothing AI writes goes out by itself. A person presses send.
- No AI places a phone call in the company's name.
- _____

**6. Who answers.** The person who sends it answers for it. _____ [owner] answers for these rules.
Something went into a tool that shouldn't have, or something went out wrong? Tell _____ the same day. Nobody gets in trouble for telling.

Owner: _____ Signed _____ Date _____

### Signature sheet

*I read these rules, or heard them read out loud, and I'll follow them.*

| NAME | SIGNATURE | DATE |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

### Version log

| VERSION | DATE | WHAT CHANGED | READ TO THE CREW ON |
|---|---|---|---|
| 1.0 | | First version | |
| | | | |
| | | | |

*When a line changes, the page gets a new version number, everybody hears the changed line, and every old copy comes out of every truck.*

T-2

# THE ACCEPTABLE USE POLICY

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: a company of 15 to 150 that has outgrown the one page alone (Part A), and a regulated, audited, or contract-bound company that needs a policy an outside reviewer can test (Parts A and B). Time: Part A, about two hours spread over a week; Part B, a drafting evening plus a counsel read. Have ready: your one page (T-1) with its version log, your tool forms (T-8), your card (T-3), your checker assignments (T-4), and, for Part B, your inventory notes from Chapter 13.*

**How to use it (owner's side, not printed for the crew)**

1. The one page stays the document your people read and sign. This policy holds the details the page points to. If the two ever disagree, fix it the same week: the page is what the crew follows, this document is what a reviewer tests, and they have to say the same thing.
2. A 15-to-150 company fills in Part A and stops. A regulated, audited, or contract-bound company fills in both parts, and nothing in Part B takes effect until counsel has read it.
3. Every line still has to pass Chapter 4's driveway test. A reviewer's version of that test is simpler: for each rule, they ask for the record that shows it ran.
4. Version it like the page: number, date, change note, superseded copies kept with their in-force dates.

**[COMPANY NAME] ACCEPTABLE USE POLICY FOR AI** · Version _____ · Date _____ · Owner _____

**PART A: THE WORKING POLICY** *(each section points to the template that holds its substance; fill the blanks, attach the paper)*

**1. The one page.** Our one-page AI rules (T-1, Version ___) are the cover of this policy and the version everyone signs. Nothing below contradicts the page; when something must change, both change together.

**2. Approved tools.** The tools approved for work, with a completed tool form (T-8) behind every entry, including AI features inside software we pay for.
Approved: _____ · _____ · _____
Anything not listed is not approved. New tools follow section 6.

**3. What never goes in.** The traffic-light card (T-3) is this policy's data rule. Our red list, word for word from the card:

_____
Added for our contracts: _____ [Example: a customer's plans or project documents, where their contract bars tools that keep or train on data.]

**4. Who checks what.** The checklist is T-4. Checkers by output type:
Quotes and anything with a price: _____ · Customer letters and email: _____ · Social posts and review replies: _____ · _____: _____

**5. The log, and when something goes wrong.** Anything external, and anything with a number in it, gets a log line (T-5). An incident, meaning red data pasted, a wrong answer sent out, or software acting without approval, goes to _____ the same day (T-6). Nobody gets in trouble for telling.

**6. New tools.** Ask _____ first. A tool form gets filled in, the training setting gets checked, and the tool goes on the section 2 list before anyone uses it for work.

**7. Review.** The quarterly review (T-9) reads this policy every quarter. Version changes follow the page's habit: new number, change note, the change read out loud, old copies pulled.

**PART B: THE DEFENSIBLE PROGRAM** *(for the regulated, audited, or contract-bound; written in full; counsel reads it before it takes effect)*

**8. Policy control.**
Owner (name and title): _____ · Approved by: _____
Counsel read on: _____ · Next review due: _____ (at least yearly)
The controlled copy lives: _____. Changes are made only by the owner, logged in the version table, and reported at the next review.

**9. Scope.** This policy covers every AI tool and every AI feature inside software [Company] pays for, used for [Company] work by anyone, employee or contractor, on any account or device. A business unit under a license, an examination, or a customer's audit rights follows this policy plus its own stricter rules in section 12.

**10. Consequential decisions.** Output from general AI assistants is not used to make or materially influence decisions about hiring, pay, lending, housing, or insurance. Tools approved for those decisions are listed separately in the inventory (section 11), marked as decision tools, and reviewed under section 13.
*Owner's note, delete before issue: at least one state's AI law treats a clause like this as part of what keeps everyday chat tools outside the law. Have counsel confirm it fits your states, and confirm which rows in your inventory count as decision tools.*

**11. The AI inventory.** One row per tool and per AI feature. A row without an owner's name is an open item, not an entry.

| # | TOOL OR FEATURE | WHAT IT DOES | DATA IT TOUCHES (CARD COLOR) | DECISION TOOL? | OWNER | RISK (H/M/L) | CONTROLS THAT APPLY | LAST REVIEWED |
|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |

*Rating guide: rate each row by what its output touches. A person's money, home, or job: high. Internal drafts nobody outside reads: low. Everything else: medium. High rows get dual review, a named checker, and counsel's awareness before anything customer-facing changes.*

**12. Stricter rules by business unit.** Each unit under a license, an examination, or audit rights lists its additions here, set with counsel:
Unit: _____ · Additions: _____ · Counsel confirmed on: _____

**13. Review and reporting.** The quarterly review (T-9) runs as a formal control: an attendee list, minutes, the same measures every quarter (incidents and days to close, log samples pulled and matched, inventory rows added and retired, training completed by role), findings with owners and due dates held open until a follow-up check proves them closed, and a written report to _____ [the board, its audit committee, or the owner].

**14. Records.** We keep: the log (T-5), signed checklists (T-4), tool forms (T-8), incident reports (T-6), training sign-ins (T-10), signature pages, review minutes and reports, and superseded versions of the page and this policy with their in-force dates. Retention: _____ years. [Set it with counsel. The longest rule that reaches you decides, and some AI laws set their own minimums.]

**15. Training and attestation.** Who gets trained, on what, how often: _____ [Example: everyone at hire and yearly; decision-tool owners on their tool's rules.] Records: sign-in sheets and dated signature pages, filed by year.

**16. Exceptions.** No standing exceptions. A one-time exception is written down before it happens: what, why, who approved it, and when it ends. Exceptions get read at the next review.

*If an outside reviewer asks what this policy follows, the honest answer is its own sections, sorted into the four functions in plain words: govern is sections 8, 13, 14, and 15; map is sections 9 and 11; measure is sections 4 and 13; manage is sections 5, 6, 10, and 16.*

T-3

# THE DATA TRAFFIC-LIGHT CARD

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: everyone, in every tier. One card per truck, one per desk. Time: 15 minutes to fill in, mostly deciding your own red list. Have ready: your one page (T-1) and your never list from Chapter 3.*

**How to fill it in (owner's side, not printed for the crew)**

1. The colors and the two bottom lines stay as printed. Add to the lists; don't soften them.
2. Write your company account name into the yellow rule. No company account yet? Write what Ridgeline wrote: "No company account yet. Until there is one, yellow is red."
3. Add your own reds at the blank lines. Start with whatever your customers trust you with that this card doesn't already name.
4. Print it small enough to laminate, big enough to read from a driver's seat. Both sides of one card: colors on the front, stripping steps on the back.
5. Date it. When the card changes, every old copy comes out of every truck, same as the one page.

**[COMPANY NAME] DATA CARD** · Version _____ · Date _____

**Before anything goes into an AI tool, give it a color.**

**GREEN · Fine on any tool**

- Questions with nothing from a real job in them
- Anything already public: our website, a manufacturer's manual, a review with the reviewer's name left off
- Your own drafts of posts, ads, and how-to sheets
- Made-up examples ("Customer A, a three-ton system")
- A nameplate photo with nothing else in the frame

**YELLOW · Company account only (_____), and only after you strip it**

- Job notes and work orders: customer becomes "Customer A"; no address, no phone
- Customer emails and texts: names and numbers out; put them back in your email program, not in the AI
- Quotes and invoices: customer out
- Job photos: crop to what you need
- Business numbers: round them ("about $40,000")
- Schedules: roles or first names only

**RED · Never, on any tool, company account included**

- Gate, door, lockbox, and alarm codes; passwords and logins
- A customer's name together with an address or phone number
- Social Security, driver's license, bank, and card numbers
- Payroll, pay rates, anything from a personnel file
- Health details about anyone
- Another company's private documents, unless their owner says yes in writing
- _____
- _____

**When in doubt, it's red. Deleting doesn't unsend.**

**BACK OF THE CARD · How to strip yellow**

1. Look at the whole thing first: the full photo, the full thread, the full sheet. Red rides along.
2. Names become "Customer A," "Employee A." Addresses come out, or become "a two-story built in the nineties."
3. Phone numbers, emails, and account numbers come out. There is no stripped version of a code; cut it.
4. Round the money.
5. Read what you're about to paste, one more time, as if a stranger will read it. One will.

Something went in that shouldn't have? Tell _____ the same day. Nobody gets in trouble for telling.

T - 4

# THE OUTPUT REVIEW CHECKLIST

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: whoever checks anything AI helped write before it leaves the building, in every tier. Time: two to ten minutes a draft, depending on the rung; ten minutes once to fill in the back. Have ready: the draft, the source it points to, and your one page (T-1).*

**How to set it up (owner's side, not printed for the crew)**

1. Fill in the back first: where the true answer lives for each of the four, by name. This is the part that takes thought, and you only do it once.
2. Write your dollar line into rung 3. Ridgeline's is $10,000, because that's where Dale already signs.
3. Write the name of your technical person into the safety lines on both sides.
4. Print a pad, or load it as a form in your field software. At rungs 3 and 4, the filled-in sheet stays with the job file.
5. Once a month, pull three things that went out and run this sheet on them yourself. Log it on the back.

**[COMPANY NAME] OUTPUT REVIEW CHECKLIST** · Version _____ · Date _____

What is it? _____ Who asked the tool for it? _____ Who's checking? _____ Date _____

**1. Pick the rung.** Circle one. Can't decide? Take the higher one.

- **1 · Read it once.** Nothing from step 2 in it. The sender reads it all the way through, out loud.
- **2 · Check the trigger.** One or more of the four. Check each against its source below.
- **3 · Two names.** Quotes, proposals, anything over $_____, anything a customer could hold us to for money. The checker is not the writer.
- **4 · People only.** Safety calls, code decisions, final prices. AI doesn't decide these. Stop and hand it to _____.

**2. Find the four.** Every one you find gets a line.

| FOUND IN IT | CHECKED AGAINST | OK / FIXED / CUT | INITIALS |
|---|---|---|---|
| **Numbers:** prices, totals, dates, times, quantities, sizes, model numbers | | | |
| **Rules:** codes, manufacturer requirements, warranty terms, tax credits, rebates, laws, "our policy" | | | |
| **Safety:** any step touching gas, electricity, refrigerant, heights, or a safety control | | | |
| **Promises:** free, waived, guaranteed, included, a date or a time | | | |

**3. Read it all the way through, out loud,** the last paragraph included. Friendly last paragraphs give things away.

**4. Sign.** Checked by _____ Second name (rung 3) _____

**Never check it against the AI. If nobody can check it, it doesn't go out.**

**BACK OF THE SHEET · Where the true answer lives** (fill in once)

| FOR | OUR SOURCE | WHERE IT IS |
|---|---|---|
| Prices | The price book. Nothing else. | |
| Schedules, dates, arrival times | | |
| Equipment specs and installation steps | The manufacturer's manual for that model | |
| Code requirements | | |
| Tax credits and rebates | The IRS website; our power company: _____ | Check the week it goes out |
| Warranty terms | Our warranty paper; the manufacturer's warranty | |
| Promises (free, waived, discounts) | Who can approve one: _____ | |
| Safety questions | Manufacturer documentation, or _____ | |

**Stop words.** If an AI answer says jumper, bypass, disable, or override anywhere near a safety control, the tool is done for that job. Call _____.

**Owner's monthly spot check.** Three things that went out, checked against the source by the owner.

| MONTH | WHAT WE PULLED | FOUND ANYTHING? | INITIALS |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

Something went out wrong? Tell _____ the same day. Nobody gets in trouble for telling.

T-5

# THE USAGE LOG

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: whoever sends things AI helped write, in every tier; the owner or office manager owns the Friday look. Time: ten to twenty seconds per line, two minutes on Friday. Have ready: your one page (T-1), your approved list from Chapter 7, and the four triggers from Chapter 6.*

**How to set it up (owner's side, not printed for the crew)**

1. Pick the two homes: the job-record field for job paperwork, and this sheet for everything else. One home per kind of work, never two.
2. Copy the five columns exactly. Resist adding more. Every column you add costs you entries.
3. Write the job number or "Customer A," never the customer's name, so a photographed or pasted log stays harmless (the card from Chapter 5 applies to the log too).
4. Name who does the Friday look and who reads the quarter. Write both on the sheet.
5. Start a new tab or page each quarter and keep the old ones. The old ones are the point.

**[COMPANY NAME] AI USAGE LOG** · Quarter _____ · Started _____

One line per thing AI helped send out of the building. Write it right after the check, before you hit send on the next thing.

| DATE | WHO | TOOL | WHAT WENT OUT, AND WHERE | CHECKED BY |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

**If it never left the building, it doesn't need a line. If it stopped for a trigger check, it does.**

**BACK OF THE SHEET · What gets a line** (post this; argue with it; keep it short)

A line:

- Quotes and proposals, and anything over the two-names dollar line
- Customer emails, letters, and texts sent from the office
- Inserts, handouts, and anything going to the printer
- Social posts and review replies
- Anything that stopped for a trigger: Numbers, Rules, Safety, Promises

No line:

- Brainstorming, and drafts that died on the screen
- Your own notes and lists
- Practice and learning
- Field reference lookups that never touch a customer

**The Friday look** (owner or office manager, two minutes): _____

1. Anything sent with "Checked by" blank?
2. Any tool here that isn't on the approved list?
3. Any writer checking their own work above the dollar line?

**The quarter read** (feeds the quarterly review): _____ reads the full quarter. Pull three entries, pull the documents they describe, confirm the checking happened as logged.

*Regulated or audited: add a reviewer column and a date-checked column, set a retention period that matches your record rules, and file each quarter's sheet where your other records live.*

T-6

# THE INCIDENT REPORT

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: whoever finds the problem fills in the top; the owner or office manager runs the rest, in every tier. Time: the first-hour boxes take minutes; the write-up takes about fifteen. Have ready: your one page (T-1), the call list on the back of this form, and the folder of what you saved before cleaning up.*

**How to set it up (owner's side, not printed for the crew)**

1. Fill in the call list on the back now, before anything happens, including how fast your insurance policy wants notice. A list written during an incident is a list written badly.
2. Keep a blank copy of this form with the one page, wherever the page lives.
3. The finder fills in the first-hour boxes and the facts. Facts, not fault: the form has no blame line on purpose.
4. The owner writes or approves the four paragraphs, signs, files the report with its proof, and puts the thirty-day check on the calendar.
5. Keep every report, including the boring ones. The quarterly review reads them, and someday an insurer or a big customer may ask how your company handles mistakes. This folder is the answer.

**[COMPANY NAME] AI INCIDENT REPORT** · Report # _____ · Date found _____

**The first hour** (check each as you do it)

- ☐ **Stopped it.** The send, the account, the feature, or the vendor's switch. What got stopped: _____
- ☐ **Found the edges.** What went in or out, to whom, since when. Check the usage log (T-5).
- ☐ **Saved the proof.** Screenshots, the chat, a copy of what went out, into one folder, before any cleanup. Where it's filed: _____
- ☐ **Told _____ the same day.**

**What kind** (circle one): something went IN that never should have · something went OUT wrong under our name · something ACTED that nobody approved

**The facts** (from whoever found it)

Found by: _____ · How it surfaced: _____
Tool or feature involved: _____ · Job number or "Customer A" (no names): _____

**Calls made** (from the list on the back): who, when, and what they said to do.

_____

**The write-up** (owner or office manager; four short paragraphs, one page at most)

1. **What happened.**
2. **What we found when we looked.**
3. **What we fixed, and when.**
4. **What changed so it won't repeat.**

**Proof attached:** _____ (screenshots, the corrected document, the vendor's confirmation, the changed setting)

**Customer told?** ☐ Yes, on _____ by _____ ☐ Not needed, because _____

**Personal information involved?** ☐ No ☐ Maybe → the lawyer call moves to the top of the list; notice clocks may be running.

**Signed (owner):** _____ **Date:** _____

**Thirty-day check:** on _____, _____ confirms the fix held. Result: _____

**BACK OF THE SHEET · The call list** (fill in now, not during)

| WHO | NAME AND NUMBER | NOTES |
|---|---|---|
| Owner / decider | | |
| Runs the tool (IT person or vendor support) | | one line per system if it takes more than one |
| Insurance agent | | policy # _____ · policy wants notice within _____ days |
| Lawyer | | for personal information, injury, or real money |
| Who calls the customer | | the owner, unless the owner names someone |

**What counts as an incident** (post this part; keep the bar low)

- Information on the card's red list went into any tool, on any account
- Anything wrong went out under the company's name: a price, a promise, a claim
- A tool booked, replied, quoted, or sent without a person approving it
- A near miss that almost did any of the above. Near misses are free rehearsals; report them too.

**The promise on your one page covers this form. The same-day report is what keeps small problems small.**

*Regulated or audited: file AI incidents under your existing data-incident plan, bring counsel in at the first hour for anything serious, log every report in the incident register, and track each corrective action to closure with an owner, a date, and the thirty-day check on the calendar.*

T-7

# THE CUSTOMER AI STATEMENT

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: any company that gets asked about its AI use by a customer, a general contractor, or an insurer, in every tier. Time: about 20 minutes if your one page exists; longer only if a sentence turns out not to be true. Have ready: your one page (T-1), your approved tools list, and your card (T-3).*

**How to fill it in (owner's side, not printed for the crew)**

1. Every sentence must be true the day you send it. The test is subtraction: a sentence you can't stand behind comes out, and the statement is still a statement without it.
2. A cut sentence is an assignment, not a flaw. No named checker yet: Chapters 2 and 6. No company account: Chapter 7. No written rules: Chapter 4. Fix the gap, then put the sentence back.
3. Date it, and refresh the date whenever your rules change version. An AI answer from last spring is nobody's favorite exhibit.
4. Attach, don't improvise. When a form asks for more than five sentences, this goes on top, and the one page, the signature sheet, and your tool forms (T-8) go behind it.
5. Never write "we don't use AI" unless it's true everywhere, including the website chat your vendor runs. It almost never is.

**[COMPANY NAME] · HOW WE USE AI** · Date _____

**1. What AI does here.** [Company] uses AI tools to help draft _____ [routine customer emails, social posts and review replies, first drafts of proposal pages].

**2. Who checks it.** A person reads anything AI helped write before it leaves, and anything with a number in it gets checked against the source.

**3. What never goes in.** Nothing about a customer goes into any tool that isn't on a company account, and _____ [gate and alarm codes, payroll, anything with an account number] never goes into any AI tool at all.

**4. What AI never decides.** AI never sets a price here and never decides a safety question.

**5. The proof.** Our written AI rules fit on one page, everyone who works here has signed them, and we'll show them to you on request.

Signed _____ [owner] · Version of our rules this matches: _____

**Where it goes**

- On top of any customer or contractor questionnaire that asks about AI, with the one page and tool forms behind it.
- In the hands of anyone who answers your phone or email, so the kitchen-table question gets the same five sentences every time.
- Alongside your insurance renewal file, so the application and the statement never disagree.

*If a sentence here stopped being true, fix the practice or pull the sentence the same week. A statement that's ahead of the truth is a promise, and Chapter 2 covered how those get collected.*

T-8

# THE TOOL APPROVAL FORM

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: the owner or office manager in a company of 15 to 150, and the compliance lead above that. A shop of 1 to 15 can ask the four questions out loud and skip the paper. One form per tool, filled in before anyone uses the tool for work. Time: 20 to 30 minutes, most of it reading the vendor's own pages. Have ready: the tool's pricing page and privacy or trust page, your one page (T-1), and your card (T-3).*

**How to fill it in (owner's side, not printed for the crew)**

1. Answers come from the vendor's own pages, quoted, with the page name and the date you looked. "The salesman said" is not a source.
2. Every GAP is a no until it's filled. A tool with an unanswered question isn't rejected; it isn't approved yet, which to your crew is the same thing.
3. Approve the tool for named jobs, never in general, and write down which color of data it may touch, straight off T-3.
4. The back is the offboarding checklist. Fill in the account list once, run it the day anyone leaves, and initial it.
5. File the form. When a customer, an insurer, or an auditor asks how you vet AI tools, the folder of these is the answer.

**[COMPANY NAME] TOOL APPROVAL FORM** · Version _____ · Date _____

Tool and plan: _____ Who's asking for it: _____ For which job(s): _____

Account type: ☐ Business plan ☐ Personal ☐ Built into software we already pay for
Can it act or connect? ☐ Read only ☐ Can send, book, buy, or change records (it also gets a T-12 entry) · Connects to: _____

Cost: $_____ per person per month · Seats: _____ · Admin will be: _____

**The four questions.** Answer each from the vendor's own pages. Quote the line, name the page, date it.

| QUESTION | WHAT THE VENDOR'S PAGE SAYS (QUOTE IT) | WHICH PAGE, AND THE DATE | OK / GAP |
|---|---|---|---|
| 1. Where does my data go? Kept where, for how long, deleted how? | | | |
| 2. Who can train on it? The answer we want: no, not by default, on this plan. | | | |
| 3. Who checked this company? An outside report such as a SOC 2; who signed it; what it covered. | | | |
| 4. What happens when it fails? Can we export our data, shut it off, and remove a user? | | | |

**Data this tool may touch (from the card):** ☐ Green only ☐ Green, and yellow after stripping · Red never, on any tool.

**Settings checked at setup:** ☐ Training off, or off by default and confirmed ☐ Admin named ☐ Every seat on a company address

**Decision:** ☐ Approved for the jobs above ☐ Not yet; GAPs: _____
Approved by _____ Date _____ · On the one page's approved list: yes / no · Recheck by _____ (a year out, or sooner if the plan changes)

**BACK OF THE FORM · The day somebody leaves** (fill in the account list once; run it the same day, every time)

| SHUT OFF | WHERE IT LIVES | DONE, INITIALS |
|---|---|---|
| Their seat on each AI account | | |
| Their company email address | | |
| Any shared login they knew; then change its password | | |
| Their logins to the field software, the accounting software, the website | | |
| Their chats and files, handled per the plan's own rules | | |
| Apps and agents connected to their company email or accounts, removed in the admin console | | |
| Anything they owned (pages, posts, saved prompts), reassigned to _____ | | |

Checked against each vendor's own offboarding steps on (date): _____ · Run by _____

**No shared logins, anywhere, for anything. A login with five users has no owner and never leaves.**

T-9

# THE QUARTERLY REVIEW

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: the owner or office manager who runs the review, in every tier. Time: about twenty minutes of prep the day before, thirty minutes at the table. Have ready: your one page (T-1) and its version log, the quarter's usage log (T-5), the incident folder (T-6), your tool forms (T-8), your five-sentence statement (T-7), and the three-column sheet.*

**How to use it (owner's side, not printed for the crew)**

1. Put four dates on the calendar a quarter apart, and one name next to each as the person who runs it. Treat them like inspections: the date holds, busy week or not.
2. Do the prep list the day before. The meeting is for deciding, not for digging.
3. Ask the seven questions in order, every time. Facts first, decisions last, and the same questions each quarter so this review can be read against the last one.
4. Write short answers. "Nothing new" with a date is a complete answer and a good one.
5. If question seven changes a line, the page gets a new version: number, date, change note, the line read out at the next huddle, old copies pulled, one superseded copy filed.

**[COMPANY NAME] AI QUARTERLY REVIEW** · Review # _____ · Date _____

Run by _____ · At the table _____
Page version coming in _____ · Page version going out _____

**The day before: prep** (check each one)

- ☐ Read the quarter's log. Pull three entries at random and find the real documents behind them. Did the checking happen as logged? _____
- ☐ Open the incident folder. List every report since the last review, and whether each thirty-day check happened.
- ☐ Open the settings of every AI tool on the approved list, and of every piece of software you pay for. Anything new, renamed, or switched on? Is the training setting where you left it?
- ☐ Read any update notices from your software vendors since the last review. Who receives them? _____
- ☐ Pull the dated answers: your five-sentence statement, your insurance application answers, anything you told a customer or contractor in writing about AI.
- ☐ Check the three-column sheet. Anything past its "by when"?

**The seven questions** (in this order)

| QUESTION | ANSWER AND NOTES | OWNER AND BY WHEN |
|---|---|---|
| 1. **What's new?** New tools, features, settings, or jobs people are using AI for. | | |
| 2. **What went wrong?** Incidents and near misses since last time. Did each thirty-day check happen? | | |
| 3. **Are the checks still happening?** The log, the Friday look, checker names, standing checks. Any that went quiet? | | |
| 4. **What changed outside?** Contracts, customer forms, the insurer, the law where we work. Is everything we told somebody in writing still true? | | |
| 5. **What should we add?** A job people want AI for that the page doesn't cover. | | |
| 6. **What should we stop?** A use, a tool, an unused seat, an account somebody left behind. | | |
| 7. **What do we rewrite?** Any line on the page the first six answers made wrong. | | |

**The change note** (only if question seven changed the page)

New version _____ · Date _____ · The line that changed, in plain words:

_____

Why: _____ · Read out at the huddle on _____ by _____
☐ Old copies pulled from every truck, wall, and tablet ☐ One copy filed, marked superseded, with the dates it was in force ☐ Five-sentence statement re-dated to match

**Next review:** _____ · Run by _____

**BACK OF THE SHEET · Don't wait for the quarter** (post this part)

Hold a short review the same week any of these happens:

- A new tool, or a new feature someone wants to use for work
- An incident, once the first hour is done
- A new contract, questionnaire, or insurance form that asks about AI
- A new law where you work, or a customer who says one applies
- The person who owns the page, or runs a standing check, leaves

**Once a year:** re-run the ten-minute survey (T-11) with the same questions and the same promise, and lay the tally next to last year's. Ask your insurance agent the five questions at renewal. Count your paid seats against the people who use them.

**Signs you've outgrown your tier:** you can't name every AI tool from memory; more than a couple of people write to customers with AI; the review keeps running long; someone outside can demand proof of your whole program.

*A boring review is a good review. Write "nothing changed," sign it, date it, and file it. That page is what you hand over when someone asks how you keep your rules current.*

*Regulated or audited: keep minutes and an attendee list; track the same measures every quarter (incidents and days to close, log entries sampled and matched, tools added and retired, training completed by role); give every finding an owner and a due date and keep it open until a follow-up check proves it closed; and report the trend to whoever oversees risk, up to the board or its audit committee.*

T-10

# THE TOOLBOX TALK SCRIPT

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: the owner, or whoever runs the morning meeting, in a company of 1 to 150. Time: fifteen minutes to give, about ten the night before to fill in the blanks. Have ready: your one page (T-1), the signature sheet, and one real example from your own survey with every name left off.*

**How to use it (owner's side, not printed for the crew)**

1. Fill every blank from your own page, in your own words. The bracketed lines are guidance; don't read them out loud.
2. Give it where you give safety talks: standing up, before the trucks roll. Not by email, not by video.
3. The amnesty line stays word for word. Everything else can sound like you.
4. You sign first, in front of everybody, before you collect a single signature.
5. When the page changes versions later, the update talk is Part 3 and Part 4 of this script, plus the line that changed. Ninety seconds.

**[COMPANY NAME] AI RULES · THE TOOLBOX TALK** · Page version _____ · Given on _____ · By _____

**Part 1 · Why we're here (minutes 1 to 2)**

"This takes fifteen minutes, and nobody's in trouble. We ran the survey, and like most companies, we're already using these AI tools. So the company wrote down its rules for them, and this morning I'm going to tell you what they are.

One thing from the survey, no names: _____.
[One real moment from your own shop: a draft that went out wrong, a close call, a surprise. Told plain, no blame. If the survey gave you nothing, say what you saw that made you write the page.]

That's the kind of thing the page is for. Not to slow you down. To make sure nothing goes out under our name that nobody checked."

**Part 2 · What you can do (minutes 3 to 5)**

"First, what's allowed, because most of what you're already doing is fine.

AI is okay for:

1. _____
2. _____
3. _____

[Your yes list from the page, with the condition attached to each, e.g. "routine customer emails, read before sending."]

Anything not on that list isn't banned. It just means ask _____ first."

**Part 3 · The two that are never okay (minutes 6 to 7)**

"Two things are never okay, no matter the tool, no matter the hurry.

1. _____
2. _____

[Your two hard nos, word for word off the page. Read them twice. Slower the second time.]

If you remember nothing else from this morning, remember those two."

**Part 4 · Checking, and who to ask (minutes 8 to 9)**

"Anything with a number, a code requirement, a safety step, or a promise in it gets read by a person against the real source before it goes out. For your work, that person is _____.

Not sure about any of this, ever? Ask _____ first. Asking is free.

And the promise on the bottom of the page, which I mean: something went into a tool that shouldn't have, or something went out wrong, tell _____ the same day. Nobody gets in trouble for telling."

**Part 5 · The page itself (minutes 10 to 12)**

[Read the whole one page out loud, top to bottom, including the line that covers you. It runs about a minute. Don't summarize it. Read it.]

**Part 6 · Questions (minutes 13 to 14)**

[Take them. When one stumps you, say "good question, I don't know yet," write it down where they can see you write it, and answer it by Friday. When time's up and hands are still raised, collect the rest the same way.]

**Part 7 · Signatures (minute 15)**

"I'm signing first, because the page covers me too. Then I need everybody's signature before the end of the day. Signing means you heard the rules, that's all. The page is going up _____ [where it will live: the visors, the wall by the phones, the tablet], so you don't have to memorize anything."

[Sign the top line where they can see you. Leave the sheet somewhere with a pen on it.]

**Questions I owe answers to (by Friday)**

| QUESTION | ASKED BY (OPTIONAL) | ANSWERED ON |
|---|---|---|
| | | |
| | | |
| | | |

*If a question changes the page, the page gets a new version number, the changed line gets read at the next huddle, and every old copy comes down.*

T-11

# THE TEN-MINUTE STAFF SURVEY

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: the owner or manager who needs to know how AI is actually being used in the company before writing any rules. Time: ten minutes per person. Run it before you write your one page (T-1).*

**How to run it**

1. Print one copy per person, including yourself.
2. At a regular meeting, read the amnesty line below out loud, in your own words if you prefer, but say it.
3. Collect the sheets in a box, not by hand, by Friday. No names.
4. Tally the results, date the tally, and keep it. It's your baseline.

## THE TEN-MINUTE AI SURVEY

*Nobody gets in trouble for anything on this page. We need to know where we actually stand. Don't put your name on it.*

**1. In the last month, have you used any AI tool for anything work-related?** Count chatbots, phone apps, and AI features inside our regular software.

☐ Yes ☐ No ☐ Not sure

**2. Which tools?** Name them as best you can.

_____

**3. For what kind of work?** Check all that apply.

☐ Emails or messages to customers
☐ Quotes, proposals, or pricing
☐ Technical questions or troubleshooting
☐ Social posts or review replies
☐ Paperwork, forms, or spreadsheets
☐ Something else: _____

**4. Where does it run?** Check all that apply.

☐ My personal phone or personal account
☐ A shared office login
☐ A company account set up for me
☐ Connected to my work email, calendar, texts, or files
☐ Set up to do things on its own (reply, call, book, buy)

**5. Have you ever put customer information, pricing, or company numbers into one of these tools?**

☐ Yes ☐ No ☐ Not sure

**6. Has one ever given you an answer you later found out was wrong?** What happened? No names needed.

_____

_____

**7. What do you wish you were allowed to use AI for?**

_____

**8. What would help you most?**

☐ Clear rules about what's okay
☐ Training on how to use it well
☐ Better tools than the free ones
☐ Being left alone to work the way I do now

**Reading the results (owner's side, not printed for the crew)**

| SIGNAL | WHERE TO LOOK | WHAT IT MEANS |
|---|---|---|
| How many use it | Question 1 | Zero or one: either a genuinely early shop, or the amnesty didn't land. A third or more: the rules are overdue, and you're writing them for reality, not for a maybe. |
| What's going in | Questions 4 and 5 | Any yes or not-sure on 5, or heavy personal-account use on 4: go to Chapter 5 and the traffic-light card (T-3) first. |
| What's connected or acting | Question 4, the last two boxes | Any check on either one: go to Chapter 14, and open your email system's list of connected apps this week. |
| What's coming out | Question 6 | Every wrong-answer story marks a place where checking rules (Chapter 6, T-4) earn their keep. If sheets mention AI inside company software nobody turned on, start the list Chapter 14 asks for. |

Date of survey: _____ Sheets handed out: _____ Sheets returned: _____ Blanks: _____

*A stack of blanks is an answer too: the amnesty wasn't believed. Fix that before you fix anything else.*

T-12

# THE AUTOMATION REGISTER

**OWNER'S NOTES · NOT FOR THE CREW**

*Who it's for: any company whose software can act on its own, booking, sending, paying, or changing records. Tier 2 and 3 keep the full register; a small shop keeps the first three questions on a sheet of paper inside the office door. Time: about an hour for the first pass, ten minutes per new automation after that. Have ready: your AI inventory (T-2 section 11) or your approved list, your tool forms (T-8), and the admin settings of every piece of software you pay for, open in front of you.*

**How to use it (owner's side, not printed for the crew)**

1. One entry per automation. An automation is anything that can book, cancel, send, order, pay, or change a record without a person pressing the button, whatever the vendor calls it.
2. The register grows out of the inventory. The inventory (T-2 section 11) says what you use; the register says what each one can do by itself. If you keep both, give them the same row numbers.
3. Fill it in from the settings, not from memory or the sales page. If the settings can't answer a question, that's a question for the vendor, and the entry isn't finished until it's answered.
4. The approval rule on the back is the register's reason for existing. Every entry either meets it or carries a line showing who decided otherwise, and why.
5. An off switch you've never flipped is a theory. Test each one, write the date, and test again after any major update.

**[COMPANY NAME] AUTOMATION REGISTER** · Entry # _____ · Date _____

1. **Automation:** _____ (what it is, in whose software)
2. **What it can do on its own:** ☐ book ☐ cancel ☐ send ☐ order ☐ pay ☐ change a record · Details: _____
3. **What it can touch:** _____ (which systems; read only, or read and write)
4. **Reads outside content?** ☐ yes ☐ no (email, texts, calls, web pages, or messages from people outside the company)
5. **Limits:** _____ (dollar cap, hours, job types, how many per day)
6. **Needs a person for:** _____ (which actions wait for a yes, and whose) · Who can change that setting? ☐ the company ☐ the person who set it up
7. **Owner:** _____
8. **Off switch:** where _____ · who can flip it _____ · last tested _____ (for a personal agent, the off switch is removing its access in our admin console)
9. **Record of what it did:** _____ (where its actions are logged, and who reads the log)
10. **Last reviewed:** _____ (at the quarterly review, and after any update)

**BACK OF THE SHEET · The approval rule** (post this part)

A person says yes before any software here:

- sends anything outside the company,
- spends or refunds money,
- promises a time or a price,
- touches a safety question, or
- does anything that can't be undone.

If an automation can do one of those without a yes, either switch that permission off or write down who decided to allow it, and why.

Exception: _____ · Decided by: _____ · Date: _____ · Reason: _____

**A small shop:** questions 1, 2, and 8 on one sheet of paper are the whole register. If you can't answer question 2 for something you pay for, open the settings this week.

**Regulated, audited, or contract-bound:** settings changes go through change control with a record; action logs are kept and sampled; off switches get tested on a schedule, with dates; and your contracts say, both directions, what your software may agree to and what you'll accept from someone else's.

*At every quarterly review (T-9): re-open the settings for each entry, sample a few approvals to confirm a person is still reading them, and add an entry for anything new.*