

IAM™
International Association of Movers

Ethical Use of Artificial Intelligence

IAM Member Best Practices

CODE OF ETHICS

Grounded in the IAM Code of Ethics | Effective 2026

Best Practices for Responsible AI

Artificial intelligence is changing how work gets done. The opportunity is significant, but so is the responsibility. As AI becomes part of everyday business operations, members must ensure that efficiency never comes at the expense of sound judgment, professional integrity, or customer trust.

These best practices provide practical guidance, grounded in the IAM Code of Ethics, to help members use AI responsibly, ethically, and with confidence. They are intended as a living resource that will continue to evolve alongside advances in AI technology and member experience.

AI is a powerful tool to support human judgment. Members remain responsible for the decisions they make and the information they share.

Core Principles

01	**Human Oversight**	AI may support decisions but must never make final determinations on behalf of your organization, employees, or customers without human review and approval.
02	**Data Protection**	Never enter confidential, personal, or member-specific data into public AI tools. Apply the “email test”: if you would not email it to an external party, do not enter it into AI.
03	**Honesty & Accuracy**	Verify all AI-generated content before use. AI can produce plausible but incorrect information. You are responsible for anything published under your name.
04	**Transparency**	Disclose AI's substantial involvement when producing reports, research, or member-facing content. Do not misrepresent AI-generated work as fully original.
05	**Ethical Alignment**	AI use must reflect IAM's Code of Ethics: supporting diversity, inclusion, fair dealing, and professional conduct across all markets and cultures.
06	**Legal Compliance**	Respect applicable privacy laws (e.g. GDPR, US state privacy regulations) and intellectual property rights in every jurisdiction where you operate.

✓ Examples of Permitted Uses

- Drafting and editing emails, letters, and correspondence
- Brainstorming ideas, outlines, and project plans
- Summarizing publicly available information and research
- Improving grammar, clarity, and style in original content
- Assisting with foreign-language translation of non-confidential materials
- Generating templates, checklists, and process documents
- Coding assistance and technical problem-solving

✗ Examples of Prohibited Uses

- Entering personally identifiable information (PII) or member data into public AI tools
- Inputting financial records, legal documents, or board materials into public AI
- Publishing AI-generated content without human review and editing
- Using AI to create deceptive, discriminatory, or misleading communications
- Allowing AI to make autonomous decisions without human approval
- Sharing IAM AI tool credentials outside the organization
- Using unapproved AI tools for official IAM work

Responsibilities & Accountability

Leadership	Adopt and communicate this policy internally. Designate someone responsible for AI oversight within your company.
All Staff & Volunteers	Use only approved AI tools for official work. Review and verify all AI-generated outputs before relying on or distributing them.
Data Handling	Classify information before using AI. Confidential or personal data must use enterprise-grade, privacy-compliant tools only.
Incident Reporting	Report any suspected data breach or misuse involving AI to leadership immediately. Cooperate with IAM's Ethics Council if a concern is raised.

Our Commitment

IAM members embrace innovation while upholding the highest levels of honesty, fairness, and respect for every person we serve. This document will be reviewed and updated as AI technology and applicable laws evolve.