

AI Management System Communication Plan

ISO 42001 Compliance Framework

Organization: Enterprise (1,000 Employees)

Role: AI Officer

Document Owner: Chief AI Officer

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Executive Summary

This Communication Plan establishes a comprehensive framework for internal and external communications related to the organization's AI Management System (AIMS) in accordance with ISO/IEC 42001:2023, Clause 7.4. The plan defines what will be communicated, when to communicate, with whom to communicate, and how to communicate to ensure transparency, accountability, and stakeholder engagement throughout the AI lifecycle.

The communication strategy supports the organization's commitment to responsible AI development, deployment, and operation while fostering trust among all stakeholders—employees, customers, regulators, partners, and the broader community.

1. Introduction and Purpose

1.1 Regulatory Context

ISO/IEC 42001:2023 Clause 7.4 requires organizations to determine internal and external communications relevant to the AI management system, including:

- What it will communicate
- When to communicate
- With whom to communicate
- How to communicate

This plan operationalizes these requirements, ensuring systematic and consistent communication across all stakeholder groups[1].

1.2 Communication Objectives

The primary objectives of this communication plan are to:

- Build awareness and understanding of the organization's AI policy, objectives, and management system
- Ensure transparency in AI development, deployment, and governance processes
- Address stakeholder concerns proactively, particularly regarding ethics, privacy, fairness, and accountability
- Enable informed decision-making through timely and accurate information sharing
- Foster trust and social license to operate through open dialogue and engagement
- Demonstrate compliance with regulatory requirements and ethical standards
- Support change management and AI adoption across the organization
- Facilitate continuous improvement through feedback mechanisms

1.3 Scope

This plan covers all communications related to:

- AI policy and strategic direction
- AI risk assessments and impact assessments
- AI system development, deployment, and lifecycle management
- AI governance structures and accountability mechanisms
- Training and awareness programs
- Incidents, changes, and performance metrics
- Stakeholder engagement and feedback processes

2. Stakeholder Analysis and Mapping

2.1 Stakeholder Identification

The following stakeholder groups have been identified based on their interest in and influence over the organization's AI management system[2][3]:

Stakeholder Group	Interest	Power/Influence	Vulnerability
Executive Leadership	High	High	Low
Board of Directors	High	High	Low
Employees (All Levels)	High	Medium	Medium
AI Development Teams	High	Medium	Low
Customers/End Users	High	Medium	High
Regulatory Bodies	High	High	Low
Data Protection Authorities	High	High	Low
Business Partners/Vendors	Medium	Medium	Low
Industry Associations	Medium	Low	Low
Civil Society/NGOs	Medium	Low	High
Media	Medium	Medium	Low
General Public	Low	Low	Medium

Table 1: Stakeholder mapping matrix

2.2 Engagement Strategy by Quadrant

Based on power-interest analysis, stakeholders are categorized into four engagement strategies[3]:

Quadrant	Power	Interest	Strategy
Engage Closely	High	High	Active partnership, co-design, continuous dialogue
Keep Satisfied	High	Low	Regular briefings, transparent reporting
Keep Informed	Low	High	Two-way communication, feedback mechanisms
Monitor	Low	Low	General awareness, website updates

Table 2: Engagement strategy framework

Engage Closely:

- Executive Leadership
- Board of Directors
- Regulatory Bodies
- Data Protection Authorities

Keep Informed:

- Employees (All Levels)
- AI Development Teams
- Customers/End Users

Keep Satisfied:

- Business Partners/Vendors
- Media

Monitor:

- Industry Associations
- Civil Society/NGOs
- General Public

3. Communication Content Framework

3.1 What to Communicate

The following communication topics have been identified as essential for the AIMS[4]:

3.1.1 Strategic Communications

- **AI Policy and Vision:** Organization's commitment to responsible AI, ethical principles, and strategic objectives
- **AI Governance Structure:** Roles, responsibilities, and accountability mechanisms
- **Compliance and Standards:** Adherence to ISO 42001, regulatory requirements, and industry best practices
- **AI Strategy Updates:** Changes in AI direction, new initiatives, and organizational priorities

3.1.2 Operational Communications

- **AI System Deployment:** New AI systems, features, and capabilities
- **AI Risk Assessments:** Identified risks, mitigation strategies, and treatment plans
- **AI Impact Assessments:** Social, ethical, and human rights implications of AI systems
- **Performance Metrics:** KPIs, monitoring results, and effectiveness measures
- **Incidents and Issues:** AI system failures, security breaches, bias incidents, and corrective actions
- **Changes to AIMS:** Modifications to processes, procedures, and controls

3.1.3 Educational Communications

- **Training Programs:** AI literacy, responsible AI practices, and technical competencies
- **Awareness Campaigns:** Ethics, privacy, fairness, transparency, and accountability
- **Best Practices:** Guidelines, standards, and lessons learned
- **Use Cases and Success Stories:** Positive outcomes and value creation

3.1.4 Engagement Communications

- **Consultation Opportunities:** Stakeholder input on AI development and deployment
- **Feedback Mechanisms:** Channels for concerns, questions, and suggestions
- **Grievance Procedures:** Process for addressing complaints and remediation
- **Transparency Reports:** Regular disclosure of AI system performance, incidents, and improvements

3.2 Content Tailoring by Stakeholder

Different stakeholders require different levels of detail and technical complexity:

Stakeholder	Content Focus
Executive Leadership	Strategic alignment, business value, risk exposure, compliance status
Board of Directors	Governance oversight, strategic risks, regulatory compliance, reputation management
Employees	Role impact, skill requirements, benefits, support resources, ethical guidelines
AI Development Teams	Technical specifications, controls, testing requirements, best practices
Customers	Transparency in AI use, data handling, fairness measures, recourse mechanisms
Regulators	Compliance evidence, risk management, impact assessments, incident reporting

Table 3: Stakeholder-specific content requirements

4. Communication Timing and Frequency

4.1 Communication Lifecycle Phases

Communications will be aligned with the AI system lifecycle and AIMS processes[2][5]:

Phase 1: Planning and Development

- **Scoping Stage:** Stakeholder mapping, initial consultation (4-6 weeks before development)
- **Design Stage:** Technical briefings, risk assessment findings (ongoing during development)
- **Pre-deployment:** Impact assessment results, training materials (2-4 weeks before launch)

Phase 2: Launch and Implementation

- **Launch Announcement:** Company-wide communication (launch day)
- **Training Delivery:** Hands-on sessions, Q&A forums (launch week)
- **Initial Support:** Enhanced communication channels (first 2 weeks post-launch)

Phase 3: Operation and Monitoring

- **Performance Updates:** Regular metrics reporting (monthly)
- **Feedback Collection:** Continuous feedback mechanisms (ongoing)
- **Incident Communications:** As-needed, within defined response times

Phase 4: Review and Improvement

- **Management Reviews:** Quarterly executive reports
- **Annual Stakeholder Forums:** Comprehensive engagement events (annually)
- **System Updates:** Change notifications (as implemented)

4.2 Scheduled Communications Calendar

Communication Type	Frequency	Timing
AI Policy Updates	Annual (or as changed)	Q1
Board AI Governance Report	Quarterly	Month 3 of each quarter
Executive Dashboard	Monthly	First week of month
Employee Newsletter (AI Focus)	Monthly	Mid-month
Training Sessions	Ongoing	Scheduled calendar
Stakeholder Advisory Meeting	Quarterly	Month 2 of each quarter
Transparency Report (Public)	Semi-annually	June and December
Internal Audit Communications	As scheduled	Per audit plan
Management Review	Quarterly	End of quarter
Annual Stakeholder Forum	Annually	Q4

Table 4: Scheduled communications calendar

4.3 Event-Triggered Communications

Certain events require immediate or time-sensitive communications:

Event Type	Communication Timing	Stakeholders
Critical AI Incident	Within 2 hours	Leadership, affected users, regulators
Security Breach (AI-related)	Within 4 hours	Leadership, CISO, affected parties, DPA
Significant Bias Detection	Within 24 hours	Leadership, affected users, ethics committee
Regulatory Inquiry	Within 8 hours	Leadership, legal, compliance
Major System Change	2 weeks advance notice	All users, affected stakeholders
New AI System Deployment	4 weeks advance notice	All users, customers (if applicable)
Policy/Procedure Change	2 weeks advance notice	Relevant employees, partners

Table 5: Event-triggered communication requirements

5. Communication Channels and Methods

5.1 Internal Communication Channels

Channel	Use Cases	Frequency
Intranet AI Hub	Central repository for policies, procedures, FAQs, resources	Continuously updated
Company-Wide Email	Major announcements, policy updates, critical incidents	As needed
Department Meetings	Team-specific briefings, training, feedback sessions	Weekly/monthly
Town Hall Meetings	Executive updates, Q&A, strategic direction	Quarterly
Microsoft Teams/Slack	Quick updates, discussions, support	Daily/continuous
Learning Management System (LMS)	Training modules, certifications, resources	Ongoing access
Internal Newsletters	AI highlights, success stories, tips	Monthly
Manager Briefings	Cascade communications, team support	As scheduled
Digital Signage	Awareness campaigns, reminders	Continuous rotation

Table 6: Internal communication channels

5.2 External Communication Channels

Channel	Use Cases	Stakeholders
Corporate Website (AI Page)	Public transparency, policies, contact information	All external stakeholders
Customer Portal	Product-specific AI information, support	Customers
Email Notifications	Updates, changes, incidents affecting customers	Customers, partners
Press Releases	Major announcements, achievements	Media, public
Regulatory Reports	Compliance submissions, incident reports	Regulators, DPA
Stakeholder Forums	Consultation, feedback, co-design	Selected stakeholder groups
Social Media	Brand communication, thought leadership	Public, industry
Industry Conferences	Best practice sharing, networking	Industry peers
Direct Meetings	High-stakes discussions, partnerships	Key stakeholders

Table 7: External communication channels

5.3 Communication Methods by Engagement Level

Method	Best For
Inform (One-way)	Newsletters, emails, website updates, reports, presentations
Consult (Two-way)	Surveys, focus groups, feedback forms, Q&A sessions, comment periods
Involve (Partnership)	Workshops, design sessions, advisory committees, co-creation activities
Collaborate (Shared decisions)	Joint working groups, steering committees, participatory design

Table 8: Communication methods by engagement intensity

6. Roles and Responsibilities

6.1 Communication Governance Structure

Role	Communication Responsibilities
Chief AI Officer	Overall accountability for AIMS communications; approve strategic communications; chair stakeholder advisory committee
Communications Director	Develop and execute communication plans; manage channels; measure effectiveness; crisis communication lead
AI Ethics Committee	Review and approve communications related to ethical implications, impact assessments, and stakeholder concerns
Legal/Compliance Team	Review regulatory communications; ensure compliance with disclosure requirements; approve external statements
CISO	Lead security-related communications; coordinate breach notifications; oversee technical disclosures
HR/Learning & Development	Design and deliver training programs; manage awareness campaigns; support change management
Department Managers	Cascade communications to teams; gather feedback; support adoption; address team-specific concerns
AI Product Owners	Communicate system-specific updates; provide technical information; engage with users
Stakeholder Relations Lead	Manage external stakeholder engagement; coordinate forums and consultations; maintain stakeholder register

Table 9: Communication roles and responsibilities matrix

6.2 Approval Matrix

Communication Type	Preparer	Reviewer	Approver
AI Policy	Chief AI Officer	Legal, Ethics Committee	CEO, Board
Strategic Announcements	Chief AI Officer	Comms Director	CEO
Regulatory Reports	Compliance Team	Legal, Chief AI Officer	CEO
Incident Communications	Relevant dept. lead	Chief AI Officer, Legal	CEO (critical)
Training Materials	L&D Team	Chief AI Officer	HR Director
Employee Updates	Comms Team	Chief AI Officer	Comms Director
Customer Communications	Product Owner	Legal, Comms	Chief AI Officer
Public Transparency Report	Chief AI Officer	Legal, Comms	CEO

Table 10: Communication approval matrix

7. Key Communication Initiatives

7.1 AI Launch Communication Program

For new AI system deployments, the following communication sequence will be implemented[2]:

T-6 Weeks: Pre-announcement Phase

- Stakeholder mapping and analysis
- Development of FAQ and support resources
- Manager briefing and toolkit preparation

T-4 Weeks: Awareness Phase

- Executive video message announcing AI initiative
- Intranet launch with dedicated AI hub
- Department briefings begin
- Training schedule published

T-2 Weeks: Preparation Phase

- Training sessions commence
- How-to guides and videos released
- Q&A sessions scheduled

- Support resources activated

T-0: Launch Phase

- Company-wide launch announcement
- Live demo sessions
- Enhanced support availability
- Feedback channels activated

T+2 Weeks: Reinforcement Phase

- Success stories shared
- Additional training offered
- Feedback review and response
- Adjustments communicated

Ongoing: Sustain Phase

- Monthly updates and tips
- Continuous improvement communications
- User community development

7.2 Awareness and Training Program

Quarterly Awareness Campaigns

Each quarter will focus on a specific AI management theme:

Quarter	Theme	Activities
Q1	AI Ethics & Responsibility	Workshops, case studies, ethics pledge
Q2	Data Privacy & Security	Training modules, simulations, certification
Q3	Fairness & Bias Mitigation	Awareness sessions, testing demonstrations
Q4	Transparency & Accountability	Reporting practices, stakeholder engagement

Table 11: Quarterly awareness campaign themes

Training Delivery Channels

- Mandatory e-learning modules (LMS)
- In-person workshops and labs
- Lunch-and-learn sessions
- Webinar series with experts
- Certification programs for AI roles
- Manager enablement sessions

7.3 Incident and Crisis Communication Protocol

Severity Classification and Response Times

Severity	Definition	Response Time	Communication Lead
Critical (S1)	System failure causing harm; major breach	2 hours	CEO, Chief AI Officer
High (S2)	Significant bias; data exposure; regulatory risk	4 hours	Chief AI Officer
Medium (S3)	Performance degradation; minor incidents	24 hours	Product Owner
Low (S4)	Minor issues; no stakeholder impact	72 hours	Product Owner

Table 12: Incident severity classification and response protocol

Incident Communication Template Structure

1. What happened (brief description)
2. Who is affected
3. What we are doing about it
4. What stakeholders should do (if applicable)
5. How to get more information or support
6. Commitment to transparency and follow-up

8. Stakeholder Feedback and Engagement Mechanisms

8.1 Continuous Feedback Channels

Mechanism	Purpose	Stakeholders	Response Time
AI Feedback Portal	General feedback, suggestions, concerns	All internal	5 business days
Grievance System	Formal complaints, harm reports	All stakeholders	2 business days
Ethics Hotline	Ethical concerns, whistleblowing	All stakeholders	24 hours
Pulse Surveys	Sentiment tracking, adoption metrics	Employees	Results monthly
Customer Support	Product-specific issues	Customers	Per SLA
Advisory Committee	Strategic input, oversight	Selected stakeholders	Quarterly meetings

Table 13: Stakeholder feedback mechanisms

8.2 Stakeholder Advisory Committee

Purpose: Provide ongoing input and oversight on AI strategy, ethics, and stakeholder concerns

Composition:

- 2 Employee representatives (rotating annually)
- 2 Customer representatives
- 1 External ethics expert
- 1 Data protection specialist
- 1 Industry peer representative
- Chief AI Officer (chair)
- AI Ethics Committee representative

Meeting Frequency: Quarterly, with ad-hoc sessions as needed

Communication Outputs:

- Meeting minutes published on intranet
- Recommendations report to executive leadership
- Annual advisory report (public)

8.3 "You Said, We Did" Feedback Loop

To close the feedback loop and demonstrate responsiveness, the organization will implement a transparent tracking system:

1. **Collect:** Feedback gathered through all channels
2. **Categorize:** Themes and patterns identified
3. **Analyze:** Assessment of feasibility and priority
4. **Decide:** Determination of action (implement, defer, or decline with rationale)
5. **Communicate:** Regular "You Said, We Did" reports published
6. **Implement:** Changes made and announced
7. **Follow-up:** Verification of effectiveness with stakeholders

Reporting Frequency: Quarterly summary published on intranet and included in stakeholder forums

9. Measuring Communication Effectiveness

9.1 Key Performance Indicators (KPIs)

KPI	Target	Measurement Method
Employee AI awareness rate	\$>\$90%	Annual survey
Training completion rate	\$>\$95%	LMS tracking
Communication reach	\$>\$85% of target audience	Analytics, open rates
Stakeholder satisfaction	\$>\$4.0/5.0	Quarterly pulse survey
Feedback response time	\$<\$5 business days average	Ticketing system
Incident communication compliance	100% within SLA	Incident logs
Advisory committee attendance	\$>\$80%	Meeting records
Transparency report publication	On schedule (semi-annual)	Publication dates

Table 14: Communication effectiveness KPIs

9.2 Communication Metrics Dashboard

The Chief AI Officer will maintain a communication metrics dashboard tracking:

- Channel utilization rates
- Content engagement metrics (views, downloads, interactions)
- Training participation and completion
- Feedback volume and resolution rates
- Stakeholder sentiment trends
- Incident communication timeliness
- Policy acknowledgment rates

9.3 Annual Communication Audit

An annual audit will assess:

- Compliance with this communication plan
- Effectiveness of communication channels
- Stakeholder satisfaction and trust levels
- Gaps in communication coverage
- Best practices and lessons learned
- Recommendations for improvement

Audit Report: Submitted to Executive Leadership and Board annually in Q1

10. Special Communication Considerations

10.1 Communicating About AI Risks

When communicating AI risk assessments and treatment plans:

- **Balance transparency with proprietary concerns:** Disclose sufficient information for understanding without compromising competitive advantage or security
- **Use plain language:** Avoid technical jargon; explain risks in terms stakeholders can understand
- **Provide context:** Explain likelihood, severity, and comparison to industry benchmarks
- **Focus on mitigation:** Emphasize proactive measures and controls in place
- **Be honest about uncertainty:** Acknowledge limitations and unknowns
- **Invite input:** Create opportunities for stakeholders to raise concerns

10.2 Communicating AI Impact Assessments

Impact assessments address societal and human rights implications. Communications should[3]:

- **Center affected parties:** Prioritize voices of those most impacted
- **Acknowledge diverse perspectives:** Present multiple viewpoints and trade-offs
- **Explain mitigation measures:** Detail safeguards and protective controls
- **Provide recourse information:** Clear pathways for grievances and remediation
- **Commit to monitoring:** Explain ongoing oversight and adaptation processes

10.3 Addressing Concerns About Job Impact

Employee concerns about AI replacing jobs require sensitive and honest communication:

- **Be transparent:** Clearly state how AI will (or will not) affect roles
- **Focus on augmentation:** Emphasize AI as tool to enhance human capabilities
- **Provide transition support:** Communicate reskilling, upskilling, and career development opportunities
- **Share success stories:** Highlight cases where AI has improved work quality and satisfaction
- **Create dialogue spaces:** Hold open Q&A sessions and individual conversations

10.4 Multi-Language and Accessibility Requirements

To ensure inclusive communication:

- **Language support:** Translate critical communications into languages spoken by significant employee and customer populations
- **Accessibility standards:** Ensure all digital communications meet WCAG 2.1 AA standards
- **Multiple formats:** Provide information in text, audio, and visual formats
- **Plain language:** Use clear, simple language appropriate for diverse literacy levels
- **Cultural sensitivity:** Adapt communication approaches to cultural contexts

11. Communication Plan Governance

11.1 Review and Update Cycle

This communication plan will be reviewed and updated:

- **Quarterly:** Light review of effectiveness metrics and tactical adjustments
- **Annually:** Comprehensive review and revision based on audit findings
- **Ad-hoc:** Following significant incidents, organizational changes, or regulatory updates

11.2 Change Management for Communication Plan

Changes to this plan will follow a controlled process:

1. **Propose:** Change request submitted with rationale
2. **Assess:** Impact analysis by Chief AI Officer and Communications Director
3. **Approve:** Executive leadership approval for major changes
4. **Communicate:** Announce changes to all stakeholders
5. **Implement:** Update documents, training, and processes
6. **Monitor:** Track effectiveness of changes

11.3 Integration with AIMS Management Review

Communication plan performance will be a standing agenda item in quarterly management reviews, covering:

- Communication KPI performance
- Stakeholder feedback trends
- Incident communication effectiveness
- Training and awareness outcomes
- Emerging communication needs
- Resource requirements

12. Risk-Based Communication Prioritization

12.1 Risk Assessment for Communication Gaps

The organization will assess risks associated with communication failures:

Communication Gap	Potential Impact	Likelihood	Mitigation
Delayed incident notification	Regulatory penalty, harm escalation	Medium	Automated alerts, clear SLAs
Inadequate training	System misuse, compliance violation	High	Mandatory training, tracking
Poor stakeholder engagement	Loss of social license, resistance	Medium	Regular forums, feedback systems
Unclear AI policy	Inconsistent application, confusion	Medium	Clear documentation, cascading
Language/accessibility barriers	Exclusion, legal risk	Low	Multi-language, accessible formats

Table 15: Communication risk assessment

12.2 Critical Communication Scenarios

Specific high-risk scenarios require pre-planned communication protocols:

1. **AI System Causing Harm:** Immediate notification to leadership, affected parties, and regulators; public statement within 24 hours; remediation plan within 72 hours
2. **Regulatory Investigation:** Coordinate with legal; appoint single spokesperson; prepared holding statements; proactive stakeholder briefing
3. **Media Crisis:** Activate crisis communication team; monitor media; coordinate responses; internal communication first; transparency prioritized
4. **Large-Scale System Failure:** Immediate user notification; status updates every 2 hours; post-incident report within 7 days

13. Technology and Tools

13.1 Communication Technology Stack

Tool/Platform	Purpose
SharePoint/Intranet	Central AI hub, document repository, policy distribution
Email Distribution System	Announcements, newsletters, alerts
Microsoft Teams/Slack	Collaboration, quick updates, support channels
Learning Management System (LMS)	Training delivery, tracking, certification
Survey Platform (e.g., Qualtrics)	Feedback collection, pulse surveys
Stakeholder Management System	Tracking engagement, relationships, communications
Analytics Platform	Communication metrics, engagement tracking
Incident Management System	Alert routing, response tracking
Content Management System	External website, public transparency reporting

Table 16: Communication technology infrastructure

13.2 Communication Templates and Resources

Standardized templates will be maintained for:

- Executive announcements
- Policy updates
- Training invitations
- Incident notifications

- Stakeholder meeting agendas and minutes
- Feedback response letters
- Transparency report structure
- FAQ format
- Newsletter template

Template Repository Location: AI Hub > Communication Resources > Templates

14. Budget and Resources

14.1 Communication Budget Allocation

Annual budget for AI communications (indicative):

Category	Annual Budget (EUR)
Communication staff (FTE allocation)	€180,000
Technology and platforms	€50,000
Training program development	€40,000
External communication (PR, media)	€30,000
Stakeholder engagement events	€25,000
Translation and accessibility services	€15,000
Surveys and research	€10,000
Contingency (15%)	€52,500
Total	€402,500

Table 17: Annual communication budget

14.2 Resource Requirements

Dedicated Communication Resources:

- 0.5 FTE Communications Manager (AI focus)
- 0.3 FTE Content Creator
- 0.2 FTE Stakeholder Relations Coordinator
- External agency support (as needed)

Supporting Resources:

- Chief AI Officer (strategic oversight)
 - Legal/Compliance (review and approval)
 - L&D Team (training delivery)
 - IT (platform support)
-

15. Conclusion and Commitments

This AI Management System Communication Plan establishes a comprehensive framework for transparent, timely, and effective communication with all stakeholders throughout the AI lifecycle. By implementing this plan, the organization commits to:

- **Transparency:** Open and honest communication about AI systems, risks, and impacts
- **Stakeholder-centricity:** Prioritizing the needs and concerns of affected parties
- **Responsiveness:** Timely communication and feedback mechanisms
- **Accountability:** Clear ownership and governance of communications
- **Continuous improvement:** Regular evaluation and enhancement of communication practices
- **Compliance:** Adherence to ISO 42001 requirements and regulatory obligations

The success of this communication plan depends on active participation from all levels of the organization and genuine engagement with external stakeholders. Through consistent execution and continuous refinement, this plan will support the organization's journey toward responsible, trustworthy, and effective AI management.

Appendices

Appendix A: Communication Plan Quick Reference

Scenario	Stakeholder	Channel	Timeline
New AI system launch	All employees	Email, intranet, town hall	T-4 weeks
Critical incident	Leadership, affected users	Email, direct call	Within 2 hours
Policy update	All employees	Email, intranet	2 weeks notice
Training invitation	Target audience	Email, calendar, LMS	3 weeks advance
Quarterly update	Executives	Dashboard, report	First week of quarter

Table 18: Quick reference guide for common scenarios

Appendix B: Glossary of Terms

- **AIMS:** AI Management System as defined by ISO/IEC 42001
- **AI Risk Assessment:** Systematic process to identify and evaluate AI-related risks
- **AI Impact Assessment:** Evaluation of AI system's effects on individuals and society
- **Stakeholder:** Any individual or group with interest in or affected by AI systems
- **Grievance Mechanism:** Formal process for addressing complaints and seeking remediation

Appendix C: Contact Information

- **Chief AI Officer:** ai.officer@enterprise.com
- **AI Communications:** ai.communications@enterprise.com
- **Ethics Hotline:** +49 (0) 800 ETHICS1
- **General AI Inquiries:** ai.info@enterprise.com
- **Grievance Portal:** <https://enterprise.com/ai-grievance>

Appendix D: References and Standards

- ISO/IEC 42001:2023 - Information technology — Artificial intelligence — Management system
- GDPR (General Data Protection Regulation)
- EU AI Act (as applicable)
- WCAG 2.1 AA (Web Content Accessibility Guidelines)
- Organization's AI Policy and Governance Framework

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