

DNVJ | SØNDERBORG

Falck Legal & Compliance and AI

4 MAY 2024



How to get started with AI



This guy

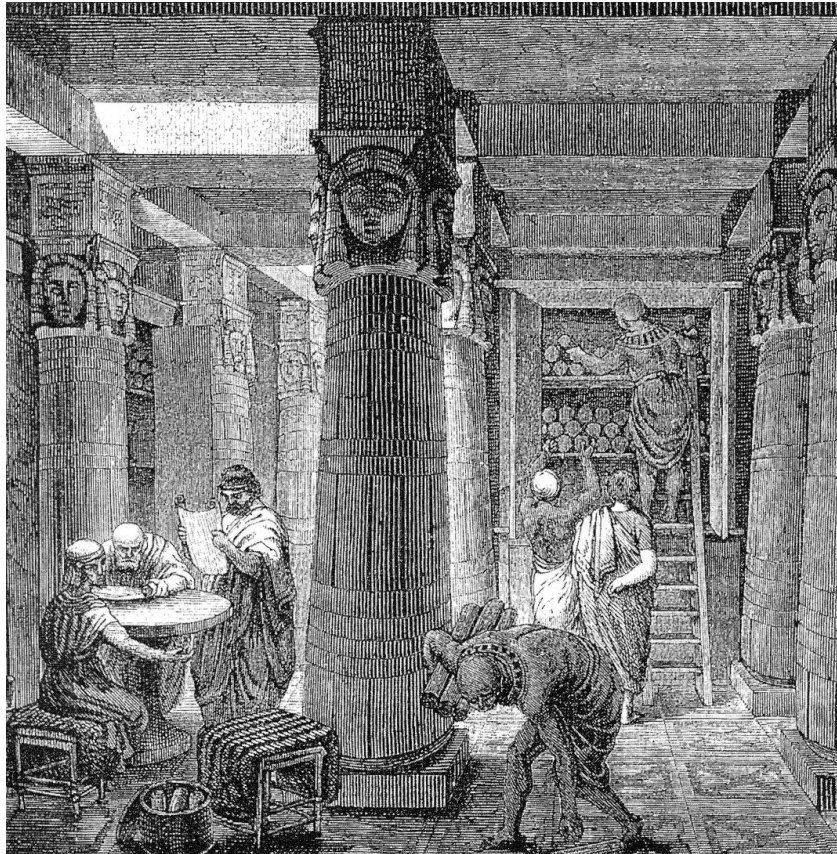


Source: <https://www.flickr.com/photos/korymatthew/14211839966>. Licensed under CC Attribution 2.0 Generic (<https://creativecommons.org/licenses/by/2.0/>)

How to improve commercial contracting with AI



This place



By O. Von Corven - Tolzmann, Don Heinrich; Alfred Hessel and Reuben Peiss. The Memory of Mankind. New Castle, DE: Oak Knoll Press, 2001, Public Domain, <https://commons.wikimedia.org/w/index.php?curid=2307486>

How to integrate AI in your CLM in a practical way



These twins



How to handle the risks



This thing



A bit of introduction



Peter Kaas

- Head of Data Privacy & Digital Legal, Group DPO, Falck
- Attorney-at-law, FIP, CIPP/E, CIPM, CISM
- External associate professor, IT law, IT contract law, and data protection, University of Copenhagen
- Group DPO and Senior Legal Counsel, NNIT
- Legal Counsel, Atea
- Attorney-at-law and assistant attorney in Danish top-tier law firms
- Master of laws, University of Copenhagen
- LLM, University of Virginia



Falck at a glance



Falck delivers key healthcare services across preventive, acute and rehabilitative care

	Preventive	Acute	Rehabilitative
Emergency ambulance		•	
Emergency travel assistance		•	
Firefighting and prevention	•	•	
First aid courses and kits	•		
Healthcare checks	•		
Labour market services			•
Mental healthcare	•	•	•
Online doctor-on-call	•	•	•
Patient transportation		•	•
Physical healthcare	•	•	•
Remote home monitoring	•	•	•

Founded

1906

Services in 2023

9.4 million

Revenue DKKm 2023

11,913

Highly skilled professionals

+25,000

Countries

26

Our strategic strongholds



US / California

Market attractions

- California is a “G7-sized economy¹” with the biggest global per capita spend on healthcare
- Big opportunity to bring down spending and strains on healthcare systems with a high willingness to pay and openness to innovation

Falck’s position

- A leading Californian 911 position
- Emerging position within Mobile Health market and similar adjacent services



LATAM / Colombia

Market attractions

- Developing economies with ~ 650m population².
- Growing middle classes seeking better healthcare services in a market with scarce healthcare resources
- Colombia is the third largest economy in South America, and lack of a publicly funded healthcare system facilitates innovation

Falck’s position

- A leading provider with strongholds in Colombia, offering subscription-based pre- and post-hospital services
- Globally leading digital healthcare services



Europe / Scandinavia

Market attractions

- Mature market with generally publicly funded healthcare systems – challenged financially and capacity wise with high demand for new solutions
- Large, growing and affluent B2B/B2C markets

Falck’s position

- Falck’s home market and a position of strength
- A fully integrated pan-Scandinavian healthcare provider
- A partner and a supplement to public healthcare systems
- Expanding EMS positions into the emerging market for mobile healthcare services



What Yoda has to do with AI...



Source: <https://www.flickr.com/photos/korymatthew/14211839966>. Licensed under CC Attribution 2.0 Generic (<https://creativecommons.org/licenses/by/2.0/>)



Try it!

Falck GPT

Personality: IT lawyer

FalckGPT
Good morning, Peter! How can I make your day a little better? Just let me know!

Precise Balanced Creative

GPT 3.5 GPT-4

Type a new message

How can I help you today?

Design a database schema for an online merch store

Create a personal webpage for me after asking me three questions

Write a thank-you note to our babysitter for the last-minute help

Give me ideas for what to do with my kids' art

Message ChatGPT...

ChatGPT can make mistakes. Consider checking important information.

FALCK

Miguel's Aha! moment

What do I say?

AGENDA:

1. ETHICAL & CAREFULL USE
2. FREQUENT USE → STANDARD & SCALABLE USES
3. USE EXAMPLES

Animation to show "Try, try, try..." and "keep trying" then "Ethical & Careful use" then "use, use, use", then "standardize and scale"

Letter to Stockholm Region:

1. Review material
2. Draft reply
3. Turn up heat

Chat 1 → Letter → Key points → Draft reply → Use reply

Review IFS contract

1. Prepare check-list
2. Run through pipeline list
3. Run through pipeline list

Contract Review Tool

- o Yes - none
- o Yes - some
- o No - none
- o No - some

> "Let's start from the beginning... what do I do?"
... "Try Falck GPT"

> "Falck GPT seen proposed a strong new argument to include in the reply"

Can FalckGPT understand me?

Falck GPT Falck GPT About

Back Clear

PDF Document

Chat session

Good morning, Miguel! Feel free to ask me any questions you might have about the document.

Please transcribe this page to typed text!

I'm sorry, Miguel, but as a text-based AI, I can't transcribe a specific page from a PDF as I don't have the capability to view or interact with documents or images. However, I can assist with summarizing, answering questions about the content, or providing critical thinking insights based on the content provided in the original post.

Ask questions to your PDF:

Type a new message

A conversation!

Please transcribe the text of each slide, one by one?




I'm sorry for the confusion, but the provided content does not explicitly outline individual slides. The content appears to be a continuous narrative, and it's not clear where one slide ends and another begins. Therefore, it's not possible to transcribe the text of each slide one by one based on the information provided in the document.

Q: Page 2 of the document is divided in four quadrants, each of them is meant to be a draft of a slide. In the top-left quadrant, the slide's title is "Agenda". In the top-right quadrant, the slide's title is "One day we were asked to do the following things". In the bottom-left quadrant, the slide's title is "Letter to the Stockholm Region". And in the bottom-right quadrant, the slide's title is "Review IFS contract". Can you now transcribe each of the four draft slides shown in page 2?










I apologize for the confusion earlier. With the additional information you have provided, I can now provide a transcription of the draft slides on page 2.

1. Top-Left Quadrant (Slide Title: "Agenda"):
 - Ethical & Careful Use
 - Frequent Use
 - Standard & Scalable
 - Use Examples
2. Top-Right Quadrant (Slide Title: "One day we were asked to do the following things"):
 - ...

Contract Review Tool

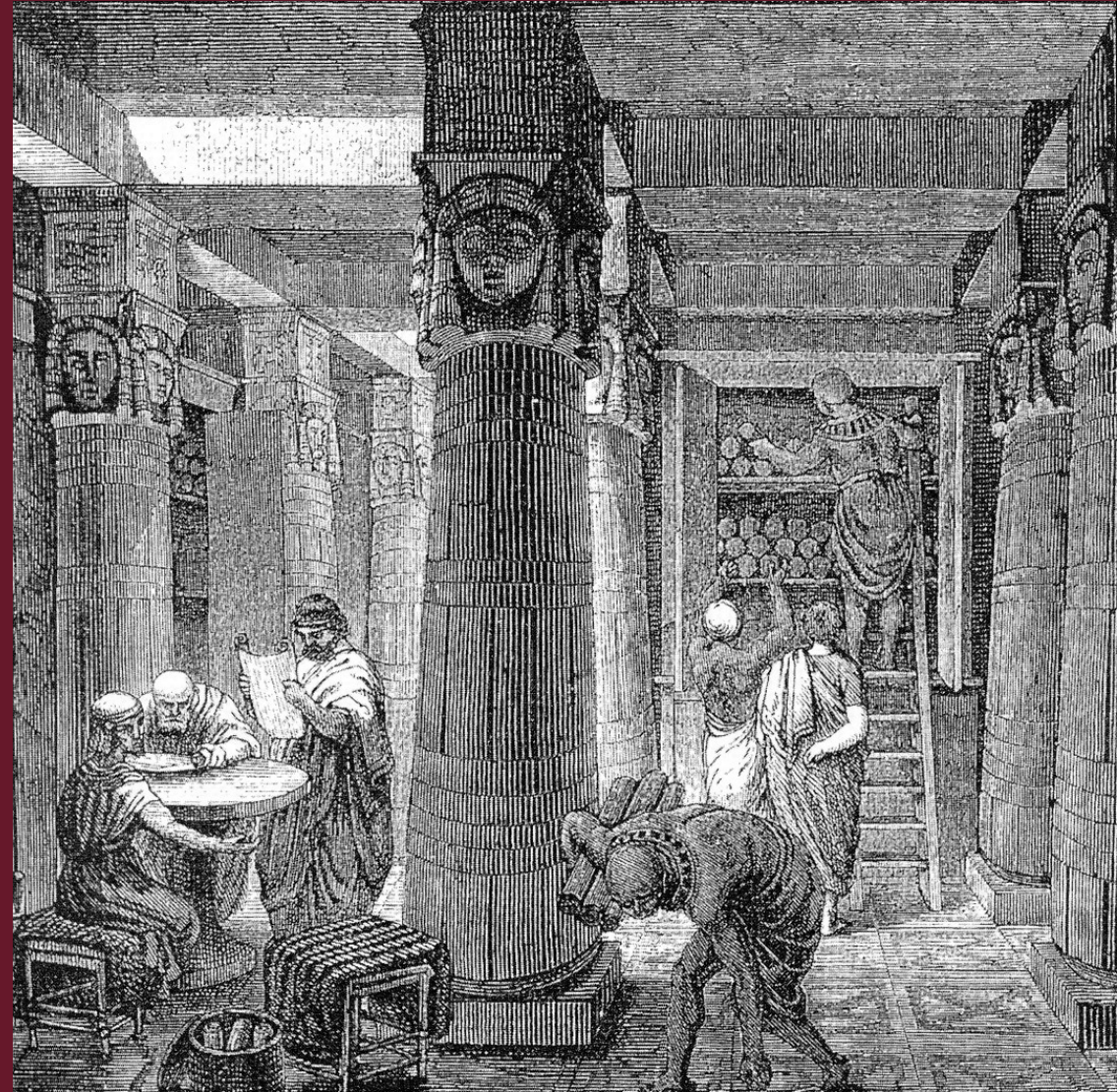
  **Contract Review Tool** Welcome Rasmus Kirkeby Salling 

New Contract Creation

<input type="text"/>	Find items 	Started 
* Contract Type <input type="text" value=""/> 		
Customer/Supplier Find items 		
	Add new customer/supplier	
* Contract Owner Find items 	Bid Deadline 1/21/2024 	Review Deadline 1/21/2024 
Comments <input type="text"/>	Contract Reviewer 2 Find items 	Attachments There is nothing attached.  Attach file

Submit

Clause Library



Decision Making

- Fire Brigade and First Aid

Conclusions on Global Legal review

The contract is exceedingly favorable towards the customer. As a prudent course of action, it is advisable that Falck submit a non-binding offer, contingent upon the successful negotiation and amendment of the contractual terms to ensure a mutually satisfactory agreement.

No Cap on Liability and No Exclusions of Losses

• The contract does not contain any limitation on the amount of damages payable by the contractor. It is considered that this is a significant risk for the customer, as it is not possible to estimate the potential liability exposure.

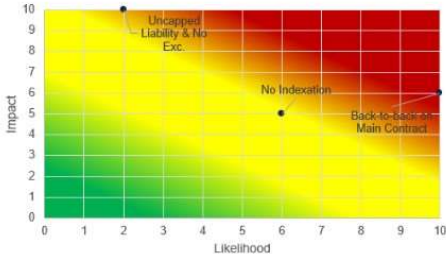
No Indexation

• The contract does not contain any indexation clause. It is considered that this is a significant risk for the customer, as it is not possible to estimate the potential liability exposure.

Back-to-back Agreement

• The contract does not contain any back-to-back agreement clause. It is considered that this is a significant risk for the customer, as it is not possible to estimate the potential liability exposure.

Risk Matrix



Specific Authorization

Clause	Authorization
	No liability cap is subject to approval by [redacted]

Contract Lifecycle Management




More use cases



Good morning, Peter

Welcome to our app. Unleash GPT-4's magic in a secure environment.




Chat




Ask PDF



Text to Code, Code to Text



Summarize meeting



Translate Documents

AI can be used for many different things

- Good usecases
 - Review of documents – based on a specific training set
 - Translation
 - Summarisation
 - Contracts
 - Notes/minutes
 - Compilation/analysis of data/information
 - Creative production
- Bad usecases
 - Fact-finding (depending on the model) → hallucinations
 - Reason-based decision (logic reasoning)
 - Mathematical calculations



Risks associated with the use of AI models

Special AI risks

Disclosure of information to third parties (confidentiality)

When training the AI foundation model, the supplier *may use* fine-tuning and prompt data and input for training purposes. In this way, business information is disclosed to third parties

Hallucinations and errors in generated responses (integrity)

The AI model can create output that is not correct as a result of errors in training data and algorithm conditions. These errors can have a significant impact on outputs or processes controlled by the model.

Bias in generated responses (integrity)

The AI model can create outputs that are not correct due to distortion in training data/training – if training data does not represent all relevant groups, situations or perspectives. These errors can have a significant impact on outputs generated or processes controlled by the model.

Black-box

Internal workflows are hidden or not clearly understandable to the user. This leads to a lack of transparency and transparency about how the model generates output or makes process decisions.

Intellectual Property

Many questions remain unanswered – ownership to input/output/prompts. Indented or unintended infringement. Training data. Data "memorization".

Possible reduction of risk

- Risk assessment/impact assessment and data/purpose classification to scale controls
- Solid AI governance model – policies, processes and guidelines
- Training of employees
- Contractual regulation of secondary training via business information.
- Anonymisation checks
- Technical and organisational controls for fine tuning and prompt design (ban, anonymisation)
- Check for training process in relation to model fine tuning
- Check for prompt design
- Check for output moderation
- Documentation and logging of training, prompting, output/decisions





Navigating the risks



How? - Basic choices in designing an AI policy

Prohibition

- Unauthorised Use
- Unrealistic
- Technology and competition



Controlled deployment

- Risk-based approach
- Lack of control
- Legal grey areas



Tips & tricks



Tips & Tricks



Try it!



Dream big or go home!



Be nice (or rude) to your AI!

Thank you and please connect!



Falck.com

