

Webinar Q&A: Is AI the launchpad your team is looking for?

Bond × ADC webinar, 6 October 2026. Questions submitted via Zoom Q&A

Asker names are personal data: please only share this overview without names

#	Question	Topic	Answer	Source in deck
1–2	Please can you reshare the checklist at the end? / Can you please put a picture of the overview that was shown to start your own check? I was too late taking a picture.	Slides	Yes. The slides and recording will be shared in this Bond's post-event email. The checklist is the slide "Twelve practical steps. How many of these can you tick?" in the Data basics section (slide 16).	Slide 16
3	How reliable and trustworthy is AI when doing analyses, e.g. pulling data from reports? I sometimes worry it misses important data or hallucinates, so I end up going through the documents myself. Do you have methods to increase reliability?	Reliability	Your instinct is right: AI can miss things or hallucinate, so checking matters. We recommend to think of AI as an accelerator of your work, not a replacement. Some things to keep in mind: - Use AI for text-heavy, repetitive work and always keep a person in the loop. - AI is a stochastic model trained on human language and knowledge. Never forget that it only 'guesses' the right next word, rather than 'know' it. AI models work best with well-documented, widely discussed subjects where there's plenty of data to draw from. If your question is about something outside that scope or lacks context, it has a higher chance of making mistakes. - For extraction, let AI pull the figures and have a person confirm them. - Make AI outputs transparent, so people can see where an answer came from and stay in control. - Define up front what "good enough" looks like, and test the tool on your own documents before relying on it. - Ask the AI to quote the exact passage/page it took the information/data from - Spot-check: run it on a few documents where you already know the answers, measure how often it is right, then decide how much review is needed (in financial modelling, this is called backtesting) - Keep extracted figures in a table with a source column, so a person can verify quickly rather than re-read everything.	Slides 14, 18, 19; concerns slide (hallucinations)
4	Have you built a standard data language per sector? If yes, can you share it? We are building standard taxonomies; interoperability is key, and	Data standards	Our material stresses the principle: clear, standardised indicator definitions, indicators defined consistently across programmes, and common frameworks across projects and geographies.	Slides 13, 16

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	I'd be interested in seeing the data elements.		We always recommend building on existing open standards, such as HXL for humanitarian data and IATI for aid and results data, rather than creating your own, so your data can be combined and shared with other organisations more easily.	
5	How can AI be used to improve structure, naming and organisation in SharePoint? Presumably we are talking Copilot?	SharePoint / Copilot	Yes, this is one of the built-in AI features we mentioned: letting AI work in SharePoint to improve file structure, naming and organisation, for example with M365 Copilot agents. You are looking for 'AI in SharePoint' (it used to be called the Knowledge Agent). It reads the files in a document library and suggests metadata columns, such as client, document type, project or date. It then fills those columns in for existing files and for new uploads. It can also apply naming conventions, rename files based on their content, and create filtered views. Check with IT which licence your organisation needs. The same three checks apply: define what success looks like, make sure it runs in a secure environment, and keep insights transparent.	Slide 19
6	A barrier to adoption for many NGOs is regulatory. Can you speak to the EU's GPAI rules and how organisations can mitigate the key risks?	Regulation (EU AI Act)	The AI Act is on our list of concerns, and our notes mention one concrete point: organisations using AI should ensure their staff have sufficient AI literacy. We always recommend having someone in-house who keeps up to date with the EU AI Act, and taking it into account from the very first experiments: most obligations fall on the companies that build the AI models, but organisations using AI still need to support AI literacy among staff and be careful with high-risk uses, such as deciding who receives aid.	Concerns slide; speaker notes
7	Can you give real-life examples from the development sector of how AI can be applied to the three ambitions mentioned?	Examples	Knowledge assistant: with a sustainability standard-setting body we scoped a chatbot that answers questions about its standards in plain language, released internally first, with borderline questions passed to a person. Outlier detection: an illustrative example from our notes is a clinic that suddenly reports 10x its usual malaria cases, or a zero where there has always been a number, flagged for review before it feeds into dashboards. Rapid Prototyping: enables organisations with limited developers to create dashboards and other data solutions fast. We have seen more organisations build their own tools, asking our support only for an audit / quality assurance role.	

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8	Giving AI access to your files is great, but where else is this information going? I use Copilot for generic tasks but hesitate with anything confidential, as I have no visibility of where the information goes.	Data privacy	A very fair question, and data privacy is among the top concerns. The answer depends mostly on which version of a tool you use and what contract your company has signed. Microsoft 365 Copilot, used while signed in with your work account, generally falls under Microsoft's enterprise data protection terms. Under those, data stays within your company's Microsoft 365 environment and isn't used to train the underlying models. The free consumer Copilot is governed by different terms. On top of this, sharing data with a US AI provider carries risks that contracts can't fully remove. These are US government access under laws like the CLOUD Act, an unstable legal basis for EU–US data transfers, breaches, retention you don't control, and terms that can change. You can reduce them by only sharing data your company has approved, anonymising sensitive details first and using enterprise accounts with proper data protection agreements, but your own client and GDPR obligations still apply. These risks are not different for data or AI. Our advice: use licensed tools rather than free accounts, make sure AI tools run within a secure environment, and agree clear rules on which data may go into which tool (e.g. public / internal / sensitive or beneficiary data).	Slide 19; concerns slide; speaker notes (responsible use)
9	How can I use AI to design a MEAL system for a programme, e.g. input the logframe / donor indicator requirements and generate an Excel or online platform to capture data across a consortium? Examples where this has worked?	MEAL system design	This is a good fit for rapid prototyping: co-ideate, let AI generate rough sketches, then co-develop a realistic prototype and iterate on feedback, in minutes rather than weeks. Do design the data model first: indicators defined consistently, raw data separated from aggregated results, and built for re-use rather than one-off reporting.	Slides 16, 21
10	Given budget was a concern for more than half of us, what are the real budget implications? What are the hidden costs?	Budget	The aim of implementing automation and AI is often too free up time and people from repetitive tasks and therefore freeing up capacity, so if the project is chosen well, the investment should save you money over the years. In our experience, we see that a limited budget often locks organisations in a position where they don't have the freedom to try something out and see if it works. The business case should be more clear before an initial investment is made. This is why we always encourage organisations to develop an AI strategy and help create an AI roadmap before investing in new tools, projects or people. Hidden costs vary heavily dependent on the skills you have in-house and the kind of off-the-shelf tools you choose to work with. If you have a good developer, they can use AI as	

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			an accelerator and it will mostly save you time and budget. If you're relying on a off-the-shelf tool this may in the long run result in unexpected maintenance costs.	
11	Comment: in humanitarian responses flexibility is key. Chaotic environments, access constraints, varied data collection templates, local authority interference, power and internet cuts. Good AI at office level doesn't change that; we need to reflect on how proper data architecture and capacity can be established on the ground.	Field realities	We agree: AI doesn't remove these realities, which is why data foundations come first ("garbage in, garbage out"). Two things from our material that help on the ground: AI checks at data entry, which flag implausible entries when they are sent in, and outlier detection as support for third-party monitoring of programmes that are hard to visit. AI examples always start with a solid foundation. For example, we helped an NGO fighting poverty set up a Theory of Change and data strategy, so it could measure and show its impact. That is the basis on which AI tools can later be built	Slides 13, 14, 22
12	Can you give examples of good, complex AI assistants for external use, with RAG and especially a multi-agent framework? And how safe are these (data privacy)?	AI assistants	The set-up we showed: a RAG component retrieves knowledge from your documents, and a multi-agent layer coordinates tasks and reviews answers before they reach the user. For external use, the standards chatbot we scoped had these safeguards: an extensive internal testing phase to embed security and privacy, and the option for users to reach a staff member. That being said, AI remains a stochastic tool, so, like humans, they can still make a mistake. The aim of these multi agentic frameworks is to get the percentage of mistakes below the human error. Choosing the value of this AI-assistant enabling the widespread sharing of information over the few mistakes it will inevitably make. A great use of AI-assistants in this sector is when the aim of an organisation is providing medical or educational information to beneficiaries. Enabling a low-effort entry to save information that you can monitor to improve your messaging.	
13	Comment: an organisational commitment to Copilot (Microsoft link, cost model) is good for some things, but other AI tools suit different tasks. This constrains developing AI strategically beyond individual gains.	Tool lock-in	This is where an AI strategy helps. For example, we helped a medical organisation create an AI roadmap that linked AI initiatives to its overall strategy, prioritised high-impact use cases, and set out a phased plan from immediate actions to the long term	Slides 30, 33
14	Please walk us through actual examples of how AI significantly made an NGO more successful, in any area of their work.	Examples	We will write a report on AI use by BOND members, which will contain a few concrete examples. In the meantime here are a few: - A small sustainability standard with limited staff has its AI assessment platform. Assessors enter their findings on site, and the AI drafts the report, flags	–

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			inconsistencies and supports translation, while the assessor stays responsible. Expected benefits are more consistent reports, less assessor time and lower assessment costs, lower entrance barriers to sustainability certification. - for a member-funded standard-setting body, we scoped two quick wins inside its existing systems: automatic tracking of member engagement in its CRM, and a chatbot answering questions about its standards, with borderline questions passed to staff - An organisation developed an agent that supports staff across the globe to enter input that follow the exact frameworks that is helpful to aggregate the results worldwide. It supports teams to identify outcomes, write outcome statements and link outcome to organisational frameworks.	
15	(a) Do you know AI translation software that works with African local languages? This limits our qualitative data analysis. (b) What needs to be in place to make Copilot in Power BI useful? We have many dashboards, but Copilot struggles to retrieve the right information. Is this due to how the dashboards are structured?	Translation; Power BI	The recommendation that we are getting internally is Lelapa AI (Vulavula), which is an African built platform. Although, we haven't worked with this particular software yet ourselves, so we cannot vouch for how well it works. Your second question is hard to answer without taking a look at your existing setup. If you like, we can set up a brief conversation with one of our data engineers to dive into this deeper. Feel free to reach out.	