
SUE TURNER OBE, FRSA, MSc

ARTIFICIAL INTELLIGENCE | COMMUNICATIONS | INNOVATION & GROWTH

Experienced Chair, Non Executive Director and Chief Executive, known for combining business innovation and growth with scrupulous good governance in private and not-for-profit sectors.

- Thought leader in the pragmatic use of Artificial Intelligence and data science, AI & data ethics and governance
- Combines strategic leadership and relationship building with experience in proactively achieving growth in logistics, financial services and charities
- Skilled at communications, improving Board and organisation diversity and social impact and operating in regulated environments

Awarded OBE for Services to Social Justice in the Queen's Birthday Honours List 2021. Passionate about supporting purpose-driven organisations to achieve meaningful impact. Raised over £27m for charity and is known as an inspiring, thought-provoking communicator.

BOARD AND ADVISORY EXPERIENCE

North Somerset Environment Company – Non Executive Director **2022 - date**

Board member for this recently established Teckal contract business providing industrial and domestic waste services across North Somerset. Advising the Board on growth opportunities for public benefit and innovating through collecting and using data and AI responsibly.

Faculty of Clinical Informatics – Chair **2021 - 2022**

Board Chair of this rapidly growing professional membership organisation, fast-tracking the digital skills development of people working in health and social care, accelerating the benefits of information and technology for everyone. Key tasks included instigating the drive to restructure and transform the organisation including recruiting and mentoring the new CEO, directing the collaboration between Board members, CEO, Council and membership to reframe the vision, mission and strategy including developing the new brand and communications strategy.

Cornish Mutual Assurance – Non Executive Director **2018 - date**

Chair of Remuneration and Nominations Committee, Board member, Risk & Audit Committee member, Whistleblowing Champion. Cornish Mutual is a purpose-driven mutual general insurer serving the West Country agricultural sector, regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

- As Chair of the Remuneration and Nominations Committee (SMF 12 & 13), led the recruitment of the new Chair, Managing Director and NEDs; instigated improvements to Board diversity
- Persuaded Executive to take a fresh look at marketing direction, leading to clarity over future growth priorities and new culture of experimentation and creativity in preventative provision (including exploring opportunities to use AI and data mining)
- Successfully challenged the Board to examine ESG investment opportunities
- Ran a delicate internal investigation

Bristol City Funds – Founding Board Member & Committee Chair **2018 - 2020**

Co-created this innovative place-based giving fund in collaboration with Bristol City Council and Bristol & Bath Regional Capital. Created the Board governance, policies and procedures from scratch; recruited diverse founding Board, oversaw stakeholder engagement and staff recruitment

UK Community Foundations **2020**

Advisor to Chair and member of recruitment panel to appoint interim CEO for national membership network

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University of the West of England – Advisor to Faculty of Business & Law **2016 - 2019**
Supported transition to new training regime, ensuring values of inclusivity were not compromised

Gloucestershire Community Foundation – Board Advisor **2015 - 2019**
External consultant and advisor to Board and Chief Executive including assisting with strategy development and recruitment and induction of Trustees and CEO

School for Social Entrepreneurs – Mentor **2018 - 2019**
Mentor to founder of ethical textiles start-up

EXECUTIVE EXPERIENCE

AI Governance Limited – Founder and Director **2020 - date**
Founded this purpose-driven consultancy with the mission “To inspire leaders to use AI with wisdom and integrity”. Provides advice to businesses and policy makers on pragmatic uses of AI, supporting leaders and teams to develop robust AI and data ethics and governance. Portfolio includes:

- inspiring business leaders on the practical opportunities to use AI in domains as varied as waste, logistics, social care, B2C services and financial services
- advising on emerging trends and threats in AI use
- created the annual AI governance research programme
- providing Board / leadership development and training sessions to create a culture of enthusiasm for developing AI use cases, tempered with understanding of the pitfalls
- project design and leadership for developing appropriate-scale AI and data ethics and governance frameworks in head office and business units and guiding their deployment
- mentorship for two Turing Institute Skills Policy researchers
- advising organisations on pragmatic, right-size structures and methods to work with communities to gain diverse inputs and multi-stakeholder feedback on use of AI tools
- created and presents executive education series on “*The Possibilities and Pitfalls of AI*”, “*The Intersection of AI and ESG*” and as a Lecturer for the *Financial Times* NED Diploma
- monitoring and reporting on emerging legislative frameworks in EU, UK, USA and globally
- global collaborations with MKAI:
 - supporting the Malawi Government to accelerate responsible AI use
 - examination of the potential impacts of the metaverse on human rights
- global collaboration with ForHumanity:
 - audit of AI, algorithmic and autonomous systems. One of the first 40 people globally certified as an Independent Auditor of AI Systems with respect to GDPR.

Quartet Community Foundation – Chief Executive (*£52m endowment; 21 staff*) **2015 - 2020**
CEO of one of the UK’s largest Community Foundations with assets worth over £50m, awarding over £5m in grants p.a. from this vital West of England charity.

- Proactively directed shift in Board strategy and culture change to being impact focused; rapidly built credibility resulting in over £27m growth (220%) in endowment
- Identified problems with the business model and digital systems; explored sustainable alternatives; secured wide stakeholder agreement and successfully implemented the agreed change plan leading to reduced costs and annual surpluses
- Pivoted at pace during the COVID-19 crisis motivating remote team of 40 staff, trustees and volunteers to raise and distribute over £1.4m within weeks of lockdown for community coronavirus response, leading to recognition in *Business Leader* “Heroes of COVID-19”
- Led change of investment policy to incorporate ESG principles in line with UN PRI
- Project creation, leadership and management of innovative pilot projects for social investment and community place-based giving, including option evaluation and strategy development

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Bristol Port Company – Director of Communications (*£88m t/o; 600 staff*)

2010 - 2015

Operational board director for one of the UK's major ports with 600 employees. Responsible for all the company's community and stakeholder engagement, government relations, Corporate Social Responsibility, horizon scanning, economic impact analysis, PR and marketing as well as internal and external communications.

- Led the company's marketing activities to support the CEO and Commercial Director's goals
- Built trusted relationships with stakeholders (MPs, MEPs, TUC, local authorities, civil servants, community) by devising and implementing new communications strategy
- Created successful local, national and European government relations campaigns
- Devised new CSR strategy to maximise impact on local disadvantaged communities
- Devised and implemented the company's media strategy including representing the business in the media and being its ambassador across the community
- Led local businesses and the community to create SevernNet, a not-for-profit bringing together the area's businesses, public sector, third sector and community to create more local jobs, improve skill levels and enable more sustainable growth.

EARLY CAREER

Nurtured skills in business development, government relations and PR / communications.

Youngest CBI Regional Director, growing the South West membership 300%; increasing the diversity of the South West Council; built constructive relationships with other business groups, politicians, civil servants, government agencies, trades unions, FE, HE and third sector.

DIRECTOR QUALIFICATIONS

- MSc Artificial Intelligence and Data Science – University of Hull (Distinction) 2021
- Trained & regular user of Python, SQL, Salesforce, Power BI
- FHCA ForHumanity Certified Auditor – UK and EU GDPR 2022
- PRINCE2 Qualified
- LL.B (Hons) – Faculty of Law, University of Bristol 1988

MEMBERSHIPS

Fellow – Royal Society for the Encouragement of Arts, Manufactures and Commerce

Fellow – Effective Altruism, Oxford