

POLICIES, PROCEDURES AND MANUALS / APPLICATION USE CASE

Critical Corporate Knowledge On-Demand

Unequivocal answers from your own documents, with the source shown

The Propel Group has applied the rigour it developed for Full Fathom AI to the policies, operating and safety procedures, manuals and guidance that organisations already keep in their document systems. Staff can ask a question in plain English and get an answer drawn exclusively from those documents. Behind the scenes, controlled searching, checking against the source and a willingness to say "I can't answer that" decide which answers the documents actually support.

GOING DEEPER

Foundation-model question answering over enterprise knowledge, constrained by permission-aware retrieval, source verification and explicit refusal rules.

THE VALUE CASE AT A GLANCE

The problem

Answers are spread across several systems and versions, and a general-purpose AI chatbot cannot be relied on for policy, safety or compliance questions.

The value

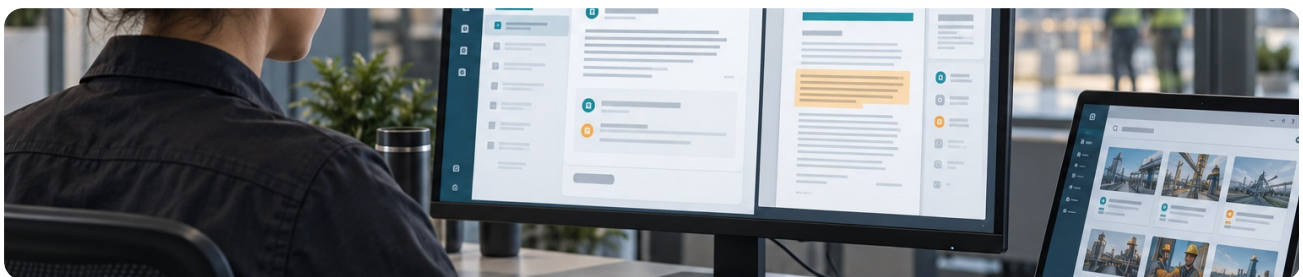
Quick, consistent answers taken from controlled documents.

Extra value, at little or no extra cost

The same connections show up duplicate, conflicting and out-of-date documents; frequent questions provide valuable insight into the challenges staff are experiencing. It also helps with induction of new staff and preparation for audits.

Why Propel

We developed this high-integrity, deterministic capability for Full Fathom AI at sea, where a wrong answer has real consequences. We bring the same care, and an understanding of how operations actually run, to your documents.



Concept illustration created for this use case; not a photograph of a customer's site.

Having it on the system is not the same as being able to rely on it

One answer may depend on an intranet policy, a controlled procedure and a technical manual held in another system. Finding a passage that looks right is only the start: people need to know which version is current, whether it applies to their site and role, and which document takes priority when two disagree.

If an AI system makes something up, misses an exception or quotes an out-of-date instruction, the consequences can be serious. Propel's approach links the documents you already have to a controlled way of answering questions: it shows the governing document, keeps the surrounding detail, and does not answer when the documents do not support an answer.



THE APPROACH

How it works

The starting point is the organisation's existing documents: intranets, policy portals, document libraries and knowledge bases. The approach follows the same principles as Full Fathom AI. The language capability can come from a hosted AI service or from a private installation, and the connections and answering rules are set up for each organisation.

THE OPERATIONAL THREAD

**Connect**

Existing systems

**Search**

Permitted documents

**Check**

Authority and support

**Respond**

Answer, ask or decline

01

Connect to the systems that hold the documents

Approved content is brought into a controlled search, either through a direct connection or a managed import. Sources can include SharePoint, a quality management system, web pages, and PDF or Office files. Each document keeps its link, owner, access rights, version, effective date, and the sites or roles it applies to.

GOING DEEPER

Connectors or controlled imports capture content, metadata and permissions, with stable source identifiers preserving lineage.

02

Respect access rights, and keep track of which version applies

The user's access rights are applied before any search takes place. Changes, withdrawals and changes to access rights are tracked, so only current documents that the person is allowed to see are used. The organisation decides which policies and local procedures apply to each task. Where it is not clear which document takes priority, or which version is current, the system asks for clarification or refers the question on.

GOING DEEPER

Permission-aware retrieval with change tracking, authority rules and applicability filters.

03

Find the answer, then check it against the source

Searching by exact words and by meaning finds the relevant passages that the person is permitted to see. Every significant statement, exception and condition in the answer is checked against those passages. Each reference links to the exact passage and version used, and quoted requirements are kept separate from explanation. A working link on its own does not prove the answer is correct.

GOING DEEPER

Hybrid keyword and semantic retrieval with learned ranking; claim-level support checks and citation verification.

04

Answer, ask a question, or decline, and say what to do next

Where the documents support an answer, it is shown with its sources. If the site, role or task would change the answer, the system asks. If documents conflict, or there is not enough to go on, it declines to answer and passes the gap to the document's owner. Content is only ever changed in the approved document system.

GOING DEEPER

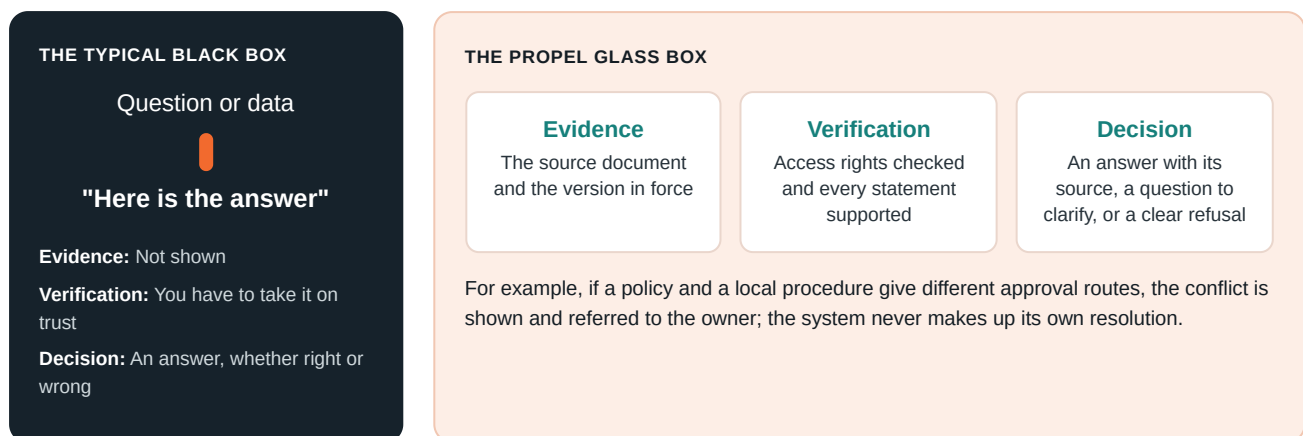
An explicit answer policy covering cite, clarify and refuse outcomes, with owner routing for unresolved gaps.



TECHNOLOGY AND TRUST

Black box or glass box?

A black box answer might state an approval rule without saying where it came from. Propel's glass box shows the policy, the related procedure, the version in force and the supporting passage, together with any unresolved conflict and the reason for asking or declining.



THE TECHNOLOGY, IN PLAIN TERMS

WHAT IT DOES

Connected, up-to-date sources

Source integration and change tracking

Takes content, details and access rights from existing systems, and checks regularly for revisions, withdrawals and changes to access, so every answer can be traced to its source.

Search within access rights

Retrieval within access boundaries

Finds the relevant passages by words and by meaning, but only from content the person is allowed to see and that applies to their situation. Related sections and prerequisites are included.

Answers limited to the documents

Bounded generation and verification

The AI explains only what the documents say, within agreed answering rules. Checks on references and statements, and clear rules on when to decline, stop it filling gaps from its general knowledge.

Testing, records and feedback to owners

Evaluation and audit

Records the sources, versions, checks and outcome of every answer, and re-tests after changes to content, the AI model or access rights. Owners can see recurring refusals, conflicts and gaps, and correct them in the source system.

Note: these controls make answers easier to check and more consistent; they do not make AI infallible. Each organisation's rules need testing. For important tasks, the service supports approved procedures and never replaces competence or formal authorisation.

THE USER EXPERIENCE

The answer next to its source

The screen shows a short answer next to its linked sources, where it applies and the checks it has passed. Users can open the governing passage and see its version in the same place. Document owners have a separate view of conflicts, out-of-date content and unanswered questions, to correct in their existing systems.

Connected sources, answers that can be checked
ILLUSTRATION / ACCESS RIGHTS AND APPLICABILITY CONTROL THE SEARCH

Policy portal

Procedure library

Digital manuals

ANSWER AND SOURCE
The requirement that applies, with its conditions
The source passage and version in force, and a link to the governing document

ASK OR DECLINE
Site or role not known; documents conflict
The gap explained and passed to the right owner

Access rights respected, checks shown, and a clear next step

Illustration only. Source types are examples; this is not a screenshot of a customer system.

Person asking

Ask which requirements or approval route apply to a site, role or task. See the answer with its sources, conditions and exceptions, and a clear way to ask for clarification.

Document owner

See which policies or procedures lead to unanswered questions, conflicts or refusals, and follow them back to the source so the content can be improved.

Assurance team

Review the document versions, access rights, checks and outcome behind any answer. Check that revisions and changes to access are reflected, and that unsupported answers are withheld.

Make uncertainty useful.

A missing site, an unclear scope, conflicting requirements or an unconfirmed version should lead to a clear question or refusal. The system explains what is unresolved without revealing restricted information, and gives the right owner or escalation route.

BUSINESS VALUE AND INDUSTRIAL RELEVANCE

The value

The value is a shorter route from a practical question to the document that governs the answer. People can see the basis of every answer, and document owners can see where their content needs attention.

FOR THE PEOPLE DOING THE WORK

- **Less searching and checking.**

Information from the permitted sources is brought together in one answer, so less time is spent moving between systems and comparing versions.

- **Consistent decisions.**

Current versions, local applicability and exceptions are shown, so teams interpret requirements in the same way and can question an answer with the source in front of them.

FOR OWNERS, ASSURANCE AND MANAGEMENT

- **Specialists' time well used.**

Routine questions with a clear answer are dealt with directly; unclear or unsupported ones go to the right owner with the details attached.

- **Better documents over time.**

Repeated questions, conflicts and refusals show which content is hard to find, out of date or incomplete, and owners can check whether their changes have solved the problem.

- **Uses the systems you already have.**

Your existing systems remain the home of your content, with a hosted or private installation to suit your data requirements.

WHERE TO START

Choose one policy or operational area, the systems that hold its approved documents, and a set of real questions. Agree the rules on access, priority, updating and escalation with the owners. Test the answers and refusals against specialists' answers before adding more sources, roles and tasks. Propel's Northstar Framework® starts by agreeing the value to be delivered, then builds the system with the people who will use it. A first working system typically takes one to two weeks, and measurable value four to eight.

Application use case, September 2026. Based on the principles developed for Full Fathom AI. Connections to source systems and each organisation's controls need to be tested; the benefits described are what the approach is designed to deliver. thepropelgroup.com