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# Lloyds expands Responsible AI expertise as it advances its AI journey

- Head of Responsible AI, Dr. Suzanne Brink, leads newly strengthened Responsible AI team
- **New specialist hires deepen the Group's governance, ethics and assurance capabilities as AI adoption increases**

Lloyds Banking Group is strengthening its Responsible AI capability as it progresses into the next phase of its AI strategy, with a series of specialist hires to deepen its expertise in governance, research and assurance.

Responsible AI is central to **the Group's approach to designing and deploying AI technologies**. As the adoption of advanced AI technologies accelerates, the Group is continuing to invest in the skills, frameworks and controls needed to deploy AI safely, responsibly and at scale. Every AI initiative follows a defined Responsible AI journey, with oversight embedded from initial concept through to deployment and ongoing monitoring.

Led by Suzanne Brink, Head of Responsible AI, the expanded team is part of the AI Centre of Excellence and **demonstrates the Group's commitment to safe, well-governed, and ethical AI development**. Since joining in 2025, Suzanne has further enhanced the team's oversight of AI projects and use cases. The new specialist hires add **to the Group's** deep expertise in data and AI ethics, governance, safe research, threat intelligence, and emerging generative technologies. The new joiners include:

- Claire Schrader, Responsible AI Framework Lead, bringing expertise in threat intelligence and **security from her work in the FBI's Counterintelligence Division and Lloyds Banking Group's Chief Security Office**.
- Dr Chiara Picardi, Lead for Responsible AI Research and Development, specialising in AI safety and AI security, joining from academic and industry research roles in safe AI and robotics.
- Dr Djordje Batic, Responsible AI Specialist focused on Responsible AI Mobilisation, bringing expertise in trustworthy AI, AI governance and technical research into safe model development.
- Dr Phoenix Williams, Responsible AI Specialist focused on Responsible AI Mobilisation, with experience in adversarial robustness, fairness and bias evaluation, and Responsible AI approaches in healthcare and life sciences.
- Marilena Velonia Bellonia, Product Owner for Responsible GenAI Guardrails, joining from Microsoft and MIT with experience in AI ethics, trust in AI and evaluation of generative systems.
- Yasmin Liverpool, Responsible AI Specialist joining with experience supporting and leading AI governance and policy across the public and private sectors.
- **Michaela D'Mello, Responsible AI Specialist**, bringing experience shaping responsible AI frameworks, AI literacy programmes and responsible AI adoption at Lego and Rolls-Royce.
- Carla Hindley, Responsible AI Specialist, supporting the Research & Development agenda and Framework team, having previously **progressed Lloyds Banking Group's FinTech collaborations** including several Responsible AI proof-of-concepts.
- Millie Nightingale-Rose, Responsible AI Specialist, joins us with a Masters in AI Ethics and focuses on our ethical impact assessment and related activities.

A defined Responsible AI Journey for every use case

All AI use cases are captured in a central model and use case inventory, providing visibility and enabling consistent oversight across the Group. Alongside this, the Group continues to develop governance structures

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and tools that can scale with emerging advanced technologies, including agentic AI systems. These advancements range from automated controls to pre-approved components, providing teams with the means to adopt AI safely while continuing to foster innovation.

The expanded team will continue working across the organisation to embed responsible-by-design practices, support safe deployment of advanced AI systems, and ensure colleagues have practical approaches to use AI responsibly. The team has a Framework workstream overseeing **the organisation's AI Assurance Framework** and its operationalisation, a Research & Development arm leading technical exploration into the latest Responsible AI techniques, and a Mobilisation group that builds out automated controls and enables key use cases.

Dr. Rohit Dhawan, Group Head of AI at Lloyds Banking Group said: “**Responsible** AI is what makes innovation at scale possible. These appointments reflect our continued investment in the skills, governance and safeguards needed to deploy AI in a way that earns trust, delivers value, and creates positive outcomes for customers and the economy.

By rapidly adapting to technological advancements and investing in the right expertise, we are ensuring that AI adoption across the Group is safe, well-governed and aligned with our purpose of helping Britain prosper.”

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## Notes to editors

### About Lloyds Banking Group

Lloyds Banking Group is the largest UK retail and commercial financial services provider with around 27 million customers and a presence in nearly every community. We are proud to support British businesses, with nearing one million UK businesses supported by our leading digital and relationship banking services. Our main business activities include retail and commercial banking, general insurance and long-term savings, provided through well recognised brands including Lloyds, Halifax, Bank of Scotland and Scottish Widows.

Our purpose is Helping Britain Prosper. We have served Britain through our products and services for more than 320 years, across every community, and millions of households. Our success is interwoven with the UK's prosperity, and we aim to help Britain prosper by operating as a responsible, sustainable and inclusive Group.

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