

# AI IS HERE ALREADY – LET'S MAKE AI WORK FOR WORKERS

## THE UPSIDE – IF WORKERS ARE INVOLVED

### MORE TIME FOR REAL WORK

AI can handle repetitive tasks, letting you focus on more meaningful work.

### SMARTER SCHEDULING

AI can improve job planning and scheduling times and reduce stress, if done right.

### REDUCE BARRIERS TO KNOWLEDGE OR SKILLS

AI can help workers gain skills by making training material accessible and flexible and recognising existing experience.

### SPOTTING HAZARDS AND FAULTS

AI tools can take on tasks that are risky or time consuming for people, like: detecting equipment failures and checking safety guidelines are being followed correctly.

## THE RISKS – IF WORKERS ARE LEFT OUT

### JOB DISPLACEMENT

AI may replace jobs in customer service and network operations – resulting in many redundancies

### DESKILLING

A system can tell you to say or do something that you wouldn't instinctively do. This removes your autonomy and professionalism, all to please the system.

### WORKLOAD PRESSURE

AI can increase expectations and create an always-on work culture

### SURVEILLANCE

Monitoring calls, movement and performance can be invasive and without proper safeguards can impose unreasonable targets and result in unsafe working conditions.

### FAIRNESS AND BIAS

AI is based on large data sets. That data doesn't disappear and therefore if the computer learns some untruths about a set of people those decisions may reinforce unfair treatment or discrimination.

### PRIVACY ISSUES

Portable and wearable devices, tracking location and cameras, can result in invasions of privacy and home life and contribute to the always-on culture.

### LACK OF TRANSPARENCY

AI is being used to make important decisions about you, without your consent.

# WHAT YOU CAN DO

## ASK QUESTIONS

How is AI being used in your role? What data is being collected? Can your manager explain how the technology works?

## STAY INFORMED

Learn how AI is reshaping your sector. Stay in touch with us, through your local branch.

## YOUR VOICE, TOGETHER

Collective action, together with your colleagues, gives you the power to shape how technology is used in the workplace. Together, there can be a push for a collective agreement via your Trade Union to ensure:

### – SAFEGUARDS

No AI system should be introduced without worker input, safeguards, and clear rules

### – FAIR SHARE

Workers should be able to benefit from AI too – such as a shorter working week for no loss of pay, increased wages, training and new skills.

# CWU.ORG/AI-AWARENESS



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