

# - LET'S MAKE AI WORK FOR WORKERS

# THE UPSIDE IF WORKERS ARE INVOLVED

#### **MORE TIME FOR REAL WORK**

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

#### **SMARTER SCHEDULING**

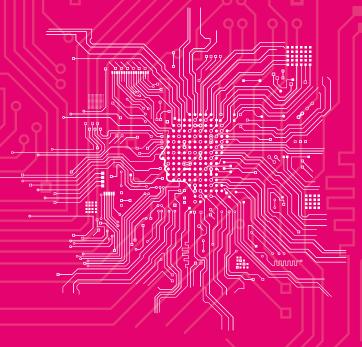
Al can improve job planning and scheduling times and reduce stress, if done right.

#### REDUCE BARRIERS TO KNOWLEDGE OR SKILLS

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

#### **SPOTTING HAZARDS AND FAULTS**

Al 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

Al 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**

Al 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

All 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

All 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**

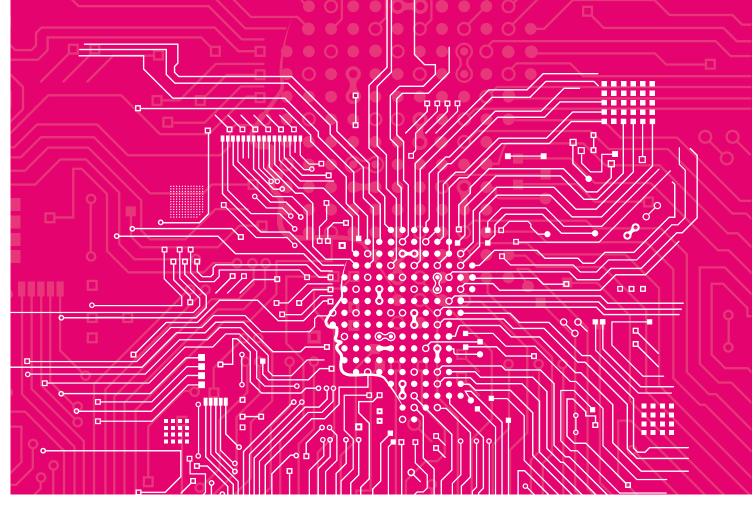
Collective action, together with your colleagues, gives you the power to shape how technology is used in the workplace. Together, there can be a push for a collective agreement via your Trade Union to ensure:

#### - 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.



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