

ARTIFICIAL INTELLIGENCE AT WORK: A NEW HEALTH & SAFETY CHALLENGE

AI SYSTEMS CAN BE DESIGNED TO SUPPORT HEALTH AND SAFETY COMPLIANCE, BUT WITHOUT COMMERCIAL PRESSURE TO PRIORITISE WORKER WELLBEING, THAT POTENTIAL IS OFTEN MISSED.

Most H&S experts now warn that the AI revolution could introduce a new generation of risks and hazards for employees.

WORK INTENSIFICATION – Although AI can automate dull or repetitive tasks, it could also result in a demand for peak performance, leading to relentless pressure and burnout.

DISCIPLINARY ACTION FROM FLAWED DATA – Oversimplified data can trigger unfair disciplinary procedures, causing more stress and anxiety.

MONITORING AND INTRUSIVE SURVEILLANCE – Constant tracking and automated assessment can harm both mental and physical well-being, as workers experience the extreme pressure of constant micromanagement.

DESKILLING AND UNDERMINING OF PROFESSIONAL INTEGRITY – When workers are forced to blindly *'please the system'* by following AI-generated prompts, this erodes workers' ability to exercise their initiative or use tried and tested approaches.

A WORKPLACE STRESS EPIDEMIC – Excessive reliance on technology, including devices with GPS trackers and crude call handling time stats, can fuel stress and strip away autonomy.

DISPROPORTIONATE NEGATIVE IMPACT ON OLDER WORKERS AND THOSE WITH DISABILITIES – AI-driven targets often assume a *"one size fits all"* approach, ignoring the different challenges workers may face.

IT DOESN'T HAVE TO BE THIS WAY – WITH CONSULTATION AND A STRONG UNION VOICE, WE CAN SHAPE A FUTURE TECHNOLOGY THAT SUPPORTS WORKERS.

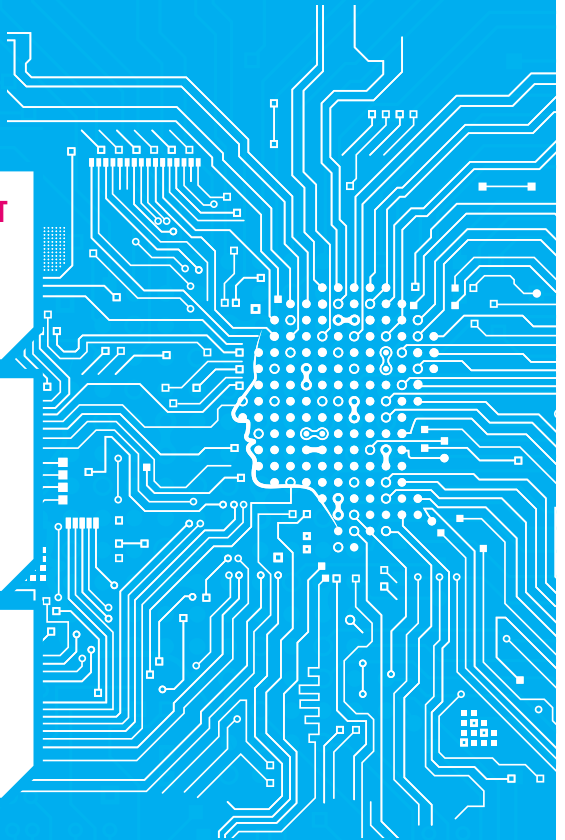
LET'S MAKE AI WORK FOR WORKERS!

THERE ARE MANY POTENTIAL KEY PRINCIPLES THAT THE CWU AND OTHER TRADE UNIONS CAN ADOPT, SUCH AS:

PROMOTE FULL ACTIVE INVOLVEMENT AND EFFECTIVE CONSULTATION WITH TU'S DURING THE ADOPTION OF AI SYSTEMS INTO THE WORKPLACE.

PROMOTE THE BENEFITS OF COLLECTIVE BARGAINING ON THE DESIGN, DEPLOYMENT AND MONITORING OF AI AND THE USE OF TECHNOLOGY IN THE WORKPLACE.

UNDERTAKE OUR OWN RISK ASSESSMENTS AND ESPECIALLY WHEN IT COMES TO THE STRESS EVALUATION IMPACT OF AI.



CWU AI Making AI work for workers
The communications union **AWARENESS**

FIND OUT MORE BY VISITING
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