



Group discussion takeaways

Group 1

Reported by Dr. Karin Reinhold, Tallinn University of Technology

Key takeaways: risks and benefits of AIWM for worker's safety, health and well-being

- Risks to workers safety and health
 - **Digital taylorism** – management's use of technology to monitor workers and make sure they are employing these tools and techniques at a satisfactory level. Useful to refer to this phrase in another meetings and campaigns.
 - **Impact on mental health** of AIWM is a very strong point to be addressed. Implementation of AIWM will greatly increase mental stress put on workers. The whole outcome of the situation will become evident in coming years. Mental issues have to be clarified and reflected.
 - **Work related-stress.** Another angle to be considered – stress increases the probability of interpersonal conflicts (stressed workers, workplace bullying).
 - The question is not only about the design of an algorithm, human control on the work must be kept.

Key takeaways: risks and benefits of AIWM for worker's safety, health and well-being

- Risks to workers safety and health
 - **Big/successful companies lead by (bad) example:** Amazon employees work through an app and are evaluated by these apps. When they log in they are linked automatically with barcode that track their productivity, Amazon requires them to meet certain targets but no one knows what the targets really are. Thus they work harder and compete with each other.
 - Put pressure on developers to take workers needs and benefits in the account
 - AI use in HR interviews: **job insecurity** that lead to increase stress, mental pressure. **Precarious working** can be fostered through AIWM (incl that these technologies increase outsourcing). AI is already used to replace workers.
 - Separate hazards and risks, and consequences for health as these are different things. This will help to identify precise cause-effect relations.
 - Monitoring and control have been augmented by AI. It is not only about OSH but also about changing labour relations so we should take holistic approach. Need for a holistic approach to AI-enabled workplace tools
https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3675082

Key takeaways: risks and benefits of AIWM for worker's safety, health and well-being

Benefits / opportunities for OSH:

- Apps developed in platform work are now implemented in other types of work settings. In platform work especially workers need to compete with each other as a result of AI tools. **Competition** is not only bad it is a way to improve your own activities.
- The problem is that we don't know what kind of opportunities and benefits there are for workers but there is such a long list of risks.
- A general problem with AI is that it can be used for control. But it could be **used for learning purposes** as well. Example in healthcare sector is robotic surgery- the robot and the video taken by the robot while operating makes this knowledge transparent and sharable. It is up to workplace to decide how it is used the data collected.

Key takeaways: regulatory framework

- EU level regulatory framework
 - **Concern:** Employers are reluctant about proposals concerning new legislation.
 - Let's not only focus on standards, guidelines, recommendations and campaigns, but take into account existing legislation and what **employers are obliged to do**. Campaigns have to be more specific about what the regulations require from companies.
 - The proposal of the commission (2021, Artificial Intelligent Act) will be good if approved as they classify some systems as high risks. However, how the risk management of **psychosocial risks and mental risks** are not enough regulated. Therefore, it endangers the consideration and inclusion of psychosocial issues in AI risk management.

Key takeaways: regulatory framework

- National level regulatory framework:
 - Ethics on this issue can be debated endlessly because it is a political issue, but, what is needed, is a clear legislation which is problematic to have as employers have opposite views of how to do that.
 - Legislation on psychosocial risks is very vague and therefore authorities do not know how to inspect properly.

Key takeaways: management of AIWM at workplace level

- Drivers and barriers to the prevention and management of the OSH risks related to AIWM in the workplace
- What is needed at workplace level to improve OSH prevention
 - We have to also look for the practical solutions at the workplace level. For example, **a support system** for workers could be introduced:
 - Work councils could make use of experts from outside as work councils do not have the knowledge to ask complex questions about data usage and functioning of algorithms. We should look for a system where workers can ask their questions to experts – something like a hotline bridging workers and experts.
- Potential examples of AIWM and OSH case studies
 - A general problem with AI is the intensive data collection, and it can be used for control, but the same data could be used for **learning purposes** and **increased transparency** as well. Example in healthcare sector is robotic surgery- the robot and the video makes this knowledge transparent and sharable. It is up to workplace to decide how to use the data collected.