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## SHAPING THE AI-DRIVEN WORKPLACE: ENSURING FAIRNESS AND PROTECTION FOR ALL WORKERS

Resolution of CESI's Working  
Group on the Future of Work

The European Confederation of Independent Trade Unions (CESI) recognises the profound impact of artificial intelligence (AI) on the future of work and is dedicated to ensuring that AI technologies are implemented in a way that upholds fairness, transparency, and the protection of workers' rights across Europe.

CESI emphasises the importance of establishing robust regulations and transparent practices to ensure that AI benefits all workers while minimizing risks such as job displacements and discrimination.

CESI advocates for a comprehensive approach that includes continuous workers' representation in the design and deployment of AI systems. This comprises sector-specific AI agreements tailored to the unique needs of different industries, ensuring fairness, accountability, and the protection of workers' privacy.

Additionally, CESI stresses the need for widespread reskilling and upskilling initiatives to prepare workers for new roles created by AI, emphasising the importance of lifelong learning and continuous career development.

To safeguard workers' rights in an AI-driven workplace, CESI calls for strong regulatory frameworks, including a dedicated EU AI at Work Act. This measure should aim to ensure ethical AI deployment, prevent bias and discrimination, and establish clear accountability mechanisms for any harm caused by AI systems.

Through dialogue and negotiation with governments, employers, and trade unions, CESI is committed to shaping a sustainable and equitable future of work in the AI era.

## I. AI: A KEY PRIORITY FOR QUALITY WORKING CONDITIONS AND EMPLOYMENT

Recognising the transformative impact of artificial intelligence (AI) on workplaces across Europe, the European Confederation of Independent Trade Unions (CESI) underscores the importance of ensuring that AI technologies are implemented in a manner that promotes fairness, transparency, and the protection of workers' rights.

CESI reaffirms its commitment to advocating for a fair and equitable AI-driven workplace. By promoting transparent practices, robust regulations, and strong worker representation, CESI will ensure that AI benefits all workers and supports a sustainable future of work.

## II. AI: KEY AREAS TO ADDRESS

### 1. Impact on jobs and skills

- **Automation and job displacement:** AI is transforming workplaces by automating tasks, boosting productivity, and driving economic growth. However, it also poses significant risks of job displacement, working conditions and working time as well as work organisation in general, particularly in manual, administrative, and even some professional roles. To address these challenges, widespread reskilling and upskilling are critically needed to help workers transition into new roles that AI creates. This shift also calls for updated labour policies and social safety nets to support workers as the job landscape evolves. By preparing the workforce for these changes, society can fully leverage AI's benefits while minimising its disruptive impact.
- **Lifelong learning:** Lifelong learning and ongoing investment in technical training are crucial as AI reshapes industries and jobs. The traditional education model is no longer sufficient; workers must continuously update their skills to stay relevant in an evolving job market. CESI emphasises the need for comprehensive upskilling and reskilling to prepare workers for new roles created by AI. This should encompass technical skills, digital literacy, adaptability, and continuous career development, with a strong focus on lifelong learning. Fostering a culture of continuous learning within organisations is essential for maintaining competitiveness and empowering employees. Embracing lifelong learning and supporting workforce transition are key to staying resilient and thriving in the AI era.

### 2. Human-centric AI implementation

- **Augmenting human capabilities, ensuring the human in control principle:** AI should be used to improve and ease human decision-making, not replace it. A balanced approach is essential, with humans in control of AI tools that involve ethical standards, accountability and decision making on working conditions and working time, work organisation in general, and, above all, job displacements. Maintaining human autonomy in the workplace is crucial, allowing employees to challenge AI when necessary. To achieve this, organisations should develop transparent AI systems and provide ongoing training, ensuring that AI tools support, not dictate, human decisions.

### 3. Remote working and collaboration

- **Facilitating remote work:** AI-driven tools have revolutionised work by enabling remote work and virtual collaboration, offering flexibility and access to a global talent pool. However, this shift poses challenges in maintaining team cohesion and corporate culture, as the lack of physical interaction can lead to isolation and reduced engagement. To address this, organisations must implement strategies that foster social interaction, reinforce corporate values, and personalise the remote work experience. Leaders play a crucial role in maintaining alignment and connection among teams. By balancing technology with human-centric approaches, companies can create a connected and productive remote work environment.

### 4. Ethical and regulatory safeguards

- **Transparency and accountability:** Employers must be transparent about the use, data sources, and decision-making processes of AI systems to build trust and accountability in the workplace. This includes clearly communicating *in simple language* the purpose of AI system introductions, disclosing where data comes from, and explaining how and why an AI-driven or -supported decision was made. Regular audits are essential to identify and correct any biases in AI algorithms, ensuring fair treatment of all employees. Establishing clear protocols for addressing issues found during audits is crucial. By focusing on transparency and regular oversight, employers can ensure that AI is used ethically and responsibly, enhancing the workplace experience.
- **Prevention of discrimination:** Binding principles, guidelines and/or binding laws and social partner agreements are essential to prevent discrimination in AI-driven recruitment, promotion, and evaluation processes. These should ensure AI tools are designed with fairness, fed with unbiased data, regularly tested for biases, and implemented transparently. Organisations must be accountable for AI-driven decisions, with independent oversight and mechanisms for employees to raise concerns. By establishing and enforcing these principles, companies can promote fairness, diversity, and inclusion in the workplace while maintaining the integrity of their AI systems.

### 5. Social security

- **Strengthening social security:** A robust social security net is essential to support workers displaced by AI. This could be financed through a digital tax on AI-driven enterprises or an EU-wide AI impact levy, ensuring that companies benefiting from AI contribute to mitigating its social impacts. The resources would provide financial stability, retraining programmes, and essential services for displaced workers, helping them transition into new roles. Dialogue between governments, industry and labour organisations is crucial to designing a sustainable and effective safety net that balances technological advancement with social responsibility.

### 6. Workers' rights

- **Protection of workers' rights:** AI regulatory frameworks must explicitly protect workers' rights, including privacy, data protection, and the right to challenge decisions that involved AI. They must rule out inadequate constant surveillance for workers. As AI becomes more prevalent in the workplace, the framework should ensure clear guidelines for data collection and usage, and transparency in AI decision-making processes. Workers should be empowered to contest AI-driven decisions, with the obligation of human review, where they involve ethical standards, accountability and decision making on working conditions and working time, work organisation in general, and, above all, employment related decisions. To enforce these protections, regular audits and oversight mechanisms should be established, ensuring that AI is used ethically and fairly in employment settings.

### III. AI: TOOLS TO DEPLOY FOR ACTION AND MEASURES IN

- 1. Social dialogue and involvement of trade unions and workers representatives:** CESI demands an inclusion of all trade unions and workers' representatives in the design and implementation of EU level AI rules to protect workers' rights and ensure fair labour practices. Their involvement ensures that workers' concerns are considered from the outset, promoting transparency, preventing biases, and safeguarding privacy. To this end, employers must be bound to provide trade unions and worker representatives with key information about the data collection, procession and dissemination in deployed algorithms and the purpose of the introduction of AI systems. In doing so, continuous dialogue between employers, AI developers, trade unions and worker representatives is crucial for adapting to evolving AI technologies and addressing new challenges. This collaborative approach also supports the development of training programmes that help workers adapt to AI, promoting job security and fairness in the workplace.
- 2. Sector-specific AI agreements:** CESI demands sector-specific AI agreements tailored to the unique needs of different industries. These agreements would ensure fairness and accountability in AI processes by addressing industry-specific challenges, preventing bias, and protecting workers' rights. They would also promote ethical AI use, safeguard workers' privacy and job security, and support sector-specific training to help workers adapt to AI-driven changes. CESI emphasises the need for further collaboration between social partners to develop these agreements and calls for mechanisms to regularly review and update them as AI technology evolves.
- 3. Comprehensive impact assessments:** CESI demands requirements for comprehensive assessments of AI's impact on job tasks and workplace environments. The need to understand how AI will alter roles, skills, and workplace culture is primordial for workers, workers' representatives and trade unions. Assessments must encompass provisions for continuous monitoring and mechanisms for corrective action to address any negative effects on workers. CESI demands a direct involvement of trade unions and workers' representatives in these processes to ensure that AI implementation is fair, protects workers' rights, and enhances job quality.
- 4. Regulatory framework:** CESI demands strong regulations in AI-driven workplaces to ensure transparency, prevent discrimination, protect workers' privacy and rule out inadequate constant surveillance. At European level, this requires above all a dedicated EU AI at work act, complementary to the recent horizontal EU AI act. The AI at work act should mandate ethical AI deployment in workplaces, including rigorous impact assessments to prevent bias and discrimination, and establish clear accountability mechanisms for any harm caused by AI systems.