As artificial intelligence (AI) technology continues to advance, employers are increasingly exploring its potential to enhance productivity, efficiency and decision-making in the workplace. While this technology presents opportunities for employers, it has limitations and exposures that must be considered. Implementing AI systems and tools requires careful consideration to ensure an organisation’s responsible and ethical use.

Presented by RS Risk Solutions Ltd

This checklist aims to assist employers in establishing and maintaining AI systems and tools in the workplace. It’s intended to be used as a guide, so it doesn’t include every step or consideration, and not all of the following steps are necessary to establish and maintain AI systems in the workplace. Because this process may differ based on your organisation’s size and other factors, the steps in this list should be modified to meet your organisation’s unique needs. Since the use of AI in the workplace requires employers to navigate a complex web of legal, operational and other considerations, employers are encouraged to seek legal advice and liaise with other industry experts to address specific issues and concerns.

|  |  |  |  |
| --- | --- | --- | --- |
| **Before Implementing AI Systems** | **Yes** | **No** | **N/A** |
| Define clear goals, objectives and outcomes for implementing AI in the workplace. |  |  |  |
| Determine whether AI is the best solution to meet the organisation’s goals, objectives and outcomes. |  |  |  |
| Identify potential risks and unintended consequences of implementing AI systems. |  |  |  |
| Consider the organisation’s return on investment for implementing AI technology. |  |  |  |
| Assess the compatibility of AI systems and tools with the organisation’s existing technology systems. |  |  |  |
| Consult with experts to help the organisation understand AI system options, potential issues and long-term benefits. |  |  |  |
| Gather data that will be used for AI systems, models and tools. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Assess data that will be used to train AI algorithms to ensure it is accurate, reliable and representative of diverse populations to avoid perpetuating biases or discriminatory outcomes.  ***If using a supplier to implement AI systems and tools, ask how the supplier tests or validates their data sets and algorithms. This is essential because, even when such systems and tools are developed by a supplier, organisations may be held responsible for AI decision-making tools that discriminate against traits protected by anti-discrimination laws.*** |  |  |  |
| Ensure AI systems are transparent and provide understandable explanations for their decisions or recommendations. |  |  |  |
| Implement mechanisms and controls to prevent biases and discriminatory outcomes and ensure fairness. |  |  |  |
| Safeguard sensitive employee data by implementing security measures. |  |  |  |
| Obtain employee consent before collecting and processing employee personal data, if required. |  |  |  |
| Determine whether the organisation’s AI systems and tools conform to established or legally required accessibility standards. |  |  |  |
| Decide what methods will be used to sort data or information generated by AI systems and tools, ensuring they conform to all applicable legal standards. |  |  |  |
| Designate individuals to be responsible for all AI-related decisions and outcomes. |  |  |  |
| Establish a plan to address any misuse or abuse of AI systems. |  |  |  |
| Implement cyber-security measures to safeguard AI systems. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **After Implementing AI Systems** | **Yes** | **No** | **N/A** |
| Establish systems and processes to regularly monitor and audit the organisation’s AI systems to identify and address potential biases and discriminatory outcomes. |  |  |  |
| Ensure humans are involved in auditing AI systems and processes as they evolve. |  |  |  |
| Monitor and evaluate the performance and impact of AI systems and tools to ensure they align with the intended objectives. |  |  |  |
| Measure results, decisions and outcomes of the organisation’s AI systems. |  |  |  |
| Ensure compliance with relevant data protection regulations and employment laws. |  |  |  |
| Train employees regarding AI systems and their capabilities, including any workplace policies related to AI use. |  |  |  |
| Assess AI’s impact on the workplace, including identifying areas where AI can automate tasks so employees can focus on more strategic work. |  |  |  |
| Implement training programmes to upskill and reskill employees so they can be successful in an AI-driven workplace. |  |  |  |
| Regularly review and update AI systems and models to adapt to changing business needs and technological advancements. |  |  |  |
| Implement a system for stakeholder and employee feedback. |  |  |  |

Integrating AI into the workplace has the potential to enhance productivity and decision-making. However, employers must approach AI thoughtfully and responsibly. Use this checklist to help implement AI systems in the workplace.

For more resources on AI, contact RS Risk Solutions Ltd today.