



APPG on Modernising Employment Artificial Intelligence Meeting Minutes

21st January 2025 Virtual meeting

1. **Chair's welcome:** Lee Barron welcomed everyone to the session. Timely session after last week's launch by the PM, this is a key area and it is crucial that we influence and shape the action plan. We have to realise the opportunities which AI can provide. We need to be aware of the concerns that people have as well. Cited a meeting with a constituent from the Arts and Culture sector. Would be a pity to lose jobs and human interaction in this area. Plan is to put a report together for the Government. Getting on the right side of the curve to influence Govt policy is what we are about.

2. **Present:**

Lee Barron MP (Chair), Lord Ranger of Northwood

3. **Speakers:**

- 3.1. Lord Ranger of Northwood: just back from the US and reminded the meeting that the Tech industry is global. Very interested in meeting people in the US to understand where the new Administration is going / thinking about AI.

The Government's recent plan has long been looked at by Tech Industry. Lord Ranger sees himself as part of the Tech Industry still. How are we responding, creating the right innovation and delivering the services, growth and revenue that people want to see? What does growth and AI mean? Up until ChatGPT's arrival AI was not in the general public's mind. Although AI has been around for some time as Data Analytics or Machine Learning, it has recently progressed into AI. In 2018 when working at ATOS we partnered with Google Cloud to set up three AI labs. These allowed us to test / trial AI in a B2B context. November 2023 saw the introduction of Chat GPT which changed people's awareness of AI.

Not everyone is an AI expert nor understands it. Those who do are a small minority but all will feel the impact and the change. I was always extremely conscious that tech must take people with it. People must have confidence and trust in the technology that it works for them and not against them. When working for the Mayor of London, I set up the Digital Office to help tech start-ups. Tech became more at the forefront of politics in terms of how do we make people feel confident about what it does and how it effects their lives.

Should look at it as both opportunities and threats. It is easy to get hung up on the fear and the threats. My maiden speech in November 2023 touched on the need to work more closely with industry to understand it. In a later speech, I raised AI Safety. This safety first approach may have cast a shadow on AI. I would like to see innovation and entrepreneurship at the forefront. The seeds of our fear of technology have been well watered by Hollywood positioning technology as something to be feared. How do we encourage people to see the benefits of technology? This is the fundamental challenge for parliamentarians. Need to give people a sense that AI is a positive opportunity and we need to show people how their data and jobs are safe. Can be hard to have the right answers? Example: Uber drivers are worried about the future but ten years ago they had no idea that they could have a job based around a phone app. Hard to see ten years hence so we should not necessarily be afraid of it.

How do we approach regulation around AI? EU Act is a heavy approach to AI. Senses that the Act has put up significant barriers to entry which has slowed down investment and therefore growth and innovation. The Trump approach is to give, almost, total freedom to people to do what they want and then review the impact. We in the UK have an opportunity to look at these markets and decide what our approach is going to be. Welcomes the Govt taking time to look at the impact, how we can position the UK to take advantage of what our neighbours are doing and to be a differentiator. We have a booming market in the UK.

In sum we have a big opportunity around UK plc developing AI businesses and its adoption. We must take the people with us and have a governmental narrative that supports it. The narrative needs to remember that industry will take the lead, we can influence it and inform it but we must, as Parliamentarians, work in partnership with industry and have that ongoing engagement.

- 3.2. Keith Rosser, BHI – reminded the meeting of the AI session that we had last year and how AI is used in the recruitment and hiring sectors. AI is here and there are huge opportunities and risks. Today we will broaden the focus to look at AI at work.

Slide 5 shows some interesting figures. About a third of workers are concerned about their positions and AI. If we get this right it should help economic prosperity and efficiencies in organisations. Slide 6: As Lord Ranger mentioned the AI Action plan was published. The APPG and the BHI will be using this session to develop a report. Last week we launched our report on the Future of Management with CIPD. Slide 7: looks back at the meeting in 2024. Slide 8: KR uses AI in his business. The Govt has stated that some routine tasks could be taken away from workers giving a time saving of 20%. Slide 9: AI is an important part of our Charter.

- 3.3. Chris Brown, Tesco – Slide 11 will cover my opinions and give a high level overview.

Started out in mobile in 2006 and it feels like a similar tipping point when compared to the rise of the mobile sector. Slide 12: where we expect to see AI in the workplace. AI might be used by people who do not quite realise it as it forms a part of lots of software packages run by Tesco and its supply chain. AI helps the human to do what they are already doing but better. A lot of the hype is around using AI agents to do tasks in lieu of humans.

Slide 13: good governance does drive good business and adoption of AI. Helps Tesco to move faster by sharing learnings. Is the model that we are using fair? Does the model pay the artist correctly? If your model has been trained on biased data it will reinforce the bias so make sure that the governance is working properly. Understand what you are putting in and what you are getting out of it. If I put in lots of hiring data from Covid then the AI will tell me I need to hire lots more drivers. You need to understand where the data comes from and what it tells you. Tesco is repurposing a tool that takes an image and writes a description. It was designed to add new products to Tesco Marketplace and has been repurposed to help in recruitment.

Slide 14: how can a business start thinking about the use of AI across different areas. We are seeing a lot about multi-modal AI which does have implications for data protection. Chris talked about using templates with intelligence. How do you make sure that if you are offering job interviews via one route that you do not discriminate against those who cannot afford to buy the technology or use it.

Slide 15 shows the top three learnings. Last year seen real benefits in humans working

with AI not apart from it. Preparing people and processes for AI is crucial, you need to make sure that you are training everyone at the correct level.

- 3.4. Mary Towers, TUC – Slide 19: shows the outline of the talk. Slide 20: defines AI. Important that workers and employers understand the algorithmic system and how it works. Slide 21: project started 5 years ago, following union motions to Congress in 2019. Informed by a TU Working Group covering many sectors. Published a manifesto for change and the model AI bill. Slide 22 shows how workers experience AI, this presentation focuses on algorithmic management. The use of AI to manage people can dehumanize the workplace, disrupting human connection, unsustainable work intensification, negative impact on health and baking in bias. Discrimination can be built in. The research also showed us that workers often do not know what decisions are being made and why. Lack of consultation, transparency and explainability. 70% of workers think that employers should consult employees before introducing new technology

Slide 23 talks about the TUC AI Bill which is a precedent law. Collaboration is key to AI and a multi-disciplinary group worked on the bill (<https://www.tuc.org.uk/artificial-intelligence-ai>). Included academics, employer representatives, technologists, unions, civil society, cross-Party MPs to get a broad input. Key insights are shown in slide 24. Only safe AI systems should make it into the workplace, ones which are assessed for risk. Break open the black box so workers can understand how decisions are being made by AI. Reflects the EU's approach and draws redlines. Some tech is not appropriate for the workplace such as emotion recognition technology. Slide 25 shows some key provisions such as guarding against discriminatory AI. Pro fair innovation that works for all. Slide 26 shows the AI value chain, important that both workers and employers have a say. Need the right kind of structures in the workplace. Key to truly useful innovation is giving workers a say. Slide 27: Biden's Executive order created some very useful Dept. of Labor principles for AI. This has been repealed and fragments the landscape in the US. The EU act provides certainty. We in the UK have no new laws, the TUC is advocating for legislation to provide certainty as well as inclusive governance which will create benefit for all.

- 3.5. Dr Huw Fearnall-Williams, Lancaster University – Slide 32: shows generative AI models which predict the next word or find patterns in data. These are becoming more common. There is limited understanding about the use of these tools in the workplace. What do we know about the use of AI in the workplace? Mostly based on discussions not implementation. There is a diverse and shifting landscape of AI. The eco-system at work is changing through these tools. Employees use Chat GPT, Gemini etc. Usage adoption is bottom up not top down, also called shadow AI. Adoption is not a choice, you may not know that you are using AI. Some organizations are developing their own software but hard to compete with the commercial offerings. Balance with stopping the wrong use of these tools.

Slide 33: what are the benefits of AI? What does the tech enable us to do that we could previously not do? Slide 34 highlights the emerging issues around AI. Slide 35 looks at other issues especially around organizational learning. Colleagues are asking generative AI for advice rather than each other as used to happen. What does this mean for the workplace? Some employees lose skills and it might have a negative effect on upskilling. Have to look at employee performance differently. Human domain expertise are needed. Slide 36: we need more research to understand how the workplace is changing.

Employees need to be educated about the use of certain policies. There will be winners and losers with these shifts in technology.

- 3.6. Estelle McCartney, Arctic Shores – common themes around fairness, transparency and the human contribution in the workplace. Slide 40: 2023 was the year that AI really burst forth and the market was flooded with AI apps. Slide 41 shows the result of a survey of candidates and the use of AI. Slide 42 shows the three camps that emerged around the use of AI in recruitment. Slide 43 shows where the world was a year on, slide 44 shows academic research. Slide 45 shows the results of the use of AI such as Chat GPT which help you to apply for jobs on your behalf. This revealed a discrepancy between the candidates later on in the process. Slide 46 shows how by June 2024 candidate confidence in Chat GPT had grown and 47 shows that AI has gone mainstream. To future proof recruitment, in slide 49, your team has to have agreed the role of AI. One might consider providing guidance to candidates on the use of AI. Think about the difference between automated decision making and automated decision execution. Slide 50 shows the importance of designing a hiring journey that fits candidates using AI. If you are heavily reliant on traditional CVs and covering letters, this is where many see challenges in the use of AI. Finally in Slide 51, how do you measure what matters in the process? Critical thinking, adaptability, resilience will become more necessary in the workplace. In sum on Slide 52, three core takeaways.

4. **Questions and comments** KR will share draft outputs and will be looking at how to shape the future.

5. **Date of next meeting 6th March Women in Work.**

6. **Non-Parliamentarians present**

Andrew Henderson – Secretariat

Ashley Seeley.

Barneby Lesline

Cayelan Mendoza

Charlotte Richards

Cher Billins

Chloe Meaney

Chris Browne – Tesco

Chris Hodge

Chris Platts

Corinne Peart - BHI

Keith Rosser- BHI

George Warrington- BHI

Lili Hunnybel- BHI

Hafsa Abdul-Hamid - Reed

David Drewry

DeeDee Doke

Dr Max Blumberg

Efe Pazarceverin

Estelle McCartney – Arctic Shores

Emily Dewar

Emma Cooper

Fern Chantel-Carter

Dr Huw Fearnell-Williams – Lancaster University

Georgina Sowerby

Gillian Heasman

Heather Langridge

Jenny Luton

Jimmy Stocker

John Parkinson

Jon Daye – Sapia

Kate Owlet

Lucy Gray

Mark Hayes

Mark O'Hara

Martyn Redstone

Mathew Armstrong

Maxine Hart

Michael Whittington

Natalie Sheary

Neil Cox

Nichola Robinson

Roberta Palminteri

Peter Fotheringham

Philip Virgo – House of Lords

Richard Harris

Rosanna Andrews

Russell White

Ruth Miller

Prianka Mahanty

Salma Sodawala

Samantha Ranger

Sandra Tyler

Sean Moran

Shannon Winterbone

Tiffany Swift

Victoria Roe

Winifred Kagere