

**UNION**  
**WEEK**  
31OCT7NOV

# Future of work: Life after lockdown

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# Future of work

- 'Build back better'
- Remote working
- Acceleration of tech
- What does good work look like?



## Vote now

How do you think the Covid crisis has impacted the way you work?

- It has changed the way I work, but things will eventually go back to how they were before
- It has changed the way I work, and some of these changes will be permanent
- It hasn't changed the way I work



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## Before Covid...

Things were already changing:

- digitisation and automation
- remote and home working
- data-driven management

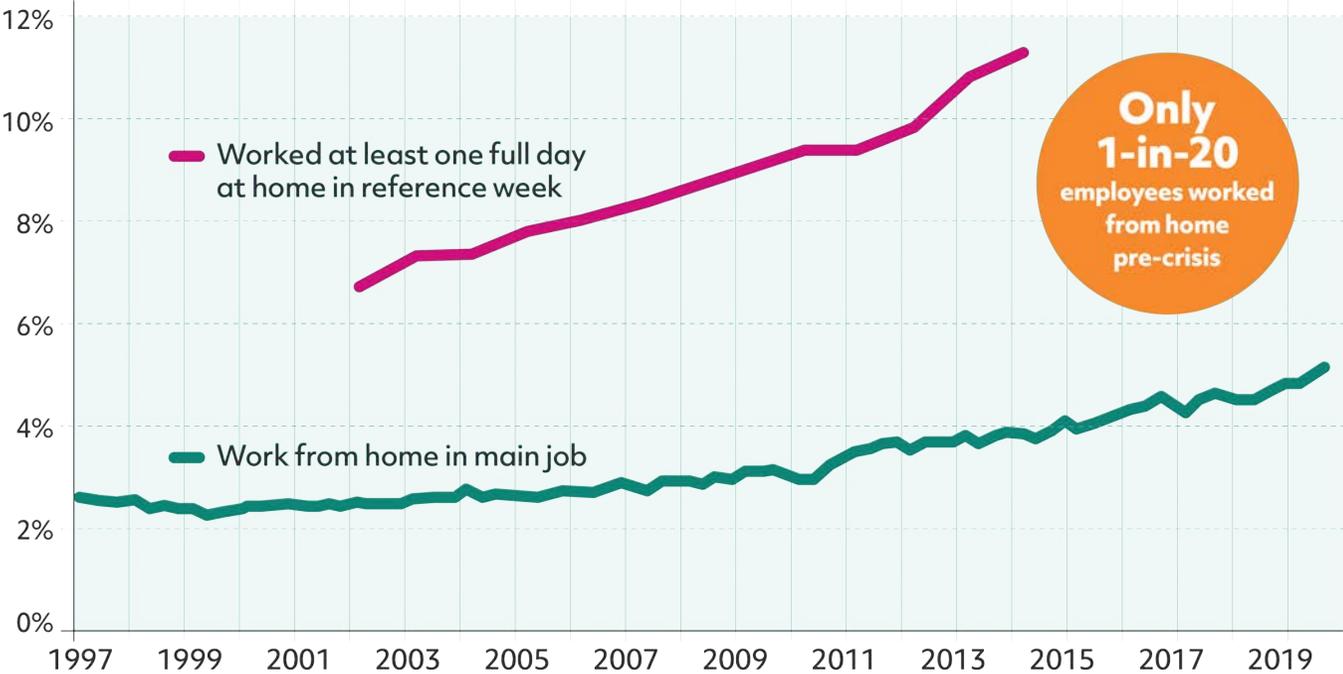
# Digitisation and automation

Skill Level	Baseline Digital (% of job adverts in occupations requiring baseline digital skills)	Specific Digital (% of job adverts in occupations requiring specific digital skills)	All Digital (% of of job adverts in occupations requiring digital skills in either category)
Low-Skill	74%	29%	77%
Middle-Skill	83%	59%	85%
High-Skill	75%	67%	83%
All Jobs	77%	56%	82%

Note: The two categories 'baseline digital' and 'specific digital' are not mutually exclusive. An occupation can require both baseline and specific digital skills.

# Remote and home working

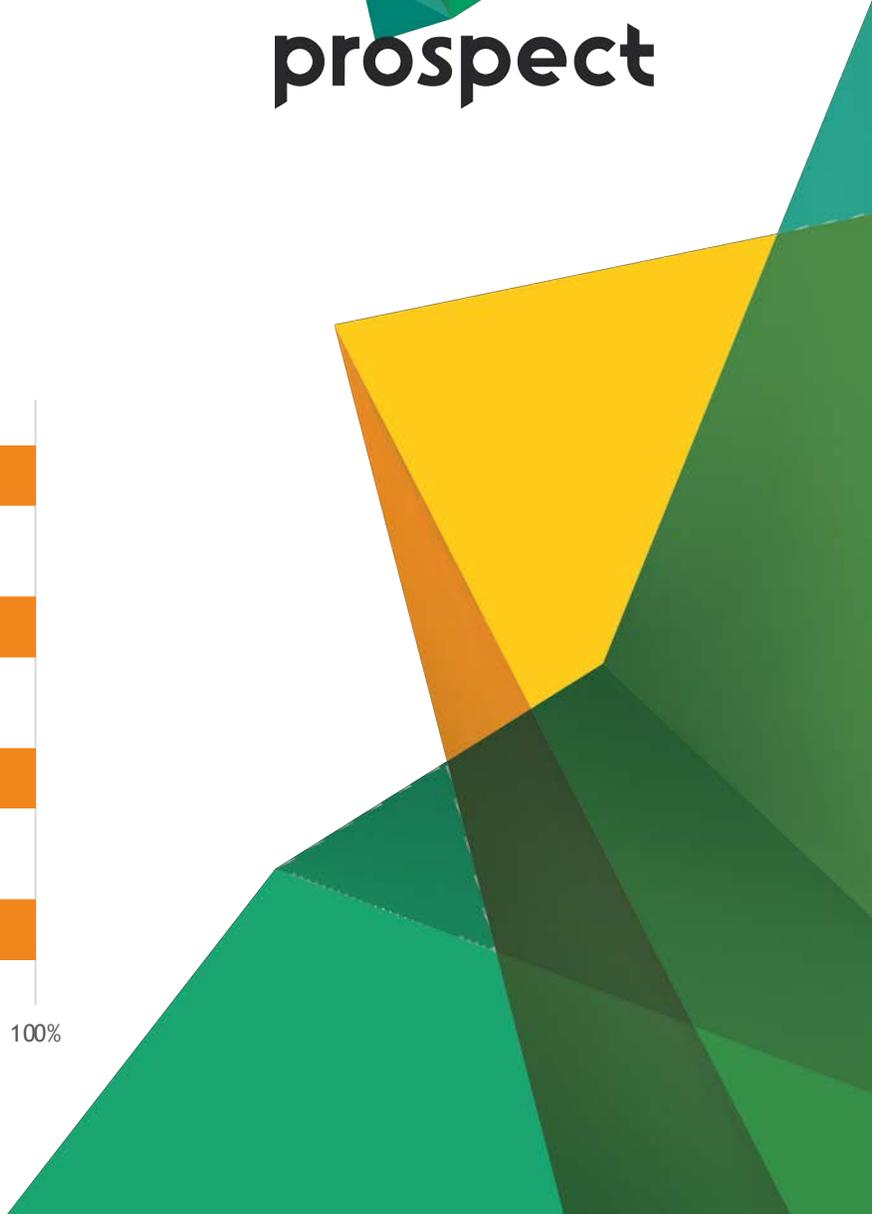
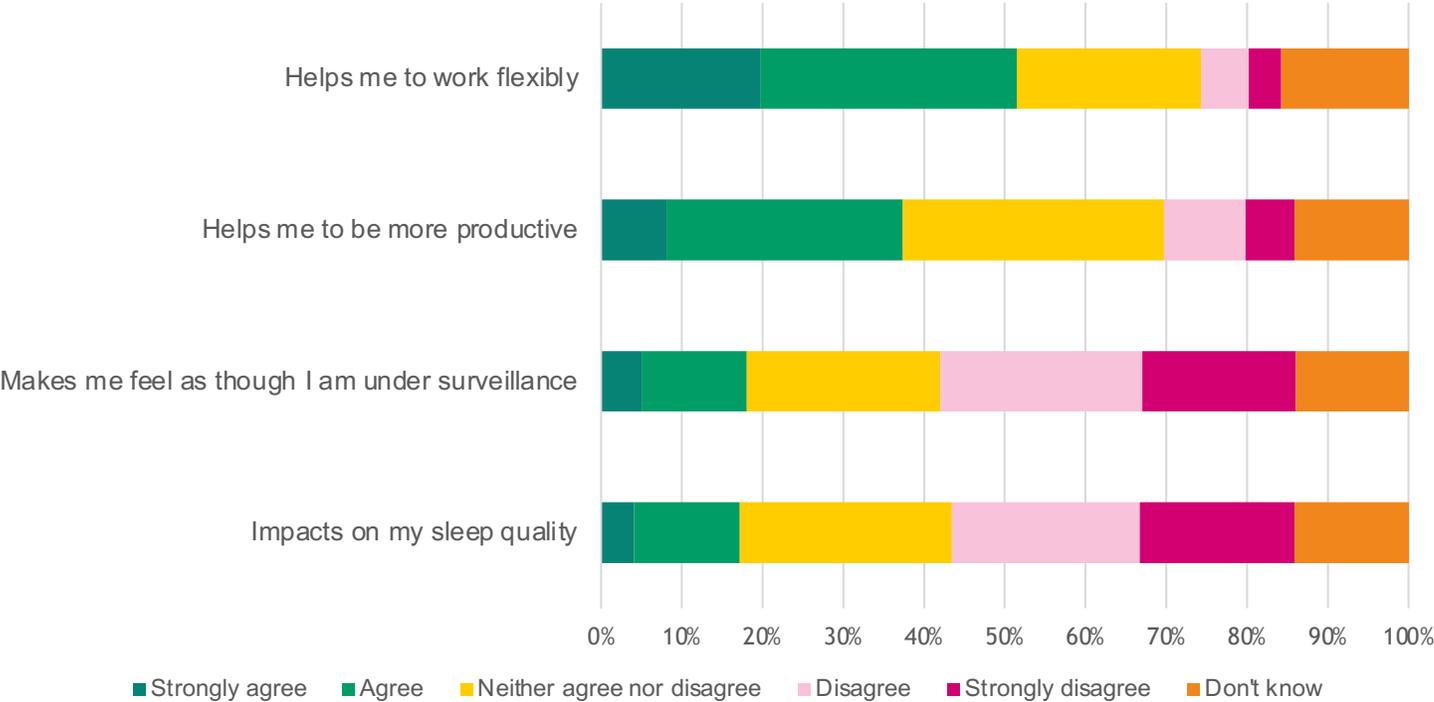
Proportion of workers who work from home in their main job – UK



Source: RF analysis of ONS, Labour Force Survey



# Remote to the workplace and home working





# Data-driven management

A screenshot of a Financial Times article. The header shows the Financial Times logo and "myFT" branding. The article title is "Forget the CV, data decide careers" under the "Big Data" category. The sub-headline asks, "The human touch of job interviews is under threat from technology but can new techniques be applied to top-level recruitment?". Below the text is a photograph of a modern office with circular desks and blue and yellow cubicles.

☰ FINANCIAL TIMES myFT

Big Data [+ Add to myFT](#)

## Forget the CV, data decide careers

The human touch of job interviews is under threat from technology but can new techniques be applied to top-level recruitment?

# Data-driven management

- 75% of HR professionals globally said they were using data to “understand workforce performance and productivity”
- 14% of UK organisations already using “machine learning and artificial intelligence to develop people reports”

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prospect

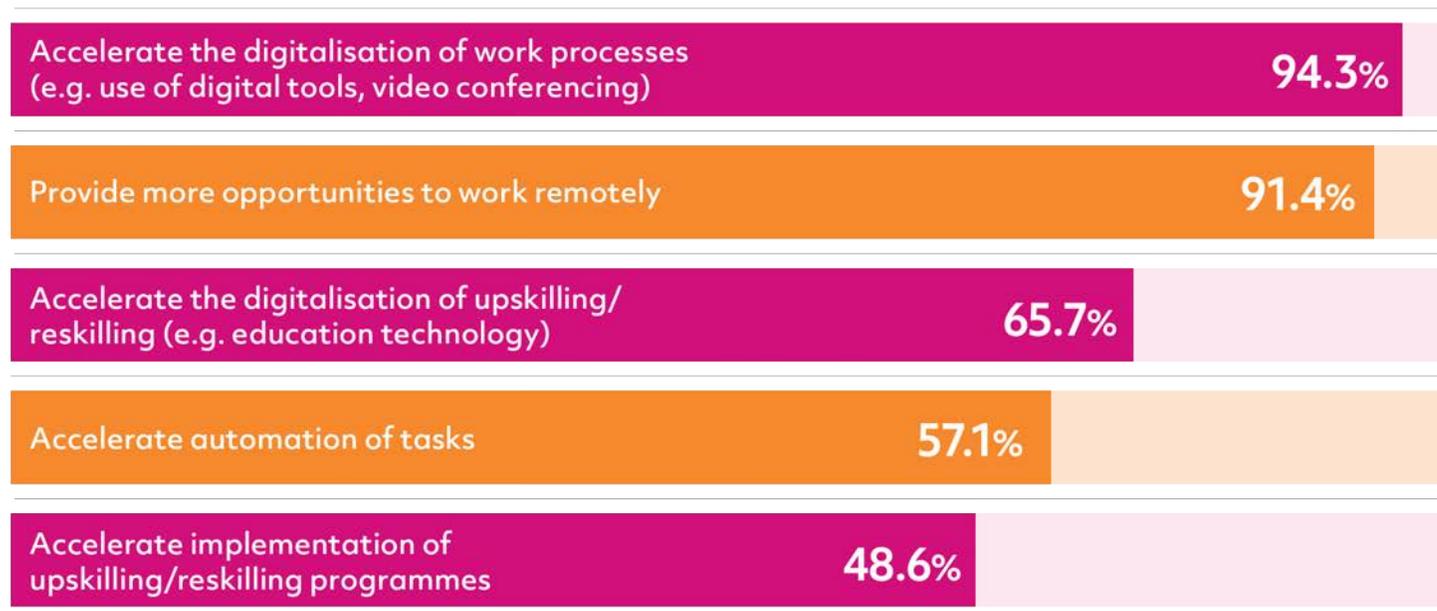
**After Covid...**



**Covid-19**  
**VACCINE**

# Impact of COVID-19 on company's strategy

Share of companies surveyed looking to adopt this strategy as a result of COVID-19



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# Are we working from home or living at work?

- Hidden overtime
- Always-on culture
- Well-being
- Growing use of monitoring & surveillance tech
- Flexibility and home working conditions

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## BOSSES ARE PANIC-BUYING SPY SOFTWARE TO KEEP TABS ON REMOTE WORKERS

It's perfectly legal for businesses to keep an unblinking eye on employees as long as they disclose they're doing it



Published on March 27, 2020.



**CORONAVIRUS** **GDPR**

### Employers face legal minefield over Covid-19 workplace surveillance tech

FINANCE • ONLINE PRIVACY

## The boss in your bedroom: As workplace surveillance spreads, what are your rights?

BY JEFF JOHN ROBERTS

May 20, 2020 2:00 PM GMT+1



### Creepy technologies are invading European office spaces as people go back to work

Workplaces are trying out surveillance tech such as fever-testing thermal cameras, mask-detection systems and tracking software to prevent a fresh virus outbreak.



Working remotely doesn't mean working without rights. Negotiate a right to disconnect!

UN global union

The surveillance sphere no one is talking about.

f



☰ CBS NEWS LIVE

## Coronavirus lockdowns are making the workday longer

BY IRINA IVANOVA  
AUGUST 5, 2020 / 3:49 PM / MONEYWATCH



American burned out on working from home

01:39

Many Americans who abruptly shifted to working from home amid the coronavirus pandemic say they're putting in longer hours, getting less rest and even burning out as the boundary between work and home disappears.

Manage Cookies

TechRound Defining Startups and Technology

## UK Employees Working Longer Hours Than European Counterparts Post-Lockdown



NEWS SPORT ALL

METRO

## We're working an extra '28 hours per month' in lockdown

Natalie Morris  
Tuesday 5 May 2020 8:23 am

20 SHARES

f t m s



CITYA.M.

Breaking News: Foxtons revenue dips despite pent-up lockdown demand

## Remote working is causing employees to feel overworked

Angharad Carrick



Remote working is encouraging a culture of so-called EPresenteeism, according to a new survey, leading employees to feeling overworked and overwhelmed.

Privacy

## July 2020 study

### Electronic communication patterns during lockdown

“ Using the span of time defined by the first and last email sent or meeting attended in a 24-hour period, we also find the average workday span increased by +48.5 minutes ... partly due to increases in emails sent after business hours...” ”



In today's world...

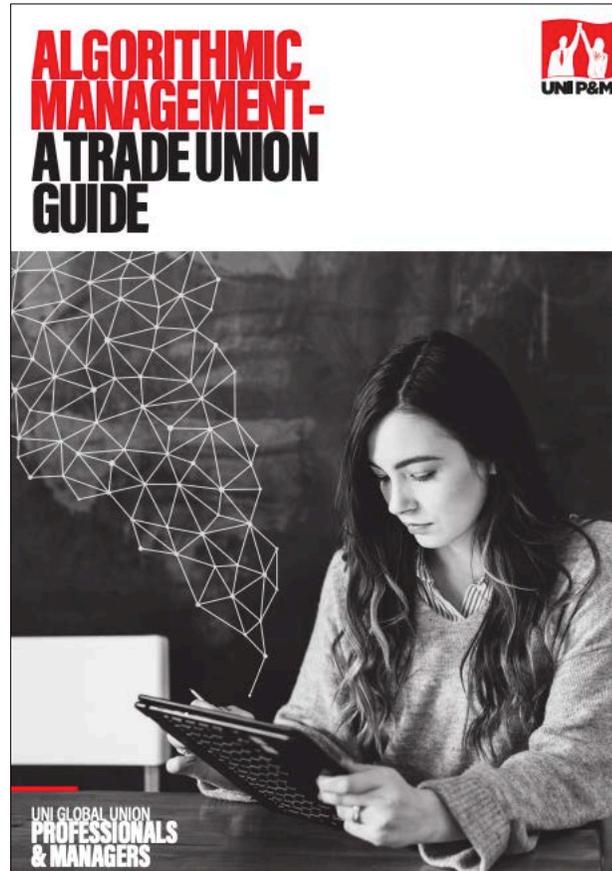
DATA = POWER

#DataFeminism, Lauren F Klein & Catherine D'Ignazio





**What happens if you replace a human manager with an algorithm?**





## What do we mean?

- Recruitment software
- HR
- Shift allocation
- Task management
- Performance management
- Surveillance
- Promotions/ bonuses





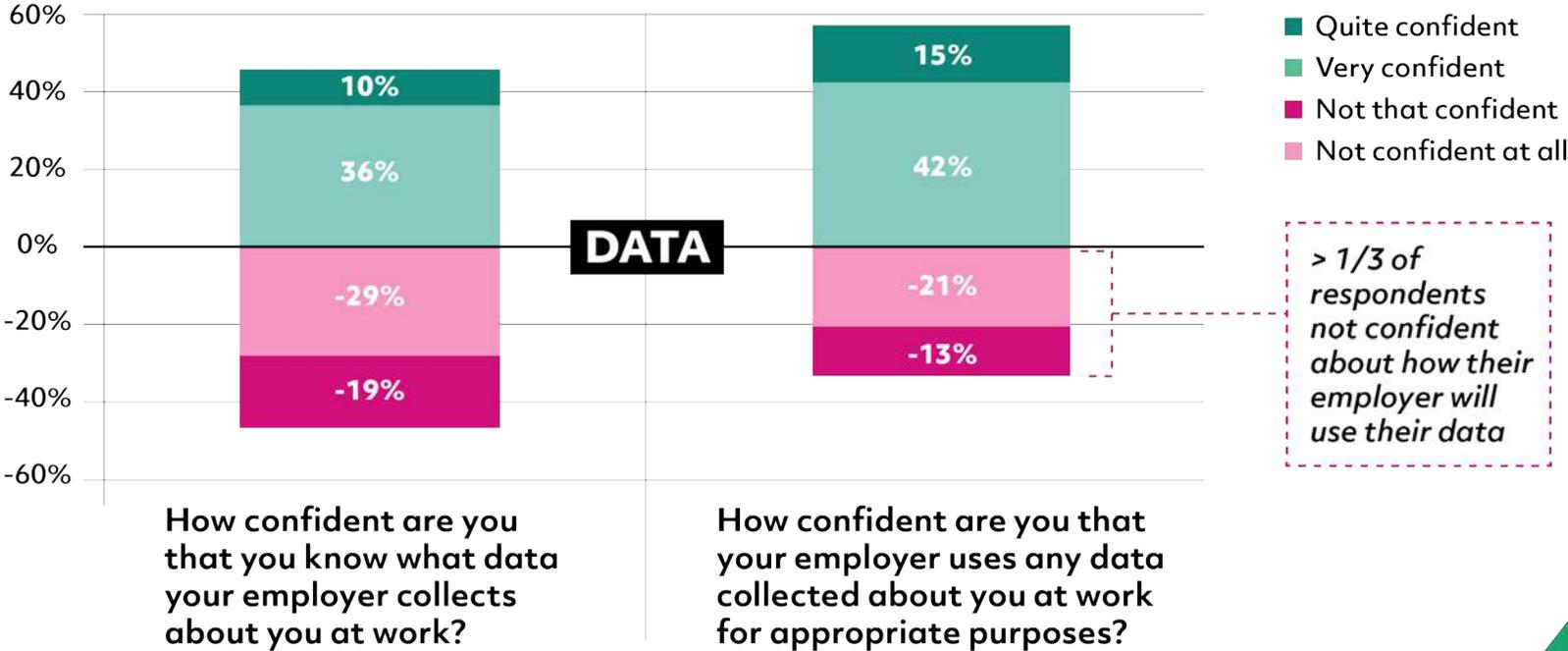
## Vote now

Do you think your employer is planning to make greater use of new technology and data in how it operates and manages its workforce?

- A** Yes and they are including us in conversations/consultations about it
- B** Yes but they are not including us in conversations/consultations about it
- C** No they are not thinking about any of this



# Building our case



# Remote monitoring technology

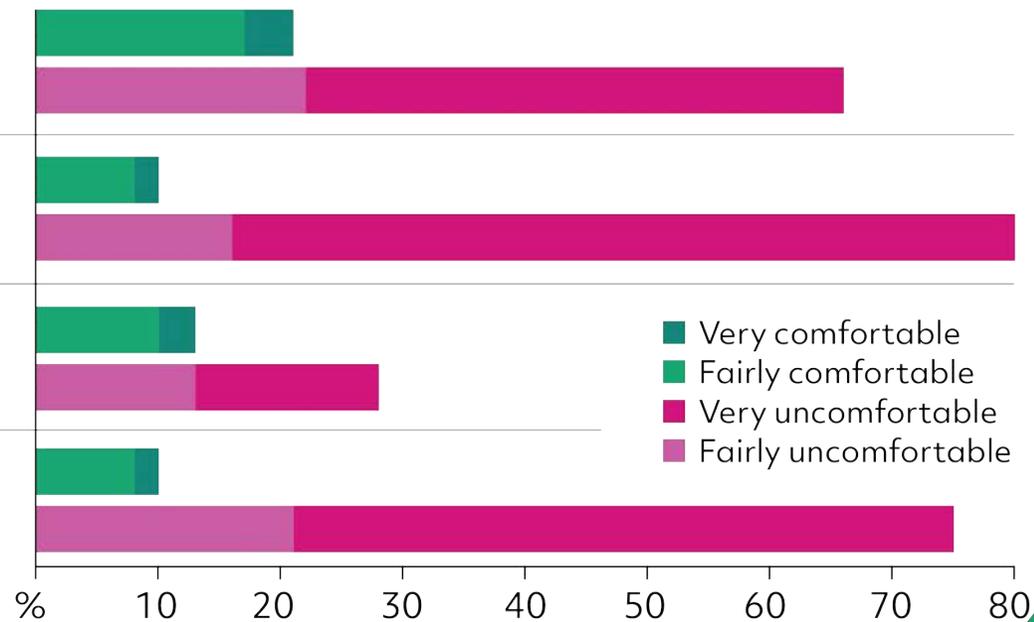
How comfortable would you feel with your employer using each of the following types of technology to manage employees working remotely?

Keystroke – tracking how often and quickly you are using your keyboard

Camera – recording when you are sat in front of your home computer

Electronic tracking – wearable devices to monitor where you are

Automated hiring/promotions – software that will determine who gets hired or promoted



Source: YouGov Polling/Prospect, Sept 2020

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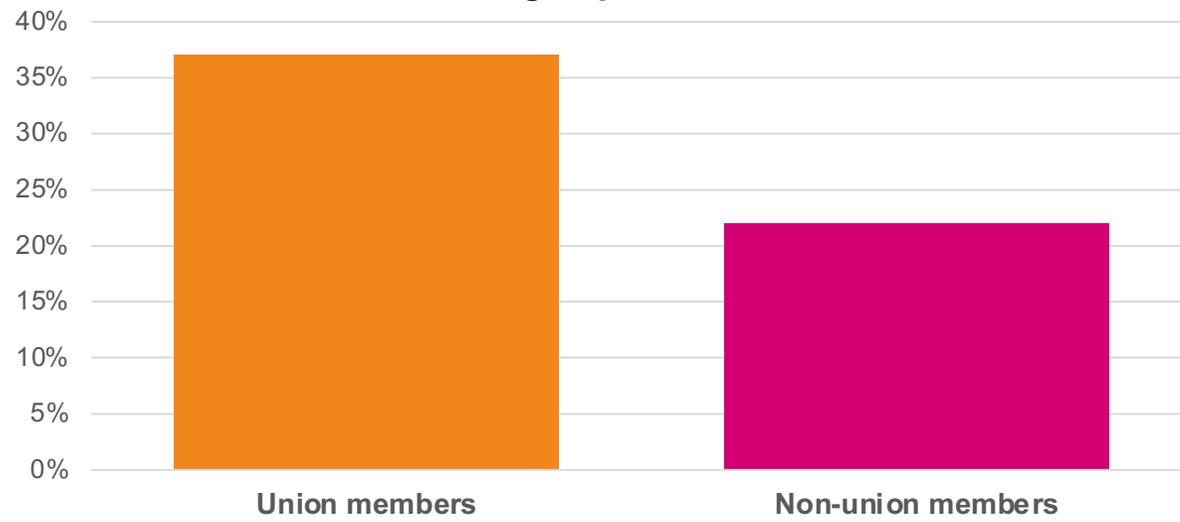
## Tech: What do we want to see?

- Awareness
- Human in command
- Support not replace
- Safeguards on bias and discrimination
- Shared benefits
- Work/union voice in change
- People plan – for skills & jobs



# Skills and training

Share of workers who have been given training in past 3 months



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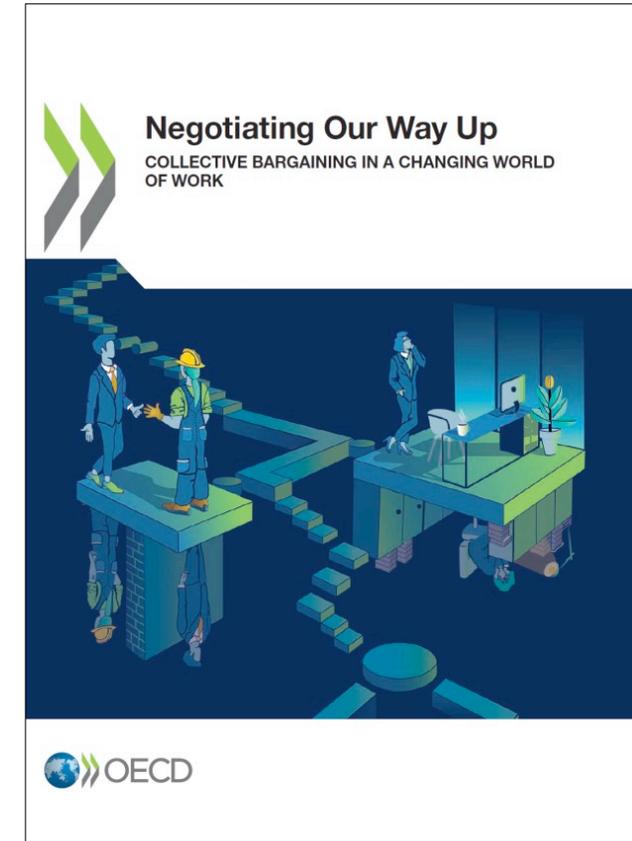


# Skills and training

OECD (2019):

“ Collective bargaining can... ensure that all workers and companies... reap the benefits of technological innovation ”

“ Most adult learning takes place at work... Employers' organisations and workers' representatives are therefore key to ensure that enough time and resources are devoted to training in all companies ”



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## Flexible working

- Flexibility around where, and when, work is done can bring big benefits to both employers and employees
- Fair rules and worker voice essential for benefits to be mutual, and costs fairly shared

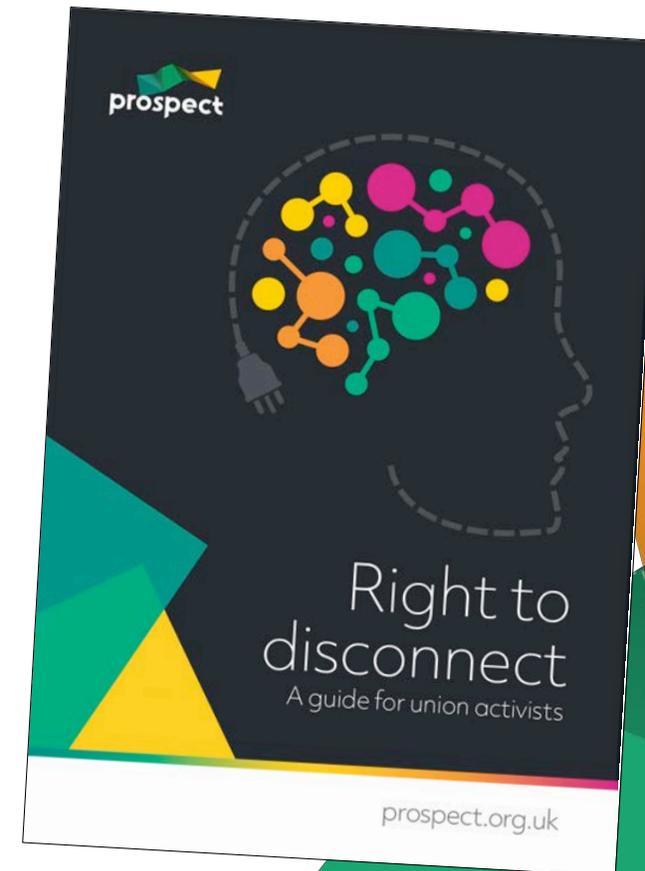
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# Right to disconnect

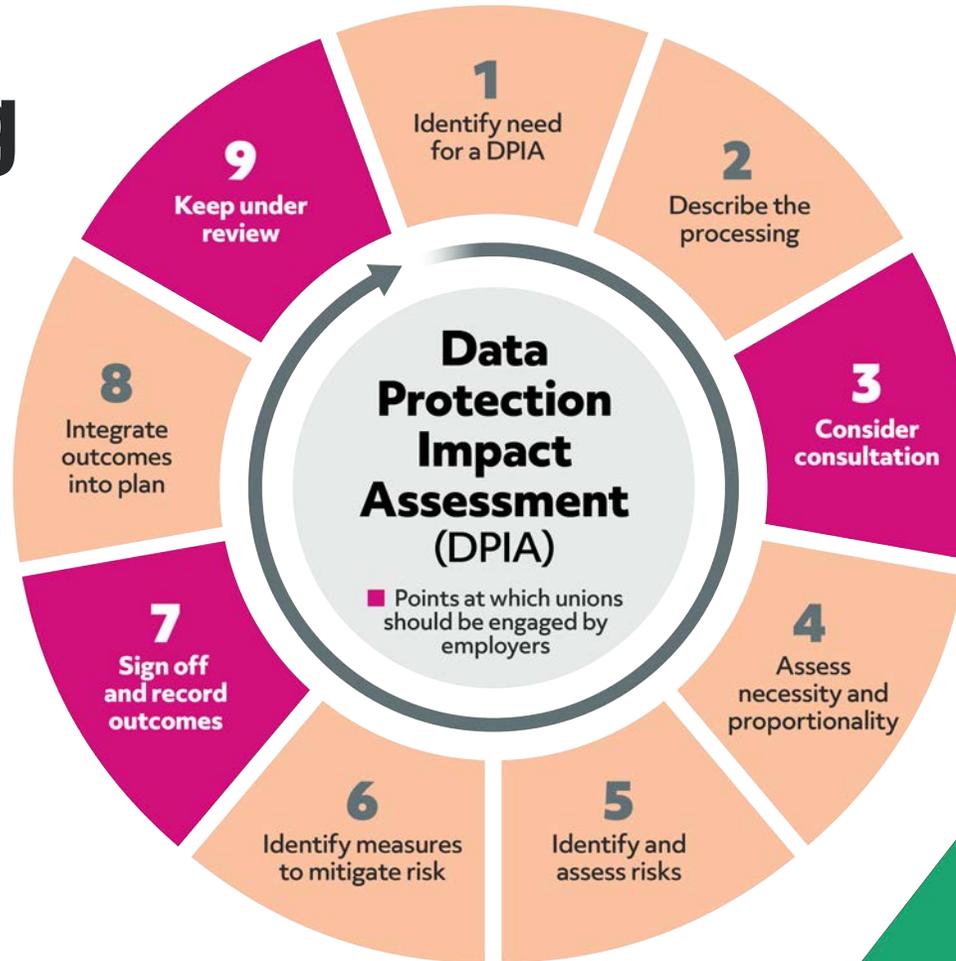
What we want to see:

- Recognition that “always on” culture can harm employee health, wellbeing, equalities and productivity
- Fair rules and clear statements about what is expected of different employees
- Commitment to continuing conversation and consultation about what works for people



# Safeguarding our data

- Using existing legal tools
- Data Protection Impact Assessments
- Data bargaining



Source: ICO

# Collective approaches to data

## Workers' rights

- Knowledge on existing rights
- Defining data rights
- Involvement in change/skills

## Employers

- Collective bargaining
- Right to disconnect – wellbeing
- Procurement

## Using the law

- GDPR
- Equality laws
- Future proofing

## Governance

- Industrial Strategy
- AI ethics guidelines
- International agreement



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NATIONAL HEADQUARTERS

**MARCH**  
ON

**WASHINGTON**

FOR **JOBS**

& **FREEDOM**

WED. AUG. 28



Let us be  
enraged about  
injustice but let  
us not be  
destroyed by it.”

Bayard Rustin



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