AVIATION:

Response to the challenges of the Future of Work

1. The introduction of highly automated processes should be overseen by an airport committee including trade union representatives trained in automation engineering. Automation should not be introduced as a union-busting measure.

2. The introduction of new technologies should begin with a detailed observation of the existing work process. Workers should be involved in the design of the new process so as to ensure a human-centred design process. Any new technology should have its potential health and safety impact assessed, with trade unions participating in the assessment.

3. If data produced by workers during their labour is used to benchmark workers, these benchmarks need to be agreed with workers and their trade unions. These benchmarks must account for the differences between people, and should not create unsafe occupational health and safety conditions.

4. Workers should be clear on what data is being collected and what it is being used for, as well as the content and purpose of any benchmarks.

5. Data gathered from monitoring and surveillance technology cannot be used to discipline workers. Data should aim to improve working conditions and safety as well as productivity.

6. Unions should be represented in company decision-making bodies, either through works' councils or the introduction of workers' representation (or ownership) at board level to ensure the fair application of new technology.

7. If aviation companies are selling data produced by workers, or using it to improve operations and productivity, unions should campaign for them to compensate workers for the data they produce while they work.

8. Unions should campaign for international regulation to cover the introduction and use of new technology in aviation, ensuring they include issues such as data and the use of surveillance, monitoring and benchmarking technology.

9. Unions should campaign for employers to provide education and training to workers to enable them to understand and make use of new technologies. This training should be specific to the technologies being considered.

10. In transport hubs, such as airports, where multiple employers combine, they should establish a joint council consisting of employers and trade unions and the relevant authorities to agree rules on data, benchmarking and other technology applications.

11. Airport authorities should record and publish data on pay rates, working conditions and labour relations in order to foster transparency and incentivise best practice.

12. Workers whose jobs are lost to technology should be redeployed on the same pay and conditions, or compensated and provided access to free education and training, not necessarily linked to an economic purpose.

13. Until they are capable of operating in emergency situations, automated processes must be overseen by experienced and qualified human operators.

14. Human operators in highly automated processes must be given adequate time in control of the process in order to hone and maintain their skills.

15. The introduction of new technology should consider working conditions, safety and sustainability criteria, as well as productivity. Productivity or performance targets should be agreed with trade unions.

16. Where automated baggage handling is introduced existing baggage handlers should be retrained to operate the new machinery.

17. Workers should not be expected to be 'on call' outside of working hours. The right to digital disengagement should be respected.

18. Workers must be able to indicate to management the shortcomings in a technological process and should be compensated for the work they do to make the overall process still function.

19. People working around autonomous machines should be provided with adequate training to understand how they and their sensors operate.

20. Driverless technology should not be implemented in public spaces until it has passed stringent safety tests and is secure from hacking.

21. Remote control of processes should be confined to national areas, or should be regulated by bilateral or international agreements ensuring pay and labour conditions are not undermined.

22. Where remote control is vulnerable to hacking on site, or in-vehicle qualified human operators must be available to take over operations.