Workplace Pride

THE INTERNATIONAL PLATFORM FOR LGBTIQ+ INCLUSION AT WORK

Breakout 3 Report

1. Executive Summary

The session explored the rapidly evolving role of artificial intelligence in creating more inclusive workplaces, while also examining the significant ethical, cultural, privacy and bias-related risks that accompany its adoption.

Participants discussed how AI is moving beyond a basic productivity tool towards an **agentic collaborator** capable of performing increasingly complex tasks, from organising Pride events and monitoring legislation to providing personalised support. This shift creates an opportunity to redesign how work is performed through combinations of human and AI capabilities. However, the discussion emphasised that **accountability must remain with people**, regardless of how autonomous AI systems become.

A central concern was that AI can reproduce and amplify existing social and cultural biases. These risks are particularly relevant for LGBTQI+ communities and other underrepresented groups, where AI systems may reinforce stereotypes, underrepresent diverse identities, or incorrectly moderate legitimate content.

The session concluded that responsible AI adoption requires more than technical safeguards. Organisations must actively address bias, protect sensitive data, ensure diverse representation in development and governance, and maintain meaningful human oversight. Marginalised communities should also be actively involved in shaping the technology and the policies that govern it.

2. Key Findings

Finding 1 — AI is becoming a workplace collaborator

AI is rapidly evolving from a tool that supports individual tasks into a potential autonomous collaborator capable of managing complex activities. Examples discussed included organising Pride events, monitoring legislation, and acting as a personal mentor.

This creates an opportunity for organisations to redesign workflows around combinations of human expertise and different types of AI agents, including orchestrator, specialised, and utility agents.

However, greater AI autonomy does not remove human responsibility. **People must retain ultimate accountability for decisions and outcomes.**

Finding 2 — AI can amplify existing social and cultural bias

AI systems do not operate independently of society. They can reproduce and amplify biases embedded in training data, human feedback, labelling processes, historical patterns, and the proxy variables used to make decisions.

For LGBTQI+ communities, examples include the underrepresentation of same-sex relationships in generated family imagery, disproportionate blocking of same-sex intimacy prompts, and the reinforcement of rigid gender and racial stereotypes in professional contexts.

The dominance of English-language material within cleaned AI training data can also embed Western cultural assumptions into systems intended for global use.

Finding 3 — AI bias creates significant real-world risks

The consequences of biased AI extend beyond content generation. Systems used in areas such as facial recognition, recruitment and healthcare can disadvantage people who do not fit conventional demographic categories.

This makes bias mitigation a fundamental requirement rather than an optional enhancement.

Organisations need to consider potential impacts before deploying AI and establish mechanisms to identify and address bias throughout the system's lifecycle.

Finding 4 — Privacy and safety can create a difficult trade-off

The use of AI for safety and risk management at Pride events illustrates the complexity of responsible AI adoption.

Collecting sensitive demographic information could potentially help organisations identify risks or mitigate bias. However, the same information could expose LGBTQI+ individuals to surveillance, governmental misuse, discrimination, or other serious privacy risks.

This highlights the need to carefully balance **safety, inclusion and privacy**, particularly when dealing with sensitive identity information.

Finding 5 — Responsible AI requires human oversight and diverse representation

Participants identified several safeguards that should form part of responsible AI adoption, including:

- Explicit bias mitigation requirements.
- Diverse representation throughout AI development.
- Strong protection of sensitive personal data.
- Continuous human monitoring.
- Clear accountability for AI-supported decisions.

These measures should be embedded into AI governance rather than introduced only after problems emerge.

Finding 6 — Marginalised communities need to shape AI's future

The risks associated with AI should not lead marginalised communities to disengage from the technology. Instead, communities need to understand how AI works, participate in its development, and advocate for legislation that protects their rights and interests.

The discussion also broadened the definition of responsible AI to include global issues such as the working conditions of people involved in training AI systems, the environmental impact of data centres, and the limited representation of Global South perspectives in AI governance.

3. Key Takeaways

- **AI is becoming a collaborator:** Organisations need to consider how human and AI capabilities can work together as workflows are redesigned.
- **Keep humans accountable:** AI may perform increasingly autonomous tasks, but responsibility for decisions must remain with people.
- **Bias does not disappear with technology:** AI can reproduce and amplify existing social, cultural and historical inequalities.
- **Representation matters:** Diverse voices need to be involved in AI development, testing, governance and decision-making.
- **Protect sensitive data:** The use of identity-related data requires particularly strong privacy safeguards.
- **Look beyond the technology:** Responsible AI also involves social, environmental, labour and global representation issues.
- **Don't disengage:** Marginalised communities should participate actively in shaping AI rather than leaving its development to others.
- **Ask who benefits and who could be harmed:** AI adoption should begin with questions about purpose, impact, representation and accountability.

4. Implications for the Organisation

The discussion suggests that organisations should approach AI adoption as both a **technology opportunity and an inclusion responsibility**.

AI has the potential to improve productivity, redesign work and provide new forms of support for employees. However, these benefits will not automatically result in more inclusive workplaces. Without deliberate intervention, AI may reproduce existing organisational and societal inequalities at greater speed and scale.

Organisations therefore need to incorporate inclusion into their AI governance frameworks from the beginning. This means assessing potential bias before deployment, involving diverse perspectives in development and testing, protecting sensitive data, and maintaining human oversight of consequential decisions.

There is also a need to broaden the conversation beyond internal organisational use. AI systems are shaped by global data, workers, infrastructure and governance structures. Responsible adoption therefore requires organisations to consider **whose perspectives are represented, whose interests are served, and who may bear the unintended consequences**.

A useful principle emerging from the discussion is to ask four questions before adopting an AI system:

1. **Why are we using it?**
2. **Who truly benefits?**
3. **Who could be harmed?**
4. **Whose voice is missing?**

5. Recommended Actions

Priority	Action	Owner / Level	Timing
High	Establish clear human accountability for AI-supported decisions and processes	Executive Leadership / AI Governance	Immediate
High	Include explicit bias and inclusion assessments within AI development and procurement processes	AI Governance / Technology / DEI	Immediate
High	Assess privacy risks before collecting or processing sensitive identity-related data	Legal / Privacy / Technology	Immediate
High	Ensure diverse representation in AI development, testing, governance and user research	Technology / HR / DEI	Short term
High	Establish continuous human monitoring for high-impact AI systems	AI Governance / Business Owners	Short term
Medium	Develop guidance for managers and employees on responsible use of AI	HR / Technology / AI Governance	Short term
Medium	Evaluate AI systems for potential LGBTQI+ and other demographic biases before deployment	DEI / Technology / Procurement	Ongoing
Medium	Create mechanisms for employees and communities to raise concerns about AI-related harm or discrimination	HR / Ethics / AI Governance	Medium term

Medium	Consider social, environmental and labour impacts when evaluating AI providers and systems	Procurement / Sustainability / Technology	Ongoing
Medium	Include the four critical questions—purpose, benefit, harm and representation—in AI adoption decisions	Leadership / AI Governance	Ongoing

6. Conclusion

The era of AI creates significant opportunities to redesign work and support more inclusive organisations, but technology alone will not deliver inclusion. AI systems reflect the data, assumptions and decisions embedded within them and can therefore reproduce existing inequalities at scale.

The challenge for organisations is to adopt AI while deliberately protecting inclusion, privacy and human accountability. This requires diverse participation, robust governance, continuous oversight and a willingness to question not only **what AI can do**, but whether it should do it.

Bottom line: Responsible AI for inclusion means putting people at the centre—asking why the technology is being used, who benefits, who could be harmed, and whose voice is missing before decisions are made.