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Suzanne Kennedy, Ryan Berger, Tamara L. Hunter

Discipline, Performance Management and Privacy in the Age of AI and Electronic Monitoring

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Employee Monitoring

Scenario 1

An employer has recently issued access cards to employees which they require in order to enter the work site and specific areas within the work site. The Company has prepared a policy which explains that the access cards are used for safety purposes to track which employees are on the work site and where they are located.

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Employee Monitoring

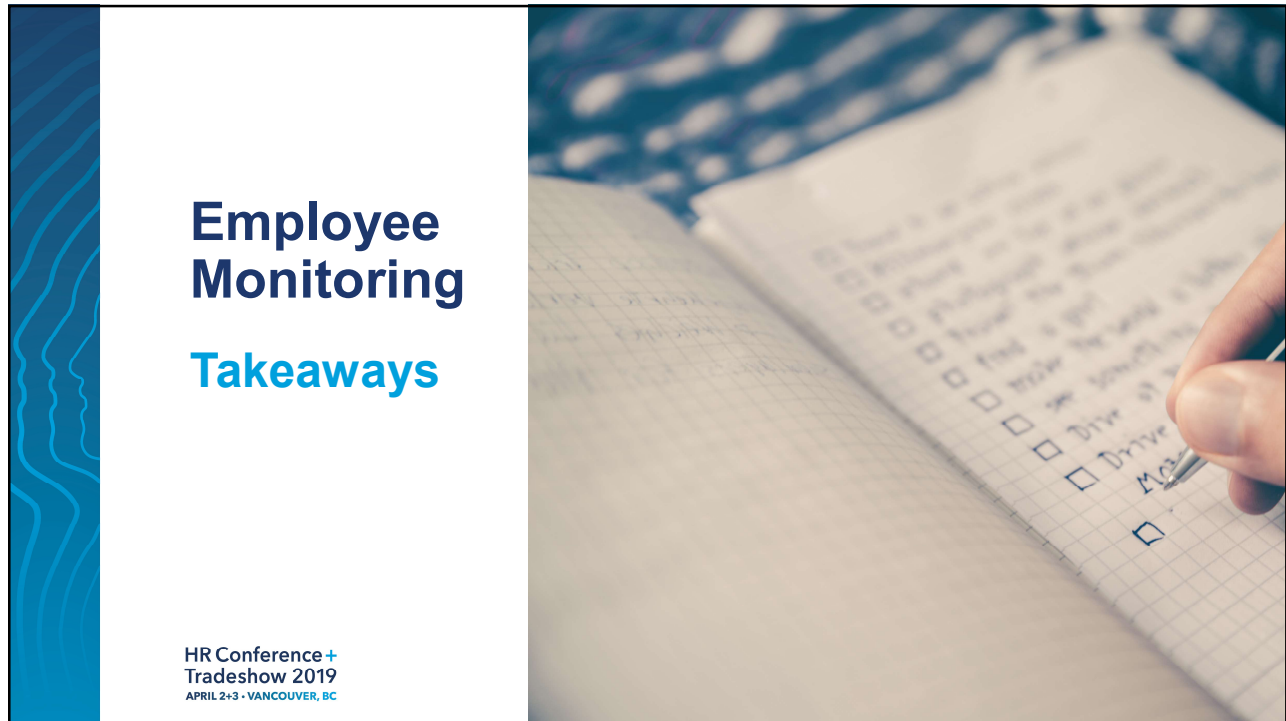
Scenario 2

In a routine audit, the company reviewed the access logs and discovered that several employees were routinely reporting to work late and leaving early.

Human Resources wants to discipline those employees, but the union is objecting for privacy reasons.

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Digital Monitoring

Scenario 1

You are the Privacy Officer for your organization. Your organization has started using a service provider, “Technobobs”, to review your technological security and recommend improvements. The CEO is very keen to implement their services.

The Union leadership learns of this and asks for a copy of the privacy schedule to your service contract with Technobobs.

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Digital Monitoring

Scenario 2

You manage to get the service contract issue addressed, but now the CEO tells you that she had lunch with the owner of Technobobs recently, and learned about a feature of Technobobs’ services, which involves an analysis of employees’ emails and browsing history to identify key words that are associated with the occurrence of information security breaches.

If a defined threshold of key words is identified with respect to a particular employee, the software will automatically turn on keyboard monitoring and send the resulting reports to the IT Department.

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Digital Monitoring

Scenario 3

Despite the fact that you told the CEO there may be privacy issues with using the email/browsing history analysis, the CEO nevertheless approved the implementation of this feature on your organization's system.

It has only been running for 3 weeks when you learn that the IT Department and the CEO received a report noting that a union employee, Dave Ducks, has been engaged in numerous browsing/email activities which have triggered an increased risk of an information security breach.

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Digital Monitoring

Takeaways

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Artificial Intelligence

Scenario 1

A service provider pitches a great tool with which you can evaluate candidates for employment. It will identify key personality traits, the ability to learn, adapt, and collaborate so you can find the best employees to fill current positions as well as future roles.

All it takes is a 30 minute personality test done online.

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Artificial Intelligence

Scenario 2

You and your candidates don't like the idea of having to do a 30 minute test. Instead, a good alternative seems to be a program which will review the applicant's Twitter activity, LinkedIn profile, Instagram posts, and blog articles.

This AI tool can evaluate things like whether the candidate is outgoing or shy, and how well the candidate might get along with current colleagues.

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Artificial Intelligence

Takeaways

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