

FOR PREVENTION PROFESSIONALS, THE CSE AND OCCUPATIONAL HEALTH SERVICES

Artificial intelligence at work, through the six Gollac dimensions

An AI tool rarely creates an entirely new risk: it reshapes known psychosocial risk factors. Each sheet describes what AI changes, the warning signs to monitor, and three levels of prevention.



USING THESE SHEETS

BEFORE	Analyse actual work, involve workers and the CSE.
DURING	Monitor warning signs for each dimension and discuss them collectively.
AFTER	Record risks in the DUERP and reassess them whenever the tool changes.

THREE LEVELS OF PREVENTION

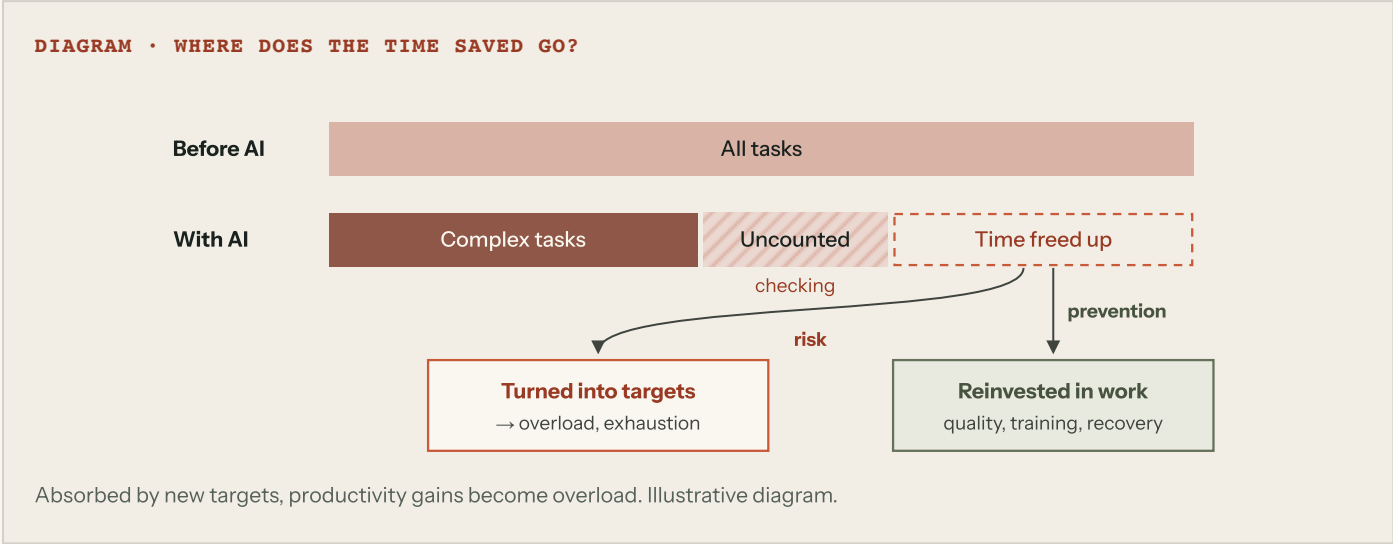
PRIMARY	Act at the source, on work organisation and the tool.
SECONDARY	Identify problems early and strengthen resources.
TERTIARY	Support people already affected.

LEGAL REFERENCES BY DIMENSION	
1 Intensity French Labour Code L. 4121-2; L. 2242-17 (right to disconnect); AI Act, Article 4.	4 Social relationships GDPR, Article 22; French Labour Code L. 1132-1 (non-discrimination); L. 2312-8.
2 Emotions AI Act, Article 5 (emotion recognition in the workplace prohibited); French Labour Code L. 4121-1.	5 Values GDPR, Article 35 (impact assessment); AI Act, Article 26.
3 Autonomy AI Act, Articles 14 (human oversight) and 26 (deployers); GDPR, Article 22.	6 Insecurity French Labour Code L. 2312-8 (CSE); L. 2242-20 (GEPP); L. 6315-1.
All dimensions: French Labour Code L. 4121-1 and L. 4121-2 (health and safety duty, principles of prevention); R. 4121-1 et seq. (DUERP). AI Act = Regulation (EU) 2024/1689. French context: CSE = Social and Economic Committee; DUERP = occupational risk assessment document; GEPP = workforce and career planning; SPST = occupational health and prevention services.	

01

Work intensity and working time

The amount and complexity of work, time pressure, and work-life balance.



WHAT AI CHANGES

Rebound effect

Time saved is converted into higher targets or reduced staffing.

Invisible checking

Reviewing and correcting AI output takes time that is rarely counted.

Work intensification

Complex tasks remain, with the pace set by the machine.

WARNING SIGNS

- Targets raised after deployment
- Overtime and evening work
- Errors and cognitive fatigue
- Training outside working hours

QUESTION FOR THE RISK ASSESSMENT (DUERP)

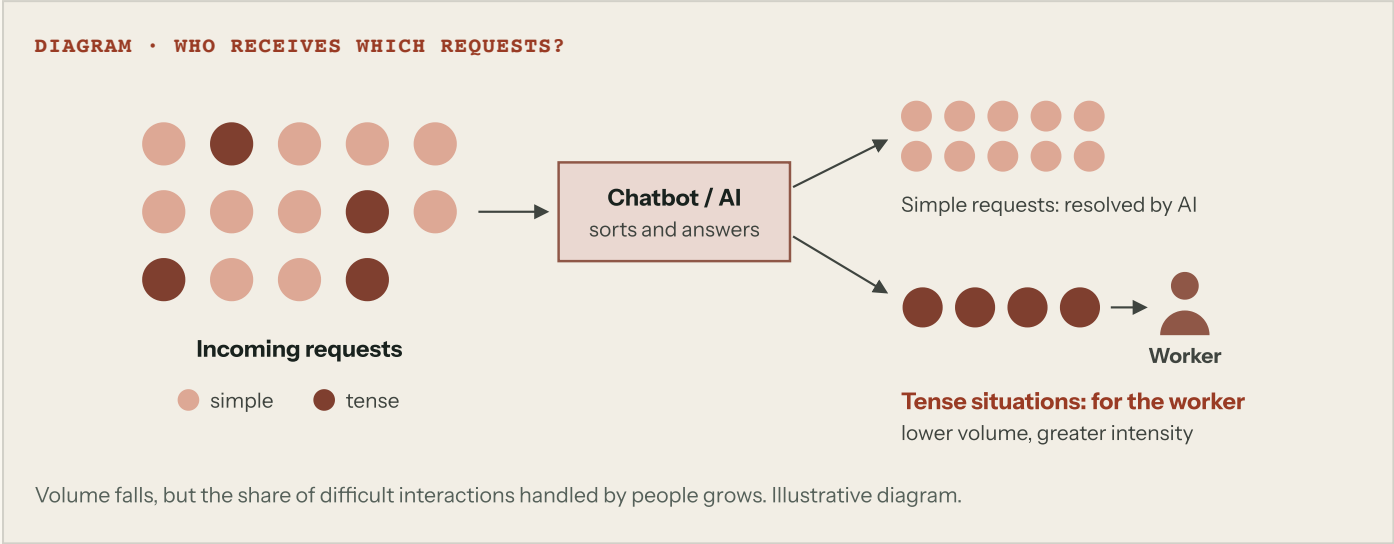
“Has the time saved through AI been reallocated? To what, and who decided?”

PREVENTION

PRIMARY	SECONDARY	TERTIARY
Act at the source	Identify and strengthen	Provide support
Measure actual workload, including checking	Indicators: hours, sickness absence, errors	An appointment with the occupational physician on request
Decide collectively how to use the time freed up	Spaces to discuss actual work	Support for returning to work after exhaustion
Train during working hours; extend the right to disconnect to AI	Managers trained to recognise overload	

02 Emotional demands

Contact with the public and with suffering, the requirement to control emotions, and fear at work.



WHAT AI CHANGES

Concentration of difficult cases

AI handles simple cases; people receive the contentious ones.

Justifying the unjustifiable

Defending an inexplicable algorithmic decision to the public.

Emotions under surveillance

Tone analysis and automated scoring of interactions.

WARNING SIGNS

- Increasing incivility and complaints
- Emotional exhaustion and cynicism
- Requests for transfers
- More frequent tense interactions

QUESTION FOR THE RISK ASSESSMENT (DUERP)

“What proportion of the interactions still handled by people is now tense or distressing?”

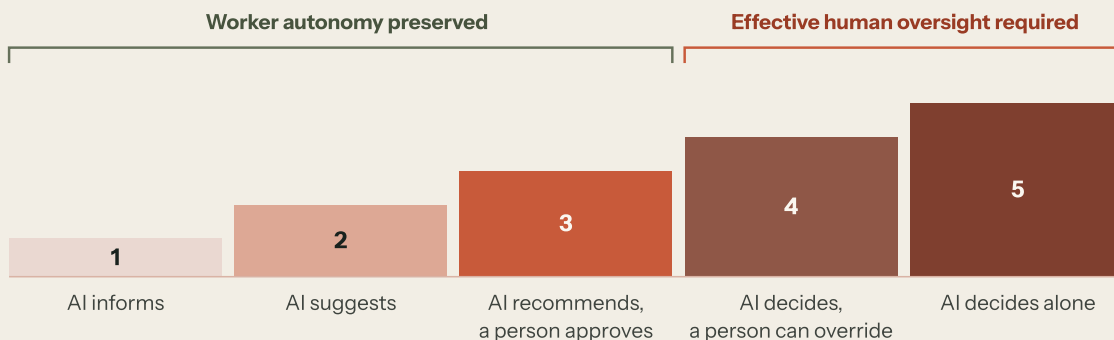
PREVENTION

PRIMARY Act at the source Allocate work between people and AI according to the remaining emotional demands Ensure quick and easy access to a human contact No emotion recognition	SECONDARY Identify and strengthen Alternate high-exposure tasks with less demanding ones Training for tense situations Groups for reflecting on professional practice	TERTIARY Provide support Debriefing and support after an incident Follow-up by occupational health and prevention services (SPST), with referral if needed
---	---	---

03 Autonomy

Discretion, participation in decisions, and opportunities to use and develop skills.

DIAGRAM • WHO DECIDES? THE AUTOMATION LADDER



The higher AI moves up the decision ladder, the more human oversight needs to be properly supported and effective. Illustrative diagram.

WHAT AI CHANGES

Algorithmic management

Tasks assigned, sequenced and evaluated by a system.

Automation bias

It is difficult to challenge a machine perceived as reliable.

Loss of skills

Skills that are no longer practised erode, and dependence develops.

WARNING SIGNS

- Feeling that one carries out tasks without making decisions
- Recommendations followed without review
- Work blocked by system failures
- Loss of interest in the profession

QUESTION FOR THE RISK ASSESSMENT (DUERP)

“Who can reject the tool’s recommendation, and what happens when they do?”

PREVENTION

PRIMARY

Act at the source

Involve workers in choosing and configuring the tool

The right to reject a recommendation without penalty

Effective human oversight: time, competence and authority

SECONDARY

Identify and strengthen

Training on AI’s limitations and typical errors

Value useful departures from recommendations

Regular reviews of experience

TERTIARY

Provide support

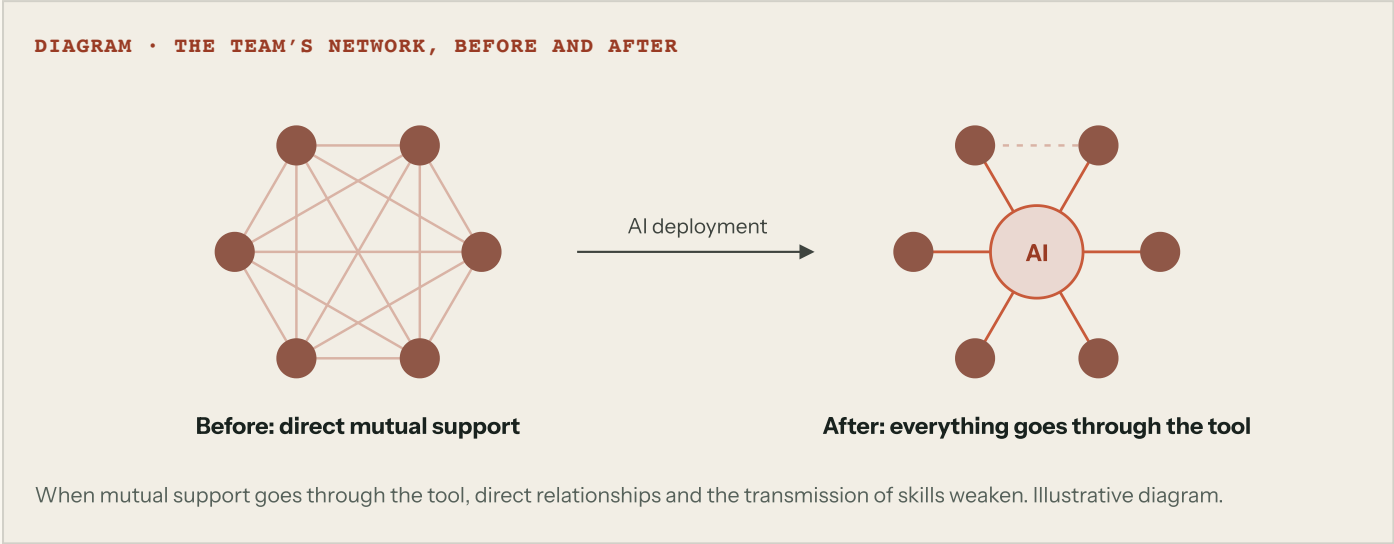
Support for workers experiencing a loss of skills or meaning

Skills assessments and training leading to qualifications

04

Social relationships at work

Relationships with colleagues and managers, support, recognition, fairness and management.



WHAT AI CHANGES

Algorithmic evaluation

Opaque indicators perceived as unfair or biased.

Isolation

People ask AI rather than a colleague; the transmission of skills fades.

Recognition diverted

The result is credited to the tool; human work becomes invisible.

WARNING SIGNS

- Disputes over evaluations
- Fewer informal exchanges
- Undeclared AI use
- Complaints about unfairness

QUESTION FOR THE RISK ASSESSMENT (DUERP)

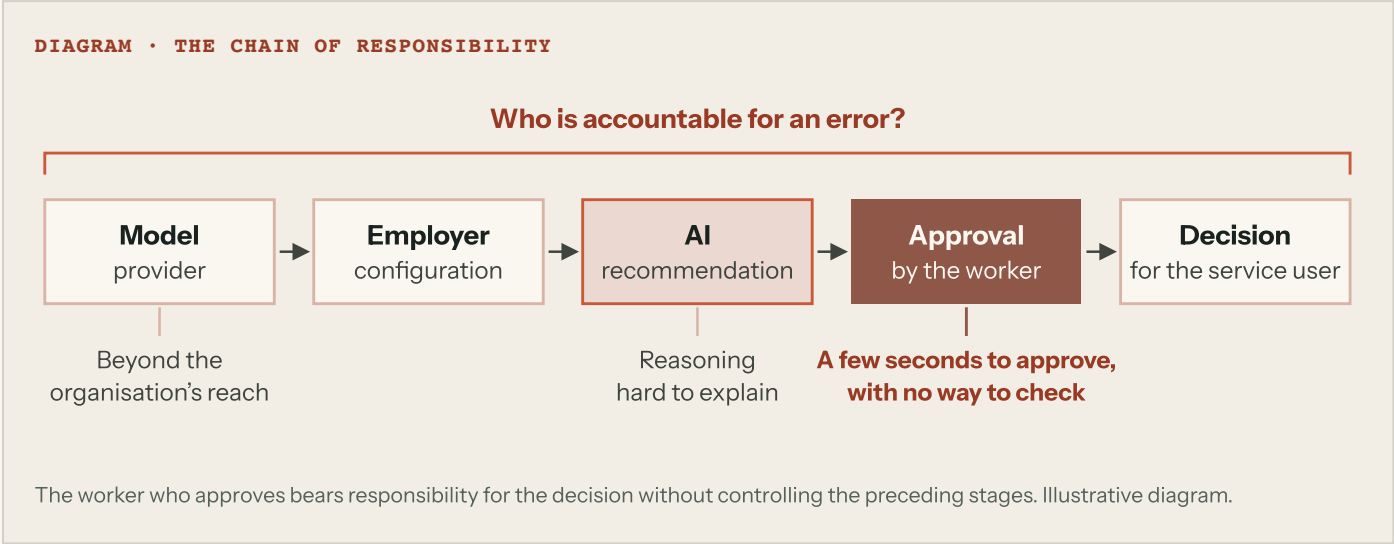
“Can a decision affecting a worker rely solely on an AI-generated indicator?”

PREVENTION

PRIMARY Act at the source No entirely algorithmic individual evaluations Criteria that can be explained and challenged An AI use policy that provides a framework rather than a ban	SECONDARY Identify and strengthen Spaces to discuss work Managers trained to recognise actual work Local AI contacts and mentoring	TERTIARY Provide support Mediation in conflicts Care for work-related distress
--	---	--

05 Value conflicts

Ethical conflicts, barriers to quality work and a sense of doing pointless work.



WHAT AI CHANGES

Barriers to quality work

Producing quickly, without being able to do what one considers good work.

Unclear responsibility

Who is accountable for an AI error that someone has approved?

Loss of meaning

Work reduced to checking the machine, or even preparing one's own replacement.

WARNING SIGNS

- Talk of rushed, poor-quality work
- Workarounds that bypass the tool
- Unspoken ethical disagreements
- Disengagement and departures

QUESTION FOR THE RISK ASSESSMENT (DUERP)

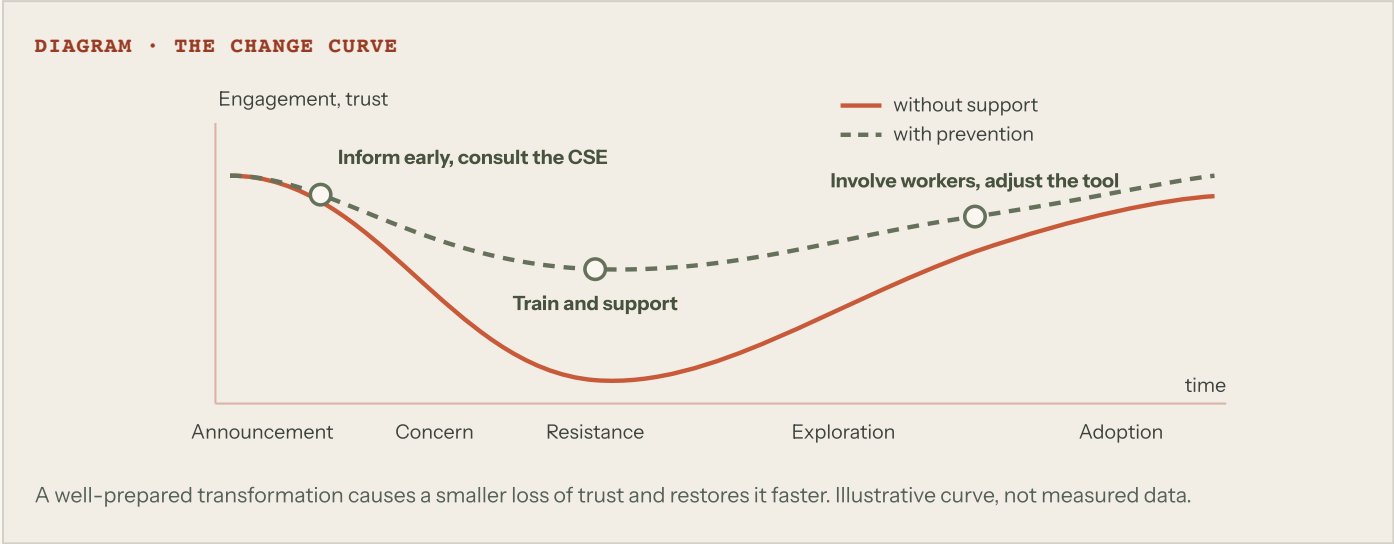
“Can a worker report an unethical AI output, and is that report acted on?”

PREVENTION

PRIMARY	SECONDARY	TERTIARY
Act at the source	Identify and strengthen	Provide support
Define quality in AI-assisted work collectively	Discussions about the quality of work	Support for ethical distress
Document the allocation of responsibilities	An ethics contact who involves the professions concerned	Medical follow-up and referral if needed
Make it possible to flag and reject a recommendation	Training on model biases	

06 Job and work situation insecurity

Socio-economic insecurity and poorly prepared or poorly managed changes in work.



WHAT AI CHANGES

Fear of replacement

Fuelled by public discourse and uncertainty about internal projects.

Rapid, unclear changes

Tools deployed or replaced without a timetable or clear effects on roles.

Perceived obsolescence

The feeling that one’s skills are losing value.

WARNING SIGNS

- Rumours and concern about the profession
- Repeated questions to the CSE
- Anxiety and sleep problems
- Early departures

QUESTION FOR THE RISK ASSESSMENT (DUERP)

“Do workers know what the project will change for their role and employment over the next two years?”

PREVENTION

PRIMARY Act at the source Provide clear information early and consult the CSE Include AI in workforce and career planning (GEPP): career paths and retraining Deploy in stages, with the option to reverse course	SECONDARY Identify and strengthen Training available to everyone, including less-qualified workers Professional development interviews on changes in the role Monitoring workforce indicators	TERTIARY Provide support Support for workers whose roles are changing Prevent health-related loss of employment with occupational health and prevention services (SPST)
---	---	--