financial services union

BETTER WITH THE FSU

OPENING REMARKS TO THE DÁIL COMMITTEE ON ARTIFICIAL INTELLIGENCE



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Who we are

The Financial Services Union (FSU) is the leading Trade Union representing staff in the Financial Services, Fintech, and Tech sectors. We support employees of retail banks, global financial services organisations, technology and FinTech organisations and workers in the Games and Animation Sectors.

The FSU would like to thank the committee for giving us the opportunity to present in front of you today.

Artificial intelligence (AI) is expected to reshape patterns of work in Ireland's financial and technology sectors. While these groundbreaking technologies offer opportunities to improve productivity and services, they raise significant concerns about job security, changing skills requirements, workplace surveillance, and inequality.

FSU's position is clear; AI must work for people not the other way around. We believe there is a clear corelation between potential efficiencies and productivity gains for employers from responsible AI adoption and greater reward including flexibility in ways of working for our members.

With an estimated **97% of Irish financial service and insurance jobs exposed to AI** ensuring workers share in the benefits of this transformation is an urgent priority.

Last week the Irish Government hosted the International AI Summit as part of the EU Presidency. The keynote speaker at this flagship event was Brad Smith, the President of Microsoft. Mr. Smith in his address specifically identified Trade Unions as key allies in the adoption and integration of AI. Hand in hand with change of the scale predicted from AI must come guard rails for workers. The most important aspect of this would be workers having a real say in the AI adoption process through collective bargaining.

The 2025 TASC/Financial Services Union (FSU) survey highlights this tension of workers asking what is the upside for them? While respondents did report some perceived productivity gains, **88% of respondents expected AI to contribute to job displacement** and **only 28% felt adequately prepared to use AI tools at work.** These findings underline that the impact depends not only on the technology itself, but on how it is implemented and governed.

Ireland's policy approach thus far has prioritised digital adoption, competitiveness, and skills development with less emphasis on socioeconomic equality and workers' participation. There must be a worker dividend from AI, more flexibility, smarter ways of working, a just transition in the real sense of the words.

Greater worker consultation is critical to ensuring that productivity gains translate into better outcomes for employees, rather than simply greater profits for employers.

37% of Irish workers' core skills are expected to change from 2025 – 2030, according to the World Economic Forum.

Over that same period, **41% of skills in financial services** and capital markets and **47% in insurance and pensions are expected to change** – higher than the global cross-industry average of 39%.

AI and big data, technological literacy, and cybersecurity are expected to be among the fastest-growing technical skills, alongside creative thinking, resilience, and curiosity.

There is a significant gap between these changing requirements and workers' current preparedness. **Only 28% of FSU workers report feeling prepared to use more AI tools in their daily work.**

Only 15% of FSU workers report that their employer has implemented initiatives specifically designed to develop skills for integrating AI.

More than 40% say their organisation has offered no such training and has no plans to do so, while 31% are unsure whether training is available.

Collective Bargaining

As of September 2026, the FSU/Bank Of Ireland agreement is the only collective bargaining agreement in Ireland directly addressing AI.

This agreement establishes principles covering transparency, human oversight, data protection, social dialogue, reskilling, and job protection, and provides that significant decisions affecting employees should not be made solely through automated systems.

The agreement was also informed by a survey of union members, incorporating workers' perspectives into AI governance.

The FSU/Bank of Ireland (BOI) agreement demonstrates how collective bargaining can establish practical protections around transparency, human oversight, training, and job security.

Given the benefits that worker involvement in AI adoption-related decisions can bring to organisational rollouts, employers should be equally interested in fostering meaningful opportunities for dialogue.

The FSU calls for stronger worker involvement in AI adoption decisions, expanded access to training, and government policies that centre around workers' rights and wellbeing.

Ireland's financial services and tech sectors can remain competitive while protecting workers but achieving both requires giving employees and their representatives a meaningful role in shaping the future of work in Ireland.





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