

How We Use AI and Support Disabled People: Employee & Candidate Summary

Example Statement

We want everyone to have a fair, positive and accessible experience when applying for a job with us or working here. This summary explains how we use artificial intelligence (AI), what your rights are and how we support disabled people at every stage.

1. Our Commitment to Fairness and Inclusion

We follow Scotland's preferred Social Model of Disability, which means we focus on removing barriers in the workplace and in the recruitment process - not on what a person "can't" do.

Our approach is also guided by:

- The Equality Act 2010, which protects you from disability discrimination and gives you the right to reasonable adjustments.
- The Scottish Public Sector Equality Duty, which requires us to actively consider accessibility and equality whenever we use tools like AI.
- Scotland's national commitment to ethical, transparent and inclusive AI, set out in Scotland's AI Strategy and the Scottish AI Playbook.

Our promise is simple: **No AI tool we use should unfairly disadvantage disabled applicants or employees.**

2. How We Use AI

We may use AI to support tasks like:

- Handling job applications
- Screening CVs or helping shortlist candidates
- Supporting learning and development
- Helping managers understand training needs

AI does **not** make final decisions about hiring, promotion, or performance. A trained human decision-maker always reviews and makes the final call.

We tell you when and how AI is used so you are never left in the dark.

3. Your Right to Adjustments (During Recruitment and Employment)

If an AI tool is not accessible or does not work well for you, you can request **reasonable adjustments** at any time. Examples include:

During Recruitment

- Extra time for online assessments
 - A non-AI alternative (e.g., a written task, phone interview, online interview person-led, or in-person interview)
 - Accessible interview formats
 - Help with completing online applications
- These options reflect good practice recommended for Scotland, including by the Law Society of Scotland.

During Employment

- Adjusted training formats
- Accessible learning modules (captions, transcripts, screen-reader-friendly formats)
- Supportive equipment or assistive technology

You never need to share more than you are comfortable with. Tell us what you need, and we will work with you to make adjustments.

4. How We Make Sure AI is Fair and Accessible

To protect you and other applicants and employees, we regularly:

- Check our AI tools for bias and accessibility
- Use Equality Impact Assessments (as required for public sector organisations under Scottish equality duties) to make sure our systems do not create barriers.
- Test tools with disabled people or seek feedback from Disabled People's Organisations and the Scottish Union of Supported Employment's Experience Network, in line with Scottish Government guidance emphasising co-design.
- Follow Scotland's AI standards for fairness, transparency and accountability. If a tool causes problems, we will change or remove it.

5. How to Request Support or Raise a Concern

You can:

- Tell us at any stage that you need an adjustment
- Ask for information about how a particular AI tool works
- Request a human alternative to an automated assessment
- Ask for a review if you believe an AI-related decision was unfair

We encourage open conversations so we can support you well.

6. Everyone Benefits from Accessible and Inclusive AI

Accessible systems don't just support disabled people, they improve the experience for everyone. Making processes clearer, more flexible and more human-centred helps us attract talent and support staff throughout their employment.

We are committed to ensuring our use of AI always reflects Scotland's values of fairness, dignity, equality and respect.