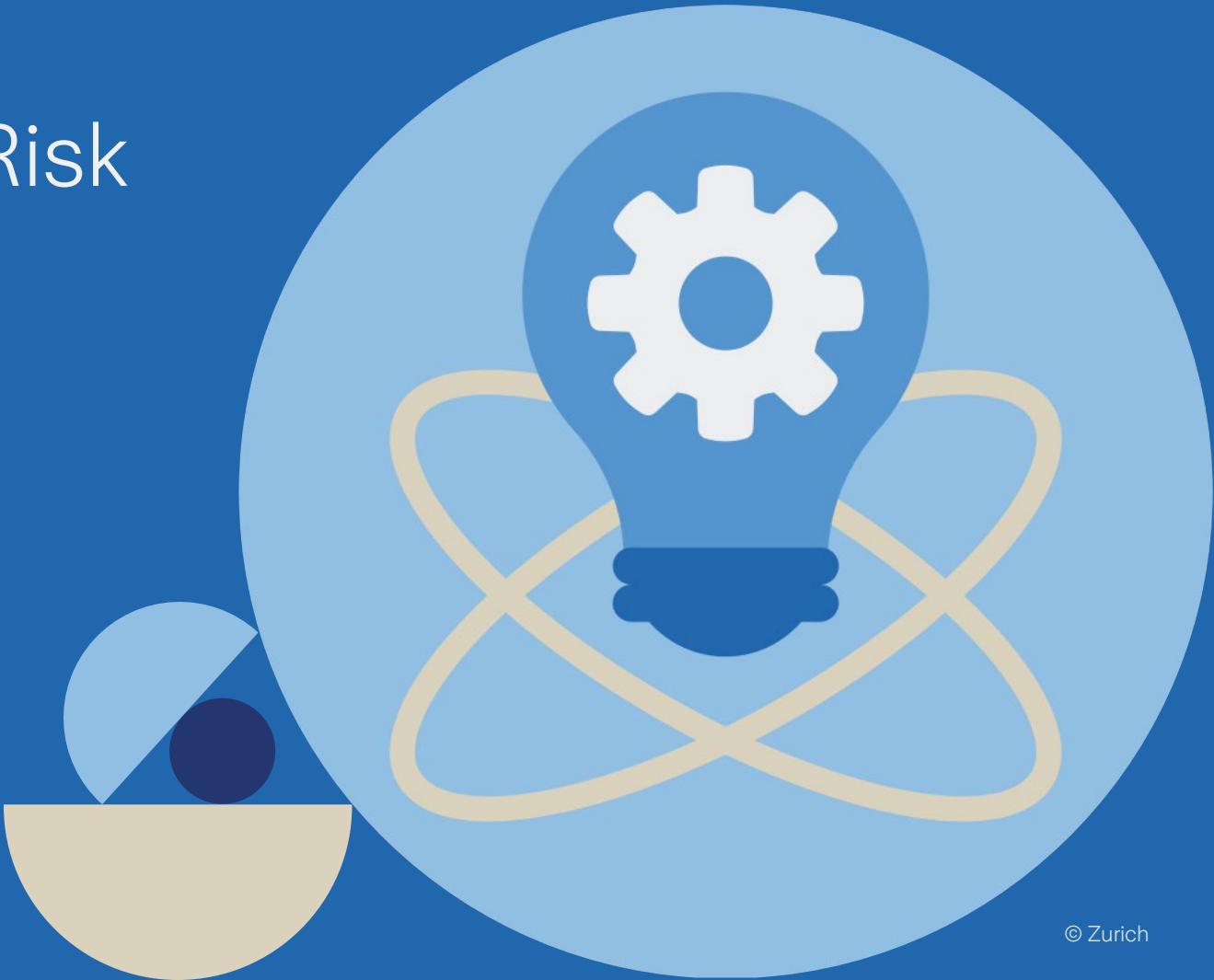
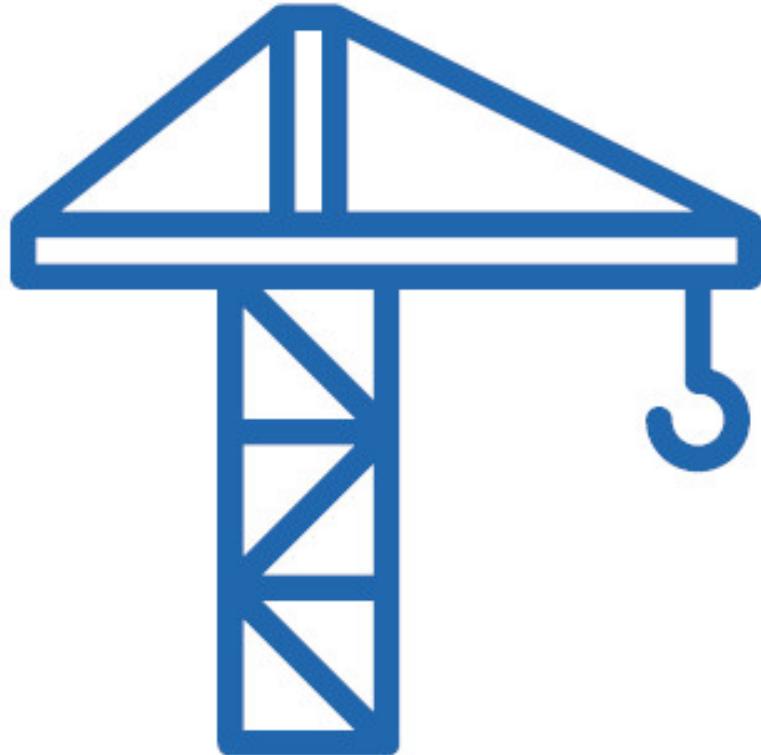


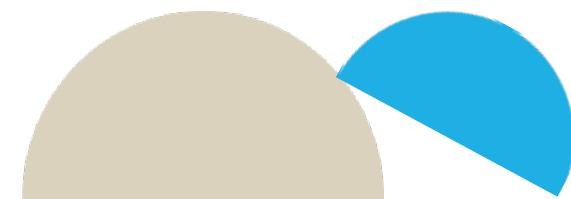
AI Adoption for Safety and Risk Professionals

Thomas Flannagan
Zurich Insurance
January 8, 2025





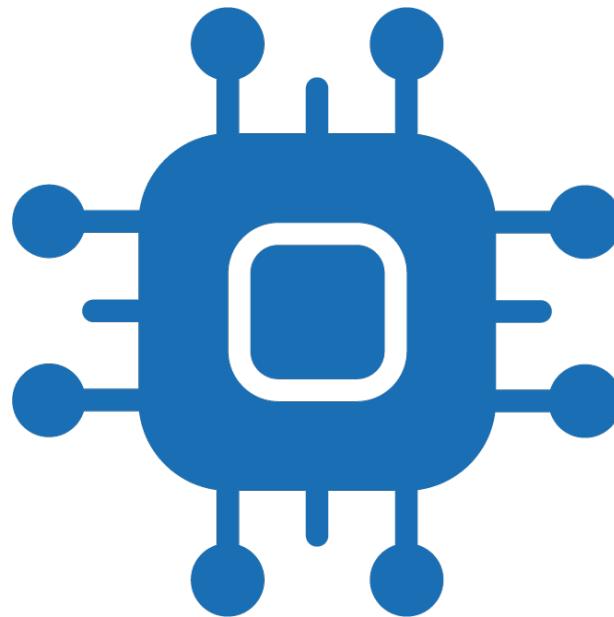
- Tom Talk
- Origin Story
- ~~Its going to replace us~~
- Thank You
- New position of influence and job satisfaction



5 Take Aways

- AI isn't likely to take your job
- It's okay to talk to your Computer
- It's no longer what you know, that makes you valuable
- AI is your Copilot, not your Autopilot
- You need to Adapt & Teach others





- Market Size: The global AI market in 2025 is estimated between \$244 billion and \$298 billion; projections indicate it may reach \$1 trillion by 2030.
- Roughly 77–78% of companies now use or test AI tools, with 60% of enterprises actively deploying generative AI, and 88% of firms using AI in at least one function.
- ROI/Productivity: Organizations report 26–55% productivity gains, with an average \$3.70 ROI per dollar invested in AI

Pew Research (Sept 2025)

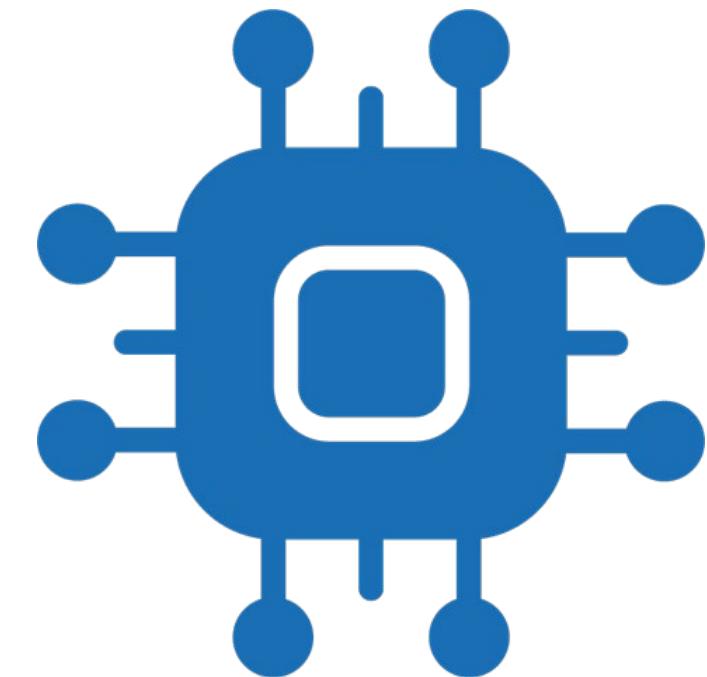
21% of U.S. workers report that some of their job is done using AI—the share increased from 16% the previous year.

Associated Press–NORC poll (Jul 2025)

37% of Americans have used AI for work tasks; search remains the most common AI usage (60% overall).

Gallup report (Q3 2025):

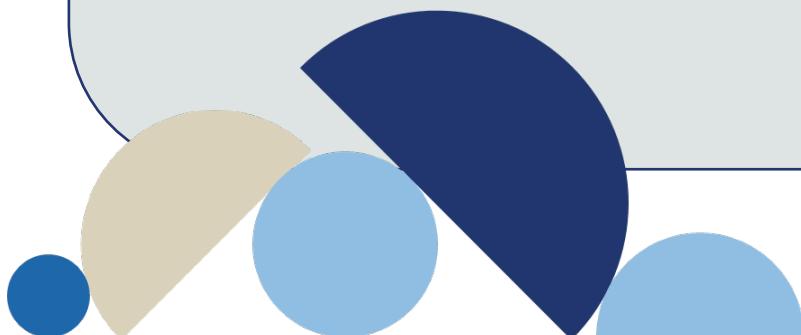
45% of U.S. workers use AI a few times a year, 23% use it at least weekly, **and 10% use it daily**



AI isn't likely to take your job



- Radiology
- Deep Blue / AlphaGo
- Efficiency improvement
- Timeliness / Customer Satisfaction
- More of what I like, less of what I don't



Humans excel at setting goals, interpreting context, and making creative decisions. AI excels at calculation and pattern recognition. Together, they outperform either alone.

The future isn't "AI vs humans"—it's AI with humans, where judgment and adaptability amplify machine precision.

- 2024 Vs 2027
- How to Influence others
- More Data
- Use of Pictures and Phones
- More Insights



Most organizations use AI but remain stuck in pilots; high performers redesign workflows and target enterprise-level impact rather than tool trials.

Reality check: Adoption is broad but intensity and scale vary—regular use rises, yet frontline adoption stalls without training, governance, and process redesign

It's your Copilot, not your Autopilot



- Be mindful of “Hallucinations”
- Context / know your audience
- Let it free you up from repetitive tasks and data crunching, emails, analysis
- Ask, “how could AI help me with this task”



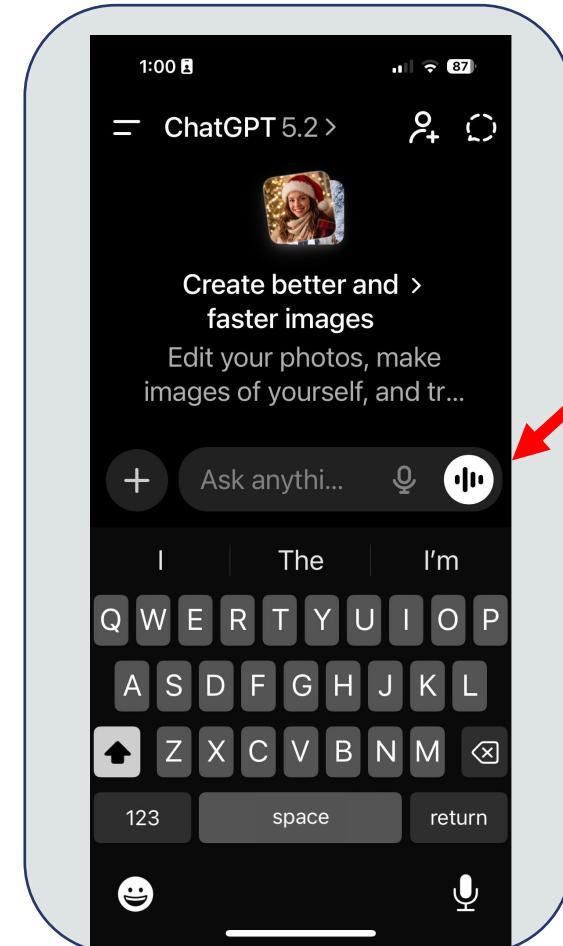
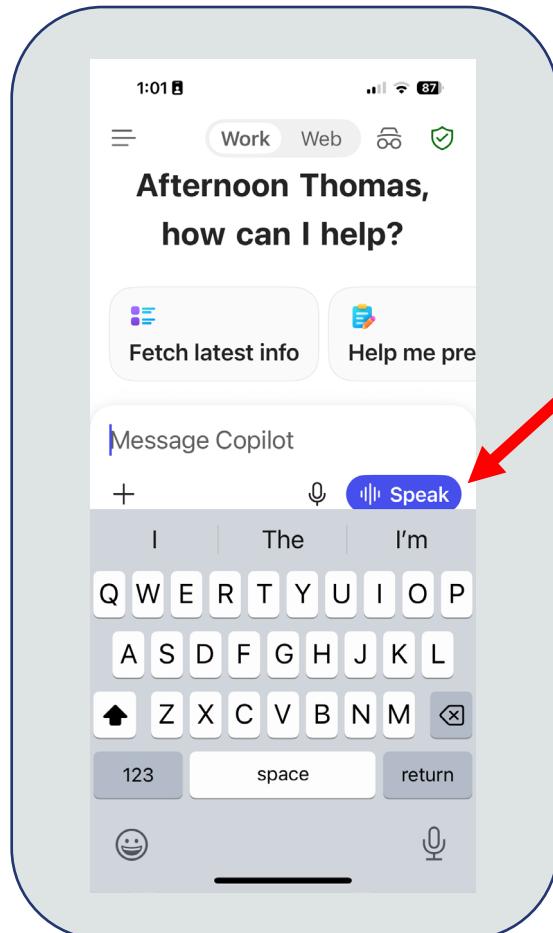
Tom's daily AI usage:

- Emails (simple and complex)
- Data Insights
- Review of Submission data
 - Safety Programs
- Geotechnical reports
- GL Liability (adjacent property)
- Prior carrier claims
- Meeting transcription / Action plans
- Meeting Prep
- Document Search's (Demo)

Still Need Human Judgement



It's okay to talk to your computer



The most important advice is to talk to your Computer



Possible Uses

- Witness Statement reviews after an incident
- Review of hazard planning documents
- Review of training records
- Analysis of claim history
- Review of vendor, contractor, supplier safety programs
- Analysis of pictures, video





- 2nd set of eyes (lenses)
- OSHA, ANSI, NFPA standards (interpretations)
- Find missing files
- Misc details you can't find
- Product details
- Risk Advice

*"You're not going to lose your job to AI.
You're going to lose your job to
someone who uses AI".*

- Sam Altman, CEO of OpenAI



- AI Users are **10X more productive**
- Only 10% of people use AI each day
- Be an Early Adopter
- Become a leader at your Shop
- Teach others
- AI's power can be shocking – Have fun with it
- Develop QAQC procedures and governance
- Ensure you have enterprise protection
- Reinforce boundaries for sensitive data

- LLM = Large Language Models
- GPT = Generative Pretrained Transformer
- Models = Gemini (Google), Claude (Anthropic), Meta (Llama) and Chat GPT (Open AI)
- Chat / Conversations - Discussions
- Generative AI (GenAI) = a current technology focused on creating new content (text, images, code)
- General AI (AGI) = theoretical future of AI, aiming for human-level cognitive abilities across any task
- Prompt = The instructions you provide to the AI



Action Steps

- Consider Subscribing to an AI Service
- Implement Copilot (or other) at for work tasks
- Look for ways to implement AI each day (each task)
- Think **Big** ideas and not just in tasks
- Create Challenges for Others, Evangelize use
- Use Caution and consider QAQC efforts to test use.



