



4 Tips for HR Teams to Avoid AI Scams

Artificial intelligence (AI) is helping organisations streamline recruitment, communication and HR operations, but it is also fuelling a new wave of sophisticated scams. From deepfake messages appearing to come from senior leaders to fake job applicants using AI-generated CVs and identities, these attacks are becoming increasingly convincing and difficult to detect. Because HR teams regularly handle sensitive information and communicate with candidates, suppliers and leadership, they are often a prime target for AI-enabled fraud.

To reduce organisational exposure, HR teams should consider the following four tips:

1. Recognise Modern AI Scam Tactics

Traditional warning signs, such as poor spelling or awkward wording, are no longer reliable indicators of fraud. AI tools can generate polished emails, fake CVs and realistic voice or video impersonations. HR teams should remain vigilant for common scams, including the following:

- Phishing emails referencing real company details
- Deepfake impersonations of senior leaders
- AI-generated CVs or applicant profiles
- Personalised scams targeting HR staff
- Messages that mimic internal communication styles

2. Strengthen Recruitment Verification Processes

Because scammers may pose as applicants or contractors, HR teams should build verification steps into recruitment and onboarding processes, considering these safeguards:

- Use secure platforms for identity checks
- Watch for visual or lip-sync irregularities during video interviews
- Ask detailed follow-up questions
- Verify employment history through trusted sources

3. Verify Requests From Leadership

AI-driven impersonation scams increasingly target payroll, benefits and employee data processes. Fraudsters may use email, text messages or cloned voices to pressure HR staff into bypassing normal procedures. To reduce risk, HR teams should:

- Confirm unusual requests through a separate communication channel
- Avoid approving payroll or data changes based solely on email instructions
- Be cautious of urgent requests intended to bypass established procedures
- Report suspicious activity to IT or cyber-security personnel immediately

4. Build Strong Internal Processes

Even convincing scams are less effective when organisations use secure workflows and approval procedures. Helpful practices include:

- Requiring multi-step approvals for payroll or benefits changes
- Restricting sensitive data sharing to approved systems
- Using secure platforms for document exchanges
- Limiting access to confidential information based on employee roles

Conclusion

As AI-driven fraud becomes more sophisticated and widespread, HR teams are among the most frequently targeted entry points for scammers. By staying informed, alert and proactive, HR teams can help their organisations remain resilient against evolving AI-enabled threats.

Contact MacKay Corporate Insurance Brokers for more information on developing tailored risk management programmes and selecting appropriate insurance cover.

Recognising the Warning Signs of Ergonomic Injuries

Ergonomic injuries often develop gradually, making them easy to overlook until symptoms become serious enough to affect productivity, attendance and workplace safety. Repetitive movements, awkward postures and sustained physical demands can all contribute to these injuries over time. For employers, failing to address ergonomic concerns can lead to reduced employee performance and an increased risk of long-term absence.

In the UK, employers have a legal duty under the Health and Safety at Work etc. Act 1974 to protect employee health, safety and welfare. Failing to take reasonable steps to support employee well-being and reduce workplace risks could leave organisations vulnerable to employers' liability claims.

Training employees to recognise and report early warning signs can help organisations address concerns before they become more serious injuries.

Common Warning Signs

Employees should be encouraged to report the following symptoms promptly:

- **Aching or joint pain**—Discomfort that worsens during or after repetitive tasks may indicate strain or overuse.
- **Stiffness or reduced mobility**—Difficulty moving joints normally, particularly after inactivity or at the beginning of a shift, can signal developing ergonomic issues.
- **Tingling or numbness**—"Pins and needles" sensations or loss of feeling may point to nerve involvement and should not be ignored.
- **Burning sensations in muscles**—Heat or irritation in a muscle group may indicate overuse or repetitive strain.
- **Swelling or inflammation**—Tenderness, warmth or swelling around joints and muscles can be a sign of repeated strain.
- **Weakness or reduced grip strength**—Employees may struggle to hold tools, lift objects or complete routine tasks safely.

- **Unusual fatigue**—Muscles that tire more quickly than normal or take longer to recover may indicate ergonomic stress.
- **Symptoms that worsen over time**—Mild discomfort that becomes more frequent or severe can eventually interfere with normal job duties.

Supporting Early Reporting and Prevention

Employers should encourage workers to report symptoms as soon as they appear rather than waiting for them to worsen. Early reporting allows organisations to assess workstations, modify tasks and implement ergonomic improvements before injuries become more severe.

Helpful prevention strategies may include:

- Conducting ergonomic assessments of work areas
- Providing employees with ergonomics training
- Adjusting workstations, tools or workflows to reduce strain
- Encouraging regular movement and stretching breaks
- Responding promptly to employee concerns and symptom reports

Creating a workplace culture where employees feel comfortable reporting discomfort can help reduce injuries and improve overall workplace safety.

Conclusion

Recognising and addressing ergonomic warning signs early can help employers reduce injuries, improve productivity and support a safer workplace.

For more risk management guidance, contact us today.

