

AI INACTION – THE TRUST GAP



**BUREAU
VERITAS**

For almost 200 years, we have been a trusted partner in verifying the integrity and performance of assets.



BUREAU
VERITAS

CAN WE

Harness
the power of
digital oracles to
enhance our
Major Accident
Hazard studies
and create safer
operational
landscapes



THE ORACLE



BUREAU
VERITAS



The transition from relying on natural and divine guidance - such as stars, mythology, and deities - to relying on digital platforms represents a fundamental shift in human information behavior, sometimes referred to as the digital turn



While humanity has always sought meaning and guidance from external sources, the modern era has shifted this dependency to digital technology, which acts as a new 'socially constructed' or 'hybrid' space for knowledge and spiritual expression.

VERITAS – OUR DEITY

IS THE ROMAN GODDESS OF TRUTH

**Bureau Veritas’
story began nearly
200 years ago
in 1828.**

**Truth is at the core
of everything we
do and why it’s in
our brand mark.**

ACCURACY. BIAS. ACCOUNTABILITY



Air Canada's "Legal Entity" Chatbot:

In early 2024, a Canadian tribunal ordered Air Canada to pay damages after its chatbot **invented a non-existent bereavement refund policy**. The airline unsuccessfully argued the chatbot was a "separate legal entity" responsible for its own actions.

UnitedHealth Coverage Denials:

Lawsuits in 2024 and 2025 alleged that UnitedHealth used the "nH Predict" AI to **systematically deny care to elderly patients**, overriding human doctors' recommendations with an algorithm that had a reported **90% error rate** upon appeal.

McDonald's Drive-Thru Errors:

McDonald's ended an AI voice-ordering pilot in 2024 after viral videos showed the system failing to understand basic requests, famously adding **hundreds of Chicken McNuggets** to a single order.

CAN WE

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A.I.

HUMAN



BUREAU
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BUREAU
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WE CAN

VERIFY
and close the
TRUST GAP
between
A.I. Fiction and
A.I. Truth





The future of safety lies not in replacing humans with machines, but in empowering humans with intelligent tools

**Mike Meen (Technical Director)
Bureau Veritas**





**BUREAU
VERITAS**

Bureau Veritas is a Business to Business to Society company, contributing to transforming the world we live in. A world leader in testing, inspection, certification and technical services, we help clients across all industries address challenges in quality, health and safety, enterprise risk and social responsibility