

FSU NATIONAL EXECUTIVE RESOLUTION REGARDING CBA SPRINGVALE INCIDENT 18 NOVEMBER 2016

NEX resolution 1 and 2 December 2016

173/16

“That National Executive expresses its deep concern at the recent 18 November 2016 fire incident at CBA Springvale Victoria.

The Executive declares its support for the staff and customers impacted by the incident.

The Union acknowledges that this incident and all incidents of aggressive customer behaviour are priority issues for the entire industry to address.

FSU is committed to the eradication of aggressive customer behaviours and calls on the industry to improve incident reporting and staff training while addressing the causes of customer aggression.

FSU calls for an urgent meeting with ABA and key security personnel to discuss the Springvale incident and develop an industry response to the threat of customer aggression.”

CARRIED