

RETAIL & FAST FOOD INDUSTRY STATEMENT ON ABUSIVE AND VIOLENT CUSTOMER BEHAVIOUR

The SDA – the union for retail, fast food and warehouse workers (SDA), National Retail Association (NRA), Australian Retailers Association (ARA) and undersigned organisations including retailers, fast food operators, shopping centres, regulators and government.

1.

Support the eradication of customer disrespect, abuse and violence from our workplaces

2.

Commit to positively and publicly promoting and supporting a culture of respect and dignity for retail and fast food workers in and around workplaces

3.

Encourage and facilitate the reporting of all forms of customer perpetrated abuse and violence towards workers, including sexual harassment and assault

Our commitment to a retail and fast food industry free from abuse and violence will contribute to creating vibrant, healthy and safe workplaces and communities for workers and customers across Australia now, and into the future.

