



INTERIM ORDER

Fair Work Act 2009
s.424—Industrial action

Concentrix Services Pty Ltd

v

Association of Professional Engineers, Scientists and Managers, Australia,

The

(B2024/1265)

COMMISSIONER HUNT

BRISBANE, 27 SEPTEMBER 2024

Application for an order to suspend or terminate protected industrial action – endangering life etc.

Further to the Decision issued in this matter today [[\[2024\] FWC 2699](#)], the Fair Work Commission (the Commission) makes interim orders pursuant to s.424(4) of the *Fair Work Act 2009* as follows:

- A. All protected industrial action to which the application relates engaged in by employees of Concentrix Services Pty Ltd for the purposes of achieving an enterprise agreement with Concentrix Services Pty Ltd is suspended.
- B. The categories of protected industrial action to which the application relates is as follows:
 - “3. An indefinite ban on responding to any emails or chat groups.
 4. Indefinite action in the form of answering incoming video calls on Skype after 2 minutes and 30 seconds and 3rd prompt (3/3) limits.
 5. Indefinite action in the form of interrupting or stopping work to provide an authorised Professionals Australia statement to clients, stakeholders, users or customers.
 6. Indefinite actions in the form of interrupting or stopping work to provide an authorised Professionals Australia statement in emails, auto-reply messages and voicemail.
 7. Indefinite action in the form of employees extending their welfare (long call break) to 15 minutes.

8. Indefinite action in the form of employees taking their 15-minute scheduled break at a time or times they determine.

 13. An indefinite ban on the completion of the feedback form (however titled) when a call is terminated due to breach of terms of service.”
- C. Order A above will have effect from 10:00am AEST on 27 September 2024 and will operate until the application in matter number B2024/1265 is finally determined by the Commission.
- D. Concentrix Services Pty Ltd and the Association of Professional Engineers, Scientists and Managers, Australia are to make all reasonable endeavours to ensure the relevant employees are provided with access to or a copy of this Interim Order prior to 10:00am on 27 September 2024.



COMMISSIONER

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