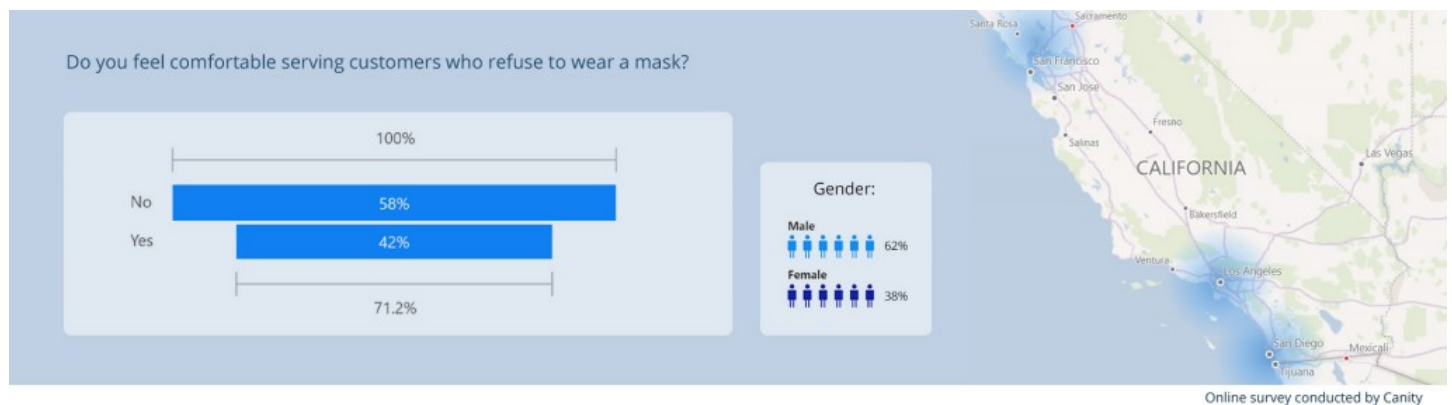


Are Employers letting down their workers by not enforcing proper policies around customers wearing masks?



Los Angeles, Jan 12, 2021 (Issuewire.com) - A Californian survey of Customer Service agents. conducted by Canity, has revealed that an astonishing 50% of workers have to deal with customers who refuse to wear a mask. And what's more, only 50% of them have been given any training about what to do in this situation. This is despite the already massive increases in levels of worker anxiety due to the Covid-19 pandemic.

"This potentially leaves employers exposed to issues around having adequate health and safety procedures in place to protect workers," says Canity Founder and CEO, Kym Illman.

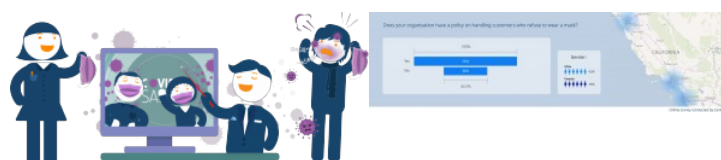
"It's a given that some customers will become upset and frustrated when asked to wear a mask and as such it's vital organizations train their customer-facing teams on how to handle these situations," said Illman.

Whilst training on how to handle these customers was lacking it was at least encouraging that 90% of workers indicated their employer had at least implemented a policy requiring customers to wear a mask.

"Employers would do well to think through the duty of care obligations to both customers and employees in relation to their policy on mask-wearing," said Illman.

Survey data can be found at

<https://www.canity.com/resources/customer-mask-wearing-survey/>





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Source : Canity

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