

5 Tips for workplaces

Reducing customer frustration

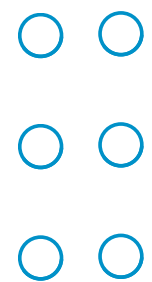
Create environments that improve experience and minimise misbehavior.

Keith Govias
Workplace Safety &
Risk Principal

Keep temperatures comfortable

01

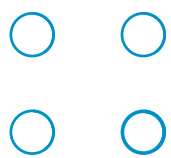
Extreme heat or cold has been shown to increase discomfort and aggression. Regularly check air-conditioning and airflow to maintain a pleasant environment for customers and staff

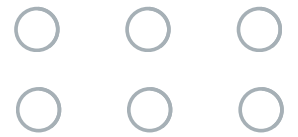


Use lighting wisely

02

Well-lit spaces make people feel safe and visible. Avoid overly dim or dazzling lights. Encourage reporting of burnt lamps and use soothing colors like blues and yellows.





Reduce noise distractions

Unpleasant or sudden noise can raise stress levels and trigger misbehaviour. Lower music volumes to a point where conversation can be held without raising a voice to be heard. Minimise sound travel between shared spaces to create calm environments.

03

Prioritise cleanliness

A tidy, well-stocked space signals quality and professionalism. Clean environments reduce frustration and stress while improving customer perception of your brand.

04



05

Design for **flow** **and safety**

Avoid narrow aisles and cluttered layouts. Clear signage and visible security measures like CCTV help deter misbehaviour and make customers feel secure.





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