

3. Safety for public/customer facing colleagues

Organisations should have a clear process for supporting colleagues working in public/customer facing roles who experience racial abuse and should train colleagues on how to deal with the situation, whilst prioritising their safety.

Examples of actions your organisations could take:

- Refusal to serve the customer, or a process to warn them and ban them for repeated behaviour.
- Posters in public facing areas on the organisation's anti-racism commitments highlighting that any mistreatment of colleagues will not be tolerated.
- Train colleagues on how to deal with racist situations and behaviour, including how to stand up against racist behaviour and de-escalation, when directed at colleagues.
- Provide training to people managers in customer-facing roles on how to support their team.
- Have mechanisms in place for raising alerts on any potential local disturbances or protests so that a proactive approach can be taken.

Additional Reading

<https://www.tuc.org.uk/resource/protecting-workers-risks-violence-and-racism>