

Clarifying Face Mask Policies

Retail



The Situation

A retail employee working in a store with a mask requirement noticed that some customers refused to wear masks, citing doctors notes or breathing conditions as reasons for exemption. When these customers were reminded of the mask policy, they became agitated and did not want to comply.

The Solution

The retail worker submitted a tip in the LiveSafe Mobile App requesting information about mall policy. The worker was curious about Security enforcement of mask-wearing and whether other stores were allowing customers to shop without masks if they asserted that they had medical exemptions.

The Result

Mall Security grew aware of confusion regarding mask-wearing regulations and was able to clarify policies for retail workers.

As of August 2020, over two-thirds of U.S. states have statewide mask mandates in place to curb the spread of COVID-19.