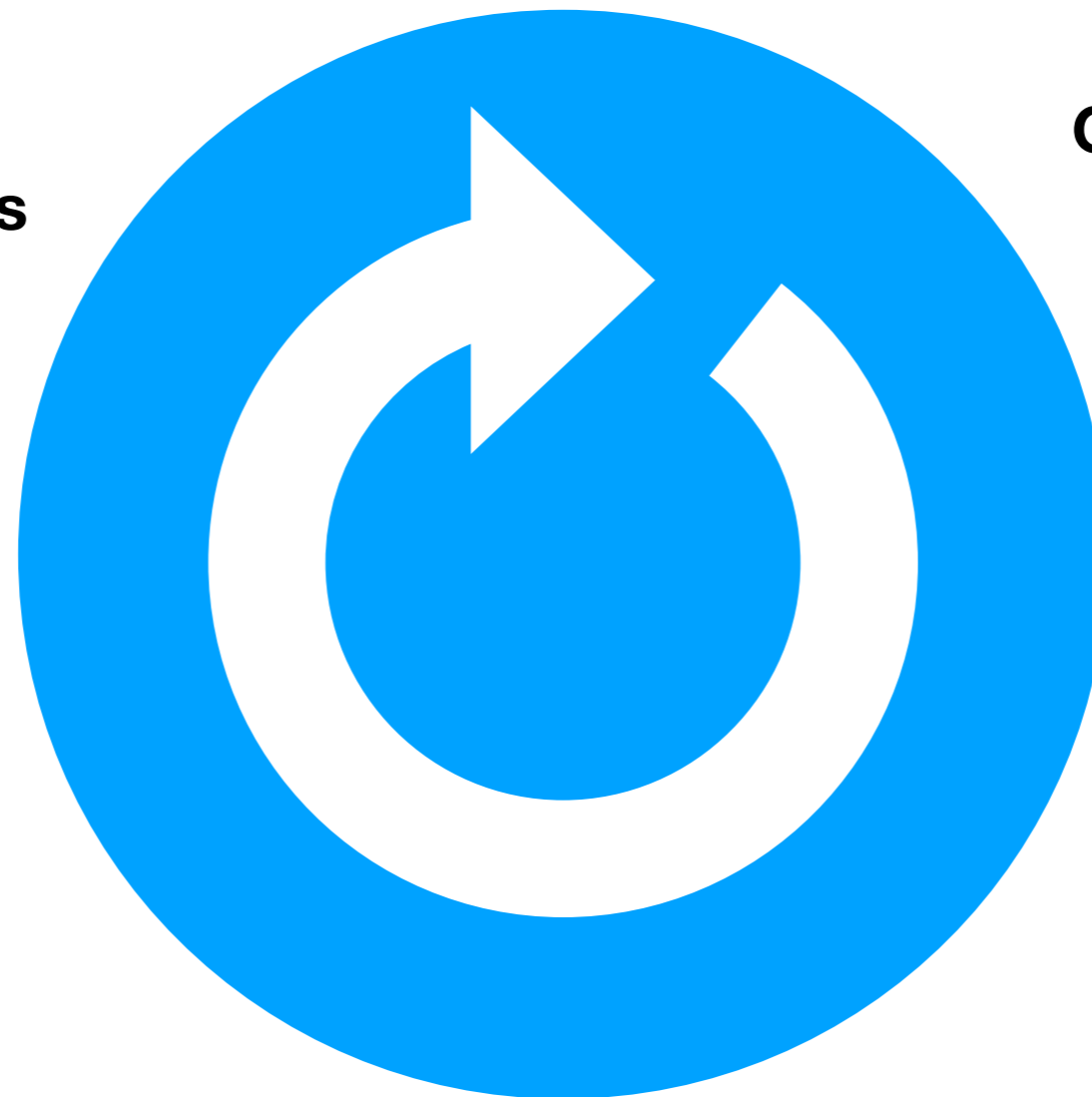


Company design triggers mental wellness

**Poorly designed
company systems
& processes
create friction**



**Customers fed up
& take it out
on company
staff**

**Occupational abuse
Occurs to staff**