

**CULTURE  
Commitment**

**TECHNOLOGY**

**TOOLS:  
HARD/SOFT**

**TRAINING &  
Situational  
Awareness**

**REALTOR®  
SAFETY**



*knowledge awareness empowerment*

### **SAFETY AT THE OFFICE**

- Ensure all doors other than the main entrance are secured.
- Make sure there is a clear exit route from the service desk to the door.
- Never allow visitors to wander freely about the office.
- Install alarm buttons in strategic spots throughout the office.
- Never leave wallets, purses, or valuables behind counters or on desks.
- Lock up audio/visual equipment when not in use.
- Secure spare and master keys in locked cabinets.
- Restrict office keys to those who need them. Maintain a record of keys.
- Limit the amount of personal info you share on your business cards/signage.
- Consider using only your first initial and last name on "For Sale" signs to conceal gender and prevent anyone other than current clients asking for you by name.

### **SAFETY WITH CLIENTS**

- Always let someone know where you are going and when you will be back.
- Never list a property as "Vacant." This is an open invitation to criminals.
- Show properties before dark. If you have to, be sure to turn on all the lights.
- Use the LockBox key procedure, established to improve REALTOR® safety.
- Ask new clients to complete a Prospect Identification Form.
- Establish a distress code that can be used when you feel you are in danger.
- When showing commercial property, be sure your cell phone has service.
- Get to know prospective clients before showing a commercial property.
- Use your intuition. If you feel uneasy, ask someone to join you or don't show it.
- If someone tries to rob you, give up the property; don't give up your life.
- Take a self-defense course to prepare you for the worst. Always be prepared.

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### **BROKERS: PROTECT YOUR OFFICE & YOUR AGENTS**

- **Create an office safety plan.** Appoint one individual as a safety coordinator to oversee, maintain, and enforce the plan. Require everyone in your firm to know and understand the safety policy and procedures.
- **Assign an office safety contact and several alternates.** If your office has a full-time receptionist, this person is an ideal choice. Encourage agents to call 9-1-1 in an emergency or if they perceive that they are in danger.
- **Require agents to report their whereabouts** to your safety contact, and establish safety call-in procedures. Mandate the use of the buddy system. Create a distress code, making sure all employees and agents know what they are and what to do when they hear them.
- **Use a registration book** for all clients and other visitors, and check their information against a photo ID.
- **Establish a secure location** to which employees can go in a dangerous situation. Make sure private areas of the office aren't accessible to strangers.
- **Ensure that someone is responsible** for being aware of your agent's whereabouts whenever they work offsite. Consider personally visiting or calling the open houses where your agents are working.

### **10 STEPS TO A SAFE OPEN HOUSE**

1. **Park where you cannot get blocked in.** Make sure you have a clear line of sight to your vehicle, free from hiding places.
2. **Meet the neighbors.** There's safety in numbers. Introduce yourself.
3. **Advise clients about valuables.** Point out the items they should secure.
4. **Be aware and work in teams.** Invite an affiliate such as a home inspector, to sit in on the open house with you.
5. **Establish your escape routes.** Know how to get in and out of all rooms.
6. **Set up for safety.** Hang bells on the door to alert you when someone enters.
7. **Look over guests as they arrive.** Is this someone you feel comfortable with?
8. **Never turn your back on a prospect.** Always let them walk in front of you.
9. **Never go into rooms without an escape route.** Let clients go in without you.
10. **Close up in teams.** If another agent is doing an open house nearby, offer to walk to theirs and close up with them, then both of you can go to your house to do the same.