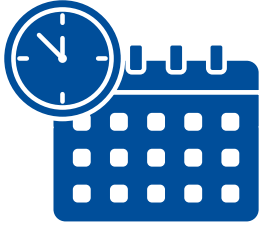




LICENSEE SAFETY GUIDE



KEEP THEM IN THE KNOW

Always let someone know your schedule, location, who you're meeting, and when you should be finished with each appointment. Share your digital calendar with loved ones and make sure addresses you are showing are noted.

OUT LIKE A LIGHT

Avoid working in the office or showing a home after dark, especially in rural areas. If you cannot avoid working after hours, park near a visible and well-lit area.



RECHARGE

Carry a fully charged cell phone at all times. Consider downloading a panic button app and turning on GPS tracking on your phone to share your location with loved ones.

IN THE DRIVER'S SEAT

Consider driving separately and meet clients at showing locations. When parking, avoid parking in a location where you could be blocked in.



KNOW YOUR PEOPLE

Get to know your clients before meeting them privately. Consider meeting in a public place. Verify their identity and review their social media accounts.

SHOWING ETTIQUETTE

Ask attendees to complete a sign-in sheet at open houses, make clients or attendees aware that the open house or showing may be under video surveillance. Always walk behind clients when showing a property. Stay between your client and an exit door at all times. Allow clients to tour basements by themselves.



CALL FOR HELP

Establish a code word with your office and loved ones. Many brokerages use the phrase "red file" as a way to alert others you are in an emergency without alarming the client.

UNDER LOCK AND KEY

Never leave the client's house keys or copies of keys in common places (i.e. under a doormat, in a flower pot, etc.) Never provide the keys to friends or family member, unless authorized by the client to do so.



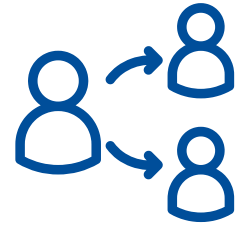


UNEXPECTED GUEST

Always communicate with your clients when you will be at their property and for what purpose. Always book showings in advance and confirm receipt of showing requests.

DON'T OVERSHARE

Never share personal information with your clients such as your home address, your children's school district, or your detailed schedule. Use your office address for advertisements.



PROTECTING CLIENTS

Advise your clients to conceal and secure all confidential information prior to a showing or open house. Clients should be instructed to lock up valuable items. Advise clients to never show their property themselves and refer all inquires to you directly.

BELLS ARE RINGING

Consider attaching bells to the front door of the property during an open house. This will advise you someone has entered the home, even if you cannot see the front door.



EXIT STRATEGY

Always be aware of the entrances and exits when entering a property so you know how to get out quickly, if needed.

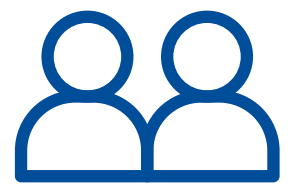


VACANCY HERE

Never advertise the property as vacant. When entering a property you assume to be vacant, be alert. Announce yourself when entering any property in case a renter, owner, or vendor is on the premises.

BRING REINFORCEMENTS

If a particular property location or client makes you feel uncomfortable, consider asking a coworker or loved one to join you at the showing or open house.

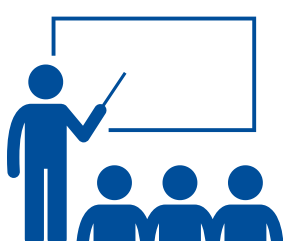


MAKE THE CALL

Whenever you are leaving an open house or showing by yourself, make a phone call to a coworker or loved one as you walk out the door to your car.

GUT INSTINCT

Always trust your instincts. If a client or situation makes you feel uncomfortable, leave immediately.



KNOWLEDGE IS POWER

Consider taking a safety course and encourage your broker to provide real estate safety training for the office. Consider taking self-defense training courses.

