



Safety and Security for Real Estate Agents

At the office and in the field

February 22, 2022

SAFETY REPORT

33% OF REALTORS
HAVE EXPERIENCED A SITUATION THAT MADE THEM FEAR FOR THEIR SAFETY
OR SAFETY OF THEIR PERSONAL INFORMATION.

NATIONAL ASSOCIATION OF REALTORS 2019 MEMBER SAFETY REPORT

HOW DO WE MAKE THE OFFICE SAFE AND SECURE



SAFETY AND SECURITY — AT THE OFFICE

ENSURE THE PHYSICAL SECURITY OF THE LOCATION

- EXTERIOR DOORS AND WINDOWS LOCKABLE
- CAMERA'S WORKING PROPERLY
- INTERIOR DOORS LOCKABLE (PUSH BUTTON/EASY LOCK)

SINGLE POINT OF ENTRY

INSTITUTE ACCESS CONTROLS (SWIPE SYSTEM – PUSH BUTTON LOCKS)

IF APPLICABLE - ENSURE THERE IS AN EMERGENCY NOTIFICATION SYSTEM (EVERY EMPLOYEE SHOULD HAVE ACCESS)

ACTIVE SHOOTER - DEFINITION

AN ACTIVE SHOOTER IS AN INDIVIDUAL KILLING OR ATTEMPTING TO KILL PEOPLE IN A CONFINED AND POPULATED AREA

TYPICALLY, THERE IS NO PATTERN IN THE SELECTION OF VICTIMS IN AN ACTIVE SHOOTER INCIDENT

COMMON MOTIVES INCLUDE:

- ANGER, REVENGE (DOMESTIC ISSUES)
- IDEOLOGY
- UNTREATED MENTAL ILLNESS

ACTIVE SHOOTER INCIDENTS

The old adage of
“IT WON’T HAPPEN HERE”
NO LONGER APPLIES

ACTIVE SHOOTER INCIDENTS

CAN OCCUR ANYWHERE AT ANYTIME

WHERE WE WORK:

"A REAL ESTATE AGENT MAKES A LIVING MEETING A
COMPLETE STRANGER IN AN EMPTY HOME"

- ❖ APRIL 28, 2021, BRIDGEVIEW REAL ESTATE SERVICES, WATERTOWN, NY, 2 KILLED
- ❖ DECEMBER 31, 2019, KRIS LINDAHL REAL ESTATE, MINNEAPOLIS MN, 1 KILLED
"REAL ESTATE AGENT ABDUCTED DURING SHOWING AND THEN MURDERED"

YOUR RESPONSE

- IT IS IMPORTANT FOR EMPLOYEES TO BE TRAINED SO THAT THEY CAN REACT IF THEY ARE EVER CONFRONTED WITH AN ACTIVE SHOOTER SITUATION.
- THESE SITUATIONS EVOLVE QUICKLY, QUICK DECISIONS COULD MEAN THE DIFFERENCE BETWEEN LIFE AND DEATH.
- IF YOU ARE IN HARM'S WAY, YOU WILL NEED TO DECIDE RAPIDLY WHAT THE SAFEST COURSE OF ACTION IS BASED ON THE SCENARIO THAT IS UNFOLDING BEFORE YOU.
- YOUR ACTIONS **CAN** MAKE A DIFFERENCE FOR YOUR SAFETY AND SURVIVAL

How To RESPOND

RUN – AVOID - EVACUATE: IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMISES

HIDE – DENY ACCESS: IF EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU

FIGHT – DEFEND - TAKE ACTION: AS A LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE ACTIVE SHOOTER

RUN

AVOID - EVACUATE

IF THERE IS AN ACCESSIBLE ESCAPE PATH, ATTEMPT TO EVACUATE THE PREMISES AND BE SURE TO:

- HAVE AT LEAST ONE ESCAPE ROUTE AND A PLAN IN MIND
- LEAVE YOUR BELONGINGS BEHIND
- EVACUATE REGARDLESS OF WHETHER OTHERS AGREE TO FOLLOW
- HELP OTHERS ESCAPE, IF POSSIBLE
- DO NOT ATTEMPT TO MOVE WOUNDED PEOPLE
- WARN INDIVIDUALS NOT TO ENTER AN AREA WHERE THE ACTIVE SHOOTER MAY BE
- KEEP YOUR HANDS VISIBLE
- FOLLOW THE INSTRUCTIONS OF ANY POLICE OFFICERS

HIDE

DENY ACCESS

IF SAFE EVACUATION IS NOT POSSIBLE, FIND A PLACE TO HIDE WHERE THE ACTIVE SHOOTER IS LESS LIKELY TO FIND YOU AND KEEP PREPARING TO ESCAPE OR FIGHT

YOUR HIDING PLACE SHOULD:

- BE OUT OF THE ACTIVE SHOOTER'S VIEW
- PROVIDE PROTECTION IF SHOTS ARE FIRED IN YOUR DIRECTION (COVER)
- NOT TRAP YOU OR RESTRICT YOUR OPTIONS FOR ESCAPE OR FIGHT

HIDE

DENY ACCESS - CONTINUED

GET BEHIND A LOCKABLE DOOR IF POSSIBLE:

- GATHER AS MANY COWORKERS AS QUICKLY AS POSSIBLE
- CLOSE AND LOCK THE DOOR
- THEN GET BEHIND ITEMS THAT WILL PROTECT YOU IF SHOTS ARE FIRED THROUGH THE WALL IN YOUR DIRECTION
- DO NOT TRAP YOURSELF OR RESTRICT YOUR OPTIONS FOR ESCAPE OR FIGHT

HIDE

DENY ACCESS - CONTINUED

IF THE DOOR DOES NOT LOCK THEN TRY TO PREVENT AN ACTIVE SHOOTER FROM ENTERING YOUR HIDING PLACE:

- LOCK THE DOOR WITH A BELT - IF ABLE TO
- BLOCKADE THE DOOR WITH HEAVY FURNITURE
- CLOSE, COVER, AND MOVE AWAY FROM WINDOWS

Fight

Defend – Take Action

AS AN ABSOLUTE LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER, ATTEMPT TO DISRUPT AND/OR INCAPACITATE THE ACTIVE SHOOTER:

- ACT AS AGGRESSIVELY AS POSSIBLE AGAINST HIM/HER
- THROW ITEMS AND IMPROVISE WEAPONS
- COMMIT TO YOUR ACTIONS
- YELL

WHEN LAW ENFORCEMENT ARRIVES

OUR PRIMARY GOAL IS TO:



SAVE LIVES BY ELIMINATING THE THREAT

SAFETY AND SECURITY – MEETING CLIENTS IN THE FIELD

CONSIDERATIONS:

DOES YOUR AGENCY HAVE SAFETY PROTOCOLS ALREADY IN PLACE?

- IF SO LEARN THEM

WHO ARE YOU MEETING?

- ALWAYS MEET NEW CLIENTS AT THE OFFICE OR IN A NEUTRAL LOCATION
- DO NOT OVERSHARE YOUR PERSONAL LIFE

DO NOT MEET BY YOURSELF IF AT ALL POSSIBLE – ESPECIALLY OPEN HOUSES

ALWAYS LET SOMEONE KNOW WHERE YOU ARE GOING AND WHAT TIME THE
APPOINTMENT IS

SAFETY AND SECURITY – MEETING CLIENTS IN THE FIELD

CONSIDERATIONS:

CCARRY YOUR CELL PHONE – KNOW AHEAD OF TIME THAT YOU HAVE CELL SERVICE AND THAT YOUR PHONE IS CHARGED – CONSIDER A SATELLITE PHONE – SHARE YOUR LOCATION WITH A CO-WORKER/SUPERVISOR

PPARK IN THE ROAD OR AT THE END OF THE DRIVEWAY SO YOU ARE NOT BLOCKED IN

- LOCK YOUR CAR AFTER YOU GET OUT
- CARRY YOUR KEYS WITH YOU AND SET OFF THE ALARM IN AN EMERGENCY

WHEN IN A RESIDENCE DO NOT LET YOURSELF GET BLOCKED IN:

- LET THE CLIENT ENTER ROOMS AND CLOSETS BEFORE YOU
- LEAVE FRONT DOOR OPEN IF THERE IS A STORM DOOR
- OPEN GARAGE DOOR(S) TO ALLOW A SECONDARY ESCAPE ROUTE

SAFETY AND SECURITY — MEETING CLIENTS IN THE FIELD

OTHER CONSIDERATIONS:

CCARRY SELF DEFENSE SPRAY OR A TASER

ARE YOU ALLOWED TO CARRY A FIREARM? CONSIDER GETTING A PISTOL PERMIT

CONSIDER SELF DEFENSE CLASSES

WEAR PROPER ATTIRE/FOOTWEAR — KNOW LIMITS

- HEALS ARE HARD TO RUN IN
- DRESSES OR PANT SUITS?
- DON'T WEAR EXPENSIVE JEWELRY

SAFETY AND SECURITY — MEETING CLIENTS IN THE FIELD

OTHER CONSIDERATIONS:

IT'S SAFER TO TAKE YOUR OWN CAR RATHER THAN TO RIDE WITH A CLIENT

USE CODE WORDS TO ALERT OTHERS YOU NEED HELP — RED FILE / GREEN FILE

GET TO THE HOUSE 10-15 MINUTES EARLY TO FAMILIARIZE YOURSELF WITH THE LAYOUT AND EXITS

CARRY A “GOOD” FLASHLIGHT WHEN SHOWING HOUSES — ESPECIALLY IN BASEMENTS

TRY NOT TO GO INTO THE ATTIC WITH A CLIENT — ALLERGIC TO INSULATION?

SAFETY AND SECURITY — MEETING CLIENTS IN THE FIELD

OTHER CONSIDERATIONS:

SHOW PROPERTIES BEFORE DARK

- IF YOU MUST SHOW A PROPERTY AFTER DARK, TURN ON ALL LIGHTS AS YOU GO THROUGH, AND DON'T LOWER ANY SHADES OR DRAW CURTAINS OR BLINDS

IF YOU CARRY A PURSE, LOCK IT IN YOUR CAR TRUNK BEFORE ARRIVING AT AN APPOINTMENT

IF YOU ARE THE LAST ONE IN AN OPEN HOUSE AND YOUR CAR IS NOT IN THE IMMEDIATE VICINITY OF WHERE YOU ARE, THEN MAKE A PHONE CALL AS YOU WALK.

ASSAILANTS WILL BE LESS WILLING TO ATTACK IF YOU ARE IN MID CONVERSATION WITH ANOTHER PERSON

SAFETY AND SECURITY — MEETING CLIENTS IN THE FIELD

TRUST YOUR INSTINCTS

IF SOMETHING DOESN'T FEEL RIGHT — IT PROBABLY ISN'T

SUMMARY

REMEMBER TO ALWAYS:

- IN YOUR OFFICE – KNOW WHERE TWO NEAREST EXITS ARE – AND IN ANY FACILITY YOU VISIT
- IN THE FIELD - BE AWARE OF YOUR ENVIRONMENT AND ANY POSSIBLE DANGERS

THANK YOU



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