

## SECTION 2: SAFETY ON THE JOB

# BROKERS: PROTECT YOUR OFFICE AND YOUR AGENTS

Below are some recommended safety techniques for real estate brokers from REALTOR® Associations, police and other sources. Implementing some or all of these actions can help you make safety a prime concern for your employees and 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 policies and procedures. Make it a top priority. Use the Web sites on the resource list, on the CD-ROM, and the "Office Safety Action Plan" in this kit to create your plan.
- Assign an office safety contact and several alternates. If your office has a full-time receptionist or clerical assistant, this person is an ideal choice. However, encourage your agents to call 9-1-1 in an emergency or if they perceive that they are in danger.
- Require salespeople to report their whereabouts to your safety contact, and establish safety call-in procedures. Mandate the use of the buddy system. Create and communicate distress codes, making sure that all employees and agents not only know what they are, but exactly what to do when they hear them.
- Don't forget workplace safety procedures for the office. 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 agents' whereabouts whenever they work offsite. Consider personally visiting or calling the open houses where your practitioners are working.

(Source: Nevada County Board of REALTORS® (CA))

## SECTION 2 HANDOUT

NATIONAL ASSOCIATION OF REALTORS®  
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