

ODYSSEY SAFETY RESOURCES & TOOLS

Safety is a priority and Odyssey invests in the safety of our associates, partners, and staff, including the use of simple technology applications, such as Real Safe Agent.

Real Safe Agent is a crime prevention system built specifically for the Real Estate Industry. Based in behavioral science, Real Safe Agent empowers the entire real estate community to cooperate and collaborate to keep each member safe. This cooperation and collaboration prevents the precursor behaviors of the predator from escalating to a crime and denies the predator and other types of criminals the environment they need to commit a crime.



RealSafeAgent



Learn More at: www.realsafeagent.com



SAFE SELLING:

A Practical Guide for Preventing Crime without Sacrificing the Sale

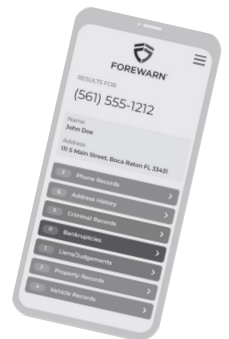
By Lee Goldstein and Dave Legaz

FREE eBook

Safety is the most important factor when dealing with the public. And utilizing the resources and tools made available to us, Odyssey has adopted specific safety protocols to reduce the risk and increase the safety of all our staff, associates, and clients. This section will complement what you learn from reading this book.

It is highly recommended you download the **FREE Forewarn smart phone application**, which allows agents to work safer and smarter by instantly verifying a prospect's identity and potential risks prior to a face-to-face engagement.

In seconds, with as little information as a phone number or name, agents can verify a prospect's identity, criminal records, bankruptcies, liens, judgments, address history, and property records all in one place, leading to safer and more productive interactions. FOREWARN customers can log in and access the service via the FOREWARN mobile app or from a web browser.



Price: \$20/month with an annual agreement for individual agents.

Learn More at: www.forewarn.com



ODYSSEY'S SAFETY PRACTICES



REALTOR®
Safety
PROGRAM

At Odyssey Real Estate Services, the safety and security of our associates, employees, and clients are our highest priorities. Our Firm actively participates in the National Association of REALTORS® (NAR) Safety Program to ensure a secure working environment.

NAR has developed comprehensive safety tips and best practices with input from subject matter experts, law enforcement, and seasoned industry professionals. These guidelines help REALTORS® stay vigilant and protected.

SAFETY TIPS AND BEST PRACTICES:

- **Initial Meetings:** Always meet new clients in a neutral public location, such as a coffee shop or restaurant.
- **Communication:** Share your schedule with your broker, colleague, assistant, or family member.
- **Environmental Awareness:** Be aware of safety concerns, including poor cell phone reception or unfamiliar neighborhoods, and communicate any issues or concerns.
- **Manage Privacy:** Avoid oversharing personal information, especially on public-facing social media platforms or with customers you just met.
- **Open Houses:** Never host open houses alone.
- **Phone Preparation:** Ensure your cell phone is fully charged and has a strong signal before heading to an appointment. Use a tracking app and give it to family members or someone you trust who can track your location.
- **Property Showings | Tours:** Direct clients to walk ahead of you during tours instead of leading them. Avoid entering confined spaces such as attics, crawl spaces, or small bathrooms where you could be trapped. And leave the front door open during showings to provide a quick escape route, if necessary.
- **Client Screening:** Pre-screen clients using Forewarn before scheduling an in-person meeting.
- **Property Preparation:** Arrive 10-15 minutes early to unlock doors, turn on lights, inspect the property for safety concerns, and plan an exit strategy.
- **Trust Your Instincts:** If you feel unsafe, suspicious, or uncomfortable, call a friend, family member, or colleague to join you immediately via video. Create key words or texts, such as "NS" (not-safe) that do not alarm a client, but can prompt your trusted person to take action.
- **Police Support:** Request local law enforcement to conduct drive-bys during your open houses, particularly in questionable or high-crime areas.
- **Maintain Distance:** Keep clients within your line of sight and at least six to eight feet away at all times, when possible. Not only will this give them space to view the home, it will give you a broader view for safety precautions.
- **Self-Defense Training:** Take self-defense courses to prepare for potential threats and enhance personal safety.

**SAFETY
FIRST**

ODYSSEY SAFETY PRACTICES

At Odyssey, safety is a top priority. In addition to adhering to NAR's best practices, we have developed the following Odyssey-specific safety guidelines:



OPEN HOUSES

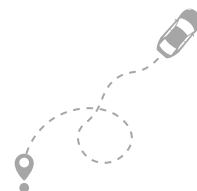
Open houses must always be conducted by two individuals: a licensed agent and a second person such as an assistant, colleague, family member, or friend. Never host an open house alone. While you, the agent, guide potential buyers through the property, your assistant can welcome guests, oversee sign-in procedures, and offer refreshments.

Leverage the Odyssey Open House Kit to ensure a smooth and professional experience.

Important: If your assistant is not a licensed real estate agent, they cannot answer questions or provide information beyond what is on the property flyer. They should direct all inquiries to you as the agent.

PROPERTY SHOWINGS & TOURS

- **Transportation:** Always have buyers drive their own vehicles and meet you at the property. This avoids personal safety risks and liability issues in the event of an accident. Do not transport or ride with buyers for the same reasons.
- **Preparation:** Arrive early to assess the neighborhood and prepare the property for showing.
- **Parking:** Park on the street rather than in the driveway to ensure your vehicle isn't blocked. Leave space in front and behind your car to allow for a quick departure if needed.



MEETING CLIENTS IN PRIVATE

Whenever possible, meet clients in public places or at the office during regular business hours when others are present. If you must meet outside normal hours or in private, bring a colleague, friend, or family member (over the age of 18). This provides an added layer of safety and helps avoid misunderstandings or false accusations.

CLIENT PROFILE AND IDENTIFICATION

- **Verify Identity:** Complete an Odyssey Client Profile Form for every client. Request a government-issued photo ID, make a copy, and attach it to the form.
- **Immediate Submission:** If a copier isn't available, use a scanner app or take a photo of the form and ID. Send it to your broker via text or email immediately.
- **Client Refusal:** If a client declines to complete the form or provide an ID, politely explain that you must contact your broker and will follow up the next day. This allows for a non-confrontational exit. Notify your broker for guidance on how to proceed.

