

# NEIGHBORHOOD SAFETY

Our job is to serve our customers in all neighborhoods at all times of the day.

You can't control the environment but you can control how you operate.

## MAKE SITUATIONAL AWARENESS A MINDSET

Situational awareness is a Preventive Tactic. It is a mindset to purposely cultivate so that you don't have to think about it.

### Practice relaxed alertness

by being aware of what is going on around you. Put yourself in a position to observe as much as possible.

Use all your senses to heighten awareness. Staying relaxed allows you to take in more information; fear causes you to take in less information.

**Have a plan of action** based on what you have observed. If you get into the habit of asking yourself what you would do in a situation that poses a potential threat, you are practicing situational awareness.

**LOOK**

**THINK**

**ACT**

When observing new information about our changing environment, we are able to make decisions to keep us safe. **Every environment has a baseline that is "normal."** Being aware of differences doesn't mean it is a threat. It just gives you something to pay attention to. Putting the information you observe into context—so that it has meaning—allows it to become actionable.

## BEST PRACTICES

### Practice, Practice, Practice!

- Look alert. The less vulnerable you look, the less likely you will be a target
- Scan your surroundings
- Observe people and establish baselines in environments
- At night, keep a flashlight with you
- Get in the habit of looking for exits
- Think of action plans if you were in a specific situation that is a possible threat
- Don't be paranoid, just mindful

**PRACTICE IS THE BEST OF ALL INSTRUCTORS**

### insight



#### LISTEN TO YOUR INTUITION

- Tune in to your intuition, not fear
- Each day, set your intention for safety
- If something doesn't feel right, it probably isn't

#### BE AWARE OF YOUR SURROUNDINGS

- Review location records in advance
- Ride around the block before stopping
- Make people aware you see them
- Have an exit strategy



### VEHICLE SAFETY

- Plan your route both in and out
- Drive around the block before deciding where to park
- Park strategically

- Don't open the door or roll down a window. If someone needs help, call 911
- Don't work in your vehicle at night. Do paperwork in a well-lit area with people or at the facility

- If you are hit by another vehicle and suspect foul play, drive to the nearest police station or fire department
- Have your keys ready when going to your vehicle

## What do you do if you are threatened or feel the situation is unsafe?

### Relocate to a safe place

- Relocate if you have been assaulted or someone has brandished a weapon
- If there is no imminent danger, then notify work management
- Note: A threat can be verbal or physical



### Communicate

- Call 911
- Notify work management after contacting police
- Complete an incident report

