



NJOHSP

INFRASTRUCTURE PROTECTION RESOURCE SHEET

RETAIL FACILITIES: SHOPPING CENTERS AND MALLS

There are more than 46,000 shopping malls in the United States, ranging in size from small open-air neighborhood “strip” shopping centers to super-regional malls. These facilities operate on the principle of open public access, permitting the general public to move freely throughout their facilities without the deterrent of highly visible security barriers or security checkpoints.

Threats of Most Concern to Shopping Malls

Include:

- Small-arms attack
- Improvised explosive devices
- Complex terror attack, including hostages
- Arson or incendiary attack
- Chemical, biological, or radiological attack

Potential Indicators of Terrorist Activity

Include:

- Suspicious persons wearing bulky clothing which may conceal explosives or weapons
- Damage to non-public areas, perimeter lighting, security cameras, or other security devices
- Unattended packages such as backpacks that could contain explosives
- Evidence of unauthorized access to restricted areas

Potential Indicators of Terrorist Surveillance

Include:

- Persons loitering in the same area for extended periods of time with no reasonable explanation
- Personnel being questioned about mall operations or security measures
- Unfamiliar or unexpected delivery trucks arriving at the facility
- Persons surveilling mall security processes

Considerations for Law Enforcement Include:

- Prepare mentally and physically for attacks at public venues that could result in mass casualties
- Be aware of the challenges navigating and clearing retail facilities, low visibility, and potential for mass panic
- Be cognizant of potential for multiple shooters or a barricaded suspect with hostages

Protective Measures Include:

- Increase visibility of uniformed security personnel
- Develop plans for security and emergency response
- Establish regular communication with local law enforcement
- Conduct regular emergency response exercises with employees
- Control non-public access points and areas
- Install and regularly test an emergency communication system
- Take threats seriously and encourage employees to report any threat or suspicious situation

Incident Response

Alert law enforcement immediately by calling 9-1-1

Connect.

Visit njohsp.gov to connect with NJOHSP, find resources available, and maintain awareness of threat information.

Prepare.

Visit njohsp.gov/resources to learn about planning resources for your organization.

Train.

Visit njohsp.gov/programs to learn about training and exercises for your organization.

Report Suspicious Activity.

Dial 2-1-1 or email tips@njohsp.gov to report suspicious activity in New Jersey.

Visit njohsp.gov/report to learn more about suspicious activity reporting.