



# 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
- Arson or incendiary attack
- Improvised explosive devices
- Complex terror attack, including hostages
- 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
- Unfamiliar or unexpected delivery trucks arriving at the facility
- Loitering, parking, standing, or unattended vehicles in the same area over multiple days with no reasonable explanation
- Personnel being questioned about security measures, peak hours, and access controls
- Unfamiliar employees, contract workers, or unannounced maintenance activities
- Photography or videography focused on security features, including cameras, security personnel, gates, and barriers

#### Protective Measures Include:

- Increasing visibility of uniformed security personnel
- Training employees to report unattended packages
- Establishing regular communication with local law enforcement
- Conducting regular emergency response exercises with employees
- Controlling non-public access points and restricted areas
- Maintaining an emergency notification and communication system
- Educating employees and customers on how to recognize and report suspicious activity

#### Incident Response

Alert law enforcement immediately by calling 9-1-1

##### Connect.

Visit [njohsp.gov](http://njohsp.gov) to connect with NJOHSP, find resources available, and maintain awareness of threat information.

##### Prepare.

Visit [njohsp.gov/resources](http://njohsp.gov/resources) to learn about planning resources for your organization.

##### Train.

Visit [njohsp.gov/programs](http://njohsp.gov/programs) to learn about training and exercises for your organization.

##### Report Suspicious Activity.

Dial 1-866-4-SAFE-NJ or e-mail [tips@njohsp.gov](mailto:tips@njohsp.gov) to report suspicious activity in New Jersey.

Visit [njohsp.gov/report](http://njohsp.gov/report) to learn more about suspicious activity reporting.