



SHOPPING MALLS

BusinessSafe is based on the idea that certain businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain materials, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone, each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information may possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Shopping Malls, though not fully inclusive, may be of **possible** concern to law enforcement:

- Individuals bringing or attempting to bring unusual packages or containers into the premises.
- Suspicious behavior by an individual attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Individuals acting nervous, jittery, uneasy, vague and avoiding eye contact.
- Unusual inquiries made by an individual(s) regarding specific events scheduled for your establishment and premises or of your site's anticipated patrons such as questions about the "profile" of your patrons, the purpose of an event or featured club or artist.

- Unusual questions about the type of security in place at your establishment.
- Overheard conversations in which individuals or patrons make unusual or alarming statements.
- Individual(s) found in areas that are off limits to patrons such as HVAC access rooms, the roof or off-limit areas.
- Individual(s) videotaping, sketching, photographing or pacing (measuring) the premises for no apparent reason.
- Suspicious vehicles parked outside the premises.
- Unclaimed or suspicious packages or objects found at your establishment.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern, or set of circumstances is unusual.

Please remember that the conduct of an individual will not necessarily be criminal in nature. Suspicious incidents should be reported immediately to your local law enforcement agency, Crime Stoppers, or your regional FDLE office. You may also email a tip regarding a suspicious incident utilizing the link on the [BusinessSafe homepage](#).

For all emergencies, call "911."