

Complex Operating Environment—Shopping Malls *(continued)*

- Train personnel on the use of mass-notification systems and tools before a crisis emerges and ensure that redundant systems are in place, if possible.
- Heighten security measures, such as metal detectors and reconnaissance or K9 teams, during special events or the potential for large crowds.
- Implement processes and procedures for enhanced credentialing and authentication to mitigate potential response delays, disruptions, scene contamination, or additional attacks.
- Access CT information provided via US Government information-sharing portals and distribute the information as broadly as possible within appropriate handling channels to achieve greater understanding of terrorist TTPs and the current threat environment.

SECURITY AND RESPONSE PREPARATION: First responders and security personnel may consider:

- Establishing relationships and information-sharing agreements among all potential stakeholders, including state and local (fusion centers and public-safety agencies) and federal (FBI and DHS) as well as owners and operators of malls, mass transit, delivery companies, and suppliers.
- Establishing agreements with neighboring properties, such as schools, businesses, gyms, parking structures, stadiums and religious facilities that can accommodate victims, friends, and family for reunification and members of the media.
- Staging, routinely inventorying, and testing emergency medical equipment and providing instruction to mall staff on its use.
- Developing and revising standard operating procedures for special events or as appropriate.
- Highlighting that shopping malls are not always a standalone infrastructure and may be connected to other critical structures such as entertainment venues or mass transit.
- Establishing controlled ingress/egress routes to facilitate response and ensure adequate access to responding vehicles, heavy equipment, and tools.
- Providing additional resources and reasonable accommodations that may be required to assist mall patrons with disabilities or individualized needs.
- Using barriers to separate/protect crowds and vehicles from potential ramming.
- Jointly assessing routine security postures and communicating any modifications based on suspicious activity reporting, criminal trends, and all-source information in coordination with federal partners.
- Maintaining an understanding of a critical infrastructure within a jurisdiction can assist with security awareness and potential threat detection.
- Noting that physical-security considerations may include a multilayered approach including:
 - Updated closed-circuit TV to identify not only internal, but external, threats
 - Appropriate external lighting of facility
 - Signage for public-safety awareness

TRAINING: Perform multi-discipline CT training, exercises, and drills to mall tenants, employees, staff, and volunteers on a range of topics, such as delivering first aid, identifying suspicious activities and behaviors, and reporting information potentially indicative of terrorism.

- Be inclusive; using expertise and resources, taking into consideration specific jurisdictional needs, ensuring interoperability and alerts, and developing common terminology and understanding of and among first responders, security stakeholders, and mall tenants.
- Cover complex coordinated attacks (multiple attackers and multiple targets), post-incident actions (recovery and investigation), and opportunistic and basic attack scenarios.

RESOURCES: The following resources may enhance CT preparedness, prevention, protection, response, and recovery:

COMMERCIAL FACILITIES TRAINING—Web-based and classroom sector-specific training, including retail resources and courses, are available to public and private-sector partners including retail security officer threat recognition and retail cybersecurity. (<https://www.dhs.gov/commercial-facilities-training>)

• **DHS HOMETOWN SECURITY: TOOLS TO HELP YOUR COMMUNITY PREPARE**—Through the Hometown Security Initiative, DHS provides free tools and resources to communities because the Department recognizes that communities are the first line of defense in keeping the public safe and secure. DHS encourages businesses to connect, plan, train, and report. Applying these four steps in advance of an incident or attack can help better prepare businesses and their employees to proactively think about the role they play in the safety and security of their businesses and communities. (<https://www.dhs.gov/hometown-security>)

• **DHS SECURITY OF SOFT TARGETS AND CROWDED PLACES—RESOURCE GUIDE**—The following resource provides a range of training, informational materials, tools, and guides on various topics such as identifying suspicious behaviors, protecting against unmanned aircraft systems, and protecting, screening, and allowing access to facilities to businesses, government, and first responders. (https://www.dhs.gov/sites/default/files/publications/Soft_Targets_Crowded%20Places_Resource_GUIDE_042018_508.PDF)

• **ACTIVE SHOOTER RESOURCES**—The following resources are available to assist law enforcement in better understanding and responding to violent situations:

- FBI Active Shooter Study (<https://www.fbi.gov/news/stories/fbi-releases-study-on-active-shooter-incidents>)
- DHS Active Shooter Resources (<https://www.dhs.gov/active-shooter-preparedness>)

• **COUNTER-IED RESOURCES AND TRAINING**—The DHS Office for Bombing Prevention provides a wide array of awareness products—including cards, posters, checklists, guides, videos, briefings, and applications—that share counter-IED awareness information with the general public and across the public and private sectors to prevent, protect against, respond to, and mitigate bombing incidents. (<https://www.dhs.gov/mjiedsp> and <https://www.dhs.gov/bombing-prevention-training>)



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WHAT TOPICS DO YOU RECOMMEND?
