Annex 13
SUSPICIOUS PERSONS, ACTIVITY, PACKAGES, AND IMPROVISED EXPLOSIVE DEVICES
### Suspicious Persons, Activity, Packages, and Improvised Explosive Devices

<table>
<thead>
<tr>
<th>INCIDENT COMMANDER</th>
<th>Mall Manager or Designee (MOD)</th>
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</thead>
<tbody>
<tr>
<td>LIAISON OFFICER</td>
<td>Office Administrator or member of IMAT</td>
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<tr>
<td>SAFETY OFFICER</td>
<td>Security Director or Assistant Security Director</td>
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<tr>
<td>PUBLIC INFORMATION OFFICER</td>
<td>Director of Mall Marketing or member of IMAT</td>
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<tr>
<td>OPERATIONS SECTION CHIEF</td>
<td>Operations Director or Maintenance Supervisor</td>
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</tbody>
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### ADDITIONAL REFERENCES
- Potential Indicators of Terrorist Activities Related to Shopping Malls and Centers
- Infrastructure Protection Report Series – Shopping Malls
- Vehicle Borne IED Identification Guide – Parked Vehicles
- Suspicious Activity Awareness – Indicators and Behaviors
- DHS Suspicious Mail Checklist
- Video - “What’s In Store: Ordinary People/Extraordinary Events”
- Video - “Make The Call / Terrorism Prevention”

The identification of suspicious persons, packages and activity are the cornerstone of terrorism prevention. Many of the guidelines outlined can also be indicators of other criminal activity. Trained mall management and security staff by their assignment are observing and reporting activity in the mall. The ability to quickly observe and report suspicious packages, persons, and incidents can contribute to safety and security of those who work at and visit the property.
Suspicious Persons and Activity

Suspicious activity is defined as observed activity and/or behavior that is believed to be indicative of intelligence gathering that may be related to terrorism, criminal, or other illicit/illegal activity. Suspicious activity is unexpected, such as a person visiting or working in an area where work is not generally performed. Persons wearing clothing not consistent with weather conditions (a person wearing a full-length trench coat with boots in 70-degree weather is another example). This variable is the first and most obvious indicator of suspicion.

There are specific identifiable acts of observed behavior that are possible indicators to terrorism and other criminal acts. Security must carefully assess the information and gather as much information and documenting to share with law enforcement as possible. Some of the possible indicators are:

- Eliciting Information regarding the mall, operations, or security
- Testing of security procedures
- Unauthorized photography of events or infrastructure
- Observation and surveillance of events, buildings, or infrastructure
- Attempts to solicit information on security protocols
- Unauthorized personnel entering or attempting to enter restricted areas
- Presenting false identification or documents
- Damaging, defacing, or tampering with any part of the mall
- Compromising or attempting to compromise information technology
- Operating a vehicle in a manner that reasonably may be interpreted as suspicious, or posing a threat to people or property
- A verbal or written threat; expressed or implied toward the mall.

Detection of one or more of the above noted indicators should immediately be reported to the Security Supervisor, the mall General Manager and law enforcement for further investigation.

When reporting suspicious activity, give the most accurate description possible of the situation, including information needed for further evaluation of the suspicious activity such as:

- The date, time, and location of the activity
- A brief description of the activity (who, what, when, where, and how)
- Physical identifiers of the person(s) involved (height, hair color, etc.)
- Descriptions of any vehicle (make, model, license plate number, etc.)
**Suspicious Packages**

Suspicious packages may be mail or delivery service packages, or improvised explosive devices (IED) that may be hidden in everyday type articles or vehicles.

Staff should be alert to the following indicators to help identify suspicious mail or packages:

- Excessive postage
- Misspelled common words
- No return address or strange return address
- Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name
- Restrictive markings such as “personal”, “confidential”, or “do not x-ray”
- Powdery substances felt through or appearing on the item
- Oily stains or discolorations on the exterior
- Strange odors
- Excessive packaging material such as tape or string
- Lopsided or bulky shape of envelopes or boxes
- Ticking sounds, protruding wires, or exposed aluminum foil

**Response**

- Stay calm.
- Do not open the letter or package (or open any further), do not shake it, do not show it to others, or empty its contents.
- Leave the letter or package where it is or gently place it on the nearest flat surface.
- If possible, gently cover the letter (use a trash can, article of clothing, etc.).
- Shut off any fans or equipment in the area that may circulate the material.
- Alert others nearby to relocate to an area away from the site of the suspicious item.
- Take essential belongings like cell phones, keys, purse, etc. with you in case return to your office is delayed.
- Leave and close the door to the space containing the suspicious letter or package, cover the threshold area under the door with a towel or a coat if possible, and section off the area (keep others away).
- To prevent spreading any powder or hazardous substance to your face, wash your hands thoroughly with soap and water.
- Telephone the police from a safe area away from the package.
Improvised Explosive Devices (IED)

IEDs can be concealed in items that are only limited by the imagination. It is important that staff recognize the normal everyday routines and identify those items that may not look right. IEDs can also be concealed in a vehicle, which requires vigilance on the part of staff that are outside in parking fields and garages. Some indicators of Vehicle Borne IEDs in a parked vehicle may include the following:

- Heavy, sagging rear weighted vehicle
- Illegally parked or near authorized vehicle entrances or crowded access points
- Covered or tinted windows
- Large containers on seats or cargo area: bags, boxes, barrels, tanks
- License plates removed or altered
- Odor of gasoline, propane, acids or chemicals
- Visible wires, switches, batteries, or antennae inside or on vehicle
- Cargo concealed with tarp or blanket

Response by security may include the following:

- Observe and report to dispatch or communications center
- Notify and coordinate information with responding local law enforcement
- Assist the police with any non-hazardous duties, such as outer perimeter traffic control, first-aid, crime scene preservation, and identification of potential witnesses