

Retail Soft Target Awareness Training:

Active Threat Recognition for Retail Security Officers
Threat Detection & Reaction for Retail & Shopping Center Staff
"What's in Store: Ordinary People-Extraordinary Events."

U.S. Department of Homeland Security - Office for Infrastructure Protection

The U.S. Department of Homeland Security (DHS) has developed two Threat Recognition training tools and one video designed for retail and shopping center staff. The online trainings provide information to help staff, management, and security identify and report unusual activities and threats in a timely manner.

Active Threat Recognition for Retail Security Officers

This 85-minute presentation is split into easy to understand modules and uses specific foreign and domestic case studies to explain lessons learned and discuss specific considerations for retail and shopping centers. The training discusses signs of criminal and terrorist activity; types of surveillance; and suspicious behavioral indicators. The presentation is available with guest log-in capabilities on the DHS Homeland Security Information Network (HSIN).

To access the presentation, please register at: <https://connect.hsin.gov/attrso/event/registration.html>
After submitting the short registration information to include setting a password of your choice, you will receive an email confirmation with instructions for logging in to view the material.

Threat Detection & Reaction for Retail & Shopping Center Staff

This 20-minute presentation is intended for Point-of-Sale staff, but is applicable to all employees of a shopping center, mall, or retail facility. It uses case studies and best practices to explain suspicious behavior and items; how to reduce the vulnerability to an active shooter threat; and the appropriate actions to take if employees notice suspicious activity.

To access the 20-minute presentation, visit: <https://connect.hsin.gov/p21849699/>.

What's in Store: Ordinary People-Extraordinary Events.

This video was created to raise the level of awareness of retail and shopping center employees by highlighting the indicators of suspicious activity. The video provides information to help identify and report suspicious activities and threats.

The video is available at: www.dhs.gov/criticalinfrastructure

Contact

These online training tools were developed through a public-private partnership with the DHS Office for Infrastructure Protection's Office for Bombing Prevention, the Commercial Facilities Sector-Specific Agency, and Retail Industry partners. For any questions or comments about the online presentations, please contact the DHS Commercial Facilities Sector-Specific Agency at CFSTeam@dhs.gov or the DHS Office for Bombing Prevention at OBP@dhs.gov.

For questions about the video please contact NIPP@dhs.gov.



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