

# BUSINESSSAFE

*BusinessSafe is designed to aid businesses in protecting the safety and well-being of Florida's residents and visitors from threats. BusinessSafe provides private sector partners with open source information, analysis and resources to help protect their businesses and communities.*

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## BusinessSafe Sector Highlight: Commercial Facilities Sector

The Commercial Facilities Sector plays a vital role in daily life and is a frequent target for criminal actors engaging in theft or other criminal activity. This Sector consists of eight subsectors including Entertainment and Media, Gaming, Lodging, Public Assembly, Real Estate, Retail, and Sports Leagues. These facilities are open to the public and the majority are privately owned and operated. This sector has interdependencies with the Financial Services Sector and is dependent on multiple other sectors such as the Communications, Energy, Emergency Services, Information Technology, Transportation, and Water and Waste Water Sectors.

### Criminal Activity:

- Credit card information theft** - Public access as well as the large number of transactions conducted in the Commercial Facilities Sector, make it a target for criminal actors looking to commit credit card theft. Criminal actors use multiple methods to illegally obtain credit card information, including card skimmers, theft of physical cards, and e-skimming.  
[Investigators find 3 credit card skimmers at gas stations in Brevard County](#)  
[Massive Breach Hits 500 E-Commerce Sites](#)
- Retail theft** – Criminal actors may operate individually or in coordinated groups to steal small or large quantities of items from retail organizations. Commonly used tactics include attempts to conceal stolen merchandise or smash and grabs which involve the destruction of display cases, grabbing merchandise, and fleeing the store before authorities are contacted.  
[Nearly \\$7k worth of perfume stolen from Fort Myers Ulta](#)  
[Police search for 10 who robbed Roseville jewelry store](#)
- Cyberattacks** – The Commercial Facilities Sector relies heavily on technology to process payment information, track inventory, shipping, and other functions. Criminal actors may use cyberattack tactics such as phishing, malware, ransomware, and others to disrupt operations or steal proprietary or personal information.  
[Ransomware breach at Florida IT firm hits 200 businesses](#)  
[Neiman Marcus data breach exposes personal info of 4.6M customers](#)



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**Targeted Violence:**

- Criminal or terrorist actors may conduct or attempt to conduct targeted violence, including mass shooting incidents, at commercial facilities due to the potential for crowds and mass gatherings. Law enforcement and other government agencies work closely with those hosting large-scale special events hosted at commercial facilities on security precautions, and there are resources for businesses on how to identify potential threats and mitigate risks to facility patrons.  
[43 new charges filed against suspect in Colorado supermarket mass shooting](#)  
[Man charged with killing 8 people at Georgia massage parlors](#)

**Resources:**

- The Cybersecurity and Infrastructure Security Agency offers information on the [Commercial Facilities Sector](#) and [training](#) courses as well as other [resources](#) to help employees identify and report suspicious activity and behaviors.
- The Federal Bureau of Investigation offers multiple resources on threats and mitigation tactics for [businesses](#).
- The Florida Department of Law Enforcement (FDLE) has released several BusinesSafe publications on [Credit Card Skimming](#) and [Cybersecurity](#) that more information and resources for businesses.
- **“If You See Something, Say Something®”** – Report suspicious activity to your local law enforcement agency, on the FDLE website using [Florida’s See Something, Say Something Tool Kit](#), via the Florida See Say app, or by calling 855-FLA-Safe. In an emergency, call 911. FDLE also offers [potential indicators](#) of suspicious activities related to multiple business types within the Commercial Facilities Sector.



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