



U.S. Customs and
Border Protection

Commissioner

JAN 02 2018

MEMORANDUM FOR: All CBP Employees

FROM: Kevin K. McAleenan
Acting Commissioner

A handwritten signature in black ink, appearing to read "K. McAleenan", written over a horizontal line.

SUBJECT: Anti-Discrimination and Anti-Harassment Policy Statement

U.S. Customs and Border Protection (CBP) is committed to maintaining its status as a model employer and its reputation as the premier border enforcement agency in the world. CBP draws its strength from the talents and skills of its diverse workforce. Every member of the workforce is valuable and should expect the opportunity to develop professionally towards his or her full potential. As such, CBP executives, managers, and supervisors shall take appropriate action to create a diverse and inclusive work environment that recognizes and rewards excellence, teamwork, fairness, and integrity. Adherence to Equal Employment Opportunity (EEO) principles and CBP's core values of Vigilance, Service to Country, and Integrity – which serve as the bedrock of CBP's culture – will promote a positive work environment and enhance mission execution.

It is CBP policy to treat all individuals in a non-discriminatory manner, without regard to their protected status under Federal law, Executive Order, regulation or policy. These protections extend to all management practices and decisions, including recruitment and hiring practices, performance appraisals, promotions, and career development programs. Unlawful discrimination, the unfavorable treatment of a person, or class or persons, based on their membership in a protected class, will not be tolerated.

CBP strictly prohibits discriminatory harassment, a form of unlawful discrimination. Such harassment includes, but is not limited to, unwelcome verbal, non-verbal, or physical behavior directed towards an individual because of his or her membership in a legally protected class, when such conduct has the purpose or effect of unreasonably interfering with an individual's ability to perform his or her assigned duties.

This policy prohibits harassment by or of any employee, supervisor, manager, contractor, vendor, applicant, or other individual with whom CBP employees come into contact by virtue of their work for CBP. Examples of prohibited conduct include: using epithets or slurs; engaging in stereotyping or intimidating acts; making or sharing racially derisive social media posts; and circulating or posting of written or graphic materials that show hostility toward individuals because of their protected status. Such behaviors go against CBP's core values and negatively impact mission effectiveness. Furthermore, even if an individual's behavior does not rise to the level of unlawful discrimination as defined by Federal law, Executive Order, regulation or policy, it may still violate CBP's Standards of Conduct and may subject the individual to discipline.

Maintaining a workplace free from prohibited discrimination and harassment is the responsibility of all CBP employees. CBP policy requires all employees to report misconduct, which includes discriminatory or harassing behavior. Reports of harassment are addressed through a prompt, thorough, and impartial investigation. Individuals responding to alleged incidents of harassment will uphold confidentiality to the greatest extent possible. As necessary, CBP will take interim measures during investigations of harassment and appropriate action if harassment has been found to have occurred. CBP will not tolerate retaliation against any employee or applicant for making a good-faith report of harassment, filing a complaint of harassment or helping another employee file a complaint, or participating in an inquiry into potential violations of this policy. Employees found to have engaged in retaliatory conduct or behavior should expect timely and appropriate corrective and/or disciplinary action.

Employees can report misconduct, including discriminatory harassment by:

- Informing their immediate supervisor or another management official within their chain of command;
- Calling the toll-free Joint Intake Center Hotline at 1-877-2INTAKE or sending a fax to (202) 344-3390;
- Sending an e-mail message to Joint.Intake@dhs.gov;
- Contacting their servicing [CBP Office of Professional Responsibility](#);
- Writing to the Joint Intake Center at P.O. Box 14475, 1200 Pennsylvania Avenue, NW, Washington, DC 20044;
- Calling the DHS Office of Inspector General (OIG) at 1-800-323-8603; or
- Submitting a *DHS OIG Complaint/Allegation Form* at <https://hotline.oig.dhs.gov/hotline/hotline.php>.

Employees or applicants who believe they have been subjected to unlawful discrimination and want to initiate an informal EEO complaint must contact CBP's Privacy and Diversity Office within 45 calendar days from the date of the alleged discriminatory event by:

- Emailing the CBP EEO Complaint Filing Mailbox at cbpeecomplaintfiling@cbp.dhs.gov (Note: The email address for the mailbox has changed and the former address is no longer valid. Individuals should provide a brief statement on why they believe they have been subjected unlawful discrimination and include contact information);
- Calling 1-877-MY-EEO-HELP (1-877-693-3643); or
- Contacting their servicing EEO Officer.