



**U.S. Customs and  
Border Protection**

SEP 02 2016

Commissioner

MEMORANDUM FOR: All CBP Employees

FROM: R. Gil Kerlikowske  
Commissioner

SUBJECT: Anti-Discrimination and Anti-Harassment Policy Statement

U.S. Customs and Border Protection's (CBP) core values of Vigilance, Service to Country, and Integrity are woven into every decision we make. Our core values guide our choices and provide a framework for all we do. CBP's commitment to maintaining a diverse workforce and an inclusive work environment free from discrimination is an extension of our core values.

This commitment to diversity and inclusion includes embedding the principles of equal employment opportunity (EEO) throughout all elements of CBP. It is CBP policy to treat all individuals in a non-discriminatory manner, without regard to their membership in a protected class (including race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, parental status, genetic information, or retaliation for participation in EEO activity or opposition to discrimination), or any other basis protected by 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 or the unfavorable treatment of a person, or class of 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, but are not limited to: epithets, slurs, stereotyping, intimidating acts, and the circulation 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 can impact mission effectiveness.

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In addition, 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 protect the confidentiality of harassment allegations to the greatest extent possible. If deemed necessary, CBP will take interim measures while the investigation is pending to ensure that further harassment does not occur. If it is determined that harassment has occurred, CBP will take immediate and appropriate corrective action. CBP will not tolerate retaliation against any employee or applicant who reports harassment, files a complaint of harassment, helps another employee file a complaint, or participates in an inquiry into potential violations of this policy. Agency 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](mailto: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 <http://www.oig.dhs.gov/hotline/hotline.php>.

Any employee or applicant who believes they have been subjected to unlawful discrimination and wants to initiate an informal EEO complaint must contact CBP's Diversity and EEO Office within 45 calendar days from the date of the alleged discriminatory event by:

- Emailing the CBP EEO Complaint Filing Mailbox at [cbpeecomplaintfiling@dhs.gov](mailto:cbpeecomplaintfiling@dhs.gov);
- Calling 1-877-MY-EEO-HELP (1-877-693-3643); or
- Contacting the servicing EEO Officer.