



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

May 17, 2012

MEMORANDUM FOR: All CBP Employees

FROM: David V. Aguilar  
Acting Commissioner

A handwritten signature in black ink that reads "David V. Aguilar".

SUBJECT: Anti-Discrimination and Anti-Harassment Policy

I am writing to affirm my support and the commitment of U.S. Customs and Border Protection (CBP), to the principles of equal employment opportunity (EEO) and fair treatment for all CBP employees, applicants for employment, and former employees. To that end, it is the policy of CBP to treat all individuals in a non-discriminatory manner, without regard to race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, or parental status.

Unlawful discrimination is the unfavorable treatment of a person or class of persons protected under federal employment statutes or any other basis protected by law. It is against CBP policy to discriminate in recruitment, selection, evaluation, promotion, training, compensation, discipline, working conditions, the privileges and benefits of employment, or the terms and conditions of employment.

It is the policy of CBP to maintain an environment free from harassment. Prohibited harassment is any unwelcome, repeated offensive conduct that is directed at an individual because of his/her legally protected status and that adversely affects the person's ability to perform his/her assigned duties. Prohibited harassment may be in the form of unwelcome verbal, non-verbal, or physical conduct that denigrates or shows hostility or aversion toward an individual or group of individuals because of their inclusion in a protected class. Examples of discriminatory harassment are: use of racially derogatory words, phrases, epithets, offensive jokes, slurs, physical violence, or threats of violence.

Sexual harassment can occur between peers, supervisors and subordinates, members of the same sex, or during a CBP employee's interaction with the public. Examples of inappropriate behavior may include but are not limited to offensive verbal teasing, unwanted sexual advances or propositions, graphic or demeaning comments about an individual's appearance or sexual activity, leering, sexual gestures, or displaying offensively suggestive or obscene objects, pictures, and cartoons.

All CBP executives, managers, and supervisors shall take immediate and appropriate action once they are made aware of any allegations of discriminatory harassment. Even if an individual's behavior does not rise to the level of discrimination under Federal law or Executive Order, it may still constitute a violation of CBP's Standards of Conduct.

All employees are obligated to report misconduct, including discriminatory or harassing behavior, to the Office of Internal Affairs by:

- Calling the toll-free Joint Intake Center Hotline at 1-877-2INTAKE (1-877-256-8253);
- Sending a fax to (202) 344-3390; or
- Sending an email to [Joint.Intake@dhs.gov](mailto:Joint.Intake@dhs.gov).
- You also may report allegations of misconduct to your immediate supervisor, your second line supervisor, or another management official.

You may initiate an informal Equal Employment Opportunity (EEO) complaint by:

- Calling 1-877-MY-EEO-HELP (1-877-693-3643);
- Sending an email to [cbpeeocomplaintfiling@dhs.gov](mailto:cbpeeocomplaintfiling@dhs.gov), or
- Contacting your local Diversity and Civil Rights (DCR) Officer.

To identify the DCR Officer responsible for your duty station, or to obtain current information regarding the EEO complaint process, please visit the DCR website at [www.cbp.gov/eo](http://www.cbp.gov/eo).