



TSA MANAGEMENT DIRECTIVE No. 1100.73-5
EMPLOYEE RESPONSIBILITIES
AND CODE OF CONDUCT

To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Respect, and Commitment.

NOTE: Pursuant to Section 101 of the Aviation and Transportation Security Act (49 U.S.C. 114(n)), this directive and all related Handbooks, Attachments, and Appendices establish Transportation Security Administration (TSA) policy and must be applied accordingly.

REVISION:

This revised directive supersedes TSA MD 1100.73-5, *Employee Responsibilities and Code of Conduct*, dated May 21, 2019.

SUMMARY OF CHANGES:

Section 5, Responsibilities, updated to provide additional guidance on tattoos and provided examples of a hostile work environment; Section 8, Approval and Effective Date, updated to reflect current Assistant Administrator of Human Capital and revised distribution to all TSA employees.

1. PURPOSE:

This directive provides TSA policy and procedures for employee responsibilities and code of conduct, as defined in this directive and the accompanying handbook, which conform to generally accepted standards of behavior and ethical conduct for Federal employees.

2. SCOPE:

This directive applies to all TSA organizational elements and all TSA employees.

3. AUTHORITIES:

- A. Aviation and Transportation Security Act, Pub L. 107-71 (ATSA)
- B. 5 U.S.C. § 7321, et seq.; 5 CFR Parts 733-734
- C. 18 U.S.C. §§ 201-209
- D. Executive Order 12674
- E. Executive Order 12731
- F. 5 CFR Parts 2634, 2635, 2640, 2641, and 4601

4. DEFINITIONS:

See [TSA Handbook 1100.73-5, *Employee Responsibilities and Code of Conduct*](#).

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5. RESPONSIBILITIES:

A. Human Capital (HC) is responsible for developing and administering policies governing TSA employee responsibilities and code of conduct.

B. Chief Counsel's (CC) office is responsible for providing legal advice on employee activities covered under this directive and related Handbook and is the only office authorized to provide ethics advice.

C. Managers and supervisors are responsible for:

(1) Ensuring all new employees complete initial ethics training and receive and acknowledge receipt of a personal copy of this directive and related handbook.

(2) Ensuring all employees under their supervision review this directive, the accompanying Handbook, and the [*Standards of Ethical Conduct for Employees of the Executive Branch*](#), or a comprehensive summary of the *Standards* such as the [*TSA Guide to Major Ethics Rules*](#), on an annual basis.

(3) Ensuring employees under their supervision review this directive, the Handbook, and/or comprehensive summary of the *Standards* after each revision. Managers and supervisors must ensure that, if this directive, accompanying handbook, and/or comprehensive summary of the *Standards* are revised, employees receive a personal copy (paper or electronic) of the revised materials. This also requires each employee to acknowledge receipt and review the revised directive, accompanying handbook, and/or comprehensive summary of the *Standards*.

NOTE: This acknowledgement can be accomplished on an individual basis by reviewing TSA MD 1100.73-5 and its accompanying Handbook on the Online Learning Center (OLC) and completing the associated certificate of completion or equivalent.

(4) Providing positive leadership and serving as a role model for subordinates by complying with all employee responsibilities, and demonstrating a commitment and sense of responsibility to their job and high ethical standards.

(5) Treating all fellow TSA employees with dignity, respect, and in a fair and equitable manner. Supervisors and managers must communicate to their staff that discrimination, harassment, a hostile work environment (e.g., display of offensive symbols including but not limited to the confederate flag, noose, and swastika), retaliation, or the appearance thereof, will not be condoned or tolerated.

(6) Taking prompt action to notify Investigations (INV) (tsahotlinecomplaints@tsa.dhs.gov) of criminal or egregious non-criminal activity (refer to [*TSA MD 3900, Investigations Roles and Responsibilities*](#)), and the Personnel Security Section (PerSec) (PerSecSpecialActions@tsa.dhs.gov) of known

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or suspected arrests on the part of employees. Also, in accordance with TSA's Personnel Security Program, managers and supervisors must report any information that raises doubt about an employee's continued eligibility to hold a sensitive position or eligibility for access to classified information, including access to sensitive information as described in section 5.D.(5) below.

- (7) Enforcing employee compliance with all TSA or applicable DHS directives, policies, programs; timely investigating reported non-compliance with all directives, policies, and programs; and, implementing immediate and appropriate action when an employee is found not to be in compliance with TSA directives, policies, or programs.

D. TSA employees are responsible for behaving in a way that does not bring discredit upon the Federal Government or TSA, and for observing the following basic on-the-job rules:

- (1) Reporting to work on time and ready, willing and able to perform the duties of their position. This means reporting for duty free from any effects of alcohol and/or drugs that may impair job performance or conduct, physically and mentally capable of performing his or her job requirements, and in appropriate clothing and/or outfitted with required tools and/or equipment.
- (2) Responding promptly to and fully complying with directions and instructions received from their supervisors or other management officials.
- (3) Treating all fellow TSA employees with dignity and respect. Exercising courtesy and tact (whether on or off-duty) in dealing with fellow workers, supervisors, contract personnel, and the traveling public, even in the face of provocation. Supporting and creating a productive and inclusive model work environment.
- (4) Dressing appropriately to reflect the level of professionalism commensurate with their duties and responsibilities, as well as the TSA core values. TSA employees should project an image that encourages approachability and promotes interaction with coworkers and stakeholders. Employees will establish and maintain a professional image consistent with the operational needs of TSA.
 - a. Employees are prohibited from displaying symbols in their workspaces, on clothing, or on their person, including tattoos, that are indecent, commonly associated with gangs, extremist, and/or supremacist organizations, or that advocate sexual, racial, ethnic, or religious discrimination, as well as tattoos that have a negative impact on our ability to carry out our mission. The employee's Assistant Administrator, Special Agent in Charge, Federal Security Director or equivalent will make the final determination on any questionable tattoo or other symbol exposure. Human Capital, Chief Counsel, and/or Civil Rights and Liberties, Ombudsman & Traveler Engagement may be consulted for assistance in making this determination.

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- b. Uniformed officers must also abide by the requirements of TSA MD 1100.73-2, *Dress and Appearance Responsibilities for Uniformed Officers* and the associated Handbook.
- (5) Safeguarding and appropriately handling all classified information, Sensitive Security Information (SSI), For Official Use Only (FOUO)/ Sensitive but Unclassified (SBU) information, Sensitive Personally Identifiable Information (PII), and PII to prevent unauthorized disclosure to persons not having a need to know the information consistent with applicable law and policy, to include, but not limited to, [TSA MD 3700.4 Handling Sensitive Personally Identifiable Information](#), [DHS MD 11056.1 Sensitive Security Information](#); [DHS MD 11042.1 Safeguarding Sensitive but Unclassified \(For Official Use Only\) Information](#); [TSA MD 2810.1, SSI Program](#), and [SSI Policies and Procedures Handbook](#).
- (6) Conserving, protecting and ensuring appropriate use of Federal resources, time, information, and personnel (both Federal and contract).
- (7) Observing and abiding by all laws, rules, regulations, and other authoritative policies and guidance.
- (8) Reporting all personal arrests, including summonses and citations to appear before a court, to the immediate supervisor or to any manager in the chain of supervision within 24 hours of the arrest or as soon as possible thereafter. This reporting requirement does not extend to routine traffic citations not requiring a court appearance. All arrests, including summonses and citations, related to DUI/DWI or illegal drug use must be reported. Refer to [TSA MD 1100.75-4, Addressing DUI and DWI Offenses](#), for additional information.
- (9) Reporting any known or suspected violation of law, rule, regulation, policy, or Standard Operating Procedure (SOP) by a person to any manager in the chain of supervision and/or to INV, whenever such violation may have a nexus to the TSA mission and/or effective TSA operations, or when it occurs in the workplace.
- (10) Reporting any known or suspected waste of funds, fraud, abuse of authority or a substantial and specific danger to the public health and safety to the immediate supervisor or a manager in the chain of supervision, or to any other appropriate authority such as the affected program office, INV, the Department of Homeland Security Office of the Inspector General, or the U.S. Office of Special Counsel.
- (11) Reporting contractor misconduct issues or violations directly to the Contracting Officer or Contracting Officer's representative.
- (12) Upholding, with integrity, the public trust involved in the position to which assigned, abiding by the 14 general principles of ethical conduct (5 CFR § 2635.101) and the Supplemental Standards of Ethical Conduct for Employees of the Department of Homeland Security (5 CFR Part 4601) *and* avoiding the appearance

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of using public office for private gain.

- (13) If required to file a public or confidential financial disclosure report, timely filing of such report and responding to follow-up inquiries from Ethics Counselors in a timely manner, and completing ethics training when required.
- (14) Seeking advice and guidance as needed through their supervisory chain concerning their responsibilities under this and other policies governing employee conduct. Guidance also may be sought through the local Human Resources Specialist or Ethics Counselor.
- (15) Reviewing this directive, the accompanying handbook, and the Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR Part 2635), including the Supplemental Standards of Ethical Conduct for Employees of the Department of Homeland Security (5 CFR Part 4601) (collectively known as the “*Standards*”), or a comprehensive summary of the *Standards* such as the [TSA Guide to Major Ethics Rules](#), on an annual basis. Employees also must review this directive, the handbook, and/or the *Standards* after each revision within 45 calendar days of the effective date of the directive and handbook.

6. POLICY:

- A. TSA employees must comply with all standards, responsibilities, and code of conduct established by this directive and shall report any violation(s) of this directive to appropriate management officials.

NOTE: Failure to comply with this directive and/or failure to report violations of this directive may result in appropriate corrective, disciplinary, or adverse action, up to and including removal from Federal service.

- B. Employees’ conduct at work directly affects the proper and effective accomplishment of their official duties and responsibilities. Employees must perform their duties in a professional and business-like manner throughout the workday.
- C. Employees are expected to behave professionally and in accordance with this directive and/or other applicable guidance while in a temporary duty travel status (*e.g.*, while attending training) or when otherwise away from their regularly assigned post of duty (*e.g.*, while attending meetings at an off-site location) within and outside the United States.
- D. Employees in direct contact with the public bear a heavy responsibility, as their conduct and appearance have a significant impact on the public's attitude toward the Federal Government and TSA.
- E. While on or off duty, employees are expected to conduct themselves in a manner that does not adversely reflect on TSA, or negatively impact its ability to discharge its mission, cause embarrassment to TSA, or cause the public and/or TSA to question the

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employee's reliability, judgment or trustworthiness. This applies regardless of whether the conduct is legal or tolerated within the jurisdiction it occurred.

- F. Employees are required to comply with the *Standards*, related conflict-of-interest statutes (18 U.S.C. §§ 201-209) and regulations, and the Hatch Act (5 U.S.C. § 7321) and related regulations.
- G. Employees shall not use their office or position for their personal advantage or the advantage of others.
- H. Employees will be provided with up to one hour of official duty time annually to review this directive, the accompanying Handbook, and the *Standards* or a comprehensive summary of the *Standards* such as the [TSA Guide to Major Ethics Rules](#).

7. PROCEDURES:

See [TSA Handbook 1100.73-5, Employee Responsibilities and Code of Conduct](#).

8. APPROVAL AND EFFECTIVE DATE:

This directive is approved and effective the date of signature, unless otherwise specified.

APPROVAL

Patricia Bradshaw
Assistant Administrator for
Human Capital

Date

EFFECTIVE

Date

Distribution: All TSA Employees
Point-of-Contact: HCAccess Helpdesk: HelpDesk@mailserver-hraccess.tsa.dhs.gov