



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

*To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.*

*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 supersedes the Federal Aviation Administration (FAA) orders, policies, guidance, and bulletins regarding Employee Responsibilities and Conduct issued under the FAA Personnel Management System. This directive is TSA policy and must be applied accordingly.*

**REVISION:** This revised directive supersedes TSA MD 1100.73-5, *Employee Responsibilities and Conduct*, dated August 16, 2006.

**SUMMARY OF CHANGES:** Revised existing definitions section, added new terms, and converted Section 7, Procedures to an accompanying handbook.

1. **PURPOSE:** This directive provides TSA policy and procedures for employee responsibilities and 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. Sections 403(2) and 423, of the Homeland Security Act of 2002.
  - B. The Aviation and Transportation Security Act, Pub L. 107-71 (ATSA).
4. **DEFINITIONS:** [See TSA Handbook on \*Employee Responsibilities and Conduct\*.](#)
5. **RESPONSIBILITIES:**
  - A. 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 or equipment.
    - (2) Responding promptly to and fully complying with directions and instructions received from their supervisor or other management officials.
    - (3) Exercising courtesy and tact in dealing with fellow workers, supervisors, contract

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personnel (whether on or off-duty) and the public. Supporting and assisting in creating a productive and hospitable model work environment.

- (4) Maintaining a clean and neat personal appearance during working hours. TSA expects employees to dress appropriately in order to reflect the level of professionalism commensurate with their duties and responsibilities. TSA uniformed employees will comply with all policies relating to uniformed employees' appearance and responsibilities. Refer to [TSA MD 1100.73-2 \*TSA Dress and Appearance Responsibilities\*](#).
- (5) Safeguarding and handling appropriately all classified information, SSI, FOUO/SBU information, and Sensitive 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 Identifiable Information\*](#); DHS MD 11056.1 *Sensitive Security Information*; DHS MD 11042.1 *Safeguarding Sensitive by Unclassified (For Official Use Only) Information*; and [TSA SSI Policy and Procedure Manual](#).
- (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, written and unwritten.
- (8) Reporting all personal arrests, including summons 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 court appearance. All arrests related to suspicion of 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, or Standard Operating Procedure (SOP) by a person to a manager in the chain of supervision and/or to the Office of Inspection (OI), whenever such violation may affect 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, OI, or the Department of Homeland Security (DHS) Office of the Inspector General (OIG).
- (11) Upholding, with integrity, the public trust involved in the position to which assigned, and avoiding the appearance of using public office for private gain.

- (12) Filing a financial disclosure in a timely manner (public or confidential) and completing ethics training when required.
- (13) Seeking advice and guidance as needed through their supervisory chain concerning their responsibilities under this and other policies governing employee conduct. Guidance may also be sought through the local Human Resources Specialist or ethics counselor.

**B. Managers and supervisors are responsible for:**

- (1) Ensuring all new employees undergo an initial orientation in which they receive and acknowledge receipt of a personal copy of this directive and related handbook.

**NOTE:** This acknowledgement can be accomplished on an individual basis by having the employee sign [TSA Form 1149, \*Employee Responsibilities and Conduct Acknowledgement\*](#).

- (2) Ensuring that, if this directive and related handbook are revised, employees receive a personal copy of the revised directive. This also requires each employee to acknowledge receipt and review the revised directive<sup>1</sup>.

**NOTE:** This acknowledgement can be accomplished on an individual basis by having the employee sign [TSA Form 1149](#).

- (3) 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.
- (4) Treating 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, retaliation, or the appearance thereof, will not be condoned or tolerated.
- (5) Taking action promptly to notify OI and the Personnel Security Division (PSD) within the Office of Security of known or suspected arrests or criminal activity on the part of employees. Also, in accordance with TSA's Personnel Security Program, supervisors must report any information that raises doubts about an employee's continued eligibility for TSA employment or security clearance, such as access to sensitive information as described in Section 5A(5).
- (6) Enforcing employee compliance with all TSA directives, policies, programs and, where applicable, DHS directives, policies and programs; timely investigation of reported non-compliance with all directives, policies, and programs; immediate and appropriate corrective action when an employee is found not to be in compliance with

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<sup>1</sup> The acknowledgement of receipt form described in paragraphs B(1) and B(2) above will be filed in the employee's Employee Performance File (EPF).

TSA directives, policies, programs.

- C. The Office of Human Capital (OHC) is responsible for developing and administering policies governing TSA employee responsibilities and conduct.
- D. The Office of Chief Counsel (OCC) is responsible for providing legal advice on employee activities covered under this directive.

**6. POLICY:**

- A. TSA employees shall comply with all standards and responsibilities established by this directive and shall report any violation(s) of this directive to appropriate management officials. Failure to comply with this directive and/or failure to report violations of this directive may result in appropriate corrective action, including discipline up to and including removal.
- 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. Employees are also 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). 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.
- C. 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 the agency, or cause the public and/or TSA to question the employee's reliability, judgment or trustworthiness.
- D. Employees are required to comply with the *Standards of Ethical Conduct for Employees of the Executive Branch* (5 C.F.R. Part 2635), (the "Standards") and related conflict-of-interest statutes (18 U.S.C. §§ 201-209) and regulations. Employees will be provided with one hour of official duty time annually to review this directive and the *Standards* or a comprehensive summary of the *Standards*.
- E. Employees shall not use their office or position for their personal advantage or the advantage of others.

**7. PROCEDURES:** See [TSA Handbook on Employee Responsibilities and Conduct](#).

8. **EFFECTIVE DATE AND IMPLEMENTATION:** This policy is effective immediately upon signature.

**APPROVAL**

*Signed*

*5/21/2009*

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Richard A. Whitford  
Assistant Administrator for Human Capital

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Date

Distribution: Assistant Secretary, Deputy Assistant Secretary, Associate Administrator, Assistant Administrators, Office Directors, Area Directors, Federal Security Directors, Special Agents in Charge, and all TSA employees  
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