

# **Security Operations Pledge of Service and Security**

As professionals dedicated to protecting our nation's transportation systems, we recognize that true security and exceptional public service are fundamentally interdependent. Our mission demands not only unwavering vigilance, but an absolute commitment to treating every traveler, stakeholder, and colleague with the utmost respect, professionalism, and care. By fostering an internal culture of mutual respect, trust, and professionalism, we ensure that our frontline operations consistently reflects our highest agency values.

## **Core Commitments**

### **1. Fostering a Supportive and Empowering Workplace Culture**

I pledge to cultivate an environment of mutual respect, trust, and professionalism. This includes providing constructive mentorship, supporting the well-being and morale of our colleagues, and maintaining open channels for communication where everyone can voice concerns and share ideas. A respected and engaged workforce naturally extends that same respect to travelers.

### **2. Cultivating a Positive and Welcoming Passenger Experience**

I pledge to maintain an atmosphere at every screening location that balances vigilance with hospitality. This means ensuring screening areas are orderly and informative, respecting passenger dignity, and treating customer service as a core security competency that builds public trust and cooperation.

### **3. Enforcing Standards of Accountability and Professional Courtesy**

I pledge to hold myself and each other strictly accountable to universal standards of professional engagement. Every traveler must be met with a professional greeting, clear directions, and a respectful tone.

### **4. Recognizing Customer Service Excellence**

I pledge to actively celebrate the officers and teams who exemplify the highest ideals of public service. We will recognize those who demonstrate outstanding empathy and de-escalation skills and use customer feedback to drive continuous improvement across all our operations.

## **Solemn Affirmation**

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By signing below, I pledge my commitment to upholding the core pillars of our shared mission. I will actively foster a supportive, respectful, and empowering workplace that prioritizes the well-being and morale of my colleagues. I commit to cultivating a welcoming passenger experience, ensuring that every traveler is met with dignity, a professional greeting, and clear communication. I hold myself and my peers strictly accountable to these standards of operational excellence and professional courtesy, and I will proudly model the behaviors that maintain public trust and secure our nation.

### Signatures and Execution

#### Employee:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### Immediate Supervisor:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_