



TSA Office of  
**Human  
Capital**  
People • Service • Excellence

Handbook

# TSA MD 1100.73-2 Handbook

## TSO Dress and Appearance Responsibilities

Effective: February 3, 2010



Transportation  
Security  
Administration



TSA Office of  
**Human  
Capital**

*This Handbook, and all related Attachments and/ or Appendices, contain stipulations to implement the provisions of [TSA MD 1100.73-2](#), [TSO Dress and Appearance Responsibilities](#). Until such time as TSA MD 1100.73-2 is rescinded, the Management Directive, Handbook, and any Attachments or Appendices are considered TSA policy, and must be applied accordingly.*

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**A. Definitions:**

- (1) Exemption: An exception to policy or procedure; e.g., for religious or medical reasons.
- (2) Mourning Band: A black band, not to exceed one-half inch in width, worn horizontally centered on the TSO metal badges at the most narrow point that may be worn in memory of deceased employees and for other National mourning declarations.
- (3) Officers: For purposes of this directive, the term “Officers” refers to TSA employees in the job categories of Transportation Security Officer (TSO), Master Transportation Security Officer (MTSO), Expert Transportation Security Officer (ETSO), Lead Transportation Security Officer (LTSO), Supervisory Transportation Security Officer (STSO), Behavior Detection Officer (BDO), Travel Document Checker (TDC), Security Training Instructor (STI), and Coordination Center Officer (CCO) who are required to be in uniform while on duty.
- (4) Personal Appearance Standard: The TSA standard for Officers that requires a neat, clean appearance, to reflect the required level of professionalism while in the performance of duties and/or while wearing the TSA uniform.
- (5) Personal Electronic Equipment: Non-TSA issued electronic equipment that is not required to perform official TSA duties, including but not limited to, cell phones, pagers, MP3 players, smart phones, CD players, and laptop computers.
- (6) Personal Funds: An Officer’s own money that may be used to purchase additional uniform items.
- (7) Reasonable Person Standard: An objective determination made by someone who exercises average care, skill, and judgment in conduct. For purposes of this directive, the FSD shall make the final determination when necessary.
- (8) Retrieval and Disposal of Uniforms: Returning and discarding of uniforms that are no longer suitable for continued use because of damage or normal wear and tear.
- (9) TSA Insignia: The TSA badge, emblem, patch, or other unique marking on a uniform that identifies an employee as part of the TSA workforce.
- (10) Uniform Allowance: An annual monetary amount made available to each Officer to purchase authorized TSA uniform items from the uniform contractor to replenish issued items and for the purchase of needed optional items.

**NOTE:** No actual money is given to the TSO. A monetary amount is entered on the contractor’s website under the TSO’s name from which he or she may order items within the specified timeframe.

**B. Standard Uniforms:** Officers are initially provided with a standard TSA uniform package. Current standard issue consists of 3 trousers, 3 short sleeve shirts, 3 long sleeve shirts, 2 neckties, 1 sweater vest, 1 team jacket, 2 pairs of shoulder boards, 1 belt, 3 pairs of socks, and 1 nametag. Shirts may be ordered in any combination of long and short sleeve that totals six.

- (1) **Shirts:** Officers will wear only TSA issued long or short sleeve shirts. Long sleeve shirts will be worn with collar buttons closed and ties properly affixed. Shirt collars should fit comfortably around the neck. Long sleeve shirts will cover the wrists.
  - (a) All undergarments shall be neutral in color and concealed from view, with the exception that short-sleeve, crew-neck undershirts may be worn with open collar short sleeve shirts. The undershirt may be white or a dark color (i.e., navy, dark blue, or black) that does not distract from the total uniform appearance, subject to approval of the FSD. No lettering or design shall be visible through the uniform shirt.
- (2) **Sweater Vests/Sweaters:** The blue sweater vest, the burgundy sweater vest, the blue long sleeve sweater, and the long sleeve burgundy sweater (including original issue long sleeve sweaters with Department of Transportation patches) may be worn with either the long or short sleeve blue shirt.
- (3) **Tie:** Only TSA issued ties may be worn.
  - (a) Officers will wear the issued male or female style ties. Female Officers may wear either style tie. If a female Officer chooses to wear the male style tie and she has already been issued the female style tie, she may exchange it for a male style tie if the tie is still in new condition and if the tie is exchanged within the contractually required timeframes (currently 60 days of original shipment).
  - (b) Ties are not authorized with a short sleeve shirt. Ties may only be worn with a long sleeve shirt.
  - (c) The FSD, or designee, is authorized to exempt Officers from wearing ties with a long sleeve shirt while performing screening duties based on the time of year, geographic considerations, and heat and humidity conditions.
- (4) **Trousers:** Officers will wear only TSA issued trousers. Trousers will have a front crease that meets the top of the shoe with a slight break and the back crease stops one inch (1”) above the heel. Trousers will not be tailored for cuffs or narrowness of pant legs.
- (5) **Skirts:** Skirts may be considered for female Officers whose religious beliefs do not permit them to wear trousers. If an exemption is approved, it would permit

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such employees to wear an appropriate, approved skirt that does not interfere with their ability to perform their duties. See Section F below regarding the request of an exemption.

**NOTE:** If the TSA issued skirt has not been delivered, the Officer is authorized to wear a personally purchased skirt that conforms to TSA's uniform appearance standard. This would be an A-line or similar style navy blue skirt that is similar in appearance to the uniform trousers. The skirt shall fall below the knee when seated and the fit/length must not interfere with the physical performance of the employee's duties.

- (6) **Belt:** Officers will wear only the TSA issued black belt or a belt that is similar in appearance to the TSA issued black belt.
- (7) **Socks:** Officers are issued three pairs of socks. Additional Officer provided socks must be black and/or navy blue matched pairs of socks.
- (8) **Shoes/Boots:** Shoes/boots must cover the entire foot and be all black in color with no adornments. Shoes/boots must be plain toe style, clean, and polished. Heel height should be no more than two inches (2"). Black sneakers or tennis shoes are not permitted.
  - (a) Shoes/Boots are not part of the standard TSA uniform package. Shoes/Boots are a personal item of apparel that must be purchased at the employee's own expense.
  - (b) TSA will not reimburse employees for the cost of shoes/boots, but allowance money may be used to purchase black shoes from the uniform contractor.
- (9) **Nametags:** Officers shall wear a TSA issued nametag.
  - (a) The nametag will be worn on the right side of the chest. On the issued white shirts, it should be worn centered on the right pocket flap and aligned with the top of the flap. On the issued blue shirts, there are round eyelets for proper placement of the clutch pins. On the sweater vest and optional sweater, there is a nametag holder on the right front breast with round eyelets for the clutch pins. Nametags will not be worn on the polo shirt, coverall, or jacket.
  - (b) The standard nametags have two lines of engraving. The top line contains the officer's last name; the bottom line contains the officer's title (Officer, Lead Officer or Supervisory Officer). As an exception to policy, TSOs are authorized to procure nametags from the uniform contractor (using either their uniform allowance or personal funds) that put their title above their last name, subject to approval by the FSD or FSD designee.

- (10) **Shoulder Boards:** Shoulder boards identify rank, pay bands/grades as follows: D or E bands equal one stripe, F band equals two stripes, and G band equals three stripes.
- (a) TSO shoulder boards have one stripe, LTSO have two stripes, and STSO have three stripes.
  - (b) Master Transportation Security Officer (MTSO): Behavior Detection Officers (BDO), Security Training Instructors (STI), and Coordination Center Officers (CCO) at this level shall wear shoulder boards with two stripes.
  - (c) Expert Transportation Security Officer (ETSO): Behavior Detection Officers (BDO), Security Training Instructors (STI), and Coordination Center Officers (CCO) at this level shall wear shoulder boards with three stripes.
- (11) **Team Jackets:** Jackets may not be worn at the checkpoint. FSDs may exercise their discretion to allow TSOs to wear their jackets in exigent circumstances such as extreme weather, power outages, TSO illness, etc. In the event there are screening locations with unusually cold temperatures, FSDs are encouraged to coordinate with their airport authorities to resolve systemic temperature issues.

### **C. Metal Badges:**

- (1) All new uniforms must be worn with a metal badge except as noted below. Badges will only be worn in an official capacity on the TSO uniform as described below:
- (a) Badges will be worn on the left side of the chest. The new uniform shirts and sweater vests have reinforced small uncut button holes (eyelets) which will be used for easy and consistent badge placement.
  - (b) As other uniform items are added to the inventory that will require the wearing of metal badges, similar reinforced uncut button holes (eyelets) will be placed on the left side of the chest.
  - (c) Badges may not be worn over existing cloth badges as this may damage or break the holding pins.
  - (d) Mourning bands will be black in color and may be worn for a period not-to-exceed two weeks after an employee's death, or as authorized for National mourning declarations.
- (2) TSOs must report for duty in the proper uniform with a badge.
- (a) A TSO who does not report for duty in the proper uniform with the metal badge will be deemed not prepared for duty and will be responsible for

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requesting appropriate leave (annual leave, accrued compensatory time or leave without pay (LWOP)). If the TSO does not request leave to retrieve the metal badge then the TSO must be assigned to job functions that are outside the view of the public.

- (b) The TSO must also be advised that continued failure to report for duty in the proper uniform with the metal badge may result in appropriate corrective or disciplinary action, up to and including removal.
- (3) Misuse of metal badges will not be tolerated.
- (a) Badges must not be used or carried separately, such as hooked on the belt or carried in any type of case, while either on or off duty.
  - (b) Badges do not come with credentials (i.e. documentation of law enforcement authority) and must only be used in accordance with TSA's Standard Operating Procedures (SOP) for screening. Badges cannot be used to imply that a TSO has the authority to make an arrest, carry a firearm, or seek to execute a search warrant.
  - (c) Metal badges confer no new secured area access. Areas previously inaccessible to TSOs wearing uniforms with cloth badges will remain inaccessible.
  - (d) Violations in the use and handling of the metal badges may result in disciplinary action, up to and including removal.
- (4) Each TSO will be required to read and sign the attached TSO Badge Certification Form which will be kept in the TSO's local personnel file.
- (5) When a TSO leaves TSA employment, is permanently reassigned to a non-TSO position (not a detail or temporary assignment), or transfers to another airport outside their hub/spoke system, his/her badge must be returned to the FSD's designated badge custodian.
- (6) The FSD, or designee must ensure that lost, missing, or stolen badges are reported, as soon as practicable after discovering that the badge has been lost or stolen, to TSOC who will report to the National Crime Information Center (NCIC). They must also ensure that such incidents are reported in the Performance and Results Information System (PARIS) in accordance with OD-400-18-1, Reporting Security Incidents via PARIS.
- (7) Filing a false report of lost/stolen property may result in disciplinary action, up to and including removal from Federal service.

- (8) These requirements must be provided as to TSOs prior to the initial issuance of the new uniforms and badges. The requirements will be re-iterated during annual training.

**D. Optional Uniform Items:** In addition to the standard uniform package issued to Officers, employees may purchase several optional uniform items from the uniform contractor for use in their particular work environments.

- (1) Optional uniform items include long sleeve sweaters, 3-season jackets, parkas, knit caps, coveralls, polo shirts, shorts, nametags with magnetic fasteners, and shoes. The FSD or designee may authorize, but not require, Officers to wear optional uniform items.
- (2) If authorized by the FSD or designee, coveralls, polo shirts, and shorts may only be worn by Officers performing baggage screening functions, ADASP, VIPR, or similar activities that are outside of the airport building.
- (3) Maternity uniforms are available for pregnant Officers. A maternity uniform allotment request form is available through the uniform contractor, and must be approved/certified by the FSD or designee. Once approved, the Officer will be issued a set of maternity uniforms, at TSA's expense, consisting of 3 long sleeve maternity shirts, 3 short sleeve maternity shirts, and 3 maternity pants. Maternity shirts may be ordered in any combination of short and long sleeve that total six.
- (4) Tie Tacks/Tie Bars: If authorized by the FSD, Officers may purchase, at their expense, and wear tie tacks/tie bars. Tie tacks may be button or stud style tie tacks that do not exceed ½ inch diameter and must be plain gold or silver in color. Tie bars must not exceed 3/8 inch in width and be plain gold or silver tone metal. Tie tacks/ bars with logos or emblems must be of TSA/DHS or other Federal Government organizations.
- (5) Baseball Cap: If authorized by the FSD, Officers may purchase, at their expense, and wear baseball caps. The baseball cap must be navy blue in color with a DHS or TSA patch affixed to the front of the cap. The baseball cap must be worn with the brim facing forward. Baseball caps may only be worn by Officers performing baggage screening functions, in a baggage screening room outside the view of the public or curbside, and by Officers performing ADASP, VIPR, or similar activities outside the airport building.
- (6) Pins: TSOs may wear up to two authorized pins (about three-quarters of an inch in diameter) on the uniform. DHS and TSA headquarters issued pins and other officially-issued federal government pins (subject to FSD approval) may be worn. FSD and other FSD approved, locally-issued pins may also be worn. One of the pins may be a replica of the American flag. The location of the pins will be as approved by the FSD.



**E. Accessories and Grooming:**

- (1) Eyewear: Only plain, single colored frame prescription eyeglasses with neutral colored lenses may be worn with the uniform. Sunglasses or eyeglasses that are faddish in style or color (e.g., mirrored, opaque, iridescent or fluorescent colors, etc.) shall not be worn while on duty. Sunglasses or darkly tinted glasses shall not be worn inside the building.
- (2) Jewelry:
  - (a) Officers may wear only stud style earrings that do not exceed ¼ inch in diameter and are made of plain gold or silver tone metal, pearl, or other gemstone, and earrings may only be worn in the ear lobe. Female Officers may not wear more than two (2) earrings per ear lobe and male Officers may wear only one (1) stud style earring per ear lobe. Earrings must not detract from the professional appearance of an Officer.
  - (b) Necklaces may be worn if not visible to the public.
  - (c) Other than earrings, no other jewelry, including tongue piercing, shall be worn on or about the face, head or mouth. Body piercing, except for earrings, may not be visible to the public.
  - (d) Rings or ring sets on fingers shall be limited to no more than two rings per hand.
  - (e) While on duty, beads, chains, bracelets, and similar jewelry are prohibited due to safety compliance.
  - (f) Medical identification bracelets/necklaces may be worn.
  - (g) Wrist watches may be worn while on duty. Watches should be of a style that minimizes sliding up the arm and are not of a size that could create a safety issue. Watches must not detract from the professional appearance of an Officer.
- (3) Facial Hair: Male Officers must be neatly shaven or maintain neatly trimmed and well kept facial hair not more than ½ inches in length.
- (4) Hair:
  - (a) Hairstyles and hair colors must be judged by a reasonable person standard (ultimately determined by the FSD) and present a neat, clean, professional appearance. Hair shall be kept clean and the style shall not present a ragged, unkempt or extreme appearance.

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- (b) Hair length for male Officers shall not extend below the bottom of the back of the collar. Hair accessories may be used to meet this requirement; however, such accessories shall be concealed as much as possible and should not distract from the uniform. In addition, the use of one's own hair to meet this standard is permitted as long as the style maintains a professional look and does not distract from the uniform.
  - (c) While on duty, hair length for female Officers shall not extend beyond 2 inches below the bottom of the back of the collar. Hair accessories may be used meet this requirement; however, such accessories shall be concealed as much as possible and should not distract from the uniform. In addition, the use of one's own hair to meet this standard is permitted as long as the style maintains a professional look and does not distract from the uniform.
  - (d) Hair and/or hairpieces, whether dyed or natural, must appear natural in color.
- (5) Make-up: Make-up and make-up colors must present a neat, clean, and professional appearance to be judged by a reasonable person standard (ultimately determined by the FSD).
- (6) Tattoos: Tattoos must be covered at all times and not visible to the general public. Officers whose tattoos are visible when wearing a short sleeve shirt must wear a long sleeve shirt on duty. Officers with visible arm tattoos should order long sleeve shirts when placing their initial uniform orders. Exceptions may be granted by the FSD only when the tattoo is covered by an acceptable band or skin colored make-up that does not detract from the uniform.
- (7) Fingernails: Fingernails shall not extend further than ¼ inch beyond the tip of the finger. Fingernail colors must be judged by a reasonable person standard (ultimately determined by the FSD) and present a neat, clean, and professional appearance.
- (8) Chewing Gum and Tobacco: Officers are prohibited from chewing gum or tobacco while on duty.
- (9) Personal Electronic Equipment: Display and use of personal electronic devices (to include cell phones) is prohibited in identified TSA screening areas. Personal electronic devices may only be used during an employee's rest or meal break in a designated area that is not co-located with the TSA screening area. Supervisors (permanent or temporarily assigned) may use such device **for official business only**. These devices may not be used for personal purposes while performing screening functions.

**F. Exemption to Uniform Requirements:**

- (1) An exemption to the uniform requirements may be considered for appropriate, documented reasons, such as religious beliefs or medical reasons.
- (2) Employees seeking an exemption shall make a written request to their FSD stating the basis for the exemption.
- (3) The FSD will review and approve or disapprove the request, in writing, after consulting with their local Field Counsel and, when appropriate, with the Office of Human Capital.
- (4) If an exemption is approved, the employee may then purchase and wear any authorized item that deviates from the standard uniform package with their uniform allowance (if available from the contractor) or personal funds.
- (5) An approved exemption will be documented in the employee's EPF and will continue to be applicable if the employee transfers within the airport or to another airport.

**G. Uniform Allowance:**

- (1) Officers receive an annual monetary uniform allowance. The allowance is posted on their individual accounts on the TSA uniform contractor's website. Annual funds may be used to purchase any needed uniform item from the complete list of authorized uniform items, including standard and/or optional items. If an employee has a significant weight loss/gain that causes the uniform to no longer fit properly, they may use their uniform allowance to purchase the necessary uniform replacements.
- (2) Personal funds: Officers may use personal funds to purchase additional uniform items from the contractor. The contractor accepts orders directly from Officers.
  - (a) Officers must report uniform purchases made with personal funds to their FSD, the uniform coordinator, or other designee, so that items may be recorded for future disposition.
  - (b) Officers will not be reimbursed for items they elect to purchase with their own funds. Additionally, in the event TSA uniforms have not been delivered prior to the start of Officers' reporting for duty, TSA will not reimburse Officers who wear their personal attire to perform their duties.
- (3) Alterations: Officers shall not make alterations to their uniforms. The uniform contract includes provisions for obtaining proper fit. Uniforms that do not fit should be returned to the contractor for replacement prior to being worn.

Measuring instructions and an order form with sizing guides are available at the uniform contractor's website.

## **H. Uniform Security:**

- (1) Retrieval of TSA Patches, Badges and Other Insignia:
  - (a) TSOs are required to return for disposal all uniform items purchased and issued by TSA which contain TSA patches or cloth badges, and rank insignia (shoulder boards) when they leave TSA employment, are reassigned to a non-screening position, or when the uniform items are no longer suitable for continued use. Officers who are promoted are required to return rank insignia of their previously held rank.
  - (b) TSOs are required to remove and return for disposal all TSA patches, badges, and other insignia from self-purchased uniform items when they leave TSA employment, or when the uniform items are no longer suitable for continued use.
  - (c) The above items are to be returned to the FSD, the uniform coordinator, or other designee, at the employee's airport. Returned items that are serviceable may be retained and safeguarded at the airport or other appropriate facility for use by TSA employees. [TSA MD 1100.30-10, \*Employee Exit-Clearance Procedures\*](#) provides guidance on procedures for employees separating from TSA.
  - (d) TSOs may keep uniform items that do not include TSA patches or cloth badges, and rank insignia (shoulder boards) regardless of whether TSA or the TSO purchased the items.
- (2) Officers on extended leave from TSA (e.g., military duty) are not required to return their uniforms while on leave. Employees shall be instructed to safeguard their uniform from theft and unauthorized use during their absence.
- (3) Employees who separate and fail to return TSA patches, badges, and other insignia shall, after reasonable attempts by TSA to retrieve the items, be issued a letter by the FSD notifying them that they may be subject to civil and/or criminal penalties if they fail to return items within ten (10) days from the date of the letter.
- (4) Other related Uniform tracking must be done in accordance with applicable OSO Guidelines (See Section I, below).

## **I. Accountability:**

- (1) Acquisition Phase

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- (a) TSA uses a layered security approach to minimize theft and loss of uniforms.
- (b) Our uniform contractor will not ship uniforms without confirming that the intended recipient is a TSA employee. This is verified by cross checking the identity information on the uniform order against a roster provided by TSA Office of Human Capital.
- (c) Uniforms are only shipped to TSA designated uniform coordinators at designated addresses (airports) by traceable means.
- (d) The uniform coordinators and badge custodians must obtain signatures from the TSOs and maintain records of all items received by TSOs.
- (e) The Office of Security Operations Business Management Office provides to the uniform contractor lists of TSOs who leave TSA employment and they then deactivate the departed TSO's account in their system. If a deactivated TSO attempts to order a uniform item, the uniform contractor must contact TSA to determine whether the person in question is now re-employed by TSA.
- (f) Badges will only be shipped to FSDs at TSA designated addresses by traceable means.

(2) Utilization Phase

- (a) TSOs are responsible for maintaining the security and accountability of all uniforms and badges in their custody and control. If a uniform or badge becomes lost or stolen, the TSO must immediately (as soon as practicable after discovering that the badge has been lost or stolen, whether or not the employee is scheduled for duty) report the facts to his/her supervisor or other management official.
- (b) If a uniform becomes unsuitable for continued use while in the possession of a TSO, it should be turned in to the uniform coordinator for proper disposition, including adjustment of the uniform master records.
- (c) Incorrect items, sizes, or obvious manufacturer's defects should be returned to the contractor at the contractor's expense (with the return shipping label provided with the uniform item) before it is worn. Returns must occur within 60 days of shipment. Items with manufacturer's defects discovered after the 60-day period may continue to be returned to the contractor at the contractor's expense during the first year of wear.

(3) Maintaining a Master Uniform Record

- (a) FSDs are responsible for designating a uniform coordinator to maintain a Master Uniform Record in the Performance Measurement Information

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System (PMIS) to keep records regarding uniform issuance. The following uniform items must also be accounted for:

- (i) Shirts (long and short sleeve; white and blue; and maternity)
  - (ii) Sweater vests
  - (iii) Long sleeve sweaters
  - (iv) Team jackets
  - (v) Parkas
  - (vi) Three-seasons jackets
  - (vii) Polo shirts
  - (viii) Insulated coveralls
  - (ix) Unlined coveralls
  - (x) Shoulder boards
- (b) The metal badge must also be included in the master uniform record and will require extra/unique accountability processes (discussed below).
- (c) All airport master uniform records must also be supported by copies of shipping lists or government hand written receipts, (such as TSA Form 256) signed (by the TSO) and maintained in individual TSO folders to acknowledge possession, receipt, and accountability for all uniform items.
- (d) All items issued must be signed for on the TSA Form 256. Airports will no longer be able to use copies of signed shipping lists as documentation to support a TSO uniform file.
- (4) **Optional Item Accounting**
- (a) FSDs may choose to maintain a record of items that do not contain patches or cloth badges. At the discretion of the FSD, the following items may be entered in a Master Uniform Record:
    - (i) Ties
    - (ii) Belts
    - (iii) Nametags
    - (iv) Socks and Shoes (if purchased from the uniform vendor)
    - (v) Any items in current or future inventories without patches or badges
  - (b) These items should be controlled by management oversight (minimum requirement is maintenance of signed shipping lists or TSA Form 256 in individual TSO folders) to protect against fraud, waste, and abuse, but do not require the same property disposal documentation requirements.
- (5) **Accountability for Metal Badges**

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- (a) Badges will be sent directly to hub airport FSDs for distribution to TSOs in all their respective hub and spoke airports.
- (b) Each hub will receive a unique series of badge numbers associated with that hub/spoke system. Specific badges will be assigned to each airport for distribution to the TSOs.
- (c) FSDs whose workforce includes TSOs who are on the National Deployment Force (NDF) will:
  - (i) Receive specially numbered badges for their NDF personnel (2000 series numbers);
  - (ii) Receive uniforms and badges before the remainder of the TSOs at most airports; and
  - (iii) Ensure that NDF personnel are issued and wear NDF 2000 series badges, whether or not they are deployed.
- (d) The Master Uniform Record for badges must contain the badge number, TSO name, date issued, a signed receipt from the TSO (TSA Form 256) and the date recovered from the TSO, when applicable.
- (e) All badges must be issued, signed, and accounted for by badge number for each TSO, and each TSO will be required to read and sign the attached TSO Badge Certification which will be kept in the TSO's local personnel file.
- (f) FSDs will designate someone, either the accountable property officer (APO), a designated property custodian, or credential program coordinator to serve as the FSD's designated badge custodian. The designated badge custodian will be responsible for managing and controlling the badges. The designated badge custodian must:
  - (i) Sign for badges by serial number and maintain custody and control of the badges until they are issued to a specific TSO; and
  - (ii) Keep all non-issued badges in a locked room/facility or container to which the FSD's designated badge custodian controls the access.
- (g) The FSD's designated badge custodian will maintain a written receipt for each returned badge. The badge custodian will update the TSA Form 256, created when the badge was issued, to record the TSO's return of the badge. If the badge custodian cannot access the original TSA Form 256 at the time the badge is returned, a new form, to be filed along with the original form, may be created to note the return of the badge. TSOs should be provided a copy of the form acknowledging the return of the numbered badge.

- (h) Airports must establish local processes to ensure that the metal badges are recovered when a TSO terminates their employment. If the badge is not returned directly to the FSD's designated badge custodian it must be transferred to the badge custodian as quickly and efficiently as possible. Once the badge is transferred to the custodian, he/she must document the return as described above.
- (i) Filing a false report of lost/stolen property may result in disciplinary action, up to and including removal from Federal service.

**J. Records Reconciliation and Inventories:**

- (1) If discrepancies regarding uniform items exist between airport records and TSO records that cannot be resolved locally, airports may request historical files from the uniform contractor to assist in resolution.
- (2) Stocks of returned uniform items must be physically inventoried quarterly, by a disinterested party (not responsible for the property) appointed by the FSD, to assure proper accountability and control has been maintained.
- (3) When uniform items on the Master Uniform Record (including those items replaced in the replaced in the rollout) go out of service at each airport, final records reconciliation must be completed.
- (4) The final records reconciliation must state the final disposition of the items that have gone out of service. The information must include:
  - (a) The number of items on the records (either issued to TSOs or held by uniform coordinators);
  - (b) The number of items recovered;
  - (c) The number of items destroyed (including the method of destruction); and
  - (d) The number of items not recovered (including a description of the efforts made to recover the items).



Attachment

**SAMPLE LETTER**

[Date]  
[Addressee]

RE: TSA-Issued, U. S. Government Property

**Dear [Mr. /Mrs.] [Name]:**

On **[enter date]**, TSA required you to return TSA-issued, U. S. Government property uniform items to your supervisor, including your identification badge, as well as TSA training materials and operations manuals. To date, you have failed to return **[state specifically the items that need to be returned]**. You must return this property to **[put name and telephone number of TSA person at your airport that the former employee should contact]** immediately.

Your failure to return this TSA-issued, U. S. Government property item(s) within ten (10) days from the date of this letter may result in civil and/or criminal enforcement actions against you. These enforcement actions could subject you to civil penalties of up to \$10,000 for each day beyond the ten-day grace period noted above that you fail to return the property, and/or criminal penalties.

If you have any questions, please contact the TSA representative named above.

Sincerely,

**[FSD name and signature]**  
Federal Security Director

**TSA HANDBOOK TO  
MANAGEMENT DIRECTIVE No. 1100.73-2**