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Description of document: Training presentations for Customs and Border Protection (CBP) employees relating to preventing criminal misconduct by CBP employees, 2016-2017\*

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\* Note: Some records are undated

Source of document: FOIA Request  
Customs and Border Protection  
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[Online Request Form](#)

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U.S. Customs and  
Border Protection

September 26, 2017

CBP-2017-055180

This is the final response to your Freedom of Information Act (FOIA) request for a copy of any training presentations (such as Powerpoint presentations) for CBP employees relating to preventing criminal misconduct by CBP employees.

After a thorough review of your request, CBP determined that some of the information obtained during the search for records is exempt from pursuant to Title 5 U.S.C. § (b)(6), (b)(7)(C), and (b)(7)(E).

**Exemption (b)(6)** exempts from disclosure personnel or medical files and similar files the release of which would cause a clearly unwarranted invasion of personal privacy. This requires a balancing of the public's right to disclosure against the individual's right privacy. The types of documents and/or information that we have withheld may consist of birth certificates, naturalization certificates, driver license, social security numbers, home addresses, dates of birth or various other documents and/or information belonging to a third party that are considered personal. The privacy interests of the individuals in the records you have requested outweigh any minimal public interest in disclosure of the information. Any private interest you may have in that information does not factor into the aforementioned balancing test.

**Exemption (b)(7)(C)** protects records or information compiled for law enforcement purposes that could reasonably be expected to constitute an unwarranted invasion of personal privacy. This exemption takes particular note of the strong interests of individuals, whether they are suspects, witnesses, or investigators, in not being unwarrantably associated with alleged criminal activity. That interest extends to persons who are not only the subjects of the investigation, but those who may have their privacy invaded by having their identities and information about them revealed in connection with an investigation. Based upon the traditional recognition of strong privacy interest in law enforcement records, categorical withholding of information that identifies third parties in law enforcement records is ordinarily appropriate.

**Exemption 7(E)** protects records compiled for law enforcement purposes, the release of which would disclose techniques and/or procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law. CBP has determined that disclosure could reasonably be expected to risk circumvention of the law. Additionally, the techniques and procedures at issue are not well known to the public.

If you are not satisfied with the response to this request, you have a right to appeal the final disposition. Should you wish to do so, you must file your appeal within 90 days of the date of this letter following the procedures outlined in the DHS regulations at Title 6 C.F.R. §5.9. Please include as much information as possible to help us understand the grounds for your appeal. You should submit your appeal via FOIAonline by clicking on the "Create Appeal" button that appears when you view your initial request. If you do not have computer access, you may send your appeal and a copy of this letter to: FOIA Appeals, Policy and Litigation Branch, U.S. Customs and Border Protection, 90 K Street, NE, 10th Floor, Washington, DC 20229-1177. Your envelope and letter should be marked "FOIA Appeal." Copies of the FOIA and DHS regulations are available at [www.dhs.gov/foia](http://www.dhs.gov/foia).

Additionally, you have a right to seek dispute resolution services from the Office of Government Information Services (OGIS) which mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. You may contact OGIS as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at [ogis@nara.gov](mailto:ogis@nara.gov); telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

This completes the CBP response to your request. You may contact a FOIA Public Liaison by sending an email via your FOIAonline account, or call 202-325-0150. Please notate file number CBP-2017-055180 on any future correspondence to CBP related to this request.

Sincerely,



Andrea Banks  
FOIA Analyst, FOIA Division  
Privacy and Diversity Office

September 26, 2017

A search of CBP databases produced records responsive to your Freedom of Information Act (FOIA) request CBP-2017-055180, requesting records maintained by CBP.

CBP has determined that the responsive records are partially releasable, pursuant to Title 5 U.S.C. §552 and have applied the appropriate exemptions notated below:

Section 552

(FOIA)

(b)(1)  (b)(2)  (b)(3)  (b)(4)  (b)(5)  (b)(6)

(b)(7)(A)  (b)(7)(B)  (b)(7)(C)  (b)(7)(D)  (b)(7)(E)  (b)(7)(F)

(b)(3) Statute 49 U.S.C. §114(s)

A description of the exemptions applied can be found at <https://www.cbp.gov/document/guidance/exemption-definitions>.

**If you have a FOIAonline account, you MUST log into your account to retrieve your responsive records.**

The following checked item(s) also apply to your request:

Approximately \_\_\_\_\_ pages were withheld in their entirety.

Fees: In the processing of this FOIA request, no fees are being assessed.

Other:

This completes the CBP response to your request. You may contact a FOIA Public Liaison by sending an email via your FOIAonline account, or call 202-325-0150. Please notate file number CBP-2017-055180 on any future correspondence to CBP related to this request.

If you are not satisfied with the response to this request, you have a right to appeal the final disposition. Should you wish to do so, you must file your appeal within 90 days of the date of this letter following the procedures outlined in the DHS regulations at Title 6 C.F.R. §5.8. Please include as much information as possible to help us understand the grounds for your appeal. You should submit your appeal via FOIAonline by clicking on the "Create Appeal" button that appears when you view your initial request. If you do not have computer access, you may send your appeal and a copy of this letter to: FOIA Appeals, Policy and Litigation Branch, U.S. Customs and Border Protection, 90 K Street, NE, 10th Floor, Washington, DC 20229-1177. Your envelope and letter should be marked "FOIA Appeal." Copies of the FOIA and DHS regulations are available at [www.dhs.gov/foia](http://www.dhs.gov/foia).

Additionally, you have a right to seek dispute resolution services from the Office of Government Information Services (OGIS) which mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. You may contact OGIS as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at [ogis@nara.gov](mailto:ogis@nara.gov); telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

Andrea D. Banks Bertrand  
U.S. Customs and Border Protection

# Operations 1

Officer Integrity



U.S. Customs and  
Border Protection

# **Terminal Learning Objective**

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OI.1 While engaged in operational situations, the Border Patrol Agent will exhibit proper ethical conduct according to DHS policy and applicable regulations.



# Enabling Learning Objectives

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- OI1.1 Identify the components of the Drug Free Workplace Program.
- OI1.2 Identify employee's responsibilities according to the CBP's Standards of Conduct.
- OI1.3 Identify how an agent is expected to conduct themselves when dealing with aliens, public officials and news media
- OI1.4 Identify how an agent is expected to conduct themselves in an ethical and professional manner at all times.





# Code of Ethics

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- Turn to Appendix A

## Code of Ethics

“Any person in government service should:”

- PUT loyalty to country above persons, party or government department.



# Code of Ethics

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- GIVE a full day's labor for a full day's pay.
- SEEK to find and employ more efficient and economical ways to accomplish tasks.
- NEVER DISCRIMINATE UNFAIRLY (special favors, privileges, etc...).



# Code of Ethics

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- MAKE no private promises binding upon the duties of office.
- ENGAGE in no business with Government, directly or indirectly (conflict of interest).
- NEVER use confidential information learned on duty to make private profit.



# Code of Ethics

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- EXPOSE corruption wherever discovered.
- UPHOLD these principles, ever conscious that public office is a public trust.



# **Principles of Ethical Conduct**

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It is hereby ordered that each Federal employee shall respect and adhere to the fundamental principles of ethical service as follows;

- Public service is a public trust, requiring employees to place loyalty to the Constitution, the laws, and ethical principles above private gain.



# Principles of Ethical Conduct

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- Employees shall not hold financial interests that conflict with the conscientious performance of duty.
- Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.



# Principles of Ethical Conduct

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An employee shall not, except pursuant to such reasonable exceptions as are provided by regulation, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance of the employee's duties.



# Principles of Ethical Conduct

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- Employees shall put forth honest effort in the performance of their duties.
- Employees shall make no unauthorized commitments or promises of any kind purporting to bind the Government.
- Employees shall not use public office for private gain.





# Principles of Ethical Conduct

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- Employees shall act impartially and not give preferential treatment to any private organization or individual.

- Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.



# Principles of Ethical Conduct

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- Employees shall not engage in outside employment or activities, including seeking or negotiating for employment, that conflict with official Government duties and responsibilities.
  
- Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.



# Principles of Ethical Conduct

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- Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those - such as Federal, State, or local taxes - that are imposed by law.
  
- Employees shall adhere to all laws and regulations that provide for equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age or handicap.



# Principles of Ethical Conduct

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- Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards promulgated pursuant to this order.



# **Drug Free Workplace**

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The DHS has established a drug-free workplace program for all DHS employees

- Subject to a drug test prior to appointment
- Subject to drug testing throughout your career



# Categories of Testing

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- Random testing
- Accident/unsafe practice
  - based on the circumstances of the accident
- Reasonable suspicion
  - direct observation
  - pattern of abnormal or erratic behavior
  - arrest
  - reliable information



# Intoxicating Beverages

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## Use of intoxicating beverages

- avoid any appearance of indulgence of intoxicants
- habitual use of intoxicant to excess is grounds for dismissal
- Use by Border Patrol Agent is not tolerated
  - At any time or to any extent when on duty or while wearing the uniform or any part of it



# Outside Employment

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- Agents should not engage in outside employment without prior written approval.
- Generally, agents will be prohibited from accepting employment in “protective work”.





# Gambling/betting and lotteries

- Prohibited while on government property or while on duty.



# **False Claims Against the US**

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- False or inaccurate statements as to travel performed, work done, or amounts expended are grounds for dismissal from the Service and possible criminal prosecution.



# **Disclosure of confidential information**

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- Official business should be conducted out of the hearing of the general public.
- Official matters should never be discussed with anyone outside the office except under proper authorization.
- Information contained in official files is strictly confidential.



# Conflict of Interest

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- An employee shall not have a direct or indirect financial interest that conflicts, or appears to conflict, with government duties and responsibilities.



# Government vehicle

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- Carrying unauthorized passengers.
- Personal use during or after working hours.



# Officer Identification

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- Show your credentials and identify yourself as an officer of the CBP (Border Patrol).
- Indiscriminate use of credentials for other than official purpose is prohibited.
- Report any loss immediately.



# Relationships with Aliens

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- Give aliens the same treatment you would like if the situation were reversed.
- Avoid associations, business dealings, or social relationships, which may appear to obligate.
- Do not make promises to aliens that cannot be fulfilled.



# Relationship with Aliens

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- Avoid familiarity or personal relationships with aliens detained by the Service.
- Business dealings of any nature between an agent and an alien who is detained are forbidden.
- Never buy property or personal effects from a detained alien.





# Aliens under investigation

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- Treat aliens like human beings.
- Be firm but kind.
- Allow the alien to express himself/herself in their own way.
- “Third Degree” methods are *prohibited*.
- Do not lose your temper.



# Aliens under investigation

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- Consider the alien's age, intelligence, education, etc...
- Have a purpose for each question
- Male officers questioning female aliens behind closed doors should have a witness present



# Humanizing the law

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- Detention should be done in a considerate manner.
- Deportation or V/R should be effected with consideration and humane treatment.
- Allow aliens to say goodbye to relatives and collect wages and belongings if possible.



# Solicitation of services

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- Do not advise an alien that he/she needs or does not need an attorney.
  
- Do not suggest names of attorneys even when asked.



# Escape of an alien

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- If an escape occurs, report it immediately.
- Disciplinary action may be taken against the agent if justified by the facts (negligence).



# Public Officials

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- Be careful not to encroach upon the jurisdiction of other agencies.
- Never place another officer in an embarrassing position by reporting the facts inaccurately.
- Never misuse contacts with public officials  
Acknowledge assistance given.



# News media

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- Main responsibility lies with the Commissioner or his appointed public information officer.
- Service policy prohibits any statements without prior approval to HQ.
- BPA's will only speak to the media with knowledge and approval of the Chief.



# Administering the law

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- Make no suggestion that you can influence the decision in a case.
- Administer rights and privileges of aliens with justice and equity.
- Do not be guided by personal biases or prejudices.
- Avoid preconceived notions of guilt or innocence.





# Use of position for personal gain

- This will serve as a basis for disciplinary action
- Do not accept free tickets, passes, etc...



# Poise and dignity

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- Maintain an even disposition under severe provocation.
- Be sure of yourself, but do not try to unduly impress others.
- Be businesslike and considerate



# Professional

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- Spirit of mutual helpfulness should exist among all employees.
- Every possible aid should be given to associates.
- Watch rumors.
- Refrain from criticizing the laws you enforce to the public.



# Devotion to duty

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- Strive to become more skilled and efficient in the performance of your duties.
- Keep well informed on changes in laws, regulations, operations, instructions and policies.



# Service Image

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Create a favorable image to the public

The Service image is affected by the impression of its officers

- Be polite and considerate to the public
- Nothing is wrong with a smile
- Exercise patience
- Learn to say “no” courteously
- Be frank about a mistake



# Oaths

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- Administer the oath in such a way as to impress the person taking it with its importance and seriousness.
- DO NOT administer an oath on the telephone or while the person is seated.



# Personal Conduct

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- Obey the laws of the country
- Respect the customs of the community in which you are stationed
- Conduct on and off the job should be above reproach



# Service Policy affecting conduct

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- Indebtedness
- Associations of a questionable nature
- Punctuality
- Personal appearance
- Grooming standards
- Abuse of Authority
- Physical Force





# Knowledge Check

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- 1) Service regulations provide that intoxicating beverages may not be used by patrol agents under the follow three circumstances:
  - a) *At any time or to any extent while on duty, or while wearing the uniform or any part of it.*
  - b) *To such an extent before going on duty, that upon reporting for duty, there can be detected about the person any evidence of alcohol use.*
  - c) *At any time or to such an extent that, as a result, the efficiency of the individual is likely to be affected or the Service is likely to be brought into disrepute.*



# Knowledge Check

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- 2) The acceptance of gratuities from certain persons by service employees and their families is forbidden. Those persons are:  
*any person or his agent who has any official matter before the Service (Border Patrol).*
  
- 3) An employee of this Service may not engage in any outside employment without:  
*prior written approval.*



# Knowledge Check

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- 4) False or inaccurate statements as to travel performed, work done, or amounts expended are grounds for:  
*dismissal from the Service (Border Patrol) and possible criminal prosecution.*
- 5) Information contained in Service files is considered \_\_\_\_\_ and should \_\_\_\_\_ be disclosed without proper authorization.



# Knowledge Check

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4) False or inaccurate statements as to travel performed, work done, or amounts expended are grounds for: *dismissal from the Service (Border Patrol) and possible criminal prosecution.*

5) Information contained in Service files is considered *confidential* and should *never* be disclosed without proper authorization.



# Knowledge Check

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6) Conflict of interest is defined as:

*A situation in which a private interest (usually of an economic nature) conflicts or raises a reasonable question of conflict with official duties.*

7) No employee is permitted to act as \_\_\_\_\_ or \_\_\_\_\_ in prosecuting any claim against the United States by any means or manner.



# Knowledge Check

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6) Conflict of interest is defined as:

*A situation in which a private interest (usually of an economic nature) conflicts or raises a reasonable question of conflict with official duties.*

7) No employee is permitted to act as an agent or attorney in prosecuting any claim against the United States by any means or manner.



# Knowledge Check

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- 8) A conspiracy under the United States Criminal Code exists when:

*Two or more persons conspire either to commit any offense against the U.S. or to defraud the U.S. and one or more of the parties do any act to effect the object of the conspiracy.*



# Knowledge Check

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- 9) When conducting official business officers shall identify themselves by:
- 10) Every member of the public is entitled, as an absolute right to \_\_\_\_\_ from every \_\_\_\_\_ employee of the Border Patrol.





# Knowledge Check

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9) When conducting official business officers shall identify themselves by:

*displaying their credentials and stating that they are officers of the DHS.*

10) Every member of the public is entitled, as an absolute right to \_\_\_\_\_

\_\_\_\_\_ from every  
employee of the Border Patrol.



# Knowledge Check

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9) When conducting official business officers shall identify themselves by:

*displaying their credentials and stating that they are officers of the DHS.*

10) Every member of the public is entitled, as an absolute right to *courteous, fair, impartial and sympathetic treatment* from every employee of this Service.



# Knowledge Check

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11) Aliens come to the Service offices because they have problems. They are entitled to courteous, considerate treatment. No remarks of a sarcastic or “kidding” nature should ever be made about: \_\_\_\_\_

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12) Business dealings of any nature, between an officer and an alien being detained by this service, are \_\_\_\_\_



# Knowledge Check

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11) Aliens come to the Service offices because they have problems. They are entitled to courteous, considerate treatment. No remarks of a sarcastic or “kidding” nature should ever be made about: Name, nationality, race, religion, accents, economic condition or manner of dress.

12) Business dealings of any nature, between an officer and an alien being detained by this service, are \_\_\_\_\_.



# Knowledge Check

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11) Aliens come to the Service offices because they have problems. They are entitled to courteous, considerate treatment. No remarks of a sarcastic or “kidding” nature should ever be made about: Name, nationality, race, religion, accents, economic condition or manner of dress.

12) Business dealings of any nature, between an officer and an alien being detained by this service, are forbidden.



# Knowledge Check

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13) The use of physical force in handling detained aliens or other persons with whom official business is being conducted is:

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# Knowledge Check

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13) The use of physical force in handling detained aliens or other persons with whom official business is being conducted is: only permissible in self-defense, defense of another person or to the extent it is absolutely necessary to effect an arrest or prevent an escape.



# Knowledge Check

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14) When questioning a person an officer should:

\_\_\_\_\_

\_\_\_\_\_

15) Care must be taken to insure that property held in the custody of this Service is:

\_\_\_\_\_

\_\_\_\_\_ to the alien when he is deported or released from custody.







# Knowledge Check

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- 14) When questioning a person an officer should: have a definite objective in mind and purpose for each question.
- 15) Care must be taken to insure that property held in the custody of this Service is: properly safeguarded against loss, theft, etc. and delivered to the alien when he is deported or released from custody.



# Knowledge Check

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16) Agents charged with the responsibility of escorting aliens who are in the custody of the Border Patrol are expected:

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# Knowledge Check

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16) Agents charged with the responsibility of escorting aliens who are in the custody of the Border Patrol are expected: to take every reasonable precaution to prevent their escape.



# Knowledge Check

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17) In discharging the duties of the Service, officers must be extremely careful not to:

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Yet they must remain alert for information or apparent violations, which are of interest to other government agencies.



# Knowledge Check

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17) In discharging the duties of the Service, officers must be extremely careful not to:

Encroach upon the jurisdiction of another government agency.

Yet they must remain alert for information or apparent violations, which are of interest to other government agencies.



# Knowledge Check

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18) Agents without public information responsibilities may not speak to the news media only:

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19) An abuse of authority of which no agent should ever be guilty is \_\_\_\_\_ in the administration of the Immigration and Naturalization Laws.



# Knowledge Check

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18) Agents without public information responsibilities may speak to the news media only: with the knowledge and consent of the agent who has that responsibility.

19) An abuse of authority of which no agent should ever be guilty is \_\_\_\_\_ in the administration of the Immigration and Naturalization Laws.





# Knowledge Check

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18) Agents without public information responsibilities may speak to the news media only: with the knowledge and consent of the agent who has that responsibility.

19) An abuse of authority of which no agent should ever be guilty is the use of unfair discrimination in the administration of the Immigration and Naturalization Laws.



# Knowledge Check

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20) An effective technique for preserving the poise, dignity and self control of an agent placed in a provocative situation is:

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# Knowledge Check

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20) An effective technique for preserving the poise, dignity and self control of an agent placed in a provocative situation is: to reserve the situation and try to picture how it looks from the other person's point of view.



# Knowledge Check

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21) As an agent of the Border Patrol, you are expected to conduct yourself in a manner that is above reproach both on and off duty. There are two questions you can ask yourself concerning a proposed action, which can help you live up to this expectation. They are:

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# Knowledge Check

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21) As an agent of the Border Patrol, you are expected to conduct yourself in a manner that is above reproach both on and off duty. There are two questions you can ask yourself concerning a proposed action, which can help you live up to this expectation. They are:

- a. Will what I am about to do subject myself of the Border Patrol to adverse criticism
- b. Will my conduct make me less able to do my job well when I return to duty.



# Knowledge Check

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22) Illegal establishments and places held in disrepute in the community should only be entered: \_\_\_\_\_

23) When the wearing of a uniform is prescribed for an agent, the uniform shall be worn:  
\_\_\_\_\_  
\_\_\_\_\_



# Knowledge Check

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22) Illegal establishments and places held in disrepute in the community should only be entered: when official business requires it.

23) When the wearing of a uniform is prescribed for an agent, the uniform shall be worn:

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# Knowledge Check

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22) Illegal establishments and places held in disrepute in the community should only be entered: *when official business requires it.*

23) When the wearing of a uniform is prescribed for an agent, the uniform shall be worn: *in its entirety, and devoid of all ornaments and attachments which are not authorized to be worn as part of the uniform.*





# Knowledge Check

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24) Agents performing duties best accomplished by wearing plain clothes shall wearing plain clothes shall wear:

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25) Each officer is expected to have a thorough understanding of their authority as defined by statute, regulation and instruction. In the performance of duty a patrol agent is expected:

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# Knowledge Check

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24) Agents performing duties best accomplished by wearing plain clothes shall wear: conservative clothing, appropriate to the area where the duty is performed.

25) Each officer is expected to have a thorough understanding of their authority as defined by statute, regulation and instruction. In the performance of duty a patrol agent is expected:

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# Knowledge Check

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24) Agents performing duties best accomplished by wearing plain clothes shall wear: conservative clothing, appropriate to the area where the duty is performed.

25) Each officer is expected to have a thorough understanding of their authority as defined by statute, regulation and instruction. In the performance of duty a patrol agent is expected: stay within the bounds of his authority.



# Knowledge Check

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26) Offenses which are considered the most serious in the “CBP Schedule of Disciplinary Offenses and Penalties” provide for penalties from reprimand to removal on a first offense because:

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# Knowledge Check

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26) Offenses which are considered the most serious in the “CBP Schedule of Disciplinary Offenses and Penalties” provide for penalties from reprimand to removal on a first offense because:

- a) The schedule is intended to provide supervisors and managers maximum flexibility and
- b) Covers many positions of differing sensitivities in the Border Patrol. (i.e. Commission of a serious offense by a Border Patrol Agent might always warrant removal on a first offense whereas a clerk might not necessarily be removed on the first offense.)



# Knowledge Check

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27) Where appropriate, an officer who has committed an offense punishable by dismissal may be \_\_\_\_\_ rather than dismissed from employment at the discretion of the Border Patrol.

28) An agent who is guilty of unexcused or unauthorized absence of 8 hours or less may be disciplined by a punishment of :



# Knowledge Check

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27) Where appropriate, an officer who has committed an offense punishable by dismissal may be reduced to the next lower grade rather than dismissed from employment at the discretion of the Border Patrol.

28) An agent who is guilty of unexcused or unauthorized absence of 8 hours or less may be disciplined by a punishment of :



# Knowledge Check

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27) Where appropriate, an officer who has committed an offense punishable by dismissal may be reduced to the next lower grade rather than dismissed from employment at the discretion of the Border Patrol.

28) An agent who is guilty of unexcused or unauthorized absence of 8 hours or less may be disciplined by a punishment of : an official reprimand to a 1 day suspension for the first offense.





# Knowledge Check

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29) Disobedience to constituted authority, or refusal to carry out a proper order from any supervisor or other official having responsibility, is punishable on the first offense by :

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30) Any agent who willfully uses or authorizes the use of any government owned or leased motor vehicle or aircraft for other than government business is subject to a minimum punishment of: \_\_\_\_\_



# Knowledge Check

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29) Disobedience to constituted authority, or refusal to carry out a proper order from any supervisor or other official having responsibility, is punishable on the first offense by : 5 day suspension to removal

30) Any agent who willfully uses or authorizes the use of any government owned or leased motor vehicle or aircraft for other than government business is subject to a minimum punishment of: \_\_\_\_\_



# Knowledge Check

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29) Disobedience to constituted authority, or refusal to carry out a proper order from any supervisor or other official having responsibility, is punishable on the first offense by : 5 day suspension to removal.

30) Any agent who willfully uses or authorizes the use of any government owned or leased motor vehicle or aircraft for other than government business is subject to a minimum punishment of: suspension for 30 days to removal.



# Knowledge Check

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31) Theft of government property or the property of others: \_\_\_\_\_

32) Using government-sponsored travel card for other than official travel:  
\_\_\_\_\_



# Knowledge Check

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31) Theft of government property or the property of others: written reprimand to 14-day suspension.

32) Using government-sponsored travel card for other than official travel:

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# Knowledge Check

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31) Theft of government property or the property of others: written reprimand to 14-day suspension.

32) Using government-sponsored travel card for other than official travel: written reprimand to 14-day suspension.



# Knowledge Check

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33) Disorderly conduct, fighting, threatening or attempting to inflict bodily injury to another, engaging in dangerous horseplay:

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34) Disrespectful behavior; use of abusive, slanderous, malicious or derogatory language or gestures: \_\_\_\_\_



# Knowledge Check

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33) Disorderly conduct, fighting, threatening or attempting to inflict bodily injury to another, engaging in dangerous horseplay: 5-day suspension to removal.

34) Disrespectful behavior; use of abusive, slanderous, malicious or derogatory language or gestures: \_\_\_\_\_





# Knowledge Check

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33) Disorderly conduct, fighting, threatening or attempting to inflict bodily injury to another, engaging in dangerous horseplay: 5-day suspension to removal.

34) Disrespectful behavior; use of abusive, slanderous, malicious or derogatory language or gestures: written reprimand to 3-day suspension.



# Knowledge Check

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35) Refusal or failure to cooperate in an official government inquiry or investigation:

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36) Reporting for duty or being on duty under the influence of alcoholic beverages:

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# Knowledge Check

---

35) Refusal or failure to cooperate in an official government inquiry or investigation: 14-day suspension to removal.

36) Reporting for duty or being on duty under the influence of alcoholic beverages:

---



# Knowledge Check

---

35) Refusal or failure to cooperate in an official government inquiry or investigation: 14-day suspension to removal.

36) Reporting for duty or being on duty under the influence of alcoholic beverages: 14-day suspension to removal.



# Knowledge Check

---

37) Making careless misstatements or misrepresentations pertaining to employment, travel vouchers, attendance, promotion, leave or any other official record: \_\_\_\_\_

38) Use of CBP identification to coerce, intimidate, deceive or for personal gain (includes DHS credentials, badges etc:

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# Knowledge Check

---

37) Making careless misstatements or misrepresentations pertaining to employment, travel vouchers, attendance, promotion, leave or any other official record: written reprimand to removal.

38) Use of CBP identification to coerce, intimidate, deceive or for personal gain (includes DHS credentials, badges etc:



# Knowledge Check

---

37) Making careless misstatements or misrepresentations pertaining to employment, travel vouchers, attendance, promotion, leave or any other official record: written reprimand to removal.

38) Use of CBP identification to coerce, intimidate, deceive or for personal gain (includes DHS credentials, badges etc: written reprimand to 14-day suspension



# Knowledge Check

---

39) Failure to report accident or injury to a person or damage to property, arising from acts committed or occurring with the scope of employment: \_\_\_\_\_

40) Willful misuse (or authorizing the use of) any government-owned or government-leased passenger vehicle, aircraft, or vessel: \_\_\_\_\_





# Knowledge Check

---

39) Failure to report accident or injury to a person or damage to property, arising from acts committed or occurring with the scope of employment: written reprimand to 5-day suspension.

40) Willful misuse (or authorizing the use of) any government-owned or government-leased passenger vehicle, aircraft, or vessel: \_\_\_\_\_



# Knowledge Check

---

39) Failure to report accident or injury to a person or damage to property, arising from acts committed or occurring with the scope of employment: written reprimand to 5-day suspension.

40) Willful misuse (or authorizing the use of) any government-owned or government-leased passenger vehicle, aircraft, or vessel: 30-day suspension to removal



# Knowledge Check

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41) Failure to follow applicable laws, rules, regulations, or policies in the performance of duties: \_\_\_\_\_

42) Possession, use, sale or distribution of illegal drugs or controlled substance: \_\_\_\_\_



# Knowledge Check

---

41) Failure to follow applicable laws, rules, regulations, or policies in the performance of duties: Written reprimand to 14-day suspension.

42) Possession, use, sale or distribution of illegal drugs or controlled substance: removal.



# **Situation 1: DOMESTIC VIOLENCE**

---

Border Patrol Agent “A” and his wife are attending a party hosted by some friends from work. Because Border Patrol Agent “A” and his wife anticipate having a few drinks while at the party, they decide to ride to the party with a friend and return home by calling a taxi service. Con’t



# Situation 1: Con't

---

During the party Border Patrol Agent “A” and his wife have a minor disagreement that eventually escalates into a verbal confrontation. After returning home in the taxi they continue with a loud verbal confrontation that attracts the attention of the neighbors. One of the neighbors subsequently calls the police and reports the situation as a domestic violence disturbance. Con't



# Situation 1: Con't

---

By the time the police arrive the argument has subsided. The police interview the spouse and she admits that Border Patrol Agent “A” pushed her to the ground during the heat of the argument. However, she states that he immediately realized his mistake and apologized. She does not want charges filed. Con't



# Situation 1: Con't

---

After the police conclude the investigation, Border Patrol Agent “A” is arrested and convicted of spousal battery, a misdemeanor crime of domestic violence.

Will this conviction impact the career of Border Patrol Agent “A”?





## **Situation 2: INTOXICANTS**

---

Border Patrol Agent Smith is scheduled to report for duty on the evening shift at 4:00PM. Prior to reporting for duty, Agent Smith consumed two beers while watching a football game at his home with some neighbors. When he reports for duty his supervisor detects the smell of alcohol on Agent Smith's breath. Agent Smith insists that he is not intoxicated.

What impropriety, if any, has been committed?



## **Situation 3: INTOXICANTS**

---

On Saturday at 4:30PM Agent Smith concludes his shift and begins driving home in his uniform. While driving home, his wife calls him and requests that he stop at the grocery store and pick up some beer and chips for the party that night. Before Agent Smith enters the grocery store he removes his gun belt and secures the equipment in his trunk. Agent Smith quickly buys the items and returns to his vehicle for the drive home.

What, if anything, has Agent Smith done wrong?



## **Situation 4: OUTSIDE EMPLOYMENT**

---

Border Patrol Agent Smith has recently purchased a new home. After becoming friends with his real estate agent, Agent Smith decides that he can make some extra money by getting his real estate license. After passing the real estate test and getting his license Agent Smith begins accepting clients. All of his real estate work is done in his spare time and no government equipment is utilized.

What impropriety, if any, has been committed?



## **Situation 5: FALSE CLAIMS AGAINST THE U.S.**

---

Border Patrol Agent Smith has been assigned to a detail on the northern border for thirty days. The authorized lodging rate for the area is \$85.00 per night. Agent Smith finds a room that normally rents for \$75.00 per evening. The owner of the hotel states that, if Agent Smith will rent his room for the entire 30-day period, he will give Agent Smith a receipt reflecting payment of \$85.00 per night.

Con't



## Situation 5: Con't

---

However, he will actually charge Agent Smith \$75.00 per night. He tells Agent Smith that he “can do whatever he would like with the extra \$10.00 per day.”

What impropriety, if any, has been committed?



## **Situation 6: CONFLICT OF INTEREST**

---

You have an opportunity to purchase part ownership in a radio repair shop that has a government contract to repair and maintain Border Patrol equipment at your station. You would not be involved in actual maintenance and repair but serve only as a "financial advisor."

What should you do?



## **Situation 7: PROPER USE OF GOV PROPERTY AND TIME**

---

Agent Smith has been assigned to the signcut unit at his station. He works the 3:00PM to 11:00PM shift. After making his assigned cuts, Agent Smith drives to his home, which is in his area of operations, to retrieve his lunch. While at his home, Agent Smith receives a telephone call from his neighbor. Con't



## Situation 7: Con't

---

The neighbor needs a ride to the grocery store located about 2 miles away. The grocery store is also in Agent Smith's area of operation. Since he is going in that direction anyway, Agent Smith gives his neighbor the ride.

What impropriety, if any, has been committed?





## **Situation 8: PROPER USE OF I.D.**

---

You leave the Border Patrol Station in civilian clothes after working the 12:00 AM to 8:00 AM shift. On your way to your residence, you are stopped by the local police for speeding.

What should you do?



## **Situation 9: RELATIONSHIPS WITH ALIENS**

---

Border Patrol Agent J was in the process of "writing up" an illegal alien when the alien offered to sell Agent J a newly purchased clock/radio which was still in its original box. The alien told Agent J that he needed to sell the radio in order to have money for food during the return trip to his home, some 500 miles from the border. Con't



## Situation 9: Con't

---

Feeling sorry for the alien, Agent J purchased the clock/radio for \$50.00 even though the purchase tag read \$79.99. However, \$50.00 is all the alien would take claiming that amount was sufficient to see him home.

What impropriety, if any, has been committed?



## **Situation 10: GRATUITIES; RELATIONSHIPS WITH ALIENS**

---

While performing linewatch operations on the 12:00 AM to 8:00 AM shift, you apprehend a single alien shortly after entry. The alien is a 20 year old Mexican girl entering to find work as a maid. She begins to cry and says that, if you let her go, she will be very nice to you.

What should you do?



# **Situation 11: PERFORMANCE OF OFFICIAL DUTIES**

---

During a tour of duty, you have occasion to stop a vehicle near the international border. As you approach the vehicle, the single occupant leaps out of the car, walks toward you making obscene gestures, and curses. As he nears you, he throws his local border crossing card at your feet and calls you several derogatory names.



## Situation 11: Con't

---

Then he breaks into a tirade claiming this to be the 6th time he has been stopped in 4 days and how much he hates Border Patrol Agents, comparing them to Nazi Storm Troopers. The only persons in the area are you and the alien.

What should you do?



## **Situation 12: PERFORMANCE OF OFFICIAL DUTIES**

---

During patrol border operations, Agent Z became involved in a foot chase with 3 aliens in a lettuce field. All three aliens ran across a wide irrigated field adjacent to the lettuce. Agent Z followed, sinking into the mud as she ran. Two of the aliens escaped but Agent Z located the third hiding under some brush. Con't



## Situation 12: Con't

---

Agent Z kicked the alien in the legs to get him up and then handcuffed the alien's hands behind him so tight as to cut off the blood circulation. The kicking and handcuffing were done to help remind the alien not to run if caught in the future and for causing Agent Z to get mud all over her boots and pants.

What impropriety, if any, has been committed?





## **Situation 13: RACIAL PROFILING**

---

Border Patrol Agent “A” and Border Patrol Agent “B” are observing traffic on a rural highway several miles from the border area. After observing approximately 25 vehicles pass their location, the agents observe an older model sedan traveling northbound. As the sedan passes their location, Border Patrol Agent “A” notices that the vehicle is being driven by an individual who appears to be Hispanic. Con’t



## Situation 13: Con't

---

Border Patrol Agent “A” and Border Patrol Agent “B” discuss the situation and reach the conclusion that, aside from the driver being of Hispanic origin, everything else about the vehicle and driver appear to be normal.

However, the agents are convinced that they can initiate an enforcement action based solely on the fact that the driver is of Hispanic origin. They quickly pull in behind the vehicle and initiate a traffic stop.

What impropriety or policy violation, if any, has been committed?



## **Situation 14: NEEDLESS DISPLAY OF A FIREARM**

---

Last Saturday night, at approximately 11:30 PM, while in an off-duty status, Border Patrol Agent T went to the Luna Rose Bar where he/she consumed alcoholic beverages. Agent T was seated at the bar and had a Service weapon in the right rear pants pocket, visible to other patrons and employees in the bar.

What impropriety, if any, has been committed?



## Situation 15: GRATUITIES

---

You finish eating an expensive meal at a local restaurant and prepare to pay your bill when the proprietor comes by and tells you that the dinner is "on the house." You have, on several occasions, arrested illegal aliens working in the restaurant's kitchen.

What should you do?



## **Situation 16: GRATUITIES**

---

Your immediate supervisor, Supervisory Border Patrol Agent H, is retiring next week. One of your fellow patrol agents is taking up a collection so that a "retirement gift" may be purchased for him.

What should you do?



## **Situation 17: SERVICE IMAGE**

---

It is the end of your shift and you are in route to the station at approximately 5:30PM. Traffic is unusually heavy. In fact, it appears that you will not be able to meet with your supervisor, as ordered, by 6:00PM. Not wanting to be late for the meeting with your supervisor, you activate the emergency lights of the marked Border Patrol vehicle and begin traveling on the shoulder of the roadway. Con't



## Situation 17: Con't

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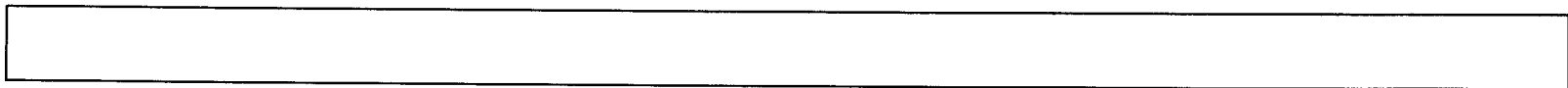
After driving in this manner for only ½ mile, you reach your exit. As traffic becomes lighter you determine that you can make the appointment with your supervisor without utilizing your emergency lights and siren.

What should you do?





# U.S. Customs and Border Protection





## Lesson 1: Officer Integrity

### Description

<b>Purpose</b>	The purpose of this lesson is to provide guidelines for Border Patrol Agent Trainees to conduct themselves in a proper ethical manner while engaged in operational situations according to DHS policy and applicable regulations. Participants will be given clear expectations concerning proper ethical conduct, the laws, policies and directives relating to employee conduct. This lesson will provide the opportunity to apply what is learned through situational scenarios and by completing a Knowledge Check.
<b>Objectives</b>	<b>Terminal Learning Objective</b> OI.1 A Border Patrol Agent will understand the elements of ethical conduct according to DHS policies and regulations. <b>Enabling Learning Objectives</b> OI.1.1 Identify the components of the Drug Free Workplace Program. OI.1.2 Identify an employee's responsibilities according to CBP's Standards of Conduct. OI.1.3 Identify how agents are expected to conduct themselves when dealing with aliens, public officials, and news media. OI.1.4 Identify how agents are expected to conduct themselves in an ethical and professional manner.
<b>Length</b>	3 Hour ILT
<b>References</b>	M-68 pp. 1 - 12; BPHB 4, 6, 8, 9, 10; 5 USC 640, 7342, 7351 & 7352; 18 USC 371, 1719, & 1905; 31 USC 683 d(c) (2).
<b>Methods of Instruction</b>	Lecture Class Discussion PowerPoint

## **Officer Integrity – Table of Contents**

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**I. Introduction**

- A. After the completion of Officer Integrity Hours 1-3, trainees will understand proper ethical conduct while they are engaged in operational duties as well as expected conduct while off-duty.
- B. Trainees will be able to identify the laws, policies and directives that relate to employee conduct.
- C. In Hour 3, trainees are given a copy of the Schedule of Offenses and a copy of the CBP Standards of Conduct. There is also a Knowledge Check consisting of 40 questions.

**II. Objectives**

- A. Purpose: The purpose of this lesson is to inform trainees of the conduct that is expected from them both on and off-duty.
- B. By the end of this lesson the student will be able to:
  - 1. Identify the components of the Drug Free Workplace Program. *PPT 4-7*
  - 2. Identify an employee's responsibilities according to CBP's Standards of Conduct. *PPT 8-15*
  - 3. Identify how agents are expected to conduct themselves when dealing with aliens, public officials, and news media.
  - 4. Identify how agents are expected to conduct themselves in an ethical and professional manner.

**III. Standards of Conduct**

- A. A Presidential Document, Executive Order 12674 (as amended by EO 12731) of 10/17/90, signed by the President, states that where Federal Government is based on the consent of the governed, every citizen is entitled to have complete confidence in the integrity of the Government. Agencies, as well as the Federal Government as a whole, are judged by the conduct of their employees. Exacting standards of conduct, therefore, exist for Customs and Border Protection employees. *Show Deputy Colburn's video. OI.1.4 Reference the CBP Standards of Conduct in Hour 3.*
- B. Hour 3 contains copies of the following:
  - 1. Code of Ethics for Government Service; *PPT 4-7*
  - 2. Principles of Ethical Conduct for Government Officers and Employees; *PPT 8-15*

- 3. Schedule of Offenses; and
- 4. CBP Standards of Conduct.

*See Appendix F:  
Reference SPI-  
11-OA*

**IV. Drug Free Workplace Program**

A. It is a matter of common sense that because of our law enforcement and drug interdiction responsibilities, the use of illegal drugs on or off duty will not be tolerated. Executive Order 12564 (signed September 15, 1986) mandates that all Federal Agencies establish a program to ensure a drug free workplace within the Federal sector.

*PPT 16-17*

*Drug Free  
Workplace  
Program  
Supervisor's  
Guide, 5/90*

- 1. The Department of Homeland Security has established a drug-free workplace program which is in effect for all DHS employees.
- 2. You were all subject to a drug test prior to your appointment as agent trainees. It is possible that throughout your career you could be selected for another drug test. The following are conditions in which an employee may be selected for drug testing.
  - a. Random testing may occur at any time and more than once per year. Employees who are in "Testing Designated Positions" are subject to this type of testing. Testing designated positions include officer corps positions, detention enforcement officers, positions in intelligence/law enforcement operations, top management officials, employees with security clearances, and positions in the Employee Assistance Program.
  - b. In cases of accidents or unsafe practices, employees may be subject to testing. Based upon the circumstances of the accident, their actions may be reasonably suspected of having caused or contributed to an accident that meets any of the following criteria:
    - i. an accident/unsafe act involves personal injury or death;
    - ii. the same employee has more than one accident/unsafe act during a twelve month period; or

*OI.1.2 Site  
general examples  
of agents who  
have violated this  
policy and were  
removed.*

- iii. the accident/unsafe act results in more than \$2,000 damage.
- c. In cases of reasonable suspicion any employee, regardless of position, will be tested for illegal drug use when there is reasonable suspicion that the employee uses illegal drugs. The following benchmarks may provide reasonable suspicion:
  - i. direct observation of drug use or possession and/or the physical symptoms of being under the influence of an illegal drug;
  - ii. a pattern of abnormal conduct or erratic behavior;
  - iii. arrest or conviction for a drug-related offense, or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use, or trafficking;
  - iv. information provided either by reliable and credible sources or independently corroborated; or
  - v. evidence that the employee has tampered with a previous drug test.
- 3. Employees who are found to be illegal drug users, but are not removed from the Border Patrol, will be subject to unannounced follow up testing for one year following completion of a required rehabilitation period.
- 4. Any Border Patrol employee found to be using illegal drugs may be subject to a wide range of disciplinary actions, up to and including dismissal.

**V. Laws, Policies and Directives**

A. Use of intoxicating beverages

- 1. Accusations of intoxication are difficult to disprove. Employees will not report for duty, or remain on duty, while under the influence of alcohol.
- 2. Studiously avoid any appearance or indication of indulgence in intoxicants. Unless specifically

*5 USC 7352*

*M-68 p. 1  
CBP Standards  
of Conduct  
6.10.2*

*OI.1.3 Reference*

- authorized, employees may not consume alcoholic beverages while on duty. *more examples of violations.*
3. The habitual use of intoxicants in excess is grounds for dismissal from employment. *PPT 18  
5 USC 735*
4. The use of intoxicating beverages by patrol agents is not tolerated: *BPHB 6.4-6.5*
- a. at any time or to any extent, when on duty or while wearing the uniform or any part of it. Purchasing alcohol, on or off duty, while in uniform is prohibited; *Show instructional video  
BPHB 6.4-6.5,  
CBP Standards of Conduct 6.10.4  
Situation #3*
  - b. to such extent before going on duty that, upon reporting for duty, there can be detected about the person the odor or other evidence of alcoholic beverage; or *BPHB 6.4-6.5  
Situation #2*
  - c. at any time to such an extent that, as a result, the efficiency of the individual is likely to be affected or the Border Patrol is likely to be brought into disrepute. *BPHB 6.4-6.5*
- B. Acceptance of gratuities is forbidden by statute, policy and directives *M-68 p. 2 5 USC 7351 & 7342*
- C. Outside employment *CBP Standards of Conduct 6.15.1  
M-68 p. 2*
- 1. Agents may not engage in any outside employment (including teaching, lecturing or writing), or in any business activity, without prior written approval. *Situation #4  
PPT 24*
  - 2. Generally, agents will be prohibited from accepting employment in so called "protective" work. *PPT 26*
- D. Gambling/betting and lotteries *CBP Standards of Conduct 6.12*
- 1. Prohibited while on Government property or while on duty for the Government.
  - 2. This prohibition includes gambling on the internet. *M-68 p. 2*
- E. Misuse of franking privileges *18 USC 1719*
- 1. Misuse of any official envelope, etc., to avoid payment of postage or registry fee on private mail.
  - 2. May be subject to a fine of not more than \$300. *PPT 27*
- F. False claims against the U.S. *CBP Standards of Conduct 6.4.1/6.4.2  
Situation #5*
- 1. Employees will not make false, misleading, incomplete, or ambiguous statements, whether oral or written, in connection with any matter of official interest.

- PPT 29*
2. When directed by a competent authority, including CBP management, employees must truthfully and fully testify, provide information, or respond to questions (under oath when required) concerning matters of official interest that are being pursued administratively.
- G. Disclosure of confidential information *M-68 p. 1*
1. Official business should be conducted out of the hearing of the general public. *PPT 29*
  2. Employees will not disclose official information without proper authority. Official information includes any information that an employee acquires by reason of CBP employment. *CBP Standards of Conduct 6.5*
  3. Information contained in official files is strictly confidential. Employees will not access, conceal, alter, remove, mutilate, or destroy documents or data in the custody of CBP without proper authority.
  4. Improper disclosure of confidential information is a criminal offense. *18 USC 1905*
- H. Conflict of interest *PPT 30*
1. An employee shall not have a direct or indirect financial interest that conflicts, or appears to conflict, with government duties and responsibilities. *M-68 p. 2*  
*BPHB 6.4*
  2. Border Patrol Agents shall avoid involvement in any "conflict of interest" situation, i.e., one in which private interests conflict with official duties and responsibilities. The potential conflict is of concern whether it is real or apparent. *CBP Standards of Conduct 6.2*  
*Situation #6*
- I. No DHS employee is permitted to act as an agent or attorney in prosecuting any claim against the United States. *M-68 p. 3*  
*BPHB 6.4*
- J. Conspiracy *18 USC 371*  
*M-68 p. 3*
1. Two or more persons conspire to commit any offense against the U.S. and one commits an act to effect the object of the conspiracy.
  2. Punishable by 5 years and/or \$250,000 fine upon conviction.
- K. False statements of an officer concerning an oath taken before him/her. Any agent is liable to criminal prosecution for knowingly making any false acknowledgment, certificate or *BPHB 6.4*  
*18 USC 1001*

statement concerning an appearance before him.

**VI. CBP Standards of Conduct**

- A. Proper use of Government property and Government time *PPT 32*
  - 1. Examples of unauthorized use of Government vehicles: *CBP Standards of Conduct*
    - a. carrying unauthorized passengers, or *6.9.1.1*
    - b. personal use during or after working hours.
  - 2. Improper use of a government vehicle leads to disciplinary action (30 day mandatory suspension minimum for first offense). *CBP Table of Offenses Situation #7*
  - 3. Conducting personal business on Government time.
- B. Officer identification *M-68 p.5*
  - 1. Proper identification and use of I.D. *BPHB 6.4*
    - a. Show credentials and identify yourself as an officer of the U.S. Border Patrol. *CBP Standards of Conduct 6.9.3*
    - b. Badges, credentials, and identification cards are to be used by CBP employees only for official purposes. *Situation #8*  
*PPT 34*
    - c. Emphasize the fact that patrol agents are members of the local community and as such are expected to conduct themselves as any other respectable citizen. They should observe local speed and parking laws except as absolutely required in performance of official duties. Also, badges and I.D. cards are not to be used in order to extract special privileges from local law enforcement officers (i.e. being given a "break" when caught speeding). *O.I.1.4 Reference the complete list of CBP Standards of Conduct in Hour 3. Stress the importance of strictly adhering to it both on and off duty.*
  - 2. Approaching private individuals in the performance of duty *M-68 p. 5*  
*BPHB 6.4*
    - a. Make a clear and concise statement of official capacity.
    - b. Credentials should always be shown.
    - c. Explain your objective and purpose.
    - d. Be pleasant, gracious and professional.
    - e. Leave the individual with a feeling of satisfaction in the way the business of the Government is conducted.



3. Official badges or credentials
  - a. Maintain them in good condition. *CBP Standards of Conduct 6.9.3*
  - b. Report any loss immediately. *M-68 p. 6*
  - c. Failure to report loss may result in disciplinary action. *CBP Standard of Conduct 6.9.3*
- C. Relationships with the public *M-68 p. 11-12*
  1. It is the duty of each Border Patrol Agent to serve the public in a fair and impartial manner. *BPHB 6.4*  
*PPT 37*
  2. Border Patrol Agents are dependant upon the law abiding public for a constant flow of valuable information.
- D. Personal Conduct *PPT 56*
  1. Obey the laws of our country. *OI.1.1 Reference*
  2. Respect the customs of the community in which you are stationed. *Code of Ethics*  
*Hour 3.*
  3. Conduct on and off the job should be above reproach. *M-68 p. 14*  
*BPHB 6.4-6.5*
  4. To guide your conduct, ask yourself two questions:
    - a. “Will what I am about to do subject myself or the Border Patrol to adverse criticism?”, and *Situation #14*
    - b. “Will my conduct make me less able to do my job well when I return to duty?”
- E. CBP policy affecting conduct on and off duty *M-68 p. 15*
  1. Indebtedness *BPHB 6.5*
    - a. Attend properly and promptly to personal obligations. *PPT 58*
    - b. Plain and simple, pay your bills.
  2. Avoid all associations of a questionable nature or places of a questionable nature which may degrade you or your position in the eyes of the public. *CBP Standards of Conduct 6.3.6*  
*BPHB 6.5*
  3. Punctuality *M-68 p. 15*
    - a. Punctuality is an absolute requirement.
    - b. It is an excellent indication of an officer's attention to detail.
  4. Personal appearance *M-68 p. 16*

- a. Be careful of your personal appearance. It adds to the perception of your professionalism. *BPHB 8.1*
  - b. When wearing your uniform, wear it in its entirety. Keep it neat and clean.
5. Abide by Border Patrol grooming standards.
6. Abuse of authority *BPHB 6.4-6.5*
- a. You are expected to conform to all local and state laws. Your official position does not provide immunity. *M-68 p. 14*
  - b. This requirement includes on and off duty.
7. Use of physical force *M-68 p. 11*
- a. Employed only: *BPHB 4.1-4.2*
    - i. in self-defense;
    - ii. in defense of another person; or
    - iii. to an extent necessary to effect an arrest or prevent an escape.
  - b. Abuse of aliens is never permitted
  - c. When aliens are handcuffed, do not expose them to public view unnecessarily.
8. Duty to report
- a. If you have questions about the application of any ethics regulation to a particular situation, you may seek the advice of your ethics official.
  - b. It is your responsibility as an employee to report any violation, by other employees, of the Standards or Rules of Conduct or any law. To report misconduct contact your local Office of Inspector General 1-800-323-8603 or CBP's Joint Intake Center 1-877-2INTAKE.
  - c. If you do report misconduct and you feel you are being retaliated against, there is help. The Whistle Blower Protection Act of 1989 was enacted to strengthen protection for employees, former employees, or applicants for employment who have been subjected to personnel actions because of their whistle blowing activities. *O.I.1.2 Stress that failure to report is considered as serious as committing the violation.*

- d. If you feel you are being retaliated against you may contact the Office of Special Counsel, 1-800-872-9855.
9. Domestic violence convictions *Situation #1*
- a. On September 30, 1996, Title 18 USC § 922(g)(8) took effect. Known as the Lautenberg Amendment, this legislation made it illegal for anyone who has been convicted of a misdemeanor crime of domestic violence to possess any firearm or ammunition.
- b. A misdemeanor crime of domestic violence is generally defined as any offense – whether or not explicitly described in the statute as a crime of domestic violence – which has, as its factual basis, the use or attempted use of physical force, or the threatened use of a deadly weapon, committed by the victim’s current or former domestic partner, parent, or guardian.
- c. There is no exemption for law enforcement officers and agents. *End of hour 1*

## VII. Aliens

- A. Relationships with aliens. *PPT 37-38  
M-68 p. 6-8  
BPHB 6.4*
1. You should give aliens the same treatment that you would like if the situation were reversed.
2. Avoid associations, business dealings or relationships which may appear to obligate an agent to an alien. *OI.1.4 Refer to the Code of Ethics*
3. Do not make promises to aliens that cannot be fulfilled.
4. Avoid familiarity or personal relationships with aliens detained by the Border Patrol. *Situation #10*
5. Business dealings of any nature between an agent and an alien who is detained are forbidden. *Situation #9*
6. Never buy property or personal effects from a detained alien.
7. Make no sarcastic remarks to an alien concerning his/her clothes, name, religion, race, etc.

8. Business dealings with alien merchants should be on a strictly business basis and full value should be paid for goods.
- B. Dealing with Aliens Under Investigation *M-68 p. 10*
1. Remember that an alien is a human being; treat him/her accordingly. *PPT 40-41*
  2. Be firm but kind.
  3. Allow the alien to express himself/herself in his/her own way.
  4. "Third degree" methods are prohibited.
  5. Do not lose your temper.
  6. During questioning, consider the alien's age, intelligence, education, etc.
  7. Have a purpose for each question.
  8. Male officers questioning female aliens behind closed doors should have a witness present.
- C. Humanizing the Immigration and Naturalization Laws *M-68 p. 8*
1. Detention of aliens should be done in a considerate manner. *PPT 44*
  2. Removals should be effected with as much consideration and humane treatment as possible.
  3. Allow aliens to say good-bye to relatives and collect wages and belongings if possible. If these efforts are unsuccessful, the alien should be given an opportunity to notify the consul of his/her nationality and it will be noted on CBP-6051S (Custody Receipt Seized Property/Evidence Property).
- D. Discussion of Personal Matters with Aliens *M-68 p. 10*
1. Unless pertinent to a case, this should be avoided. *BPHB 6.4*
  2. Frequently leads to objectionable discussion and consequent embarrassment. *O.I.1.3 Refer to CBP Standards of Conduct*
- E. Solicitation of Services *M-68 p. 10*
1. Do not advise an alien that he/she needs or does not need an attorney in a case. *PPT 45*
  2. Do not suggest names of attorneys even when asked.
- F. Escape of an Alien *M-68 p. 11*

- 1. Take every reasonable precaution to avoid an escape. *PPT 46*  
If an escape occurs, report it immediately. Failure to report will lead to disciplinary action.
- 2. Disciplinary action may be taken against the agent if justified by the facts (negligence).

**VIII. Dealing with Public Officials**

- A. Be careful not to encroach upon the jurisdiction of another government agency. *BPHB 10.1-10.5  
PPT 47*
- B. Be alert for information that may be of interest to another agency and bring it to the attention of the proper officials.
- C. Never place another official in an embarrassing position by reporting facts inaccurately, etc.
- D. Never misuse contacts or acquaintances with public officials.
- E. Acknowledge appreciation for assistance given. Never fail to acknowledge assistance given by the public or members of other agencies. *M-68 p. 13*

**IX. Relations with the News Media**

- A. The main responsibility lies with the Commissioner of Customs and Border Protection or his/her appointed public affairs officer. *BPHB 9.1-9.4  
PPT 48*
- B. Border Patrol policy prohibits any statement to news media without prior approval of Headquarters.
- C. Border Patrol Agents will only speak to the media with knowledge and approval of the Chief Patrol Agent.
- D. Do not make non-factual statements about other agencies.

**X. Prejudicial Influence in Administering Immigration and Naturalization Laws**

- A. Make no suggestion that you can influence a case. *M-68 p. 8-9*
- B. Administer rights and privileges of aliens with justice and equity. *O.I.1.4*
- C. Do not be guided by personal biases and prejudices. *Refer to ethical conduct for government employees*
- D. The premature expression of decisions is likely to prove a source of embarrassment; i.e., advising an alien under *CBP Standards*

- removal proceeding to dispose of personal effects. *of Conduct 6.11*
- E. Preconceived notions of guilt or innocence in a case should be avoided. *PPT 49*
- PPT 50*
- XI. Use of Official Position for Personal Gain**
- A. This will serve as a basis for disciplinary action. *M-68 p. 14*
- B. Do not accept free tickets, passes, meals, etc. *14-day susp. to removal for first offense*
- XII. Poise and Dignity in the Performance of Official Duties**
- A. Maintain an even disposition under severe provocation. *Situation #15-16*
- B. Be sure of yourself, but do not try to unduly impress others. *M-68 p. 12*
- C. Look at the situation from the other person's point of view. *BPHB 6.1-6.3*
- D. Be businesslike and considerate. *Situation #11-12*  
*PPT 51*
- XIII. Projection of a "Professional" Image**
- A. There should exist a spirit of mutual helpfulness among all employees. *M-68 p. 13*
- B. Every possible aid should be given to associates. *CBP Standards of Conduct 4.1*
- C. Rumors about other employees should never be repeated. *PPT 52*
- D. Refrain from criticizing the laws you enforce in public.
- E. Display devotion to duty by: *M-68 p. 15*
1. striving to become more skilled and efficient in the performance of your duties, and *PPT 53*
  2. keeping well informed on changes in laws, regulations, operations instructions and policy.
- F. Maintain the Border Patrol image. *BPHB 6.3-6.5*
1. Creation of a favorable Border Patrol image is the responsibility of each employee. *Situation #14*  
*PPT 54*
  2. The Border Patrol image is affected by the impression its officers create on the public. *Situation #18*
- G. Be courteous. *M-68 p. 12*
1. Be polite and considerate to the public at all times. *BPHB 6.3-6.5*
  2. Nothing is wrong with a SMILE.

- H. Be patient. *M-68 p. 12*
1. Exercise self-restraint and patience in the face of verbal criticism or threatened physical violence. *BPHB 6.3-6.5*
  2. You represent our government and must conduct yourself in a worthy manner.
- I. Be firm. *M-68 p. 13*
1. Be firm and uncompromising to those who insist on special favors.
  2. Learn to say "no" courteously.
- J. Be frank. *M-68 p. 13*
1. If you should accidentally misinform someone in a case, be willing to acknowledge the mistake.
  2. Do not attempt to cover up an error.

**XIV. Administration of Oaths**

Administer the oath in such a way as to impress the person taking it with its importance and seriousness. *PPT 55*

*M-68 p. 12*

**XV. Political Activity/The Hatch Political Activity Act:**

Limits or discourages the participation of Federal and State officers and employees in political activity.

**XVI. DHS Policy concerning Use of Race or Ethnicity in Law Enforcement Activities**

- A. Racial profiling occurs when law enforcement officers use race (including color and perceived ethnic background) as the sole factor to justify initiating a stop, conducting a search or focusing an investigation on a particular individual or group of individuals. *Situation #13*  
*O.I.1.4 Explain the legal ramifications.*
- B. Preventing racial profiling in law enforcement is a priority in DHS. The promise of equal treatment, regardless of race or ethnicity, is the legal and professional obligation of every DHS employee. *DHS Policy issued via memo on 06/01/04*
- C. The official DHS Policy on the issue is as follows: *End of Hour 2*  
*“Racial profiling” concerns the invidious use of race or ethnicity as a criterion in conducting stops, searches and*

*other law enforcement activities. It is premised on the erroneous assumption that any particular individual of one race or ethnicity is more likely to engage in misconduct than any particular individual of another race or ethnicity. DHS explicitly adopts the Department of Justice's "Guidance Regarding the Use of Race by Federal Law Enforcement Agencies," issued in June 2003. It is the policy of DHS to prohibit the consideration of race or ethnicity in our daily law enforcement activities in all but the most exceptional instances, as defined in the DOJ guidance. DHS personnel may use race or ethnicity only when a compelling governmental interest is present. Rather than relying on race or ethnicity, it is permissible and indeed advisable to consider an individual's connections to countries that are associated with significant terrorist activity. Of course, race or ethnicity based information that is specific to particular suspects or incidents, or ongoing criminal activities, schemes or enterprises may be considered, as stated in the DOJ guidance.*



**XVII. Knowledge Check**

DIRECTIONS: In the following statements write the word(s) or phrase(s) which correctly complete the statements.

1. DHS regulations provide that intoxicating beverages may not be used by patrol agents under the following three circumstances:
  - a. At any time or to any extent while on duty, or while wearing the uniform or any part of it. *BPHB 3-12, para. 1; M-68, pp 1-2*
  - b. To such an extent before going on duty, that upon reporting for duty, there can be detected about the person any evidence of alcohol use.
  - c. At any time or to such an extent that, as a result, the efficiency of the individual is likely to be affected or the Border Patrol is likely to be brought into disrepute.
2. The acceptance of gratuities from certain persons by employees and their families is forbidden. Those persons are:  
any person or his agent who has any official matter before the Border Patrol. *M-68, p 2*
3. An employee of the Border Patrol may not engage in any outside employment without:  
prior written approval. *M-68, p 3*
4. False or inaccurate statements as to travel performed, work done, or amounts expended are grounds for:  
dismissal from the Border Patrol and possible criminal prosecution. *M-68, p 3*
5. Information contained in Border Patrol files is considered confidential and should never be disclosed without proper authorization. *M-68, p 2*

6. Conflict of interest is defined as: *M-68, p 2*  
**A situation in which a private interest (usually of an economic nature) conflicts or raises a reasonable question of conflict with official duties.**
7. No employee is permitted to act as **an agent** or **attorney** in prosecuting any claim against the United States by any means or manner. *M-68, p 3*
8. A conspiracy under the United States Criminal Code exists when: *BPHB 19-A, Pg. 9*  
**Two or more persons conspire either to commit any offense against the U.S. or to defraud the U.S. and one or more of the parties do any act to affect the object of the conspiracy.** *M-68, p 3*
9. When conducting official business officers shall identify themselves by: *M-68, p 5*  
**displaying their credentials and stating that they are agents of the United States Border Patrol.**
10. Every member of the public is entitled, as an absolute right to **courteous, fair, impartial, and sympathetic treatment** from every employee of the Border Patrol. *M-68, p 9*
11. Aliens come to Border Patrol offices because they have problems. They are entitled to courteous, considerate treatment. No remarks of a sarcastic or "kidding" nature should ever be made to an alien about: *M-68, p 6*  
**name, nationality, race, religion, accents, economic condition or manner of dress.**
12. Business dealings of any nature, between an officer and an alien being detained by the Border Patrol, are: *M-68, p 6*  
**forbidden.**
13. The use of physical force in handling detained aliens or other persons with whom official business is being conducted is: *M-68, p 9*  
**Permissible only in self defense, and defense of another person,**

*or to such an extent as is absolutely necessary in making an arrest or preventing an escape.*

14. When questioning a person an officer should: *M-68, pp 8-9*  
*have a definite objective in mind and purpose for every question.*
15. Care must be taken to insure that property held in the custody of Border Patrol is: *properly safeguarded against loss, theft, etc.* and *delivered* to the alien when he is deported from the U.S., or released from custody. *M-68, p 7*
16. Agents charged with the responsibility of escorting aliens who are in the custody of the Border Patrol are expected: *M-68, p 9*  
*to take every reasonable precaution to prevent their escape.*
17. When discharging the duties of the Border Patrol, agents must be extremely careful not to: *encroach upon the jurisdiction of another government agency.* Yet, they must remain alert for information or apparent violations, which are of interest to other government agencies. *BPHB 4-5*
18. Agents without public information responsibilities may speak to the news media only: *BPHB 4-6*  
*with the knowledge and consent of the officer who has that responsibility.*
19. An abuse of authority of which no officer should ever be guilty is *the use of unfair discrimination* in the administration of the Immigration and Naturalization Laws. *M-68, p 7*
20. An effective technique for preserving the poise, dignity, and self control of an officer placed in a provocative situation is: *M-68, p 10*  
*to reverse the situation and try to picture how it looks from the other man's point of view.*
21. As a Border Patrol Agent you are expected to conduct yourself in a manner that is above reproach both on and off duty. There are two questions you can ask yourself concerning a proposed action, which can help you, live up to this expectation. They are: *M-68, p 12*

- a. *Will what I am about to do subject myself or the Border Patrol to adverse criticism?*
- b. *Will my conduct make me less able to do my job well when I return to duty?*
22. Illegal establishments and places held in disrepute in the community should only be entered: *M-68, p 12*  
*when official business requires it.*
23. When the wearing of a uniform is prescribed for an officer the uniform shall be worn: *BPHB 3-7*  
*in its entirety, and devoid of all ornaments and attachments which are not authorized to be worn as part of the uniform.*
24. Agents performing duties best accomplished by wearing plain clothes shall wear: *BPHB 3-7*  
*conservative clothing, appropriate to the area where the duty is performed.*
25. Each agent is expected to have a thorough understanding of their authority as defined by statute, regulation and instructions. In the performance of duty a patrol agent is expected to: *BPHB 3-7*  
*stay within the bounds of his authority.*
26. Offenses which are considered the most serious in the "CBP Schedule of Disciplinary Offenses and Penalties" provide for penalties from reprimand to removal on a first offense because: *Orientation Booklet*
- a. *The schedule is intended to provide supervisors and managers maximum flexibility.*
- b. *Covers many positions of differing sensitivities in the Border Patrol. (i.e., commission of a serious offense by a Border Patrol Agent might always warrant removal on a first offense whereas a clerk might not necessarily be removed.*
27. Where appropriate, an officer who has committed an offense punishable by dismissal may be *reduced to the next lower grade* rather than *Orientation Booklet*

dismissed from employment at the discretion of the Border Patrol.

**Note: Using the CBP Schedule of disciplinary offenses as a reference, list the minimum punishment for each offense:**

28. An agent who is guilty of unexcused or unauthorized absence of 8 hours or less may be disciplined by a punishment of:

**An official written reprimand for the offense.**

29. Disobedience to constituted authority, or refusal to carry out a proper order from any supervisor or other official having responsibility, is punishable on the first offense by:

**5-day suspension to removal.**

30. Any officer who willfully uses or authorizes the use of any government owned or leased motor vehicle or aircraft for other than government business is subject to a minimum punishment of:

**suspension for thirty (30) days to removal**

31. Theft of government property or the property of others:

**Written reprimand to 14-day suspension.**

32. Using government-sponsored travel card for other than official travel:

**Written reprimand to 14-day suspension**

33. Disorderly conduct, fighting, threatening, or attempting to inflict bodily injury to another, engaging in dangerous horseplay:

**5-day suspension to removal.**

34. Disrespectful behavior; use of abusive, slanderous, malicious, or derogatory language or gestures:

**Written reprimand to 3-day suspension.**

35. Refusal or failure to cooperate in an official government inquiry or investigation:

**14-day suspension to removal.**

36. Reporting for duty or being on duty under the influence of alcoholic beverages:

**14-day suspension to removal.**

37. Making careless misstatements or misrepresentations pertaining to employment, travel vouchers, attendance, promotion, leave, or any other official record:

**Written reprimand to removal.**

38. Use of CBP identification to coerce, intimidate, or deceive for personal gain (includes DHS credentials, I.D. cards, badges, and various bureau credentials):

**Written reprimand to 14-day suspension.**

39. Failure to report an accident or injury to a person, to property arising from acts committed or occurring within the scope of employment, or damage to property arising from acts committed or occurring within the scope of employment:

**Written reprimand to 5-day suspension.**

40. Willful misuse (or authorizing the use of) any government-owned or government-leased passenger vehicle, aircraft, or vessel:

**30 day suspension to removal.**

41. Failure to follow applicable laws, rules, regulations, or policies in the performance of duties:

**Written reprimand to 14-day suspension.**

42. Possession, use, sale, or distribution of illegal drugs or controlled substances:

**Removal**

**Appendix A: Situations**

**Situation 1: DOMESTIC VIOLENCE**

Border Patrol Agent “A” and his wife are attending a party hosted by some friends from work. Because Border Patrol Agent “A” and his wife anticipate having a few drinks while at the party, they decide to ride to the party with a friend and return home by calling a taxi service.

During the party Border Patrol Agent “A” and his wife have a minor disagreement that eventually escalates into a verbal confrontation. After returning home in the taxi they continue with a loud verbal confrontation that attracts the attention of the neighbors. One of the neighbors subsequently calls the police and reports the situation as a domestic violence disturbance.

By the time the police arrive the argument has subsided. The police interview the spouse and she admits that Border Patrol Agent “A” pushed her to the ground during the heat of the argument. However, she states that he immediately realized his mistake and apologized. She does not want charges filed.

After the police conclude the investigation, Border Patrol Agent “A” is arrested and convicted of spousal battery, a misdemeanor crime of domestic violence.

Will this conviction impact the career of Border Patrol Agent “A”?

*Yes, Domestic violence convictions. See pg. 1-9 VI. E. 9. a-c.*

**Situation 2: INTOXICANTS (1)**

Border Patrol Agent Smith is scheduled to report for duty on the evening shift at 4:00PM. Prior to reporting for duty, Agent Smith consumed two beers while watching a football game at his home with some neighbors. When he reports for duty his supervisor detects the smell of alcohol on Agent Smith’s breath. Agent Smith insists that he is not intoxicated.

What impropriety, if any, has been committed?

*Use of intoxicating beverages before going on duty. See pg. 1-5 V. A. 1-4*

### **Situation 3: INTOXICANTS (2)**

On Saturday at 4:30PM Agent Smith concludes his shift and begins driving home in his uniform. While driving home, his wife calls him and requests that he stop at the grocery store and pick up some beer and chips for the party that night. Before Agent Smith enters the grocery store he removes his gun belt and secures the equipment in his trunk. Agent Smith quickly buys the items and returns to his vehicle for the drive home.

What, if anything, has Agent Smith done wrong?

*Purchasing alcohol while in uniform is prohibited. See pg. 1-5 V. A. 4.*

### **Situation 4: ENGAGING IN OUTSIDE EMPLOYMENT OR BUSINESS ACTIVITY WITHOUT SERVICE APPROVAL**

Border Patrol Agent Smith has recently purchased a new home. After becoming friends with his real estate agent, Agent Smith decides that he can make some extra money by getting his real estate license. After passing the real estate test and getting his license Agent Smith begins accepting clients. All of his real estate work is done in his spare time and no government equipment is utilized.

What impropriety, if any, has been committed?

*He needs prior written approval, Outside employment. See pg. 1-6 V. C. 1-2*



**Situation 5: FALSE CLAIMS AGAINST THE UNITED STATES**

Border Patrol Agent Smith has been assigned to a detail on the northern border for thirty days. The authorized lodging rate for the area is \$85.00 per night. Agent Smith finds a room that normally rents for \$75.00 per evening. The owner of the hotel states that, if Agent Smith will rent his room for the entire 30-day period, he will give Agent Smith a receipt reflecting payment of \$85.00 per night. However, he will actually charge Agent Smith \$75.00 per night. He tells Agent Smith that he “can do whatever he would like with the extra \$10.00 per day.”

What impropriety, if any, has been committed?

*Defrauding the government/false statements. See pg. 1-7 V. K.*

**Situation 6: CONFLICT OF INTEREST**

You have an opportunity to purchase part ownership in a radio repair shop that has a government contract to repair and maintain Border Patrol equipment at your station. You would not be involved in actual maintenance and repair but serve only as a "financial advisor."

What should you do?

*Conflict of Interest. See pg. 1-6 V. H. 1-2*

**Situation 7: PROPER USE OF GOVERNMENT PROPERTY  
AND TIME**

Agent Smith has been assigned to the signcut unit at his station. He works the 3:00PM to 11:00PM shift. After making his assigned cuts, Agent Smith drives to his home, which is in his area of operations, to retrieve his lunch. While at his home, Agent Smith receives a telephone call from his neighbor. The neighbor needs a ride to the grocery store located about 2 miles away. The grocery store is also in Agent Smith's area of operation. Since he is going in that direction anyway, Agent Smith gives his neighbor the ride.

What impropriety, if any, has been committed?

*Proper use of government property and government time. See pg. 1-7 VI. A. 1-3*

**Situation 8: PROPER USE OF I.D.; ABUSE OF AUTHORITY**

You leave the Border Patrol Station in civilian clothes after working the 12:00 AM to 8:00 AM shift. On your way to your residence, you are stopped by the local police for speeding.

What should you do?

*Accept the speeding ticket. Proper identification and use of I.D. See pg. 1-7 VI. B. 1. a-c*

### **Situation 9: RELATIONSHIPS WITH ALIENS**

Border Patrol Agent J was in the process of "writing up" an illegal alien when the alien offered to sell Agent J a newly purchased clock/radio which was still in its original box. The alien told Agent J that he needed to sell the radio in order to have money for food during the return trip to his home, some 500 miles from the border. Feeling sorry for the alien, Agent J purchased the clock/radio for \$50.00 even though the purchase tag read \$79.99. However, \$50.00 is all the alien would take claiming that amount was sufficient to see him home.

What impropriety, if any, has been committed?

*Relationships with Aliens. See pg. 1-17 IV. A. 1-8.*

### **Situation 10: GRATUITIES; RELATIONSHIPS WITH ALIENS**

While performing linewatch operations on the 12:00 AM to 8:00 AM shift, you apprehend a single alien shortly after entry. The alien is a 20 year old Mexican girl entering to find work as a maid. She begins to cry and says that, if you let her go, she will be very nice to you.

What should you do?

*Relationships with Aliens. See pg. 1-17 IV. A. 1-8.*

**Situation 11: PATIENCE, POISE, AND DIGNITY IN THE PERFORMANCE OF OFFICIAL DUTIES**

During a tour of duty, you have occasion to stop a vehicle near the international border. As you approach the vehicle, the single occupant leaps out of the car, walks toward you making obscene gestures, and curses. As he nears you, he throws his local border crossing card at your feet and calls you several derogatory names. Then he breaks into a tirade claiming this to be the 6th time he has been stopped in 4 days and how much he hates Border Patrol Agents, comparing them to Nazi Storm Troopers. The only persons in the area are you and the alien.

What should you do?

*Keep your composure. Poise and Dignity. See pg. 1-20 IX.*

**Situation 12: POISE AND DIGNITY IN PERFORMANCE OF OFFICIAL DUTIES**

During patrol border operations, Agent Z became involved in a foot chase with 3 aliens in a lettuce field. All three aliens ran across a wide irrigated field adjacent to the lettuce. Agent Z followed, sinking into the mud as she ran. Two of the aliens escaped but Agent Z located the third hiding under some brush. Agent Z kicked the alien in the legs to get him up and then handcuffed the alien's hands behind him so tight as to cut off the blood circulation. The kicking and handcuffing were done to help remind the alien not to run if caught in the future and for causing Agent Z to get mud all over her boots and pants.

What impropriety, if any, has been committed?

*Relationships with Aliens. See pg. 1-17 IV. A. 1-8.*

### **Situation 13: RACIAL PROFILING**

Border Patrol Agent “A” and Border Patrol Agent “B” are observing traffic on a rural highway several miles from the border area. After observing approximately 25 vehicles pass their location, the agents observe an older model sedan traveling northbound. As the sedan passes their location, Border Patrol Agent “A” notices that the vehicle is being driven by an individual who appears to be Hispanic. Border Patrol Agent “A” and Border Patrol Agent “B” discuss the situation and reach the conclusion that, aside from the driver being of Hispanic origin, everything else about the vehicle and driver appear to be normal.

However, the agents are convinced that they can initiate an enforcement action based solely on the fact that the driver is of Hispanic origin. They quickly pull in behind the vehicle and initiate a traffic stop.

What impropriety or policy violation, if any, has been committed?

*DHS Policy concerning Use of Race or Ethnicity in Law Enforcement Activities. See pg. 1-21 XII. A-C.*

### **Situation 14: NEEDLESS DISPLAY OF A FIREARM**

Last Saturday night, at approximately 11:30 PM, while in an off-duty status, Border Patrol Agent T went to the Luna Rose Bar where he/she consumed alcoholic beverages. Agent T was seated at the bar and had a Service weapon in the right rear pants pocket, visible to other patrons and employees in the bar.

What impropriety, if any, has been committed?

*Projection of a “professional” image. See pg. 1-20 X. F. Also see Firearms Policy.*

### **Situation 15: GRATUITIES**

You finish eating an expensive meal at a local restaurant and prepare to pay your bill when the proprietor comes by and tells you that the dinner is "on the house." You have, on several occasions, arrested illegal aliens working in the restaurant's kitchen.

What should you do?

*Pay your bill. Use of position for personal gain. See pg. 1-20 VIII. A-B*

### **Situation 16: GRATUITIES**

Your immediate supervisor, Supervisory Border Patrol Agent H, is retiring next week. One of your fellow patrol agents is taking up a collection so that a "retirement gift" may be purchased for him.

What should you do?

*You can give if you want to. No impropriety.*

### **Situation 17: SERVICE IMAGE**

It is the end of your shift and you are in route to the station at approximately 5:30PM. Traffic is unusually heavy. In fact, it appears that you will not be able to meet with your supervisor, as ordered, by 6:00PM. Not wanting to be late for the meeting with your supervisor, you activate the emergency lights of the marked Border Patrol vehicle and begin traveling on the shoulder of the roadway. After driving in this manner for only ½ mile, you reach your exit. As traffic becomes lighter you determine that you can make the appointment with your supervisor without utilizing your emergency lights and siren.

What should you do?

*Projection of a "professional" image. See pg. 1-20 X.*

**Appendix B: Code of Ethics for Government Service**

**Any person in government service should:**

- A. PUT loyalty to country above persons, party or government department.
- B. UPHOLD the constitution, laws and legal regulations of the United States.
- C. GIVE a full day's labor for a full day's pay.
- D. SEEK to find and employ more efficient and economical ways to accomplish tasks.
- E. NEVER DISCRIMINATE UNFAIRLY! (Special favors, privileges, etc.)
- F. MAKE no private promises binding upon duties of office.
- G. ENGAGE in no business with Government, directly or indirectly (conflict of interest).
- H. NEVER use confidential information learned on duty to make private profit.
- I. EXPOSE corruption wherever discovered.
- J. UPHOLD these principles, ever conscious that public office is a public trust.

**Appendix C: Principles of Ethical Conduct for Government Officers and Employees**

**Executive Order 12674 of April 12, 1989**  
(Amended by EO 12731, 10/17/90)

By virtue of the authority vested in me as President by the Constitution and laws of the United States of America, and in order to establish fair and exacting standards of ethical conduct for all executive branch employees, it is hereby ordered that each Federal employee shall respect and adhere to the fundamental principles of ethical service as follow:

- A. Public service is a public trust, requiring employees to place loyalty to the Constitution, the laws, and ethical principles above private gain.
- B. Employees shall not hold financial interests that conflict with the conscientious performance of duty.
- C. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
- D. An employee shall not, except pursuant to such reasonable exceptions as are provided by regulation, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance of the employee's duties.
- E. Employees shall put forth honest effort in the performance of their duties.
- F. Employees shall make no unauthorized commitments or promises of any kind purporting to bind the Government.
- G. Employees shall not use public office for private gain.
- H. Employees shall act impartially and not give preferential treatment to any private organization or individual.



## **Officer Integrity – Appendix**

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- I. Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
- J. Employees shall not engage in outside employment or activities, including seeking or negotiating for employment, that conflict with official Government duties and responsibilities.
- K. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
- L. Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those - such as Federal, State, or local taxes - that are imposed by law.
- M. Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
- N. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards promulgated pursuant to this order.

**Appendix D: Hatch Political Activity Act**

**YOU MAY:**

- **Be a candidate for public office in nonpartisan elections;**
- **Register and vote;**
- **Assist in voter registration drives;**
- **Express opinions on candidates and issues;**
- **Contribute money to a political organization as long as it is not to or through your Federal employer;**
- **Wear or display political buttons, or bumper stickers, although you should use discretion while on duty (NOT IN UNIFORM);**
- **Attend and be active at political rallies and meetings;**
- **Join and be an active member of a political party or organization;**
- **Sign nominating petitions;**
- **Campaign for or against referendum questions, constitutional amendments, municipal ordinances;**
- **Campaign for or against candidates in partisan elections;**
- **Make campaign speeches for candidates in partisan elections;**
- **Distribute campaign literature in partisan elections**
- **Hold office in political clubs or parties.**

**YOU MAY NOT:**

- **Use your official authority or influence to interfere with an election;**
- **Collect political contributions from another employee unless both individuals are members of the same federal labor organization or employee organization and the one solicited is not a subordinate employee**
- **Knowingly solicit or discourage the political activity of any person who has business before the agency;**
- **Engage in political activity while on duty;**
- **Engage in political activity in any government office;**
- **Engage in any political activity while wearing an official uniform;**
- **Engage in political activity while using a government vehicle;**
- **Solicit political contributions from the general public;**

**Officer Integrity – Appendix**

**Appendix E: CBP Standards of Conduct – Table of Offenses**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
A	Attendance-Related				
1	Absence without leave (AWOL) or unauthorized absence of 8 hours or less; leaving worksite without authorization	Includes tardiness	Written reprimand	1-day suspension to removal	
2	Absence without leave (AWOL) or unauthorized absence between 1 and 5 workdays		Written reprimand to 3-day suspension	3-day suspension to removal	
3	Absence without leave (AWOL) or unauthorized absence of more than 5 workdays		14-day suspension to removal	Removal	
4	Any unauthorized absence resulting in the substantial impairment of mission accomplishment		1-day to 5-day suspension	5-day suspension to removal	
5	Failure to follow established leave procedures	See E-1 for failure to follow leave restriction	Written reprimand	1-day suspension to removal	
6	Failure to report to, or unexcused delay in reporting for, an overtime assignment		Written reprimand to 3-day suspension	3-day suspension to removal	
B	Discriminatory Behavior				
1	Use of critical, demeaning, or degrading remarks, comments, observations, statements, or actions based on another's race, color, age, sexual orientation, religion, sex, national origin, or disability	On or off-duty	Written reprimand to 3-day suspension	3-day suspension to removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
2	(a) Acting or failing to act on an official matter in a manner which improperly takes into consideration an individual's race, color, age, sexual orientation, religion, sex, national origin, or disability. (b) Any reprisal or retaliatory action against an individual involved in the EEO complaint process. (c) Failing to take appropriate action regarding allegations of discrimination	On or off-duty e.g., in employment, appraisal, advancement, or treatment of employees (present and former) and applicants	14-day suspension to removal	Removal	
3	Inappropriate and/or unwelcome verbal or physical behavior of a sexual nature, including teasing, jokes, gestures, display of visual material, or requests for sexual favors	On or off-duty	Written reprimand to 30-day suspension	14-day suspension to removal	
4	Official action taken, threatened, or inferred, as a result of, rejection or submission to, a request for sexual favors	On or off-duty Includes behavior or actions directed to employees and non-employees (such as customers, contractors, vendors, or passengers), both favorable or unfavorable, based on granting or withholding a sexual favor	30-day suspension to removal	Removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
C	Disruptive Behavior				
1	Use of abusive, slanderous, malicious, derogatory, goading, or otherwise inappropriate language, gestures, or conduct to or about co-workers		Written reprimand to 3-day suspension	3-day suspension to removal	
2	Use of discourteous, unprofessional, derogatory, or otherwise inappropriate language, gestures, or conduct toward members of the public		Written reprimand to 5-day suspension	5-day suspension to removal	
3	Fighting, threatening, attempting to inflict or inflicting bodily harm to another; engaging in dangerous horseplay; any violent act, language, gestures, or conduct toward members of the public or co-workers		5-day suspension to removal	30-day suspension to removal	
D	Drugs and Alcohol				
1	Drinking alcoholic beverages while on duty or when carrying a weapon, while on or off-duty; unauthorized possession of alcoholic beverages on government-owned or leased property (including GOVs), on or off duty		Written reprimand to 14-day suspension	14-day suspension to removal	Firearms and Use of Force Handbook
2	Refusing or failing to submit to, or interfering with, a properly ordered or authorized drug test	Includes substituting, adulterating, or otherwise tampering with a urine sample	14-day suspension to removal	Removal	DDFWP Handbook CIS HB 51200-01

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
3	Reporting for duty under the influence of alcoholic beverages, or being on duty or subject to overtime and so impaired by alcohol as to be unable to properly perform assigned duties		14-day suspension to removal	Removal	
4	Operating a Government owned or leased vehicle, on or off duty, or a privately owned vehicle, on duty, while under the influence of alcohol	Includes vehicles, vessels, aircraft, or other equipment	30-day suspension to removal	Removal	
5	Possession, use, sale, or distribution of illegal drugs or controlled substances	On or off-duty	Removal		21 USC 844
E	Failure/Refusal to Follow Orders				
1	Failure to follow proper supervisory instructions	For example, failing to follow leave restrictions	Written reprimand to 14-day suspension	14-day suspension to removal	
2	Willful and intentional refusal to obey a proper order of a superior, a regulation, policy, rule, or procedure	Includes insubordination and failure to report for required training or for duty as detailed, transferred, or reassigned	5-day suspension to removal	14-day suspension to removal	
F	Falsification				
1	(a) Making careless misstatements or misrepresentations (b) Failing to provide honest and complete information to investigators or displaying lack of	Includes statements or documents related to employment, promotion, travel, attendance logs or records, leave forms,	Written reprimand to removal	14-day suspension to removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
	candor in any official inquiry	transactions with the public, or any other official record			
2	Material and intentional falsification	Includes committing perjury, providing false testimony, and knowingly making a false statement or accusation. For employees in positions with potential to testify in court, this violation often jeopardizes their ability to serve as federal witnesses	Removal		18 USC 1001 LaChance v. Erickson 96-1395 Brogan v. US 96-1579
G	Inappropriate Use of Weapons				
1	Failure to report the discharge of a firearm or use of a weapon as required by the applicable firearms policy.	For all items in section G: "weapon" refers to, but is not limited to, authorized firearms, batons, and chemical spray	Written reprimand to 5-day suspension	5-day suspension to removal	
2	Inappropriate storage, care, loss, or misplacement of a weapon or ammunition	Includes damage caused by carelessness	Written reprimand to 14-day suspension	14-day suspension to removal	
3	Inappropriate display of a weapon		5-day to 14-day suspension	14-day suspension to removal	
4	Unauthorized or illegal possession of a weapon		14-day suspension to removal	Removal	



**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
5	Unnecessary discharge of a weapon				Firearms and Use of Force Handbook
	(a) Where there is apparent danger to human life:				
	(1) Intentional		Removal		
	(2) Unintentional		14-day suspension to removal	Removal	
	(b) Where there is no apparent danger to human life:				
	(1) Intentional		14-day suspension to removal	Removal	
	(2) Unintentional		Written reprimand to 2-day suspension	2-day suspension to removal	
H	Inquiries or Investigations				
1	(a) Refusing or failing to cooperate in an official investigation or inquiry. (b) Interfering with an official investigation or inquiry.	Includes refusing to answer work related questions, attempting to influence others involved in an inquiry, releasing information in an official matter when advised not to do so, and failing to timely complete background re-investigation forms	14-day suspension to removal	Removal	18 USC 1621 18 USC 1622
I	Integrity				
1	(a) Acceptance or solicitation of a bribe. (b) Agreeing to accept or solicit a bribe	“Bribe” includes any thing of value, loans, or personal gain to the employee or employee’s family, which an	Removal		18 USC 201

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
		employee agrees to or actually accepts or solicits based on performing or failing to perform any official act or duties			
2	Failing to promptly report an offer of a bribe or attempted bribe		15-day suspension to removal	Removal	
3	Use of position or authority for other than official purposes	On or off-duty Includes reprisal against an employee for whistleblowing and/or for providing information or testimony, or otherwise participating in an official investigation or inquiry; directing subordinates to perform work not related to official duties; and attempting to use one's position to avoid a traffic citation	14-day suspension to removal	14-day suspension to removal	
4	Use of public office for private gain		14-day suspension to removal	Removal	5 CFR 2635.702 (Subpart G)
5	Criminal, infamous, or notoriously disgraceful conduct, or other conduct prejudicial to the government	On or off-duty includes misconduct which may be related to the mission of CBP. It also could include misconduct which receives adverse media attention or adverse political focus.	14-day suspension to removal	Removal	5 CFR 735.203

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
6	Knowingly and inappropriately associating with sources of information, illegal aliens, or persons connected with criminal activities	On or off-duty Includes any social, sexual, financial (including acceptance of gifts), or business relationship	14-day suspension to removal	Removal	
7	Knowingly and inappropriately assisting in activities which jeopardize the agency's mission		30-day suspension to removal	Removal	
J	Misuse of Property				
1	When willfulness or intent is not a factor, improper or negligent operation of government owned or leased property	Includes vehicles, vessels, aircraft or other equipment	Written reprimand to 14-day suspension	14-day suspension to removal	
2	Losing or damaging government property, equipment, records, etc.; concealing, removing, mutilating, altering, or destroying government records	Penalty depends on value of property, extent of damage, and degree of fault.	Written reprimand to 14-day suspension	14-day suspension to removal	
3	Using government property, property under government custody, or the property of others, for other than official purposes; using government-sponsored travel card for other than official travel.	Includes querying TECS or other confidential or sensitive databases for other than official purposes and using any government-sponsored credit card for other than official and authorized purposes.	Written reprimand to 14-day suspension	14-day suspension to removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
4	Unauthorized use of law enforcement equipment, resources, and application of techniques	Includes the use of electronic sensing devices. This charge carries a higher penalty than misuse of other government property as it could potentially jeopardize a law enforcement operation.	30-day suspension to removal	Removal	
5	Willful misuse of (or authorizing the use of) any government-owned or government-leased passenger vehicle, aircraft, or vessel	31 USC 1349 mandates that an employee who willfully uses or authorizes the use of a government owned or leased passenger motor vehicle or aircraft for other than official purposes shall be suspended from duty and pay for a minimum of one month	30-day suspension to removal	Removal	
6	Use of government property or software systems to access or transmit sexually explicit material		15-day suspension to removal	Removal	
K	Neglect of Duty				
1	Delay in carrying out orders, work assignments, instructions of superiors, policies, or procedures		Written reprimand to 2-day suspension	2-day suspension to removal	
2	Failure to follow applicable laws, rules, regulations, or policies in the performance of duties		Written reprimand to 14-day suspension	14-day suspension to removal	
3	Interference with other employees in the performance of official duties		Written reprimand to	3-day suspension	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
			3-day suspension	to removal	
4	Sleeping on the job or inattention to duty where there is no potential danger to life or property or potential loss of revenue	Includes wasting time or loafing	Written reprimand to 3-day suspension	3-day suspension to removal	
5	Covering up, attempting to conceal, removing, or destroying defective work, without authorization		Written reprimand to 14-day suspension	14-day suspension to removal	
6	Failure to comply with policy or delegated authority in administering disciplinary action	May involve taking improper disciplinary action to preclude appropriate action	Written reprimand to 14-day suspension	14-day suspension to removal	
7	Negligent or careless performance of assigned duties where an inspection or other CBP enforcement function is substantially and negatively impacted		5-day to 14-day suspension	14-day suspension to removal	
8	Failure to observe established policies or procedures in the apprehension or detention of suspects, violators, or illegal aliens	Transportation of prisoners and leaving post while on guard or protective duty	7-day to 14-day suspension	14-day suspension removal	
9	Sleeping on the job or inattention to duty, where human life, property, or revenue, is jeopardized or actually lost.		14-day suspension to removal	Removal	
10	Intentional or reckless disregard of rules governing arrests, searches, or seizures		30-day suspension to removal	Removal	Rule 41 of the Federal Rules of Criminal Procedure

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
L	Reporting Responsibilities/Obligations				
1	Failure to promptly report arrest to superiors and/or appropriate investigative office		Written reprimand to 3-day suspension	3-day suspension to removal	
2	Concealing or failing to report, missing, lost, or damaged, government property or funds		Written reprimand to 5-day suspension	5-day suspension to removal	
3	Failing to report an accident or injury to a person, or damage to property, arising from acts committed or occurring within the scope of employment		Written reprimand to 5-day suspension	5-day suspension to removal	
4	Failing to promptly report violations of laws enforced by CBP.	Includes importer violations	14-day suspension to removal	30-day suspension to removal	
5	Failure to report information concerning violation of any law, policy, or procedure by a CBP employee		14-day suspension to removal	30-day suspension to removal	
M	Safety/Health				
1	Failure to observe and/or enforce safety and health regulations, rules, signs, and instructions, or to perform duties in a safe manner. Failure to wear protective clothing and equipment.		Written reprimand to 14-day suspension	14-day suspension to removal	
2	Endangering the safety of, or causing injury to, any person through carelessness or failure to follow		5-day suspension to removal	14-day suspension to removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
	instructions				
3	Willful or reckless disregard for the safety of others	Includes piloting aircraft too low or acrobatically	30-day suspension to removal	Removal	
N	Security				
1	Violation of security procedures covering material classified or sensitive to the Government		Written reprimand to 14-day suspension	14-day suspension to removal	Security Handbook
2	Unauthorized disclosure of material classified or sensitive to the government	Includes improper disclosure of information from Grand Jury, Title III and TECS, ACE, ACS, NCIC, CIS, NAILS, and other CBP computerized systems to include appeal/complaint proceedings	14-day suspension to removal	Removal	18 USC 1030;TECS, Security Handbook, Rule 6e of the Federal Rules of Criminal Procedure
O	Theft				
1	Unauthorized use, removal, or possession of a thing of value belonging to another employee or private citizen		Written reprimand to 14-day suspension	14-day suspension to removal	
2	Actual or attempted theft, or other unauthorized taking or diversion, of funds or property, owned or controlled by the Government		Written reprimand to removal	14-day suspension to removal	18 USC 641

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
P	Unethical Conduct				
1	Borrowing substantial sums of money from a subordinate employee, securing a subordinate's endorsement on a loan, or otherwise having a subordinate assume the financial responsibility of a superior		Written reprimand to 3-day suspension	3-day suspension to removal	5 CFR 2635.702(a)
2	Failure to report the employment of family members who hold positions that CBP employees themselves are prohibited from holding in outside employment	Family members are the following: spouse, child, or other relative, by marriage or blood, who is dependent upon the employee and/or resides in the employee's household.	Written reprimand to 3-day suspension	3-day suspension to removal	5 CFR 2635.502
3	Failure to obtain prior written approval before engaging in outside employment		Written reprimand to 3-day suspension	3-day suspension to removal	
4	Direct or indirect solicitation, or acceptance, of a gift from a subordinate		Written reprimand to 5-day suspension	5-day suspension to removal	5 USC 7351 5 CFR 2635 (Subpart C)
5	Direct or indirect bidding, or purchase at auction or sale, of Government property under direction or incident to the function of CBP		Written reprimand to 14-day suspension	14-day suspension to removal	
6	Seeking employment with persons or businesses affected by the performance or non-performance of the employee's official duties		Written reprimand to 14-day suspension	14-day suspension to removal	5 CFR 2635 (Subpart F)



**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
7	Directly or indirectly soliciting a gift or accepting a gift, from a prohibited source, or given because of an employee's official position	Prohibited source includes any person who does, or seeks to do, business with CBP	Written reprimand to 14-day suspension	14-day suspension to removal	5 CFR 2635 (Subpart B)
8	Conflict of interest with the mission of CBP	For example, serving as an officer in an organization with or without pay, certain financial interests	Written reprimand to 14-day suspension	14-day suspension to removal	5 CFR 2635 (Subpart D) 5 CFR 2635 (Subpart E) 18 USC 205
9	Engaging in political activity which violates the Hatch Act	Alleged Hatch Act violations are referred to the Office of Special Counsel for investigation and if warranted prosecution before the Merit Systems Protection Board (MSPB). When a violation is found, MSPB may order removal or if it unanimously finds that removal is not warranted, it may order a suspension of not less than 30 days	Removal		5 USC 7323 & 7324
10	Soliciting for, or giving, a gift or donation, to an official superior in violation of 5 CFR 2635.302		Written reprimand to 14-day suspension	14-day suspension to removal	
11	Giving the appearance of a conflict of interest or of violating the law or the ethical standards of conduct		Written reprimand to 14-day suspension	14-day suspension to removal	5 CFR 2635 5 CFR 3101
12	Engaging in prohibited outside		14-day suspension	Removal	5 CFR 2635

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
	employment		to removal		(Subpart H)
Q	Other				
1	Failure to honor just financial obligations in a prompt and timely manner	Includes untimely payment of government-sponsored travel card bills	Written reprimand to 14-day suspension	Written reprimand to removal	5 CFR 2635
2	Failure to maintain a neat, clean and businesslike appearance or to comply with uniform dress standards while on duty		Written reprimand to 2-day suspension	3-day suspension to removal	
3	Gambling or betting on Government premises or while using Government property	Includes gambling on the Internet	Written reprimand to 5-day suspension	5-day suspension to removal	
4	Using CBP identification including badges and credentials, to attempt to coerce, intimidate, or deceive, or for personal gain	On or off-duty	Written reprimand to 14-day suspension	14-day suspension to removal	18 USC 701
5	Interfering with employees' rights, or taking reprisal against employees for exercising their rights, to file or participate in a grievance or appeal, or for their affiliation or non-affiliation in labor unions	On or off-duty	Written reprimand to 14-day suspension	14-day suspension to removal	
6	Violation of local traffic laws of any state or political subdivision while operating a government-owned or leased vehicle		Written reprimand to 14-day suspension	14-day suspension to removal	

**Officer Integrity – Appendix**

	<b>NATURE OF OFFENSES</b>	<b>EXPLANATORY NOTES</b>	<b>FIRST OFFENSE</b>	<b>SECOND/ SUBSEQUENT OFFENSES</b>	<b>REFERENCES</b>
R	Personal Search and Detention Violations				
1	Failure to follow personal search and detention policies and procedures	Includes failing to obtain proper authorization to conduct search; improperly authorizing a personal search; making improper comments during the search, etc.	5-day suspension to removal	14-day suspension to removal	Personal Search Handbook

### Appendix F: CBP Statement of Policy and Intent: Integrity

U.S. Department of Homeland Security  
Washington, DC 20229



U.S. Customs and  
Border Protection

Commissioner

[SPI-11-OA]

#### CBP Statement of Policy and Intent: Integrity

##### End State:

- Our **workforce** is strengthened when every member of the team can be counted on to perform according to the highest standards of integrity. From the most junior member of the organization to the Commissioner, there is only one standard for integrity: the CBP standard as set forth herein. It is absolute. We do not compromise our oath. We do not lie. We do not cheat. We do not steal. We are accountable to the nation and to one another.
- Each member of our **workforce** is accountable for his or her choices and actions. Employees who violate the public trust for personal gain or other personal motives in individual cases pose as much of a threat to the integrity of CBP as employees who choose to assist adversaries seeking to compromise the workforce in a systematic manner.
- Our **adversaries** must be deterred by the belief and absolute knowledge that our borders, ports of entry and overseas operations are secured by a workforce of the utmost integrity.
- Our **nation** must feel a profound sense of confidence and trust that its borders are protected by the finest and best-trained of its citizens who possess the utmost integrity. Their confidence and trust are sacred charges. We shall never betray that trust.

##### Foundation:

As U.S. Customs and Border Protection fulfills its potential and moves from a great agency to a greater agency, corruption of the CBP workforce is a dagger pointed at the heart of our organization. Absolute integrity is the keystone of our obligation to protect the United States and the American people.

As Federal civil servants, we take a solemn oath of office by which we swear to support and defend the Constitution of the United States of America, and to faithfully discharge our duties. The very first law passed by the very first Congress implemented Article VI of the Constitution by setting out this simple oath in law for members of Congress: "I ... do solemnly swear or affirm (as the case may be) that I will support the Constitution of the United States." 1 Stat. 23 (1789). This commitment continues to be reflected in statute, regulation and policy, including the basic obligation of ethical service set forth in federal regulations at 5 C.F.R. § 2365.101. Trust and integrity are at the very foundation of our government, and what sets our nation apart.

### Integrity-CBP Statement of Policy and Intent Page 2

Failure to continuously and proactively detect and eliminate corruption at the earliest possible opportunity and to our greatest ability poses a grave risk to homeland security by providing transnational and other criminal organizations with the ability to circumvent CBP enforcement efforts at and between ports of entry. Our adversaries will seek to exploit individual, operational, organizational, and leadership vulnerabilities as a tool to undermine the significant enhancements in personnel, technology and infrastructure effected by CBP in recent years and planned for the future. The corruption of any employee – including those in administrative, professional and technical positions – harms the organization and threatens the ability of CBP to fulfill its mission.

CBP's commitment to integrity, however, goes further than the need to address this threat. It is a way of life and commitment as an organization that begins at the time of application for employment with CBP and continues throughout an employee's career. It defines our relationship with our adversaries, one another and those we serve in this nation. It is essential to the morale and well-being of the workforce and to securing and retaining the trust of the American people. Integrity, as that principle is articulated in this intent statement, applies with equal force to all of our personnel. Corruption in all of its forms, including but not limited to theft, fraud, bribery and misuse of government systems, is antithetical to the CBP mission and the values of our organization.

CBP is transitioning from a period of historic growth in its workforce and the integration of multiple legacy components to a single, full operational capability. CBP's size, geographic, and mission diversity, non-stop border and port operations, and high-threat environment are unique in law enforcement. We are aware of the fact that we will continue to be targeted for corruption, and will be relentless in our efforts to combat this threat.

Reinforcing the culture of a highly ethical and incorruptible workforce and taking swift, unyielding action in response to acts of corruption are among our highest priorities. It is the predicate for all of our other initiatives. CBP's leaders, beginning with the Commissioner, are responsible for creating and maintaining an organization in which all employees have the strength of character and support to reject all attempts at corruption, in whatever form these may take. This mindset begins with entry into the CBP workforce and continues throughout the careers of our officers, agents and mission-support personnel.

The following propositions shall form the basis for all operational, staffing, budget and resource decisions across CBP:

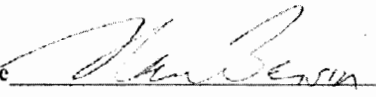
#### **Principles of Policy**

1. The enforcement of CBP's integrity standards is core to our mission and shall be designed, prioritized and implemented as such. CBP is responsible for border security and the facilitation of trade, and we shall cooperate with our law enforcement partners to ensure the integrity of the CBP workforce to achieve this end.
2. Upon receipt of credible information indicating that an employee is engaged in corruption, appropriate and timely administrative action should be taken to neutralize any threat to CBP's mission. Appropriate action can include placement of the employee on limited administrative leave or administrative duties, indefinite

Integrity-CBP Statement of Policy and Intent  
Page 3

- suspension, reassignment, withdrawal of law enforcement duties and—in those cases when misconduct can be proven by a preponderance of the evidence—suspension or removal.
3. This default rule should apply unless a decision is made by CBP leadership in combination with CBP's law enforcement partners to allow a criminal investigation to proceed that is likely to result in a conviction and/or further indictments of co-conspirators, while continuing to take all necessary steps to maintain officer and public safety as well as border security. This default in favor of prompt administrative action will be implemented and deconflicted in a manner that does not compromise existing criminal investigations but shall be implemented aggressively and consistently. CBP will continue to make every effort to support information-sharing and joint task force law enforcement with investigative agencies within DHS and the federal government in support of this policy.
  4. To the maximum extent possible, operational information and intelligence should support integrity efforts, and the results of integrity analysis, testing and operations should be used to support CBP operational efforts.
  5. Integrity testing and training should commence during recruitment at our academies and continue throughout an employee's career.
    - a. CBP should utilize the maximum extent of its authority to require testing, including polygraph examination, of officer and agent applicants prior to entering on duty as law enforcement officers.
    - b. Polygraph testing, background investigations and other pre-employment screening should be sequenced in a manner that maximizes the efficiency of application and integrity assurance processes.
    - c. Adverse results of pre-employment screening should be shared to the maximum extent possible with investigative agencies in order to support the overall border law enforcement efforts of the United States government.
    - d. CBP should maintain an active program for assessing employee integrity throughout an employee's career, including through the effective use of workload monitoring programs and planned integrity testing.
  6. CBP shall ensure that integrity programs complement employee wellness and support programs, and are understood as part of a continuum of employee well being.

**By the authority vested in me as Commissioner of U.S. Customs and Border Protection, I direct the foregoing policy and intent regarding integrity be communicated to the workforce through the leadership of CBP and implemented forthwith.**

Signature  Date 3/28/2011

**Training Management Branch  
Field Operations Academy  
Preventing Criminal Misconduct by CBP Employees  
May 17, 2017**

**Field Operations Academy (FOA) Integrity/Ethics/Code of Conduct Training**

The concepts and values of integrity and ethics are cornerstones of the Field Operations Academy (FOA) mindset and culture. These concepts and values are constantly reinforced and embodied in every Field Operations Academy Basic Program and demonstrated through CBP's Core Values of: Vigilance, Service and Integrity, Office of Training and Development's guiding principles of: Mission Focused, Esprit De Corps, Sustained Excellence, and Honesty (MESH) along with the FOA guiding principles of: Pride, Esprit De Corps, Professionalism, and Integrity (PEPI). The following FOA course materials support this message:

**CBP Officer Basic Training Primary Integrity/Ethics/Code of Conduct Training**

- **Anti-Corruption and Integrity Reinforcement (C220C: 9 pages) The remaining 105 pages are protected under (b)(7)(E).**– This lesson describes the challenges to integrity that CBP Officers might face on the job, how to report any suspicions, and the consequences of participating in corrupt behavior. Trainees are challenged with specific, real-world cases from investigative files that empower them to avoid corruption including bribery and smuggling. Trainees are briefed on agency programs that compliment personal and professional integrity challenges. This lesson is delivered by a CBP Office of Field Operations (OFO) manager.

**CBP Officer Basic Training Secondary Supporting Integrity/Ethics/Code of Conduct Training**

- **Orientation and Administration (C100C: 45 pages – Federal Law Enforcement Training Center maps embedded may be protected under another FOIA exemption.)**- This lesson describes the rules, protocol, and expectations of the trainees during their training at the FOA. Trainees are introduced to the law enforcement mindset, CBP National Uniform Program standards, and the DHS/CBP Standards of Conduct. Core competencies include professionalism, esprit de corps, pride, and integrity and the milestones required for course completion. Trainees also receive instruction and sign documentation regarding the Non-Fraternization Policy, Lautenberg Amendment, and FOA Training Code of Conduct.
- **Introduction to Law Enforcement Professionalism (C240C: 46 pages; Appendix: 40 pages; Handout: 1 page – Exempt from disclosure under FOIA (b)(7)(E)** – This lesson describes professionalism as it applies to Federal Law Enforcement. Trainees are indoctrinated to CBP's professionalism standards, the Pledge to Travelers, and expected conduct. During this instruction, trainees interact with role-players to address specific learning objectives relating to how CBP Officers act professionally in port-of-entry encounters to achieve compliance.

- Drill and Ceremony (C180C: 52 pages) - This training assists in the cultural shift from the civilian mindshare to the law enforcement officer mindset. The hard skills; facing movements, marching, and conduct during ceremonies instills teamwork. The soft skills; attention to detail, confidence and demeanor, instills pride, understanding of self and builds integrity. These qualities coupled with the reinforcement of the CBP Core Values, significantly contribute to the ability of new CBPO's to resist corruption.
- Cultural Diversity and Law Enforcement (C280C: 54 pages) - This lesson strengthens CBP Officers awareness of diverse populations and explaining how they can effectively use cultural understanding to achieve CBP's priority mission. Common diversity terms such as bias, stereotype, and culture are highlighted to further cross-cultural communication. Trainees are also introduced to their own cultural filters and how perception can impact communication.
- Anti-Terrorism Overview (P180C: 364 pages; Appendix: 91 pages; Reference Guide: 34 pages) Protected from disclosure by (b)(7)(E) - This lesson discusses the threat of terrorism and CBP's priority to prevent and respond to terrorist attacks. This lesson highlights indicators associated with suspect behavior, environment clues, and weapons of mass effect. Trainees are introduced to specific scenarios where interagency coordination results in detection and disruption of terrorist activities. Effective observation, situational awareness and questioning techniques are emphasized to teach trainees first responder and CBP Officer roles. The lesson directly ties CBP's mission statement and core values. Quote from lesson, "We are guided by the highest ethical and moral principles."
- CBP History and Mission (C160C: 36 pages) - This lesson reviews key historical events that have shaped today's US Customs and Border Protection. A cornerstone of this lesson is pride and integrity and how both have past through agency heritage to mold CBP into a premier law enforcement agency. It also defines the CBP mission statement and core values.
- Chief Counsel Law (C340C: 125 pages - Protected by (b)(5)—Lesson seven on criminal processing includes a review of the requirements imposed by Court decisions in the Giglio and Henthorn cases. This portion of the lesson instructs the trainees that during criminal prosecutions, as a part of the discovery process, any information the Government possesses that reflects negatively upon the credibility or bias of a witness must be disclosed. From the perspective of the Officer, this means that if they have been found to have engaged in false conduct (falsifying travel vouchers, for example) or have made false statements (filing a false report), this information will be considered Giglio material, and turned over to the U.S. Attorney's Office and ultimately the court, and potentially the defense, if the court finds disclosure proper. Trainees are advised that this may turn them from an asset into a liability to the agency, and thus there can be severe employment consequences, up to and including dismissal, if they create Giglio material for their personnel file.



- **Personal Search Policy and Procedures (S340C: 120 pages; Personal Search Handbook; 72 pages; Protected from disclosure by (b)(7)(E)** - This lesson instructs trainees on the personal search process and the related legal and national policy. Guidelines and examples are provided throughout this lesson regarding professionalism, judicious use of authority, courtesy, and established procedures for releasing travelers after a personal search. Stress is placed on culture and age sensitivity, safety, and reasonableness standards using a gender specific team-model. Quote from lesson, “The goal is to assist CBP Officers in performing their enforcement duties in a manner that will ensure personal integrity and professionalism.”
- **CBP Primary Passenger Processing Lab (P760L) – Protected from disclosure by (b)(7)(E)** - This lesson recaps the best practices that trainees have been taught and challenges the trainee’s integrity and subject matter knowledge through scenario-based training in a CBP passenger environment. Trainees practice to master passenger processing interview skills, traveler forms processing, document integrity examination and the use of information systems. The trainees are evaluated on their ability to make integrity decisions in the passenger processing environment. The scenarios were created from real trust betrayed CBPO case studies.
- **Air and Sea Crew Inspections (P320C: 120 pages; Protected from disclosure by (b)(7)(E)** - This lesson widens a trainee’s inspectional skills within a seaport or airport environment. It builds on the core inspection team concept to complete crewmember requests, including political asylum, illness and disability, stowaways or castaways cases, and associated reporting procedures. Trainees receive specific instruction to avoid accepting gratuities to avoid appearances of impropriety or unethical conduct. Quote from lesson, “This will avoid any later accusations of impropriety or unethical conduct.”
- **Arrest and Detention (S360C: 55 pages; Protected from disclosure by (b)(7)(E)** - This lesson describes proper policies and procedures for arresting or temporarily detaining persons at a port of entry while addressing humanitarian concerns with professionalism and challenges to integrity.
- **Interviewing in Law Enforcement (ILE) (P540C)/Interviewing in Law Enforcement Lab (P540L) (Combined 84 pages -Protected from disclosure by (b)(7)(E))**- This fast-paced lecture with associated hands-on labs equips trainees to conduct an effective interview of US citizens and applicants for admission. The lecture module stresses detailed information about each of the CBP Officer functions that are part of the questioning process including immigration, agriculture, finance and merchandise. FOA Instructors mentor all ILE labs for adherence to the Code of Conduct and Professionalism standards. Evaluation includes proper questioning, truthful/deceptive behaviors, identifying articulable facts, and traveler inconsistencies. There are several scenarios that are specifically designed to challenge integrity.
- **Document Analysis and Questioning Lab (P400L: 32 hours; Protected from disclosure by (b)(7)(E)** - Trainees are given a chance to practice skills for the successful detection of genuine/counterfeit documents and matching those exemplars to traveler scenarios. All ILE scenarios are monitored by FOA Instructors to ensure trainees are adhering to the Code of Conduct and Professionalism standards.

- Processing Currency and Monetary Instruments (P680C: 39 pages - Protected from disclosure by (b)(7)(E)) - This lesson educates trainees how to successfully navigate travelers carrying and reporting large amounts of currency while avoiding allegations of theft and corruption. It explains the form FinCEN 105 and shows trainees how to identify monetary instruments in their various forms and explains the Financial Crimes Enforcement Network forms and proven validation steps.
- Observational Techniques (P580C: 58 pages - Protected from disclosure by (b)(7)(E)) This lesson describes observational skills that should be used to identify deceptive behaviors. It describes the types of behaviors commonly displayed by individuals involved in smuggling or other illicit activities. Trainees learn from passenger interview videos and then identify the behaviors exhibited that may indicate deception and how to question those behaviors while maintaining professional bearing. Trainees are instructed to distinguish between sound observations and avoid pitfalls, such as preconception and labeling, which can impair an Officer's ability to draw reasonable and fair conclusions consistent with their law enforcement mission.

### **CBP Air and Marine Basic (AMB) Primary Integrity/Ethics/Code of Conduct Training**

The FOA Air and Marine Division emphasize the concepts and values of integrity and ethics as an essential part of the CBP AMB training. These concepts and values are constantly reinforced and embodied in the training curriculum and demonstrated through CBP's Core Values of: Vigilance, Service and Integrity along with the FOA guiding principles of: Pride, Esprit De Corps, Professionalism, and Integrity. AMB lessons are directly modeled after material from the CBP Office of Basic Training. The following AMB course materials support this message:

- Anti-Corruption and Integrity Reinforcement (AMB2200: 14 pages; The remaining 44 pages are protected under (b)(7)(E)) – This lesson describes the challenges to integrity that CBP Air and Marine Officers and Agents might face on the job, how to report challenges with specific, real-world cases from investigative files that empower them to avoid corruption including bribery and smuggling. Trainees are briefed on agency programs that compliment personal and professional integrity challenges.

### **CBP Air and Marine Basic Secondary Supporting Integrity/Ethics/Code of Conduct Training**

- Orientation and Administration (AMB1000: 68 pages – Federal Law Enforcement Training Center maps embedded may be protected under another FOIA exemption)) - This lesson describes the rules, protocol, and expectations of the trainees during their training at the FOA. Trainees are introduced to the law enforcement mindset, CBP National Uniform Program standards, and the DHS/CBP code of conduct. Core competencies include professionalism, esprit de corps, pride, and integrity and the milestones required for course completion.
- CBP History and Mission (AMB1100: 30 pages) - is identical to the training provided in CBP Officer Basic Training.

- Anti-Terrorism Overview (AMB3300: 58 pages; Protected from disclosure by (b)(7)(E)) - is identical to the training provided in CBP Officer Basic Training.

### **CBP Agriculture Specialist Basic (CBPAS) Primary Integrity/Ethics/Code of Conduct Training**

The CBPAS training at the FOA upholds the concepts and values of integrity and ethics. Several of their courses are directly modeled after material from the CBP Officer Basic Training. These concepts and values are constantly reinforced and embodied in the training curriculum and demonstrated through CBP's Core Values of: Vigilance, Service and Integrity along with the FOA's guiding principles of: Pride, Esprit De Corps, Professionalism, and Integrity. The following CBPAS course materials support this message:

- Anti-Corruption and Integrity Reinforcement (AS220C; 20 pages; Protected from disclosure by (b)(7)(E)) – This lesson describes the challenges to integrity that CBP Agriculture Specialists might face on the job, how to report any suspicions, and the consequences of participating in corrupt behavior. Trainees are challenged with specific, real-world cases from investigative files that empower them to avoid corruption including bribery and smuggling. Trainees are briefed on agency programs that compliment personal and professional integrity challenges.

### **CBP Agriculture Specialist Basic Secondary Supporting Integrity/Ethics/Code of Conduct Training**

- Orientation and Administration (AS100C: 45 pages – Federal Law Enforcement Training Center maps embedded may be protected under another FOIA exemption)) - This lesson describes the rules, protocol, and expectations of the trainees during their training at the CBP Agriculture Specialist Basic Training at the FOA. Trainees are introduced to the law enforcement mind-set, CBP National Uniform Program standards, and the DHS/CBP code of conduct. Core competencies include professionalism, esprit de corps, pride, and integrity and the milestones required for course completion.
- Introduction to Law Enforcement Professionalism (AS240C: 46 pages; Appendix: 40 pages; Handout: 1 page; Protected from disclosure by (b)(7)(E)) – This lesson describes professionalism as it applies to CBP Agricultural Specialists. Trainees are indoctrinated to CBP's professionalism standards, the Pledge to Travelers, and expected conduct. During this instruction, trainees interact with role-players to address specific learning objectives relating to how CBP Agriculture Specialists act professionally in port-of-entry encounters to achieve compliance. Contains the DHS/CBP Standards of Conduct Directives and CBP Table of Offenses and Penalties.

**CBP Field Operations Academy (Charleston) Basic Primary Integrity/Ethics/Code of Conduct Training**

The FOA Charleston conducts four basic training classes: Basic Import Specialist Training (BIST), Basic Entry Specialist Training (BEST), and Regulatory Auditor Basic Training (RABT), and Introduction to Customs and Border Protection for Scientists (ICS). The following course materials support the integrity message:

- BIST, BEST, RABT – Integrity Reinforcement (C210); Unit 1 – not protected, 12 pages; Unit 2-3, 44 pages; Protected from disclosure under (b)(7)(E) - Mirrors CBPOBT C220C.
- BIST – CBP Mission and Import Specialist Role (C1021S); 45 pages – Mirrors CBPOBT Module C160C.
- BEST – CBP Mission, Organization, Values (Module 1, lesson 1); 21 pages – Mirrors CBPOBT Course C160C.
- BEST – The Entry Specialist Professionalism and Customer Service (Module 1, lesson 2); 17 pages – Mirrors CBPOBT Course C240C.
- RABT - Introduction to DHS, CBP, Office of International Trade, (OT) and Regulatory Audit (RA) (Lesson 1); 31 pages - This lesson will provide an overview of DHS, CBP, OT, and RA. This lesson discusses the CBP Core Values and Mission Statement.
- RABT - Professionalism – Lesson 8; 35 pages - The purpose of this lesson is to provide students with an understanding of professionalism. Students are introduced to the core values, professional standards and conduct when interacting with internal and external customers. This lesson is based on a book written by Steve Ventura titled *Start Right...Stay Right*.
- BIST IS Role in Anti-Terrorism (103); 27 pages; Protected from disclosure by (b)(7)(E) – Mirrors CBPOBT Module P180C.
- BIST and BEST Cultural Diversity (517); 15 pages – Mirrors CBPOBT Module C280C.
- BIST and BEST Chief Counsel Law; 97 pages; Protected from disclosure by (b)(5) – Mirrors CBPOBT Course C340C