

2.2. Deputy Chief Patrol Agent has approval authority and responsibility for all matters relating to this SOP.

2.3. Policy and Compliance Department's Health and Safety Office is responsible for the purchase of water coolers and other heat stress prevention supplies addressed within this SOP through sector funds and ORBBP planning, when requested and when the appropriate funds are available.

2.4. Patrol Agent in Charge (PAIC) is responsible for ensuring that station supervisors disseminate this SOP and that all personnel adhere to its procedures. The PAIC may delegate responsibilities.

2.5. Supervisors are responsible for:

2.5.1. The approval authority for modification of duty uniform such as the removal of layers, de-blousing, rolling sleeves, wearing shorts, boonie hats, etc., is at the discretion of a Supervisory Border Patrol Agent (SBPA) during unexpected incidents and of the PAIC for preventive measures. Requests for modification of uniform based off heat conditions will follow chain of command.

2.5.2. Ensure appropriate fluid replacement discipline and work-rest cycles when operationally suitable. Ensure employees are self-monitoring and are using a buddy system to keep close account of each other.

2.5.3. Ensure employees have access to shaded areas for rest and recovery and provide shade and ventilation to the greatest extent possible to employees working in stationary check points.

2.5.4. Ensure there is sufficient drinking water and access to ice. Water is more palatable and will be consumed more frequently if it is cool and/or lightly flavored. Coolers or drinking containers containing carbohydrate solutions (i.e., sports drinks), should be rinsed with water daily and treated with a diluted bleach solution periodically.

2.5.5. Monitor weather conditions and prepare in advance for heat wave conditions.

2.5.6. Encourage the use of uniform approved shirts with breathable and wicking fabric to allow sweat to evaporate.

2.5.7. Ensure operations are assessed for heat stress risk factors (e.g., work rate, duration, environmental conditions) during months where heat stress is a problem.

2.5.8. Ensure that employee training, required by this policy, is completed timely.

2.5.8.1. The SBPA over training will ensure that all individuals assigned to the station have completed Department of Homeland Security (DHS) Performance and Learning

Management System (PALMS) Course CBP Heat Stress Awareness (b)(7)(E) no later than three months upon arrival to the station.

2.5.8.2. Station leadership will ensure that the appropriate heat illness education, as detailed in the schedule, is covered monthly.

2.5.8.3. The Watch Commander or his designee will ensure heat awareness procedures are followed each shift.

2.5.9. The station shall provide a scale to give the employees the opportunity to self-assess water loss through changes in bodyweight.

2.6. Collateral Duty Safety Officer (CDSO) is responsible for:

2.6.1. Maintaining and serving of the station water points by coordinating with the proper office and personnel.

2.6.1.1. Facilities Management for water points such as ice machines and drinking water resource points installed during construction at all Real Property facilities.

2.6.1.2. Station management to request the funds necessary to maintain and service all other water points (i.e., ice machines bought by station).

2.6.2. Maintaining and coordinating with the necessary offices for fixed field water points.

2.6.3. Requesting and maintaining supplies from station management and/or TCA Health and Safety Office.

2.6.4. Requesting, servicing and maintaining rapid cooling equipment.

2.6.5. Inspecting and inventorying Heat Stress Response Kits quarterly.

2.7. Employees are responsible for:

2.7.1. Participating in the annual heat stress training, and learning the signs and symptoms of heat stress, as well as the risk factors.

2.7.2. Self-monitoring by using a urine hydration chart, bodyweight changes or urine specific gravity.

2.7.3. Taking extra care if at high risk. Increased risk factors include, but are not limited to, age, obesity, overexertion, or having a chronic medical condition, including diabetes, heart or lung disease, thyroid disease, or high blood pressure. If prescription medications are taken, a physician should be consulted to determine increased risk due to any medications.

2.7.4. Taking time to acclimate to heat and humidity. Exposure to heat is stressful to the body, and greater tolerance is achieved by limiting physical activity until you become accustomed to it. Notify/remind a supervisor when returning from extended leave (seven or more days) or working in a new work environment that requires returning to or starting work in high heat conditions according to Attachment 5.

2.7.5. Staying hydrated by drinking small amounts of cool water frequently, to relieve thirst and maintain adequate urine output. Extra water should be carried when working in isolated areas. A good rule of thumb is to have access to 34 to 51 oz. (1 to 1.5 liters) of water for every hour an employee works in the heat. That would equate to 2 to 3 gallons (8 to 12 liters) for a typical work shift.

2.7.6. When working in high heat conditions, pacing themselves accordingly, staying hydrated, and taking breaks in the shade or air conditioning as needed to prevent heat illness.

2.7.7. Monitoring themselves, as well as co-workers for the signs and symptoms of heat-related illness and ask a coworker to do the same for them. Employees should immediately notify a supervisor or a co-worker if they or a co-worker are experiencing a heat-related illness.

2.7.8. Promptly reporting to a supervisor any known or suspected unsafe conditions, or unsafe procedures.

2.7.9. Using the buddy system for work whenever possible in hot work conditions.

2.7.10. Ensuring hydration packs, ice coolers, water sources, etc. are serviceable and clean.

3. ACCLIMATIZATION PROTOCOL

3.1. New Employees

3.1.1. New Employees arriving from the Academy- New employees arriving from the academies are assumed to be acclimatized due the hot and/or humid conditions encountered during training at the academy in Artesia, NM.

3.1.2. Southwest Border (SWB) - New employees arriving from areas along the SWB are assumed to be acclimatized and can request time to acclimatize from a supervisor based on the Table II in Attachment 5.

3.1.3. Un-acclimatized Employees - Employees from the Northern Border or have been on extended TDY are assumed to be un-acclimatized and can request time to acclimatize from a supervisor based on the Table II in Attachment 5. National security, operational needs and emergencies may necessitate disregarding the acclimation schedule until the

situation is resolved. The individual responsible to ensure the rate of acclimation is followed is the employee.

3.2. Employee Time Off

3.2.1. Less than 7 days

3.2.1.1. Employees are assumed to maintain acclimation due to living in the commuting area near the SWB and therefore are exposed to hot conditions on their days off.

3.2.2. More than 7 days

3.2.2.1. Employees returning from prolonged periods of leave or working in an area that is cool may make a request to their supervisor to work in a position offering gradual exposure to the heat. The operational needs of the service will be considered in determining whether the request can be granted.

4. HEAT STRESS EDUCATION

4.1. The heat season is defined as the period from May 1 to September 30.

4.2. Before Heat Season

4.2.1. All employees will take heat stress training DHS PALMS Course CBP Heat Stress Awareness (b)(7)(E) before the start of heat season, completing the course no later than April 30. Records of training will be collected and kept at the station by the training supervisor. New employees will also take the course before being exposed to a full work schedule in extreme heat. PALMS course will cover the following.

4.2.1.1. Description of Heat Stress

4.2.1.1.1. How heat is gained and lost

4.2.1.1.2. Environment, work demands, and clothing

4.2.1.1.3. Physiological responses including acclimation

4.2.1.1.4. Risk factors for heat illness

4.2.1.2. Monitoring and Recognizing Heat Stress

4.2.1.2.1. Use and understanding Wet Bulb Globe Temperature

4.2.1.2.2. Use and understanding of Heat Stress Index

- 4.2.1.2.3. Work to Rest and Hydration recommendation for training in the heat
- 4.2.1.3. Recognition of and First Aid for Heat-Related Disorders
 - 4.2.1.3.1. Description of heat-related disorders including symptoms and causes
 - 4.2.1.3.2. Description of first aid measures for each disorder
- 4.2.1.4. Heat Stress Prevention
 - 4.2.1.4.1. Fluid replacement/hydration
 - 4.2.1.4.2. Self-assessment of hydration
 - 4.2.1.4.3. Diet and lifestyle
 - 4.2.1.4.4. Fitness
 - 4.2.1.4.5. Acclimation
 - 4.2.1.4.6. Clothing modification
 - 4.2.1.4.7. Shade
 - 4.2.1.4.8. Cooling strategies
 - 4.2.1.4.9. Communication (Supervisor checks and buddy system)

4.3. During Heat Season

4.3.1. Muster topics should be introduced and placed on the schedule by the station CDSO each week. Heat and dehydrated related topics will be covered monthly. Education topics can be requested from the Occupational Safety and Health division Health Specialist by emailing (b)(6), (b)(7)(C) and (b)(6), (b)(7)(C)

4.4. Educational posters and products can be ordered from Occupational Safety and Health Division by contacting (b)(6), (b)(7)(C) Posters should be posted at the following locations:

4.4.1. Heat Stroke vs. Exhaustion Symptoms posted in the muster room by the CDSO by May 1.

4.4.2. Hydration Recommendations posted in the locker rooms or hallway by the CDSO by June 1.

4.4.3. Hydration Self-Assessment poster will replace the Heat Stroke vs. Exhaustion Symptoms poster in the muster room on July 1.

4.4.4. Sun Protection poster will replace the Hydration Recommendations poster in the locker rooms or hallway on August 1.

4.4.5. Water, Rest, Shade poster will replace the Hydration Self-Assessment poster in the muster room on September 1.

4.5. Training records will be maintained by the station Training SBPA at each station and shall include the following information:

4.5.1. The dates of training.

4.5.2. The contents or summary of training.

4.5.3. The names of trainers and attendees.

5. HEAT AWARENESS

5.1. When ambient temperature is above 80°F, the station CDSO or a SBPA will measure heat stress using an Occupational Safety and Health Administration (OSHA) National Institute for Occupational Safety and Health App or by local Weather Service.

5.1.1. Heat alerts (i.e., notifications in the form of muster grams, text messages or broadcast over the radio) will be initiated when the heat index reaches 103°F with the message, DANGER High Heat Index. List of actions can be found in Attachment 3.

6. HEAT INJURY SURVEILLANCE

6.1. Supervisors and peers will be trained to recognize signs and symptoms of employees through DHS PALMS Course CBP Heat Stress Awareness (b)(7)(E) and through muster topics.

6.2. Symptoms of heat stress signs and symptoms should be monitored by buddy checks, supervisor checks, radio checks, text message checks or in person during a high heat index.

6.3. Those with known propensity for heat injuries should self-monitor diligently in a high heat index of 103°F or greater.

7. PROVISION OF WATER, ICE AND HYDRATION SUPPLEMENTS

7.1. Employees shall have access to potable water. Water shall be provided in sufficient quantity at the beginning of the work shift to provide one quart per employee per hour for drinking the entire shift for a total of 2 gallons per employee per 8-hour shift or 2.5 gallons per employee per 10-hour shift. Water stations are located at every border patrol station.

7.2. Employees may begin the shift with smaller quantities of water if effective procedures for replenishment of water during the shift have been implemented to provide employees one quart or more per hour.

7.3. Field water point outside of the station may be designated by the PAIC and maintained by the CDSO.

7.4. Water cooler placement in vehicles and distribution of water is at the discretion of the individual stations. All stations have the flexibility to secure water coolers to vehicles.

7.5. Ice for personal use can be acquired at designated ice machines located at individual border patrol stations. Ice can be stored in ice chests, water coolers, and hydration packs.

7.6. Hydration Aides

7.6.1. Sqwinchers, Gatorade, and hydration aides containing electrolytes will be ordered by the TCA CDSO and stored with TCA Health and Safety. They will be made available to station CDSOs to distribute to employees before each shift. They are recommended to be consumed after performing strenuous work or training.

7.6.1.1. Stations are strongly encouraged to purchase these items and may do so utilizing station funds.

7.7. Ice chests, water coolers and hydration aides can be cleaned at designated locations at individual border patrol stations by employees. Cleaning supplies such as brushes, soap, diluted bleach, and towels will be provided by the station. Supplies are purchased or requested by the CDSO from station management and maintained by the CDSO.

7.8. Employees are responsible for servicing their personal hydration packs and may request additional bladders or accessories by requesting replacements from their CDSO or from TCA Health and Safety.

7.9. Machines that provide water and ice will have a preventative maintenance schedule to ensure it is operational and the filter has not expired. The Facilities Department will inspect the device in accordance with the manufacturer instructions.

8. HYDRATION

8.1. Water should be available and consumed regularly during exposure to a hot environment so that employees remain hydrated. Employees working in hot environments need to plan and prepare for work by properly hydrating at home, and by refraining from excessive alcohol and caffeine intake which will dehydrate the body. Employees should be encouraged to drink plenty of water before work, throughout their workday, and after duty when working in the heat during muster, by supervisors and by peers. An estimate of how much an

employee should have available and consume based of work intensity and heat index is found in Attachment 3.

8.2. Employees should notify their supervisor if they believe they are likely to suffer from heat illness based on previous day's duties and hydration status.

8.3. General Hydration Recommendations

8.3.1. Consuming 17 to 34 oz. (0.5 to 1 liter) of fluid two hours prior to work or physically demanding training.

8.3.2. During work, drink frequently (6-8 oz. (0.18 to 0.25 liter) every 15 minutes).

8.3.3. After work, replenish fluids at a rate at or exceeding 17 oz. (0.5 L) for every pound of body weight lost during the shift. Regain lost water weight before next shift.

9. TRAINING CONSIDERATIONS

9.1. Individuals coordinating training are responsible for planning and providing adequate water availability during training that occurs outside CBP-owned property, such as a range. Water will be provided by coolers, water bottles or water source at training facility. Heat Stress Index or Weather Service Warnings concerning heat stress should be taken into account when planning training activities, modifying the training schedule if necessary, to minimize training during the hottest part of the day or above a heat index of 103°F. Work-to-rest ratios hydration recommendations in Attachment 3 should be adhered to.

10. FIRST AID

10.1. Signs and symptoms of heat-related injuries along with first aid procedures can be found in Attachment 2. First aid training for heat injuries is covered in PALMS Heat Course and information is provided during muster, IDS slides, posters, and in-service training.

10.2. Cooling Devices

10.2.1. Rapidly cooling an individual suffering from a heat stroke is the utmost importance. Signs, symptoms, and treatment of heat stroke is covered in Attachment 2 and DHS PALMS Course CBP Heat Stress Awareness (b)(7)(E)

10.2.2. Rapid cooling equipment for the field can include ice sheets, ice, and icepacks. Rapid cooling equipment can be acquired by the requesting employee and obtained from the CDSO. Rapid cooling equipment will be serviced and maintained by the employee.

10.2.3. Rapid cooling equipment such as ice sheets or ice packs are maintained by the CDSO from May 1st until the end of heat season, September 30th. The process for requesting replacement or service is the responsibility of the CDSO.

10.3. Heat Stress Response Kit

10.3.1. From May 1st until September 30th, PAICs shall determine appropriate deployment of the heat stress response kits. A ratio of one kit per every 10 field agents or per operational theater is recommended. Inventory should be completed on a quarterly basis and additional supplies can be requested from the CDSO.

10.3.2. Vehicle heat stress response kits should contain the following in a case that is resistant to crushing to prevent activation of the ice packs:

10.3.2.1. Ice

10.3.2.2. Water – station water sources

10.3.2.3. Rapid cooling device (i.e., ice sheets, ice bags and ice packs)

10.3.2.4. Internal thermometer or Disposable thermometer

10.3.2.5. Electrolyte supplement

10.3.2.6. Emergency blanket

10.3.3. Individual heat stress response kits for buddy or self-aid should contain the following in crush resistant packaging:

10.3.3.1. Ice Packs

10.3.3.2. Electrolyte supplement

10.3.3.3. Emergency blanket

10.3.3.4. Stiff material to fan air

10.4. Communication Plan for Emergencies

10.4.1. Primary: Radio

10.4.2. Alternate: Cell Phone for calling or texting

10.4.3. Contingency: Messaging App

10.4.4. Emergency: Visual Signals or Runner

10.5. Field Rapid Cooling Plan

10.5.1. Primary: Fan and Wet Clothing

10.5.2. Alternate: Ice Pack or Ice

10.5.3. Contingency: Ice or Ice Sheet

10.5.4. Emergency: Ice Sheet or Ice Bath

10.6. Reporting requirements

10.6.1. Treatment of a heat-related injury that requires medical attention beyond the scope of care of Border Patrol EMTs and paramedics that is encompassed under the SIR reporting requirement for the on-duty death or serious/life threatening injury of an employee shall be documented on the OSHA 300 logs and a CA-1.

10.6.2. Notify station leadership.

10.6.3. Submit a SIR if the injury results in the death and/or serious life threatening injury of an employee.

10.6.4. Notify the local OSH Area Safety Manager by emailing

(b)(6), (b)(7)(C)

or

(b)(6), (b)(7)(C)

10.6.5. Notify the OSHA office if there is a heat-related hospitalization (this is usually accomplished by the OSH Area Safety Manager).

10.6.6. When intravenous fluids (i.e., IV's) are used for training purposes on healthy subjects not experiencing heat stress, a separate log should be used to track these events.

10.7. Return to work protocol after suffering heat-related injury.

14.7.1 Follow Acclimatization Protocol as shown in Table I, see Attachment 5.

11. UV PROTECTION

11.1. Sunscreen

11.1.1. Sunscreen can be requested by employees and stored at border patrol stations or with TCA Health and Safety. It can be made available before shift at equipment issue rooms. Individuals are also strongly encouraged to purchase their own sunscreen.

11.1.2. Eyewear with UV light protection can be purchased at VF Solutions by employees using their annual uniform allowance. Employees may purchase eyewear from other vendors at their expense.

11.1.3. Shade for static positions can be considered by submitting a request to station leadership to consider acquiring canopies, tents, shade cloths, trees, or buildings and structures.

12. YEARLY EVALUATION

12.1. TCA Health and Safety committee will evaluate the program annually during a quarterly meeting to ensure that it is operating as intended, is effective in controlling identified hazard, and is making progress toward established safety and health goals and objectives.

13. VALIDITY OF SOP.

13.1. When an approving official vacates his or her position, SOPs showing that individual's signature block will remain in effect until rescinded or rewritten.

14. WAIVER. (if applicable)

14.1. See U.S. Border Patrol (USBP) IOP 2110-033 Volume 1, *Internal Operating Procedure Management System*, paragraph 10 and *Formatting and Processing SOP*, Section 6 for procedural guidance.

15. CONFLICTING PUBLICATIONS.

15.1. When guidance in an SOP conflicts with the guidance issued by a higher-level authority, (that is, Law, federal regulation, Executive Order, Department of Homeland Security, or CBP, USBP), the higher-level guidance takes precedence.

16. NO PRIVATE RIGHTS CREATED.

16.1. This is an internal TCA SOP. This document does not create any right or benefit, substantive or procedural, enforceable in law or in equity, against the United States, its departments, agencies, or other entities, its officers, employees, or any other person.

17. DISCLOSURE.

17.1. This document contains information that may be exempt from disclosure to the public and foreign governments under the regulations of the Department of Homeland Security. No part of this document shall be disclosed to the public or foreign governments without express prior authorization from the Commissioner, U.S. Customs and Border Protection.

18. CANCELLATION/DISTRIBUTION.

18.1. This SOP will remain in effect until superseded or rescinded.

19. ATTACHMENTS.

19.1. Attachment 1, Glossary of References and Supporting Information

19.2. Attachment 2, Heat-Related Illness Treatments

19.3. Attachment 3, Work to Rest Charts with Hydration

19.4. Attachment 4, Heat Injury Dehydration Resources

19.5. Attachment 5, Acclimation Schedules

20. APPROVAL

(b)(6), (b)(7)(C)

 Interim Chief Patrol Agent

(b)(7)(E)



U.S. Customs and
Border Protection

AUG 18 2020

MEMORANDUM FOR:

All Chief Patrol Agents
All Directorate Chiefs

(b)(6), (b)(7)(C)

FROM:

Rodney S. Scott
Chief
U.S. Border Patrol

(b)(6), (b)(7)(C)

SUBJECT

Heat Stress Awareness and Prevention Initiative

To reduce heat stress occurrences within our workforce, it is imperative the U.S. Border Patrol (USBP) apply the most current heat stress prevention strategies and guidance. In partnership with multiple U.S. Customs and Border Protection (CBP) components, safety and health experts, and employee union leadership, the attachments represent our coordinated efforts to implement the most effective protective measures for our personnel. Use of techniques outlined in these informative deliverables will enhance the safety of the workforce.

Sectors are expected to enhance, develop, implement, and maintain respective Heat Stress Awareness and Prevention Programs by referencing the available CBP-approved educational materials. These resources assist with informing and protecting the workforce. They include sample standard operating procedures, muster topics, handouts, posters, and safety messages. These materials may be augmented by accessing the centralized repository containing multiple safety and health resources located within the CBP Heat Stress and Awareness and Prevention SharePoint site at (b)(7)(E) is on the CBP Occupational Safety and Health (OSH) Homepage.

Staff may direct additional questions to U.S. Border Patrol Headquarters, Strategic Planning and Analysis Directorate, at (b)(7)(E) or Assistant Chief (b)(6), (b)(7)(C) at

(b)(6), (b)(7)(C)

Message

From: (b)(6), (b)(7)(C), (b)(7)(E)
Sent: 12/28/2021 10:29:32 PM
To: WCXAGENTS; (b)(7)(E)
CC: WCX SUPERVISORS MAILING LIST; (b)(7)(E)
Subject: Evidence Bag Replacement

Good afternoon all,

Our small evidence bags that we normally use for cell phones and other small seizures are due to expire and need to be replaced (b) (7)(E)

(b) (7)(E)

(b)(7)(E)

(b) (7)(E)

(b)(7)(E)

New replacement evidence bags have been placed, in the (b) (7)(E) Please replace
any old expired bags that you may have in your vehicles, if additional bags are needed please let me know.

Respectfully,

(b)(6), (b)(7)(C)

Seized Property Specialist
U.S. Border Patrol
200 S. Rex Allen Jr Drive
Willcox, AZ 85643

(b)(6), (b)(7)(C) Desk
Cell

(b)(6), (b)(7)(C)

Message

From: CBP POSTMASTER (b)(7)(E)
(b)(7)(E)
Sent: 2/22/2022 6:16:55 PM
Subject: CBP Central: Tuesday, February 22, 2022



February 22, 2022

Department of State Needs Participants: Renew Your Passport Online



The State Department is launching an online portal so eligible customers can renew their U.S. passports online. The online portal will allow customers to renew from the convenience of their home 24/7.

Before they roll out the service to the public, the State Department is recruiting federal employees and contractors to renew online and help make the online portal better by providing important feedback about your experience.

For more information and to pre-register click [here](#).

Going on Leave Between April and June 2022? Turn in Your Assets First!

If you plan to be on extended leave during CBP's FY 2022 Annual Personal Property Inventory (April 4 – June 24), the Office of Facilities and Asset Management asks that you temporarily turn-in your assigned assets to your supervisor or one of the appropriate Property Officials or Offices. Upon your return, your assets will be re-issued back to you.

For more information, click [here](#).

Elevating the Evaluation: Updated Motor Vehicle Repair Evaluation (CBP Form 176)

[CBP Form 176: Motor Vehicle Repair Evaluation](#) was enhanced to auto-calculate and decide to repair or replace a motor vehicle after an accident or mechanical failure. CBP Form 176 is mandatory for any vehicle being replaced or retired that does not meet replacement criteria, though it can be useful for all repair or replace decisions. The form is effective immediately and available on e-Forms.

For more information, please see the full posting on [CBPnet](#).

Deadline Approaching to Restore Forfeited Annual Leave



Employees who lost annual leave in 2021 due to an administrative error, exigency of the public business, or employee sickness and are eligible for leave restoration, must submit their requests by Feb. 28.

Click [here](#) for details.

HealthierCBP Webinar: Jump Start Your Heart

Jump start your heart: Be Specific, Measurable, Attainable, Realistic, Timely. Join CBP Employee Assistance Program health coaches for a live webinar on heart health education. Topics include fitness, nutrition, and contributing health factors. Register [here](#).

Date/Time: Feb. 24, 1-2 p.m. ET

HealthierCBP: Heart Disease and High Blood Pressure



During Heart Health Month, use self-service blood pressure monitoring equipment to know your typical numbers. These are available for use in many stores, and you can also request a home blood pressure machine from most health care plans (your health care provider will also check you at your yearly exam). If you notice consistently high readings, contact

your health care professional. To maintain good levels and lower your risk for heart disease:

- Exercise regularly
- Eat a healthy diet
- Decrease sodium intake (take the salt off the table)
- Limit the amount of alcohol you consume
- Quit smoking
- Cut back on caffeine
- Reduce stress
- Monitor your blood pressure at home
- Maintain a healthy weight

Can You Only Get Paid for 240 Hours of Annual Leave When You Retire?

The latest edition of CBP's Retirement and Benefits Advisory Services Branch [newsletter](#) debunks another common retirement rumor, presents an exciting glimpse into the branch, and includes a calendar of upcoming retirement and benefits events.

All HR newsletters are available [here](#).

Family Care Webinars



CBP offers a variety of free webinars to help employees and their families thrive. Learn more, register, or watch on-demand [here](#).
Upcoming webinars:

Strong Parents, Strong Families: Managing Fear and Anxiety in Children. Learn tactics to help children of all ages deal with anxiety and fear. Discover how to handle your own fears and anxieties in order to provide proper support to children.

Date/Time: Feb. 23, 1-2 p.m. ET

Your Healthy Lifestyle: Sleep Basics. Learn the physical and mental benefits of a good night's sleep, how to establish daily habits that promote sleep, ways to improve your sleep environment, and techniques for relaxation and dealing with insomnia.

Date/Time: Feb. 24, 1-2 p.m. ET

Don't forget to share these webinars with your interested family members!

New Issue of the Trade News Snapshot

The Office of Trade has published a new issue of the Trade News Snapshot. This publication is an overview of the latest updates on CBP's trade facilitation and enforcement efforts around the globe. The Snapshot highlights CBP's important trade programs, initiatives, and operations for our trade partners and the public. In this issue, read about two new forced labor findings and a new Withhold Release Order, the new interactive Intellectual Property Rights Dashboard, The Border Interagency Executive Council's first report card, the Office of Trade's court victory and more.

Click [here](#) to view the Snapshot.

Do you have an announcement you would like
included in CBP Central?

Email us today!

Message

From: Office of the Chief Human Capital Officer (b)(7)(E)
Sent: 5/27/2020 1:14:48 PM
Subject: Update 15 (Heroes Among Us) from the Chief Human Capital Officer



Homeland
Security

May 27, 2020

COVID-19 Update 15 (Heroes Among Us) from the Chief Human Capital Officer

Good morning,

Like so many of you, I spent this past weekend celebrating Memorial Day in a very different manner from years past. Picnics, family gatherings, and visits to the monuments in Washington, DC were replaced with walks through the woods and by the river. On one of my walks, a wonderful memory of conversations from so long ago floated to the surface. I hope you'll indulge me with a story about my Uncle George. When World War II broke out, Uncle George, who wasn't actually old enough to enlist in the service, decided he had to find a way to serve his country. He walked, hitchhiked, and stole his way onto railroad cars from a small village in Pennsylvania all the way to California, where he lied about his age and joined the US Navy in 1940. His brother Carl was already in the Navy aboard the battleship USS West Virginia. The Navy assigned Uncle George to the USS West Virginia as well, and within days he found himself headed to Pearl Harbor, Hawai'i. They spent the better part of 1941 conducting extensive training in the event the war with Japan escalated. And, on the morning of December 7, 1941, as the USS West Virginia was moored alongside the USS Tennessee and USS Arizona in Battleship Row, it was struck by seven Japanese torpedoes on her port side, and armor-piercing shells hit ammunition storage casements, causing explosions and fire to rain down when several of the planes were hit causing fuel to spill across the deck. Bomb fragments from the destroyed USS Tennessee caused additional damage, including mortally wounding Captain Mervyn S. Bennion, who would later be awarded the Medal of Honor for defending the USS West Virginia until he died. While the USS West Virginia filled with water, it avoided capsizing in large part due to the heroic efforts of Lieutenant Claude V. Ricketts, the ship's assistant fire control officer. Brave men volunteered to stay behind to fight the fires as it slowly sank, only to be engulfed in the fires that spread from the nearby USS Arizona, which was spilling fuel oil. One hundred sixty men of the USS West Virginia lost their lives that day, and on December 6, 2019, another eight of the 35 unknown remains from USS West Virginia were identified. My Uncle George and his brother Carl survived. They were pulled from the fire and oil-laden water by a rescue motor launch, and after recovering, were honorably discharged from the US Navy.

Uncle George went on to live a wonderfully simple life. He worked at Fort Ritchie as an electrician, played the mandolin and banjo, and sang on the weekends and holidays. He married my Aunt Carrie (my Dad's sister), and had a daughter, two grandchildren, and several great-grandchildren. He always had a smile on his face, and his eyes twinkled when he recounted how he got into the US Navy. In later years, he had several strokes. The one and only thing he asked me to do for him before he died was to take him to Washington, DC to see the World War II Memorial, since he knew he would never make it back to Pearl Harbor. In the fall of 2005, I packed him up with his wheelchair and headed for DC. It was a beautiful day, not a cloud in the sky and even though there were a lot of tourists, Uncle George didn't really notice them at all. He took in everything at the Monument and smiled, with a silent tear running down his cheek. He died November 8, 2005.

When I think about all of the heroic things you do on a daily basis in service to our country, I am as humbled by you as I am my Uncle George. I have witnessed and read and listened to your stories with pride, knowing that

you mirror my Uncle George in determination, courage, and bravery. And I am forever grateful for the hundreds of brave men and women within our DHS family who have given their lives in defending and serving our great Nation. Like Captain Bennion and the other 160 men aboard the USS West Virginia, our DHS men and women proudly, bravely, and honorably stood their posts and carried out their duties knowing that someday they may pay the ultimate price with their lives. I read one time that our lives are not about when we are born or when we die, but rather what we choose to do with the dash (–) that is in between those two dates. Every day I am honored to cross paths with so many of you as we embark on making a difference in the lives of those we touch through our collective “dash.”

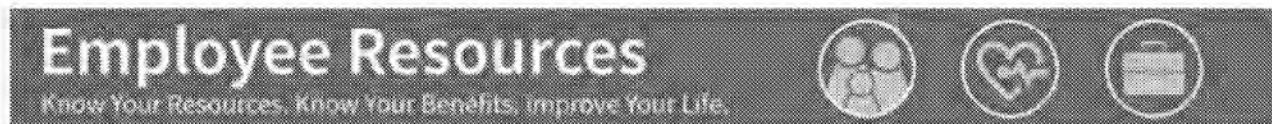
Always remember, no matter what you are facing, you are not alone. There is always someone to help you through the long days and nights. You can reach out to colleagues, your supervisor, the Employee Assistance Program, or peer support program if your component has one, without hesitation. If you are experiencing domestic violence, please call (b)(7)(E). If you are having suicidal thoughts, contact (b)(7)(E) right away. And please feel free to continue to connect with me. Going forward, I will continue to connect with you via the Employee Resources blog—though I am planning more than just written messages.

As you head to work or back home today, hold your head high...you are one of the heroes among us.

(b)(6)

Chief Human Capital Officer

With honor and integrity, we will safeguard the American people, our homeland, and our values.



Note: This mailbox is not monitored for replies.

Message

From: CBP POSTMASTER (b)(7)(E)

(b)(7)(E)

Sent: 11/16/2022 9:22:31 PM

Subject: CBP Official Leadership Photograph Display

Due to the change in U.S. Customs and Border Protection (CBP) leadership, the official photograph of former CBP Commissioner, Chris Magnus, should be removed from photo frames and replaced with the DHS Seal Placeholder, which can be accessed [here](#).

Message

From: (b)(6), (b)(7)(C), (b)(7)(E)
Sent: 7/18/2022 7:58:07 PM
To: WCXAGENTS (b)(7)(E)
(b)(7)(E)
Subject: Flat Tires

Just an FYI from the garage. Please do not use "fix a flat" or similar products on your flat tires, unless there are exigent circumstances. These products create problems with the tire sensors, corrode the rims and are very messy when changing tires. If your spare is inadequate, please notify the garage and we'll get it replaced.

TIA

(b)(6), (b)(7)(C)

Willcox Station VCO

(b)(6), (b)(7)(C)

Section 1

Date	Sector

*Section 1 is date

Section 2

Total Title 8 Apprehensions	Total Title 42 Encounters

*Section 2 is for to

Section 3

*Totals in Sections 3 and 4 should be the same

Total Single Adults	Total Family Unit Subjects	Total Single Minors

Section 4

Title 42 Expulsions	
Immediate Title 42	
Delayed Title 42	
Total	0

Section 5

Immediate Title 42		
Port of Entry	Total Number of Expulsions	Average Time from Encounter to Expulsion
Total	0	

*Section 5 Average Time from Encounter to

*Section 5 total should match "Immediate Title 42"

Section 8

*Section 8 is to account for all subjects who are b

Nationality	Processing Disposition

for data being reported

total subjects - either Title 8 or Title 42

Totals Demographics for Title 42	
Total	
	0

*"Immediate Title 42" are those taken directly to the port of entry
*"Delayed Title 42" are those pending expulsion through flights, etc

Section 6

being processed as Title 8 instead of Title 42 - These will include subjects encountered at entry that have se

Title 8
Justification for Title 8 instead of Title 42

Immediate Title 42	
Nationality	Total Number of Subjects
Mexican	
Guatemalan	
Honduran	
El Salvador	
Total	0

Section 7

Delayed Title 42	
Nationality	Total Number of Subjects
Total	0

*Section 6 total should match

*Section 6 will include previous

*Section 7 is subjects pending expulsion

*Section 7 total should match "Delayed Title

cond line supervisory approval to process as

[REDACTED]

Message

From: EXECUTIVE DIRECTOR, PRIVACY AND DIVERSITY (b)(7)(E)
(b)(7)(E)
Sent: 5/4/2020 12:42:06 PM
Subject: CBP Honors Jewish American Heritage Month - May 2020

CBP Honors Jewish American Heritage Month - May 2020

U.S. Customs and Border Protection (CBP) is proud to recognize Jewish American Heritage Month. This year's theme, "A Time to Remember," pays tribute to the history of Jewish Americans in our nation. Jewish Americans have an inspiring history of contributions in politics, arts, science, law, business, culture and many other areas of our daily lives. From Albert Einstein, a mathematician and physicist who developed the special and general theories of relativity, to Judy Sheindlin, a retired Manhattan family court judge who has a popular daytime television show, Jewish Americans continue to shape and contribute to our culture.

CBP recognizes that diversity is an inherent part of our daily operations and works with several partners to further our mission. For example, the mutual recognition arrangement between CBP and Israel's Authorized Economic Operator Program promotes transparency and efficiency through the Customs-Trade Partnership Against Terrorism Program (C-TPAT).

In celebrating Jewish American Heritage Month we continue to recognize the Holocaust that took the lives of more than six million Jews. International Holocaust Remembrance Day was acknowledged by the White House on January 27, 2020. This year marks the 75th anniversary of the liberation of Auschwitz.

Please join me in commemorating the vibrant culture and heritage of people of Jewish descent and recognizing the contributions that Jewish American employees have made, and continue to make, to our homeland security mission. I encourage you to participate in Jewish American Heritage Month programs that are planned at CBP locations around the country. For virtual programs in your area, please visit the Privacy and Diversity Office website and review the [gallery of events](#). If you have any questions, please contact your [servicing Equal Employment Opportunity Officer](#), and remember, diversity is our strength.

(b)(6), (b)(7)(C)

Executive Director
Privacy and Diversity Office
Customs and Border Protection

The Complete Digital Privacy Checkup

This guide is designed to inform you about what information is collected on you by the devices and services you use every day, how it is collected, and how it is used to track you. More importantly, it gives you the tools to take charge of your privacy and put a stop to it.

A STEP-BY-STEP GUIDE
TO HARDEN YOUR
DEVICES, REDUCE YOUR
DATA SIGNATURE, AND
RETAKE YOUR PRIVACY

Shortcut: The "I Don't Want to be Tracked all the Time" Version

If you are in a hurry or busy and want to add privacy to your life but don't yet have time to work your way through this Checkup. Here's the shortened version:

Companies, criminals, and governments target your data, and can track you both physically and across the internet. If you do nothing else, you can prevent most of this data collection and tracking with minimal effort if you:

- 1) Secure and reduce tracking on your devices. Most importantly, reduce location sharing and limit ad tracking. Guides: [iOS/iPadOS](#), [Android](#), [Windows](#), [MacOS](#)
- 2) Lock down your social media settings. Guide: [Social Media Settings Guide](#)
- 3) Secure your browser. Download and set up Firefox or Brave. Guides: [Firefox](#) or [Brave](#)
- 4) Change your search engine habit. Ditch the all-seeing-eye-of-Sauron that is Google, and use [startpage.com](#) or [duckduckgo.com](#).
- 5) Start using Signal Messenger ([signal.org](#)) to talk to friends/family/coworkers instead of phone calls and SMS messages. Guide: [Signal](#)
- 6) Download and turn on Cloudflare's 1.1.1.1 service with WARP on your devices (<https://1.1.1.1>).

...I only have 10 minutes.

If you do absolutely nothing else:

- 1) Reduce location sharing and limit ad tracking on your devices.
Guides: [iOS/iPadOS](#), [Android](#), [Windows](#), [MacOS](#)
- 2) Download/install Brave browser ([brave.com](#)), just don't enable "Brave Rewards."
- 3) Download the 1.1.1.1 app on your mobile devices and switch it on.

I Want Privacy, Just Tell Me What to Do.

If you want to do all the hard work and don't care about the how and why, you can start right away with [The Complete Privacy Checkup Checklist](#). Some items may not make complete sense without reading [Part II](#). If you are confused, look up the corresponding section there.

If you travel or plan to travel to a high-risk country like Russia or China, go to [this section](#) of Part III (page 41).

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"You would be deeply uncomfortable with the amount of data and information compiled about you by advertising data providers..."

This Checkup is for anyone interested in taking charge over their digital privacy and security... and you should be interested. Your data is a target. Criminals, independent hacker groups, companies and governments are all vying for your data. It is extremely valuable. One IDC study expected the world data analytics market to be worth \$200 billion in 2020 – that is just the market for analyzing the data. In 2017, the World Economic Forum estimated the value of the world's data at \$3 trillion. The amount of data stored has more than doubled since then to 40 zettabytes (that is 40 trillion gigabytes). Criminals target your data for everything from international fraud schemes to knowing when you are not home to break in, while governments and companies use it to enable spying and industrial espionage, steal fundamental research, or simply target you with highly effective ads or propaganda messages.

While you might not mind the ads, chances are you would be deeply uncomfortable with the amount of data and information compiled about you and anyone connected to you (and about you from your associates' data) by advertising data providers and brokers and made **available to anyone willing to spend a few dollars on advertisements**: your home and work location and patterns of life (when you leave for work and come home), where and when you stop for coffee every day (or maybe only on Tuesdays), what apps you use and when, what websites you visit and how often, what you research, and much more.

While data collectors and brokers may claim this data is "anonymized," it is not – you can be easily identified through your patterns.^{1 2} What's even more concerning is the data aggregated on you behind this "anonymized" market – by advertising and data providers like Facebook, Google, Amazon, Microsoft, and the credit bureaus (Transunion, Experian, Equifax), telecommunications companies and increasingly others: car companies, banks, insurers, media companies, electronic device makers (even televisions and washing machines), and retailers. This data sits on corporate servers protected by often questionable security, available for easy theft.

While you cannot completely stop data collection – you can hamper and reduce it significantly. You can become a hard target. Importantly, privacy is not a personal game. Your family, friends and coworkers also have significant data about you (such as pictures, contact information, notes, documents, and emails). You might be trying to keep a low digital signature, while your niece has synced her contacts, and your contact card, with TikTok, or your aunt is sharing intimate details about you on public Facebook posts. While it is important that you

¹ For a terrifying illustration, see the New York Times' December 2019 exposé "Twelve Million Phones, One Dataset, Zero Privacy," <https://www.nytimes.com/interactive/2019/12/19/opinion/location-tracking-cell-phone.html>. Your personal location patterns are probably unique, or nearly unique – who else lives where you live and work where you work?

² One study in the journal *Nature* found it takes as few as 15 datapoints to make 99.98% percent of people uniquely identifiable within a database of 7 million people (<https://www.nature.com/articles/s41467-019-10933-3>). Another in the *Journal of Technology Science* showed that an anonymized medical record could be easily matched to a specific person by correlating it with a news article (<https://techscience.org/a/2015092903/>). For comparison, the 2017 Experian data breach leaked an "anonymized" database with 248 datapoints on 120 million Americans.

practice good digital privacy, it is imperative that you also recruit as many other people as you can to follow your lead.

You already know the security basics. You know not to click on suspicious links, or to double check what web address they go to first. You know you are supposed to have complex passwords but may find them difficult to remember and keep track of. You know you should be

concerned about your privacy on social media and have probably played with your privacy settings. This Checkup intends to take you to the next level. As you go through its recommendations, you will be surprised to find how much you can affect. You can stop advertisers and adversaries alike from ever collecting a lot of data about you, and have companies delete much of what they have collected. You can nearly assure adversaries cannot break into your online accounts using a few simple measures and prevent them from ever stealing data from a lost or stolen device. You can also prevent anyone else from intercepting and analyzing your conversations.

Lastly, you should know that true privacy takes constant work. That is why it is called a Checkup - like your doctor, you need to revisit your privacy regularly. It requires that some things be a little bit less convenient, and you need to dedicate time to combing through privacy settings with every app, service, and device that you use. It also does not have to be all or nothing - you can choose the steps that are right for you. If you just reduce the sharing on your phone, secure your browser, use a different search engine, and change your social media settings, a great deal less data will be available about you.

"Importantly, **privacy isn't a personal game.** Your family, friends and coworkers also have significant data about you (such as pictures, contact information, notes, documents, and emails)... **it is imperative that you recruit as many other people as you can to follow your lead.**