

The Federal Air Marshal Service (FAMS) is dedicated to building and continuously fostering a diverse and inclusive workplace culture based on mutual respect, fairness, open communication and cooperation. By providing an environment where all employees can excel FAMS is able to provide the highest level of safety and security to the traveling public.

During a 20 month general audit completed in 2009, the GAO recognized the extensive employee outreach programs initiated by FAMS during the last several years as an important component in its ongoing success. To date, hundreds of air marshals have come forward, without fear of retaliation, via working groups, headquarters listening sessions, field office visits and the Director's Anonymous Suggestion E-mail Address to provide constructive feedback to senior management officials and improve FAMS.

The Federal Air Marshals Service enforces a policy of zero tolerance of harassment, discrimination, or retaliation in the workplace. Issues which could negatively impact FAMS mission, to ensure the safety and security of the traveling public, are fully investigated and resolved in accordance with DHS and TSA policy. Any employee who in good faith reports waste, fraud, abuse, mismanagement or a violation of law or agency policy shall not be subjected to any form of harassment, adverse employment consequences or other form of retaliation. Any employee who is proven to have engaged in, encouraged, or permitted workplace harassment will be subject to the full range of discipline under DHS and TSA policy. FAMS has in the past and continues to fully cooperate with the U.S. Office of Special Counsel, TSA Office of Inspection, DHS Office of the Inspector General, the U.S. Government Accountability Office, Congressional inquiries, the Equal Employment Opportunity Commission and the independent Merit Systems Protection Board to investigate and resolve any allegation of workplace discrimination or retaliation.

Today's Federal Air Marshals are law enforcement professionals dedicated to making the Nation's transportation infrastructure safer than ever before. Our core mission will always be the protection of passengers and crew members aboard commercial aircraft. Thanks to the hard work and dedication of our employees, FAMS has become one of the most mobile, flexible, and vigilant federal law enforcement agencies in the nation.

FAMS is proud of its ongoing employee outreach efforts including:

- Over 30 working groups, composed of both supervisory and non-supervisory personnel, have been established to review and improve policies and procedures on FAMS issues ranging from; recruitment and retention, to quality of life and career progression, to training and management process enhancements.

- Field Office Focus Groups in each FAMS Field Office provide an open forum for non-supervisory personnel to discuss and resolve issues directly with senior field office leadership.

- The FAMS National Advisory Council offers non-supervisory personnel throughout FAMS the opportunity to identify agency wide issues, develop solutions, and recommend a positive course of action to senior FAMS managers.

-Breakfast with the Director, better known as 'Breakfast with Bob' is an ongoing program where FAMS transiting the National Capital Region are invited to meet with the Director in an informal setting to discuss any issue or topic which effects them personally or effects the agency as a whole.

-The Director's Anonymous E-Mail is available to all FAMS employees throughout the agency to anonymously provide suggestions or feedback to the Director's Office independent of the traditional chain of command.

-Director's Field Office Visits offer informal gatherings with FAMS, without the presence of local supervisors, to discuss their questions and concerns.

-Listening sessions permit open communications between FAMS senior managers and subordinate personnel during regularly scheduled meetings.

-Since October 2006, FAMS has had a dedicated full time Ombudsman to provide confidential, informal, and neutral assistance to employees to address workplace-related problems, issues, and concerns.

-Every federal air marshal service employee is required to complete annual Whistleblower Protection training prepared by the U.S. Office of Special Counsel.

-Over 400 FAMS managers have completed two days of additional Equal Employment Opportunity training provided by Equal Employment Opportunity Commission attorneys.

-FAMS leadership continues to conduct regular meetings with the Federal Law Enforcement Officers Association. Through this relationship FAMS leadership has the ability to discuss important issues with FLEOA officers on issues that impact both the FAM workforce and broader issues that affect our position in the federal law enforcement community.

-The Federal Air Marshal Service fully supports TSA's independent Office of Inspection during periodic Field Office inspections which include a review of employee morale, management practices, and adherence to TSA policies. During inspections, every employee in the office is provided an opportunity to independently provide to the Inspectors comments or complaints on any issue, without recrimination or retribution.