



Corrected Bulletin for All TSA Employees – 09/22/2020

Supervisory Transportation Security Officers (STSOs) Shift Trade Policy and Procedures

The Human Capital Management (HCM) Policy No. 610-5, made effective on September 18, 2020, established TSA policy and procedures for shift trades for employees in Supervisory Transportation Security Officer (STSO) positions. The HCM ensures a standardized shift trade policy for STSOs across all TSA facilities, providing fairness and flexibility for the workforce to balance work-life interests and maintain efficiency in carrying out TSA's mission. The policy can be found at this [link](#).

Please Note: The HCM Policy No. 610-5 only applies to employees permanently occupying the STSO position.

Questions?

Due to the current COVID-19 pandemic, live agents are not available to answer telephone calls received at the HCAccess Help Desk. Employees can contact the HCAccess Help Desk by e-mail at HelpDesk@mailserver-hraccess.tsa.dhs.gov or at this [link](#), by fax at 1-877-872-7993, or by phone at 1-877-872-7990 and leave a voicemail. Employees can visit the HCAccess website for valuable Human Resources (HR) information on a wide variety of topics at this [link](#) and visit Human Capital online at this [link](#).