



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS-EAST
COMMUNICATION STRATEGY AND OPERATIONS
54 LUCY BREWER AVE
CAMP LEJEUNE, NORTH CAROLINA 28540

IN REPLY REFER TO:

1000

CMST

13 Jun 24

From: Director, Communication Strategy and Operations (COMMSTRAT)
To: Distribution List

Subj: MARINE CORPS INSTALLATIONS EAST (MCIEAST) AND MARINE CORPS AIR STATION
(MCAS) NEW RIVER COMMSTRAT PHOTO STUDIOS CODE OF CONDUCT

Ref: (a) DoD Instruction 1020.03 with Change 2, Harassment Prevention and
Response in the Armed Forces
(b) MCO 5354.1G, Marine Corps Prohibited Activities and Conduct
Prevention and Response Policy
(c) MCO 1020.34H, Marine Corps Uniform Regulations

1. **Purpose.** To establish a Code of Conduct for all personnel, both staff and customers, of the MCIEAST and MCAS New River COMMSTRAT Photo Studios to ensure a professional, respectful, and dignified environment free from misconduct and inappropriate behavior.

2. **Applicability.** This policy applies to all active duty, reserve, and civilian personnel assigned to or utilizing the services of the COMMSTRAT Photo Studios.

3. **Policy.** In accordance with the references, all personnel will adhere to the following Code of Conduct:

a. **Mutual Respect and Professionalism.** All interactions within the photo studio will be conducted with the highest degree of professionalism, courtesy, and respect, regardless of rank, position, or billet. This includes, but is not limited to, verbal and non-verbal communication.

b. **Prohibited Activities and Conduct.** Any form of harassment, discrimination, bullying, intimidation, or hazing, as defined in the references, is strictly prohibited. This includes, but is not limited to:

(1) Verbal comments of a derogatory or offensive nature.

(2) The use of profanity or obscene language.

(3) Unwelcome physical contact.

(4) Any conduct that creates a hostile or intimidating environment.

c. **Responsibilities of Photo Studio Staff.** Photo studio personnel will:

(1) Treat all customers with dignity and respect.

(2) Maintain a professional military appearance and bearing.

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(3) Provide clear and concise instructions in a courteous manner.

(4) Make every effort to accommodate reasonable customer requests while adhering to official Department of Defense visual information standards and U.S. Marine Corps COMMSTRAT policies.

d. **Responsibilities of Customers.** All personnel requesting photographic services will:

(1) Arrive with the full, correct, and serviceable military uniform, according to reference (c). Customers who are out of uniform at any point may be refused service and asked to return to the studio in proper military attire at a later date.

(2) Treat photo studio staff with dignity and respect.

(3) Follow the lawful instructions of the photo studio staff.

(4) Arrive for any appointments on time, as coordinated with the COMMSTRAT section.

4. **Enforcement.**

a. The COMMSTRAT Photo Studio staff reserves the right to immediately refuse or reschedule service for any individual who violates the articles of this Code of Conduct.

b. Any personnel who believe they have been subjected to or have witnessed a violation of this policy should immediately report the incident to the MCIEAST COMMSTRAT Director or their delegate, their chain of command, or their unit's Equal Opportunity Representative.

5. **Command Responsibility.** Leaders at all levels are responsible for ensuring their personnel are aware of and adhere to this policy. Upholding these standards is essential to maintaining good order and discipline and fostering an environment of mutual respect.

6. **Point of Contact.** The MCIEAST COMMSTRAT Point of Contact for this matter is the COMMSTRAT Staff Noncommissioned Officer-in-Charge (SNCOIC), or their delegate, at office number (910) 451-7440.



N. G. FAHY

DISTRIBUTION: Marine Corps Installations East
Marine Corps Base Camp Lejeune
Marine Corps Air Station New River
II Marine Expeditionary Force