



A field investigator uses technology while conducting surveillance to gather information for an investigation. (USDA file photo)

Our Quality Standards

To continually improve our services, IES maintains a quality management system (QMS) that guides the unit's workflow. IES' QMS is certified to the International Organization for Standardization (ISO) 9001:2008 requirements, which represent an international consensus on quality management practices. IES has maintained a certificate of registration since August 2010 and is currently certified through the independent auditor, British Standards Institution Group of America, Inc. This certificate of registration validates that IES' QMS meets or exceeds all ISO 9001:2008 requirements. IES' accreditation is with the ANAB,¹ an internationally recognized accrediting board for quality management systems, and our current certificate of registration number is FS 635680.



¹ ANSI-ASQ National Accreditation Board (ANAB), a nongovernmental organization jointly owned by the American National Standards Institute and the American Society for Quality

IES Organizational Values

- **Integrity:** We hold ourselves to the highest standards of conduct, ethics, and trust.
- **Excellence:** We apply our best efforts and diligence in everything we do.
- **Service:** We provide professional and timely work products and support.
- **Diversity and Inclusion:** We embrace the value and benefits of a diverse workforce.
- **Safety:** We promote employee safety and health.



IES Authorities

Under titles 7 and 9 of the *Code of Federal Regulations* (CFR), APHIS enforces numerous agricultural health laws. These include: the Animal Welfare Act, Horse Protection Act, Plant Protection Act, Animal Health Protection Act, Federal Seed Act, Endangered Species Act, Honey Bee Act, Agricultural Bio-terrorism Protection Act, Commercial Transportation of Equines for Slaughter Act, Virus-Serum-Toxin Act, Swine Health Protection Act, Convention on International Trade in Endangered Species of Wild Fauna and Flora, and Lacey Act (as it relates to plants and plant products).

IES' work focuses on a broad range of topics:

- biological toxins and agents
- domestic and foreign quarantines
- genetically engineered organisms
- noxious weeds
- imports and exports
- phytosanitary treatments
- animal welfare
- disease eradication
- horse protection
- veterinary biologics
- interstate trade (agricultural products)

IES investigates cases involving animals exhibited in zoos and other public forums. (USDA, R. Anson Eaglin)

Contact Us

We welcome your comments, suggestions, and questions. For more information about IES, please visit our Web site at www.aphis.usda.gov/business-services/ies or contact us directly at the offices listed below.

■ APHIS Headquarters

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4700 River Road, Unit 85
Riverdale, MD 20737
(301) 851-2948

■ Eastern Region

USDA-APHIS-IES
920 Main Campus Drive, Suite 200
Raleigh, NC 27606
(919) 855-7080

■ Western Region

USDA-APHIS-IES
Building B-3W10
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Fort Collins, CO 80526
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APHIS' Investigative and Enforcement Services

Animal and Plant Health Inspection Service

Program Aid No. 1888



IES Mission

We protect the health and value of America's agricultural and natural resources and promote the integrity of APHIS programs by providing effective and efficient investigative and enforcement services.

IES Vision

To support USDA and APHIS' missions with technical sophistication, integrated partnerships, and a skilled workforce that holds itself to the highest standards of integrity, excellence, service, safety, diversity, and inclusion.

Who We Are

Investigative and Enforcement Services (IES) is a unit within the U.S. Department of Agriculture's (USDA) Animal and Plant Health Inspection Service (APHIS). IES investigates alleged violations of laws under APHIS' jurisdiction and determines appropriate enforcement actions based on the evidence and applicable laws. IES cases may include investigating the illegal smuggling of forbidden animal or plant products, welfare violations involving animals used for research or exhibition, or alleged violations of the Horse Protection Act or Commercial Transportation of Equines for Slaughter Act.



Proper animal identification allows APHIS to trace livestock movement and respond quickly to disease outbreaks. (USDA, R. Anson Eaglin)

IES' diverse team of investigators operates out of APHIS' two regional offices. The eastern regional office is located in Raleigh, NC, and covers 29 States, Puerto Rico, and the U.S. Virgin Islands. APHIS' western regional office, located in Fort Collins, CO, covers 21 States and Guam. When IES investigators learn of alleged violations, they may gather information, conduct interviews, and prepare case reports documenting the evidence in detail.

The unit's enforcement and administrative personnel work at APHIS headquarters in Riverdale, MD. IES' three enforcement branches include: 1) the Animal Health and Horse Protection Enforcement Branch, 2) the Animal Welfare Enforcement Branch, and 3) the Plant Health and Border Protection Enforcement Branch. Employees with these branches review investigative case files to determine whether violations are confirmed by the documented evidence and then make fair and appropriate enforcement recommendations. They also maintain investigative records, develop penalty recommendations, and issue enforcement actions to resolve alleged violations. Personnel with IES' Planning, Analysis, and Support Branch provide budget analysis and administrative support.

Who We Serve

IES provides investigative, enforcement, and regulatory support services to four APHIS programs—Animal Care, Biotechnology Regulatory Services, Plant Protection and Quarantine, and Veterinary Services—and the U.S. Department of Homeland Security's Customs and Border Protection. We also serve the American public and stakeholders by making information about APHIS' regulations and enforcement activities readily available.

Citrus plants can become infested with foreign pests or diseases. IES enforces laws to prevent such agricultural threats from entering the United States. (USDA, R. Anson Eaglin)



What We Do

We serve our customers in a variety of ways. Our field personnel conduct investigations and produce reports of investigation (ROIs). During investigations, IES may coordinate with other Federal, State, and local regulatory or law enforcement agencies. After investigations are complete, our enforcement staff reviews ROIs to determine whether the evidence proves that violations occurred.

When the information and evidence gathered during an investigation supports a finding of a violation, APHIS may pursue enforcement action against the alleged violator. Enforcement actions can include an official warning, a voluntary

Field personnel investigate alleged violations of the Horse Protection Act and work to eliminate the cruel, inhumane practice of soring. (USDA, R. Anson Eaglin)



settlement agreement, a referral to USDA's Office of the General Counsel for administrative action, or—in cases involving the most serious violations—a referral to the U.S. Department of Justice for civil or criminal action.

Other IES services include:

- conducting intelligence analysis,
- processing testimonial subpoenas served on APHIS employees,
- providing legal support and related help for administrative hearings that involve potential violations of APHIS laws, and
- delivering training and outreach at conferences, seminars, and other forums.