



July 18, 2024

JOHN CIHOTA  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – U.S. Postal Service Emergency Preparedness: Winter Storm Elliott (Audit Number 23-094-R24) Recommendations 1 and 4

Representatives of the Office of the Inspector General (OIG) and USPS management met on May 7, 2024, to discuss management's disagreement with recommendations 1 and 4 as stated in the March 1, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendations 1 and 4 which reads as follows from the March 12, 2024, final audit report:

**Recommendation #1**

We recommend the Vice President, Corporate Affairs, update Management Instruction AS-280-2021-7 to instruct district management to 1) establish appropriate timelines for communicating preparedness information to postmasters and managers in preparation for a winter weather emergency and 2) outline supplies needed at Postal Service facilities to safeguard employees.

**Recommendation #4**

We recommend the Vice President, Retail and Delivery Operations, Atlantic Area 1) develop a process to verify after-action reports include lessons learned identified by all delivery units in their district and 2) incorporate the lessons learned from Winter Storm Elliott regarding essential emergency supplies into the Fiscal Year 2024 Winter Weather Readiness Toolkit.

The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close these recommendations management agrees to take the following actions:

Recommendation #1: Management will update the toolkit and transmittal language to provide guidance on when to reiterate preparedness efforts.

Target Implementation Date: 09/30/2024

Responsible Official: Executive Director, Continuity and Preparedness

Recommendation #4: Management updated the FY 2024 toolkit to address emergency supplies. In conjunction with actions to be taken to address recommendation #3, the OIG confirmed this sufficiently addresses recommendation #4.

Target Implementation Date: 09/30/2024

Responsible Official: Executive Director, Continuity and Preparedness

E-SIGNED by JUDITH.A DE TOROK  
on 2024-07-18 16:48:54 EDT

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Judy deTorok  
Vice President, Corporate Affairs

cc: Corporate Audit & Response Management