

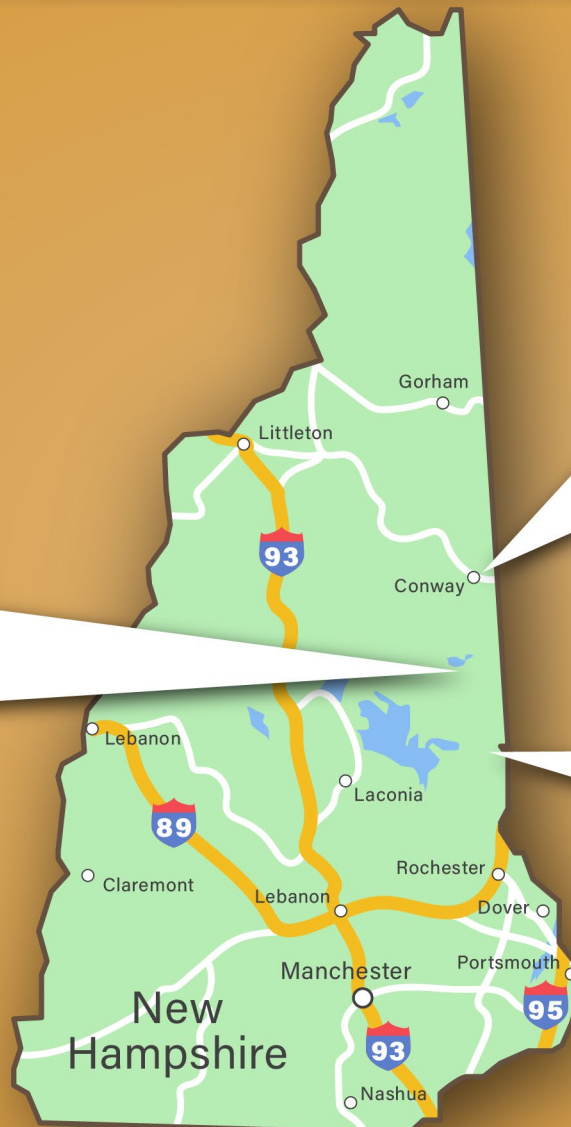


Office of Inspector General | United States Postal Service

## Audit Report

# Property Condition Reviews – Center Ossipee, East Wakefield, and Conway Post Offices in New Hampshire

Report Number 21-187-R21 | August 12, 2021



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# Transmittal Letter



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

August 12, 2021

**MEMORANDUM FOR:** REGINA M. BUGBEE  
DISTRICT MANAGER, MAINE-NEW HAMPSHIRE-  
VERMONT DISTRICT

A handwritten signature in cursive script, reading "Lazerick C. Poland", is positioned above the "FROM:" field.

**FROM:** Lazerick C. Poland  
Director, Property Condition Review Team

**SUBJECT:** Audit Report – Property Condition Reviews – Center Ossipee,  
East Wakefield, and Conway Post Offices in New Hampshire  
(Report Number 21-187-R21)

This report presents the results of Property Condition Reviews at the Center Ossipee, East Wakefield, and Conway Post Offices in New Hampshire.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact me at 703-248-2100.

Attachment

cc: Postmaster General  
Corporate Audit Response Management  
Chief Retail and Delivery Officer and Executive Vice President  
Chief Commerce and Business Solutions Officer and Executive Vice President  
Vice President, Area Retail and Delivery Operations, Atlantic  
Vice President, Retail and Post Office Operations  
Vice President, Facilities

# Results

## Background

This report presents the results of our self-initiated audit of property conditions at the Center Ossipee, East Wakefield, and Conway (all leased) post offices in the Maine-New Hampshire-Vermont District (Project Number 21-187). This audit was designed to provide U.S. Postal Service management with timely information on potential risks related to property conditions. The Postal Service is required to maintain a safe and healthy environment for both employees and customers in accordance with its internal policies and procedures<sup>1</sup> and Occupational Safety and Health Administration (OSHA)<sup>2</sup> safety laws.

## Objective, Scope, and Methodology

Our objective was to determine if Postal Service management is adhering to building maintenance, safety and security standards, and employee working condition requirements at post offices.

To accomplish our objective, we developed a checklist of requirements related to building maintenance, safety, and security. We judgmentally selected the Center Ossipee Post Office based on interior square footage, the number of maintenance requests, and repair and maintenance spending. We selected the East Wakefield and Conway post offices based on their proximity to the Center Ossipee Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from June 8-10, 2021, and performed observations, completed the checklists, and briefed local management on the issues identified.

We relied on computer-generated data from the electronic Facilities Management System (eFMS). We assessed the reliability of the extracted data by reviewing the documentation and comparing it to our observations for completeness, validity, and accuracy. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from June through August 2021 in accordance with generally accepted government auditing standards and

<sup>1</sup> Handbook MS-47, *Facility Cleaning*, TL-5, June 27, 2014.

<sup>2</sup> OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and conclusions with management on July 28, 2021 and included their comments where appropriate.

We found that building maintenance, safety, and security at the Center Ossipee, East Wakefield, and Conway post offices did not meet prescribed standards. We identified 43 deficiencies (12 were corrected during or after our site visits) at the three facilities that ranged from minor to more serious violations (see [Appendix A](#)). We did not identify any security issues at the three facilities.

## Building Maintenance

At the Center Ossipee Post Office, we found stained ceiling tiles and unpainted walls in the workroom area, a damaged and uneven ramp posing a potential trip hazard and a rusted handrail near the main entrance (see Figures 1 and 2), and exterior trim on the front and side of the building that needed repairs and paint.

**Figure 1. Damaged Ramp**



Source: U.S. Postal Service Office of Inspector General (OIG) photo taken June 10, 2021.

**Figure 2. Rusted Handrail**



Source: OIG photo taken June 10, 2021.

At the East Wakefield Post Office, we found bulging ceiling tiles in the lobby and workroom areas, a misaligned ceiling vent in the restroom (see Figure 3), and a missing baseboard strip near the lobby entrance. We also identified:

- Exterior walls near the lobby entrance and rear of building needed repairs and paint (see Figure 4).
- Faded stripes in the customer parking lot.
- Shingles on the roof that appeared to be loose or damaged (see Figure 5).
- A damaged chimney wall (see Figure 6).
- Cobwebs around both building entrances.
- Grounds in need of landscaping (no grass).

**Figure 3. Misaligned Ceiling Vent in Restroom**



Source: OIG photo taken June 8, 2021.

**Figure 4. Exterior Walls Needing Repairs and Paint**



Source: OIG photo taken June 8, 2021.

**Figure 5. Loose or Damaged Shingles**



Source: OIG photo taken June 8, 2021.

**Figure 6. Damaged Chimney Wall**



Source: OIG photo taken June 8, 2021.

At the Conway Post Office, we identified a damaged wall in the loading dock area (see Figure 7), misaligned and stained ceiling tiles in the workroom area, and a damaged ceiling in the loading dock area (see Figure 8). In addition, we identified dirty lightbulbs in both lobby entrances and cobwebs around the main entrance and in the loading dock areas (see Figures 9 and 10). Further, we identified a damaged wall in the P.O. Box area (see Figure 11), faded parking stripes and a damaged handrail in the customer parking lot (see Figure 12), and a cracked window in the electrical panel room.

None of the three facilities performed required semiannual housekeeping inspections or maintained PS Forms 4851, *Housekeeping Inspection*.

**Figure 7. Damaged Wall in Loading Dock Area**



Source: OIG photo taken June 9, 2021.

**Figure 8. Damaged Ceiling in Loading Dock Area**



Source: OIG photo taken June 9, 2021.

**Figure 9. Dirty Lightbulb in Lobby Entrance**



Source: OIG photo taken June 9, 2021.

**Figure 10. Cobwebs Around Main Entrance**



Source: OIG photo taken June 9, 2021.

**Figure 11. Damaged Wall in PO Box Area**



Source: OIG photo taken June 9, 2021.

**Figure 12. Damaged Handrail**



Source: OIG photo taken June 9, 2021.

## Building Safety

At the Center Ossipee Post Office, we identified two exit signs not illuminated (see [Figure 13](#)), two expired items in the first-aid kit, and a blocked fire extinguisher (see [Figure 14](#)). In addition, we found the following posters were not displayed as required:

- CA-10, *What a Federal Employee Should Do When Injured at Work*
- OSHA 3167, *Job Safety and Health* (Spanish version)
- Poster 7, *Rules and Regulations Governing Conduct on Postal Property*
- *Zero Tolerance Policy and Reporting Procedures*

**Figure 13. Non-Illuminated Exit Sign**



Source: OIG photo taken June 10, 2021.

**Figure 14. Blocked Fire Extinguisher**



Source: OIG photo taken June 10, 2021.

At the East Wakefield Post Office, we found blocked electrical panels in the storage room (see Figure 15), and the only fire extinguisher in the facility did not have an annual inspection performed. In addition, posters CA-10 and OSHA 3167 were not displayed as required.

**Figure 15. Blocked Electrical Panels**



Source: OIG photo taken June 8, 2021.

At the Conway Post Office, we identified a missing exit sign cover in the loading dock area (see Figure 16). In addition, all three fire extinguishers missed their monthly inspections. The fire extinguishers did not have the monthly tags and management stated that the last monthly inspection was performed about two years ago. We also found that posters CA-10, OSHA 3165 *Job Safety and Health*, (English version), OSHA 3167, and Poster 7 were not displayed as required.

**Figure 16. Missing Exit Sign Cover**



Source: OIG photo taken June 9, 2021.

Conditions related to building maintenance and safety occurred due to management not prioritizing some issues, a lack of oversight or awareness of the issues, or lack of knowledge of OSHA requirements. For example, some maintenance issues such as the damaged chimney, loose and damaged shingles on the roof, and the damaged exterior trim were not considered a priority. Safety issues such as blocked electrical panels and fire extinguishers that missed required inspections were not addressed due to lack of management oversight. The non-illuminated exit signs were not addressed due to management not being aware of the OSHA requirement.

The Postal Service is required to maintain a safe environment for both employees and customers. In addition, OSHA requires employers to provide a safe and healthy workplace free of recognized hazards. More importantly, these issues could jeopardize the health, safety, and well-being of Postal Service employees and customers. Further, it could create an environment that dissuades customers from doing business in these offices. If management does not address workplace hazards, the Postal Service could potentially incur fines.

Management's attention to maintenance and safety deficiencies can reduce the risk of injuries to employees and customers; reduce related costs (e.g., workers' compensation claims, lawsuits, and OSHA penalties); and enhance the customer experience and Postal Service brand. We identified seven issues at the three post offices that could potentially result in \$39,802<sup>3</sup> of risk exposure.

## Corrective Actions

Management at the Center Ossipee, East Wakefield, and Conway post offices took corrective action while we were onsite and displayed the CA-10 and OSHA 3167 posters. In addition, management at the Center Ossipee Post Office displayed the Poster 7 and Zero Tolerance poster and management at the Conway Post Office displayed the Poster 7 and OSHA 3165 poster, installed the exit sign cover, repaired the ceiling in the loading dock, and performed the monthly inspection on the fire extinguishers.

### Recommendation #1

We recommend the **Manager, Maine-New Hampshire-Vermont District**, address all building maintenance and safety issues identified at the Center Ossipee, East Wakefield, and Conway post offices.

### Recommendation #2

We recommend the **Manager, Maine-New Hampshire-Vermont District**, perform and document fire extinguisher inspections monthly and annually as required at the East Wakefield and Conway post offices.

## Management's Comments

Management agreed with the report's findings, recommendations, and other impact amount.

Regarding recommendation 1, management stated they will address each finding by acting locally or requesting assistance from the Facilities Service Organization (FSO). Management provided a PowerPoint presentation showing corrected and remaining deficiencies. The district manager will continue monitoring the FSO pending items until all deficiencies have been abated. The facility manager will inspect each facility to validate that management has corrected all identified items. The target implementation date is September 30, 2021.

Regarding recommendation 2, local management will perform monthly inspections of all fire extinguishers at the facilities and schedule annual inspections. In addition, management is requiring all Executive and Administrative Schedule (EAS) employees at the East Wakefield and Conway post offices to attend training on fire extinguisher inspections. Each local facility manager will monitor the progress and validate that the inspections and training have been completed. The target implementation date is September 1, 2021.

See [Appendix B](#) for management's comments in their entirety.

## Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues identified in the report.

Regarding recommendation 1, management provided photos of some of the corrective actions they took at the Center Ossipee, East Wakefield, and Conway post offices. Management needs to provide supporting documentation and/or photos of corrective actions they have taken to address the remaining building maintenance and safety deficiencies.

Regarding recommendation 2, management provided photos of fire extinguisher inspection tags for the Conway Post Office showing the last monthly inspection

<sup>3</sup> Based on average fine amount the Postal Service paid for post office OSHA violations from 2018 to 2020.



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done in June 2021 and a current annual inspection tag for the East Wakefield Post Office. Management stated they would require EAS employees at these offices to attend training on how to complete the inspections. Management needs to provide photos of current monthly inspection tags for the Conway Post Office.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. The recommendations should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendation can be closed.

# Appendix A: Facility Deficiency Summary

Facility		Center Ossipee	East Wakefield	Conway	Total Deficiencies
<b>Building Maintenance Issues</b>					
1	Bulging ceiling tiles in lobby and workroom areas	✓	D	✓	1
2	Cobwebs around the main entrance and loading dock	✓	D	D	2
3	Cracked window in electrical panel room	✓	✓	D	1
4	Damaged ceiling in the loading dock area	✓	✓	D	1
5	Damaged chimney wall in the rear of the building	✓	D	✓	1
6	Damaged exterior trim in front and side of building	D	✓	✓	1
7	Damaged handrail near customer parking lot	✓	✓	D	1
8	Damaged concrete and uneven surface (potential trip hazard) on ramp in front of facility	D	✓	✓	1
9	Damaged walls in P.O. Box and loading dock areas	✓	✓	D	1
10	Dirty lightbulbs near the lobby entrance	✓	✓	D	1
11	Exterior walls near lobby entrance and rear of building need painting	✓	D	✓	1
12	Faded parking stripes in customer parking lot	✓	D	D	2
13	Facility needs landscaping work (no grass)	✓	D	✓	1
14	Misaligned ceiling tiles in the workroom	✓	✓	D	1
15	Misaligned ceiling vent in restroom	✓	D	✓	1
16	Missing baseboard strip in the lobby entrance	✓	D	✓	1
17	No housekeeping inspection log (PS form 4851)	D	D	D	3

Facility		Center Ossipee	East Wakefield	Conway	Total Deficiencies
18	Rusted handrail near front entrance	D	✓	✓	1
19	Shingles on the roof appear to be loose or damaged	✓	D	✓	1
20	Stained ceiling tiles in the workroom	D	✓	D	2
21	Walls in workroom area need paint	D	✓	✓	1
<b>Building Safety Issues</b>					
22	Blocked electrical panel	✓	D	✓	1
23	Blocked fire extinguisher	D	✓	✓	1
24	Expired items in the first aid kit	D	✓	✓	1
25	Fire extinguisher with no annual inspection	✓	D	✓	1
26	Fire extinguishers with no monthly inspections	✓	✓	D*	1
27	Missing exit sign cover in loading dock area	✓	✓	D*	1
28	Missing CA-10 poster What a Federal Employee Should Do When Injured at Work	D*	D*	D*	3
29	Missing OSHA 3165 (English) poster	✓	✓	D*	1
30	Missing OSHA 3167 (Spanish) poster	D*	D*	D*	3
31	Missing Poster 7 Rules and Regulations Governing Conduct on Postal Service Property	D*	✓	D*	2
32	Missing Zero Tolerance Policy and Reporting Procedures poster	D*	✓	✓	1
33	Non-illuminated exit signs in the workroom	D	✓	✓	1
<b>Total Deficiencies</b>		<b>13</b>	<b>14</b>	<b>16</b>	<b>43</b>

Source: OIG analysis based on property reviews.  
 ✓ – No deficiency; D – Deficiency; D\* – Corrected Deficiency

# Appendix B: Management's Comments



August 4, 2021

Joseph E. Wolski  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Management Response: Property Condition Reviews – Center Ossipee, East Wakefield, and Conway Post Offices in New Hampshire (Project Number 21-187-DRAFT)

**Address the Findings and Recommendations:** Thank you for the opportunity to respond to the Office of Inspector General (OIG) draft audit report, Property Conditions Reviews- Center Ossipee, East Wakefield, and Conway Post Offices in New Hampshire

Management has reviewed and agree with the findings and recommendations noted in the audit report. Regarding the other impact listed as risk exposure related to potential OSHA violations in the amount of \$39,802. We do agree that if cited during an OSHA visit and based on the average cost of fines as computed by the OIG, would amount to \$39,802 in potential financial risk.

Our response to the Recommendations are as follows:

**Recommendation 1:**

We recommend the Manager, Maine-New Hampshire-Vermont District, address all building maintenance and safety issues identified at the Center Ossipee, East Wakefield, and Conway post offices.

Appendix A: Facility Deficiency Summary

Facility	Def Type	Def	Def	Def	Total Deficiencies
<b>Building Maintenance Issues</b>					
1	Cracked ceiling tiles in lobby and workroom areas				1
2	Cracks around the main entrance and loading dock				1
3	Cracked window in electrical control room				1
4	Cracked ceiling in the loading dock area				1
5	Cracked exterior wall in the rear of the building				1
6	Cracked exterior trim in front and side of building				1
7	Cracked handrail near customer parking lot				1
8	Cracked concrete and uneven surface (potential trip hazard) on ramp in front of facility				1
9	Cracked walls in P.O. Box and loading dock areas				1
10	Dirty light fixture near the lobby entrance				1
11	Exterior walls near lobby entrance and rear of building need painting				1
12	Faded exterior signage at customer parking lot				1
13	Facility needs landscaping work (no grass)				1
14	Misaligned ceiling tiles in the workroom				1
15	Misaligned ceiling vent in restrooms				1
16	Missing handrails along the lobby entrance				1
17	No handrails along restrooms (eg. 405 Form 4051)				1
18	Missing handrails near front entrance				1
19	Missing on the roof appear to be loose or damaged				1
20	Missing ceiling tiles in the workroom				1
21	Walls in workroom, areas and				1
<b>Building Safety Issues</b>					
22	Blocked electrical panel				1
23	Blocked fire extinguisher				1
24	Blocked items in the first aid kit				1
25	Fire extinguisher with no annual inspection				1
26	Fire extinguishers with no monthly inspections				1
27	Missing exit sign cover in loading dock area				1
28	Missing OSHA 10 poster (Federal Safety Should Go When Injured at Work)				1
29	Missing OSHA 3165 (English) poster				1
30	Missing OSHA 3165 (Spanish) poster				1
31	Missing Poster 7 Rules and Regulations Governing Conduct on Postal Service Property				1
32	Missing Zero Tolerance Policy and Reporting Procedures poster				1
33	Non-compliance signs in the workroom				1
<b>Total Deficiencies</b>					<b>43</b>

Source: OIG analysis based on property reviews. -- No deficiency, D - Deficiency, D\* - Corrected Deficiency

**Management Response/Action Plan:**

Management agrees with this recommendation and will implement by addressing each finding from the audit by either acting locally or requesting assistance from Facilities Service Organization. A separate Power Point presentation for each post office showing pictures of deficiency corrections for each issue under local managements control is attached. The document will include ticket numbers for work not under the purview of local management and that has been scheduled but not completed. Although several of the deficiency items identified have been corrected/abated we have set a final abatement date of October 1, 2021 for all work to be completed. District Manager will continue to monitor the FSO pending items until all deficiencies noted have been corrected. Postmasters in Center Ossipee, East Wakefield and Conway Post Offices will provide the updates to the District Manager upon completion. A personal inspection of each facility will be performed by the Facility Manager to validate all identified items have been corrected will be performed

**Target Implementation Date:**

September 30, 2021

**Responsible Official:**

Installation Head/Manager of Post Office Operations

**Recommendation 2:**

We recommend the **Manager, Maine-New Hampshire-Vermont District**, perform and document fire extinguisher inspections monthly and annually as required at the East Wakefield and Conway post offices.

**Management Response/Action Plan:**

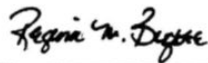
Management agrees with this recommendation and has implemented by requiring monthly inspections of all fire extinguishers at each of the three facilities by local management. Annual inspections will be scheduled. Management is requiring all EAS employees East Wakefield and Conway post offices to attend training on Fire Extinguisher Inspections. Each local Facility Manager will monitor the progress and then conduct a personal inspection of each facility to validate all identified items have been corrected.

**Target Implementation Date:**

September 1, 2021

**Responsible Official:**

Installation Head/Manager of Post Office Operations



Regina Bugbee  
District Manager, Maine-New Hampshire-Vermont

- 3 -

cc: Chief Retail and Delivery Officer and Executive Vice President  
Chief Commerce and Business Solutions Officer and Executive Vice President  
Vice President, Area Retail and Delivery Operations, Atlantic  
Vice President, Retail and Post Office Operations  
Vice President, Facilities  
Executive Manager, Finance & Budget, Atlantic  
Corporate Audit Response Management

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