



AUDIT REPORT

Facility Condition Reviews – Waynesville, Lake Junaluska, and Clyde Post Offices

January 30, 2020



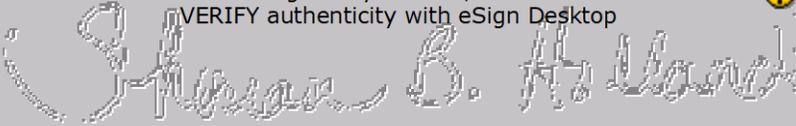
Report Number 20-070-R20



January 30, 2020

MEMORANDUM FOR: LESLIE JOHNSON-FRICK
DISTRICT MANAGER, MID-CAROLINAS DISTRICT

E-Signed by Holland, Shirian
VERIFY authenticity with eSign Desktop 

A rectangular box containing an e-signature. The signature is handwritten in cursive and reads "Shirian B. Holland". Above the signature, the text "E-Signed by Holland, Shirian" and "VERIFY authenticity with eSign Desktop" is displayed. A small yellow question mark icon is in the top right corner of the box.

FROM: Shirian B. Holland
Acting Director, Supply Management and Facilities

SUBJECT: Audit Report – Facility Condition Reviews – Waynesville,
Lake Junaluska, and Clyde Post Offices
(Report Number 20-070-R20)

This report presents the results of our Facility Condition Reviews at the Waynesville, Lake Junaluska, and Clyde Post Offices.

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

Attachment

cc: Postmaster General
Corporate Audit Response Management
Vice President, Facilities
Vice President, Capital Metro Area Operations

Background

This report presents the results of our self-initiated audit of facility conditions at the Waynesville (owned), Lake Junaluska (leased), and Clyde (leased) Post Offices in the Mid-Carolinas District (Project Number 20-070). This audit was designed to provide U.S. Postal Service management with timely information on potential risks related to facility 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 procedures¹ and Occupational Safety and Health Administration (OSHA)² 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 Waynesville Post Office based on its square footage, maintenance requests, and total repair/maintenance spending. We selected the Lake Junaluska and Clyde Post Offices based on their close proximity to the Waynesville Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from October 8-10, 2019, and performed observations, completed the checklists, and briefed local management on the issues identified.

We relied on computer-generated data from the Safety Toolkit and 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 October 2019 through January 2020 in accordance with generally accepted government auditing standards and 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 January 8, 2020, and included their comments where appropriate.

¹ Handbook MS-47, *Housekeeping Postal Facilities*, TL-5: June 27, 2014.

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

We found that building maintenance and safety at the Waynesville, Lake Junaluska, and Clyde Post Offices did not meet prescribed standards. We identified 20 deficiencies at the three facilities that ranged from minor to more serious violations (see [Appendix A](#)). Two of the three facilities did not perform the required semiannual housekeeping inspections or maintain a Postal Service (PS) Form 4851, Housekeeping Inspection. We did not observe any security deficiencies at the three facilities.

Building Maintenance

At the Waynesville Post Office, we identified issues related to rusting, damaged walls, a missing ceiling tile, a damaged sidewalk, potholes, and other general maintenance issues. In addition, there were dead bugs in a light fixture and a rusted hand railing at the entrance to the building (see Figures 1 and 2).

Figure 1. Dead Bugs In Light Fixture



Source: OIG photograph taken October 9, 2019.

Figure 2. Rusted Hand Railing



Source: OIG photograph taken October 9, 2019.

In the lead clerk's office, we observed damaged plaster and peeling paint on the wall and window area caused by a previous water leak (see [Figures 3 and 4](#)). There was a missing ceiling tile in the same office (see [Figure 5](#)).

Figures 3 and 4. Damaged Plaster and Peeling Paint



Source: OIG photograph taken October 9, 2019. Source: OIG photograph taken October 9, 2019.

Figure 5. Missing Ceiling Tile



Source: OIG photograph taken October 8, 2019.

There was overgrown shrubbery covering Waynesville Post Office signage, making it difficult for customers to identify the name of the facility (see Figure 6).

Figure 6. Covered Post Office Signage



Source: OIG photograph taken October 9, 2019.

Other maintenance issues at the Waynesville Post Office included cracks on the sidewalk near the loading dock and missing light bulbs in the loading dock area. In addition, the facility did not perform semiannual housekeeping inspections or maintain PS Forms 4851, as required.³

At the Lake Junaluska Post Office, there was a damaged window board at the entrance and a rusted and leaning fence in the customer parking lot area (see Figures 7 and 8).

Figure 7. Damaged Window Board



Source: OIG photograph taken October 9, 2019.

Figure 8. Rusted and Leaning Fence



Source: OIG photograph taken October 9, 2019.

At the Clyde Post Office, there were rusted protective bollards in the loading dock area, a rusted backdoor (see Figures 9 and 10), a damaged sidewalk that could be a trip hazard, and potholes in the side parking lot (see [Figures 11](#) and [12](#)).

Figure 9. Rusted Protective Bollards



Source: OIG photograph taken October 10, 2019.

Figure 10. Rusted Door



Source: OIG photograph taken October 10, 2019.

³ Maintenance Series MS-47, Facility Cleaning TL-5, Section 11, June 2014.

Figure 11. Damaged Sidewalk



Source: OIG photograph taken October 10, 2019.

Figure 12. Potholes In Parking Lot



Source: OIG photograph taken October 10, 2019.

In addition, the hand rail on the ramp to the Clyde Post Office was rusted and needed painting (see Figure 13) and the customer area had excessive dust on the light fixture (see Figure 14). The Clyde Post Office did not perform semiannual housekeeping inspections or maintain PS Forms 4851.

Figure 13. Rusted Hand Rail



Source: OIG photograph taken October 10, 2019.

Figure 14. Dust On Light Fixture In Lobby



Source: OIG photograph taken October 10, 2019.

Building Safety

The Waynesville Post Office did not display the *Zero Tolerance Policy and Reporting Procedures* poster as required, or the Spanish version of the OSHA Poster, *Job Safety and Health* as required, but only the English version.

At the Lake Junaluska Post Office, one fire extinguisher did not have an inspection tag showing that monthly and annual inspections were completed and another fire extinguisher did not have an annual inspection completed. The last inspection was performed in September 2018 (see [Figures 15](#) and [16](#)).

Figure 15. Fire Extinguisher Not Inspected Annually

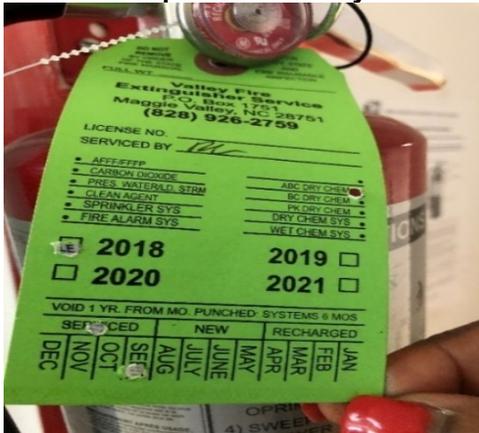


Figure 16. Fire Extinguisher With No Inspection Tag



Source: OIG photograph taken October 9, 2019. Source: OIG photograph taken October 9, 2019.

The Clyde Post Office had a damaged awning in the back of the facility. The Postmaster indicated that an Amazon truck hit the awning and weakened the base, posing a safety hazard if not replaced. The incident occurred on September 14, 2019 and was reported in eFMS on October 2, 2019. As of the date of this report, the work has not been completed (see Figure 17).

Figure 17. Damaged Awning at Back of Post Office



Source: OIG photograph taken October 10, 2019.

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 healthful workplace free of recognized hazards. More important, these issues could jeopardize the health, safety, and well-being of Postal Service employees and customers and could create an environment that dissuades customers from doing business in these offices. If management does not address hazards, the Postal Service could potentially incur fines. Conditions related to building maintenance and safety occurred due to management not prioritizing some issues and a lack of oversight. For example, some maintenance issues at the facilities were not considered priority and fire extinguisher inspections were not consistently completed at the Lake Junaluska Post Office. OSHA requires the inspection, maintenance and testing of all portable fire extinguishers, including monthly

and annual inspections.⁴ Management is also required to conduct housekeeping inspections semiannually,⁵ a requirement that local management at the Waynesville and Clyde Post Offices was unaware of.

Management's attention to maintenance and safety deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits, and OSHA penalties; and enhance the customer experience and Postal Service brand. We identified issues that could potentially result in \$5,460⁶ of risk exposure.

Recommendation #1: We recommend the **Manager, Mid-Carolinas District**, address all building maintenance and safety issues identified at the Waynesville, Lake Junaluska, and Clyde Post Offices.

Recommendation #2: We recommend the **Manager, Mid-Carolinas District**, perform housekeeping inspections and ensure fire extinguishers are inspected monthly and annually at the Waynesville, Lake Junaluska, and Clyde Post Offices.

Management's Comments

Management agreed with the report's findings and recommendations.

Regarding recommendation 1, management has either remediated or planned remediation of all building maintenance and safety issues identified in the report. Management provided supporting documentation of completed items, including before and after photos and an abatement tracker. Some remaining outdoor deficiencies, such as rust removal on hand railings and parking lot paving, will be abated when weather conditions improve. Management stated that they will provide PowerPoint presentations with before and after photos of work they have completed. Management provided a target implementation date of January 2020.

Regarding recommendation 2, management provided documentation of completed housekeeping inspections from December 2019 and updated fire extinguisher inspection tags. These actions were completed as of December 2019.

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

⁴ OSHA, 29 CFR 1910.157 (e)(1), (e)(2), and (e)(3).

⁵ *Custodial Team Cleaning Handbook*, Section 4.6, March 13, 2019.

⁶ Based on average fine amount the Postal Service paid for OSHA violations from 2017 to 2019 for post offices.

Evaluation of Management's Comments

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

Regarding recommendation 1, management needs to address the remaining deficiencies such as rust removal on hand railings and parking lot paving and provide confirmation that the work has been completed.

Regarding recommendation 2, we view management's corrective actions taken in completing housekeeping and fire extinguisher inspections to be sufficient to satisfy the intent of our recommendation. Accordingly, we consider recommendation 2 closed with the issuance of this report.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. Recommendation 1 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. Based on the information provided by Postal Service management, we consider recommendation 2 closed with the issuance of this report.

Appendix A: Facility Deficiency Summary

| | Facility | Waynesville | Lake Junaluska | Clyde | Total Deficiencies |
|------------------------------------|--------------------------------------------------------------------------------------------------|-------------|----------------|----------|--------------------|
| Building Maintenance Issues | | | | | |
| 1 | Damaged wall in the lead clerk's office | D | ✓ | ✓ | 1 |
| 2 | Missing ceiling tile in the lead clerk's office | D | ✓ | ✓ | 1 |
| 3 | Overgrown shrubbery covering the signage in front of building | D | ✓ | ✓ | 1 |
| 4 | Rusted hand railing | D | D | D | 3 |
| 5 | Dead bugs in light fixture in front of the facility | D | ✓ | ✓ | 1 |
| 6 | Damaged window board near the entrance of the facility | ✓ | D | ✓ | 1 |
| 7 | Pothole in the customer parking area | ✓ | ✓ | D | 1 |
| 8 | Rusted protective bollards in the loading dock area | ✓ | ✓ | D | 1 |
| 9 | Damaged sidewalk that could cause a trip hazard | ✓ | ✓ | D | 1 |
| 10 | Rusted door on the side of facility | ✓ | ✓ | D | 1 |
| 11 | Dust in the light fixture in the lobby area | ✓ | ✓ | D | 1 |
| 12 | Housekeeping Inspection (PS Form 4851) | D | ✓ | D | 2 |
| Building Safety Issues | | | | | |
| 13 | No <i>Zero Tolerance Policy and Reporting Procedures</i> poster displayed | D | ✓ | ✓ | 1 |
| 14 | No Spanish version of the OSHA Poster, <i>Job Safety and Health</i> displayed | D | ✓ | ✓ | 1 |
| 15 | Portable fire extinguisher not inspected (monthly, annually) | ✓ | D | ✓ | 1 |
| 16 | Portable fire extinguisher missing inspection tag to indicate if/when inspections were completed | ✓ | D | ✓ | 1 |
| 17 | Damaged awning at the back of facility | ✓ | ✓ | D | 1 |
| Total Deficiencies | | 8 | 4 | 8 | 20 |

Source: OIG analysis based on facility reviews.

✓ – No deficiency; D – Deficiency

Appendix B: Management's Comments

LESLIE JOHNSON-FRICK
DISTRICT MANAGER
MID-CAROLINAS DISTRICT



January 27, 2020

LAZERICK POLAND
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Response to Draft Audit Report –Facility Condition Reviews-Waynesville,
Lake Junaluska and Clyde Post Offices (Project Number 20-070-DRAFT)

Thank you for the opportunity to respond to the Office of Inspector General (OIG) draft audit report, "Facility Condition Reviews- Waynesville, Lake Junaluska and Clyde Post Offices".

Management generally agrees with the findings noted in the audit report. On the day of the visit, the postmaster was able to locate the Zero Tolerance Policy and Reporting Procedures poster in English and the Job Safety and Health poster in Spanish but was unable to catch the auditors prior to their departure to show them the documents.

Regarding the other impact identified in the Physical Safety category in the amount of \$5,460.00 related to missing fire extinguisher inspections, we agree these inspections are important and must be completed and properly documented.

Management does agree with recommendations as outlined in the audit per the responses below.

Recommendation #1

We recommend the manager, Mid-Carolinas District, address all building maintenance and safety issues identified at the Waynesville, Lake Junaluska and Clyde post offices.

Management Response/Action Plan

Management agrees with this recommendation and has implemented by remediating or scheduling to be remediated all of the issues identified by the auditors. Due to weather related issues some outdoor rust removal and painting and parking lot paving will be abated when weather conditions improve. PowerPoint presentations will be submitted as documentation to show before and after photos of the work that has been completed.

Target Implementation Date

January 2020

2901 SCOTT FUTRELL DRIVE
CHARLOTTE, NC 28228-9980

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Responsible Official

Postmaster

Recommendation #2

We recommend the manager, Mid-Carolinas District, perform housekeeping inspections and ensure fire extinguishers are inspected monthly and annually at the Waynesville, Lake Junaluska and Clyde post offices.

Management Response/Action Plan

Management agrees with this recommendation and has implemented by remediating all of the issues identified by the auditors. PowerPoint presentations will be submitted as documentation to include copies of newly established PS Form 4851, Housekeeping Inspection documents completed locally as well as newly installed inspection certificates for each fire extinguisher in Lake Junaluska.

Target Implementation Date

November 2019

Responsible Official

Postmaster



Leslie Johnson-Frick

cc: Manager, Corporate Audit & Response Management