



Office of Inspections  
Office of Inspector General  
U.S. General Services Administration

**Unrestricted Summary:  
Facility Security Inspection of a  
High-Risk GSA Building**

**JE21-003  
September 30, 2021**

## **Unrestricted Summary: Facility Security Inspection of a High-Risk GSA Building**

The GSA Office of Inspector General, Office of Inspections conducted an inspection of a high-risk GSA building. The objective of the inspection was to determine whether GSA had assessed, prioritized, and implemented facility security controls for the building.

During the course of the inspection, we conducted two site visits of the building, one announced and one unannounced. Our inspection revealed pervasive deficiencies in site security and security operations and administration. These deficiencies included significant problems with the closed circuit camera surveillance and intrusion detection systems, lax enforcement of physical security requirements and parking restrictions, unsecured restricted areas, a contract employee living in the building unbeknownst to the security guards on duty, prohibited substances on site, suspected on-duty marijuana use by a contract employee, inaccessible hazardous waste cleanup materials, and a faulty occupant emergency plan.

Some of these issues, such as the problems with the closed circuit cameras and intrusion detection systems, are long-standing. The OIG Office of Investigations notified GSA leadership in July 2020 of security camera issues, and in 2018, a security assessment conducted by another federal agency recommended that GSA implement and maintain an adequate intrusion detection system for the building.

The pervasive deficiencies found in our inspection compromise the security of the building, as well as the safety and security of its occupants, and expose the building, employees, and visitors to unnecessary risks. On August 16, 2021, after determining that the contract employee had been sleeping at the building for at least two weeks, the OIG notified the GSA Deputy Administrator and the Chief of Staff of this and two other issues identified during our second site visit, to enable the agency to take appropriate management action pending completion of fieldwork and issuance of our report. The building director responded and notified the inspection team on August 18, 2021, that the agency had taken corrective actions to resolve those three issues. Our report, issued on September 30, 2021, makes two recommendations for additional corrective action.

Our report addresses issues categorized as physical security information under GSA Order *Security for Sensitive Building Information Related to Federal Buildings, Grounds, or Property*, PBS 3490.3 CHGE 1, March 22, 2021. Therefore, our report requires safeguarding and dissemination controls and is not available to the public. The agency agreed with our report findings and recommendations. Management's redacted comments can be found in Appendix A.

# Appendix A: Management Comments

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GSA National Capital Region

September 29, 2021

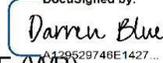
MEMORANDUM FOR

PATRICIA D. SHEEHAN  
ASSISTANT INSPECTOR GENERAL FOR  
INSPECTIONS  
OFFICE OF INSPECTOR GENERAL (JE)

THROUGH:

NINA M. ALBERT  
COMMISSIONER   
PUBLIC BUILDINGS SERVICE (P)

FROM:

DARREN J. BLUE  
REGIONAL COMMISSIONER   
PUBLIC BUILDINGS SERVICE (WP)

SUBJECT:

Response to Draft OIG Report:  
[REDACTED]  
[REDACTED]

Thank you for the opportunity to comment on the subject audit report. PBS NCR concurs with your findings, agrees to implement your recommendations, and will work to develop a comprehensive Corrective Action Plan to address the identified deficiencies.

In advance of your final report, we would like to take this opportunity to make you aware of several action items that have been recently implemented or are underway at [REDACTED]:

- GSA has notified its [REDACTED] contractors of the unacceptable behaviors identified by the Office of Inspector General and is exploring contractual remedies and working with the program office on a new acquisition strategy to streamline operations.
- GSA has taken actions to address the [REDACTED] contractor employees referenced in the report, including removal from the facility on August 16, 2021.
- The [REDACTED] contractor employees' facility access rights have also been revoked and their credentials have been retrieved by GSA.
- GSA has repaired the [REDACTED] identified in

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the report to ensure appropriate access and security.

- An interim [REDACTED] Director has been assigned as of August 29, 2021, for a one-year term.
- [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED].
- GSA is currently conducting a comprehensive operational, infrastructure, fire and life safety review with future quarterly inspections planned to identify any issues or concerns related to fire, life and safety in the [REDACTED]. The review is scheduled for completion by September 30, 2021.
- GSA initiated a management review in coordination with the GSA Office of Human Resources Management that is currently ongoing to determine the nature and extent of any administrative action to be taken as a result of the OIG's visit [REDACTED] on August 13, 2021. The review is scheduled for completion by September 30, 2021. [REDACTED]  
[REDACTED]
- Following the OIG's August 13, 2021 visit, the Federal Protective Service (FPS) Regional Director implemented random quality assurance checks of contract security officer services at [REDACTED].
- A meeting between GSA and FPS is scheduled for the end of September 2021, to discuss the resolution of security vulnerabilities related to [REDACTED]  
[REDACTED]  
[REDACTED].
- A Facility Security Plan has been drafted by GSA's Office of Mission Assurance (OMA) with inputs from [REDACTED] management. OMA will provide the final Facility Security Plan to [REDACTED] management following completion of the review and edits. The Occupant Emergency Plan is under review and currently being updated.

If you have any questions, please contact Shauna Carter, Acting Director, Office of Facilities Management at 202-302-2140. Because this memorandum contains sensitive information, we respectfully request that you do not publish or further disseminate it without first consulting with us.

Enclosure:

[REDACTED]



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