



U. S. General Services Administration

April 9, 2012

Dear Colleague,

By now you have probably read the report from the Office of the Inspector General (OIG) on the 2010 Western Regions Conference. If you haven't, we encourage you to read it at <http://www.gsaig.gov>. The report details a disturbing lack of judgment and common sense.

GSA has a special responsibility to provide governmentwide, high-quality, low-cost services. Therefore, stopping fraud, waste, and abuse is a core collective responsibility. As public servants, it is our duty to speak out if we see something that may be inappropriate. As partners with the OIG, we must work closely with their staff and provide all information and access they request.

One of the more troubling aspects of this incident is that people did not report this improper conduct or take action to stop it. We would like to change this moving forward. There are many good, conscientious, and hard-working people in GSA, and, when no one raises a concern about potential fraud, waste and abuse, the reputation of the GSA as a whole is tarnished. If you see something that doesn't seem right to you, please discuss it with your colleagues, your supervisor, or higher levels in the organization. You may also anonymously raise any issue with the OIG, our partner in ensuring that our ultimate customers, the American taxpayers, get the best value for their tax dollars. You may call or email the 24-hour, anonymous hotline at

[REDACTED] or at [REDACTED]. We will not tolerate any retaliatory actions against anyone who raises concerns.

It is time now to move forward and begin to repair the damage to our agency's reputation. Together, we can ensure that the GSA delivers on its mission of reducing costs and providing the highest quality services. We look forward to forging a strong partnership with you so that GSA may uphold the highest standards of public trust.

Thank you for your committed service.

Handwritten signature of Dan Tangherlini in black ink.

Dan Tangherlini

Acting Administrator

Handwritten signature of Brian D. Miller in black ink.

Brian D. Miller

Inspector General