



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-21-03

What OIG Inspected

OIG inspected executive direction, consular, resource management, and information management operations of Consulate General Hamilton, Bermuda.

What OIG Recommends

OIG made 8 recommendations: 4 to Consulate General Hamilton, 2 to Embassy London, 1 to the Bureau of European and Eurasian Affairs, and 1 to the Bureau of Diplomatic Security.

In its comments on the draft report, the Department concurred with all 8 recommendations. OIG considers all 8 recommendations resolved. The Department's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The Department's formal written responses are reprinted in their entirety in Appendix B.

November 2020

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Consulate General Hamilton, Bermuda

What OIG Found

- The Consul General effectively promoted U.S. economic and law enforcement interests and ensured a high level of emergency preparedness.
- Tension between the Consul General and consulate general staff, resulting from the Consul General's management style, created stress in the workplace.
- Operations at Consulate General Hamilton, a constituent post of Embassy London, would benefit from senior-level attention from the embassy.
- A fragmented support platform adversely affected the consulate general's management and security operations and resulted in lost momentum on key projects.