



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-26-09

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Embassy Apia.

What OIG Recommends

OIG made 11 recommendations to Embassy Apia. In its comments on the draft report, the embassy concurred with all 11 recommendations. OIG considers all 11 recommendations resolved. The embassy's formal response is reprinted in its entirety in Appendix B.

January 2026

OFFICE OF INSPECTIONS

BUREAU OF EAST ASIAN AND PACIFIC AFFAIRS

Inspection of Embassy Apia, Samoa

What OIG Found

- Embassy Apia's Chargé d'Affaires, ad interim, generally complied with Department of State standards for tone at the top and standards of conduct, execution of foreign policy goals and objectives, adherence to internal controls, security and emergency planning, and equal employment opportunity. The Chargé d'Affaires engaged all elements of the Country Team, fostering professionalism and mutual respect in the workplace.
- Due to the embassy's small size, it relied on support from Mission New Zealand and Department regional offices in Manila, Philippines.
- Embassy Apia had deficiencies related to public diplomacy, consular operations, resource management, and information management.
- Spotlights on Success: The Chargé d'Affaires established a virtual Samoa-specific Country Team meeting format that facilitated policy and operational coordination among those agencies with responsibility for Samoa but without a physical presence in Apia. Additionally, the Consular Section used restaurant-style pagers to improve interview efficiency.