



Memorandum

To: Tracie Winbigler
Executive Vice President and Chief Financial Officer

From: Jim Morrison, JM
Assistant Inspector General, Audits

Date: December 15, 2020

Subject: Engagement Memo— Audit of Lost and Found Program (Project Code 003-2021)

We are initiating an audit of the company's lost and found program. Our Office of Investigations recently identified fraudulent activity in the company's lost and found program, along with potential management and control weaknesses that may have allowed this behavior to occur. Our objective is to assess the company's processes and policies for managing its lost and found program to determine the extent to which the company safeguards lost items and returns them to customers in a timely manner. We may modify our scope or objective during the audit. Throughout our audit, we plan to interview company officials responsible for managing the lost and found program, analyze relevant documents and data, and assess policies.

As we start this audit, we are acutely aware of and sensitive to the impact that the COVID-19 pandemic has had on the company's business operations and its employees. We will work to minimize disruptions to the company by conducting our outreach as efficiently as possible and coordinating meetings with staff in advance. Given the current operating environment, we also leave it to your discretion to determine who you would like to participate in an entrance conference to minimize disruptions to the executive leadership team and expedite our information gathering and request for company interviews and documents. Throughout our audit, we will keep you advised of the status of our work and any material changes in our objective, should they occur.

We will perform our work in accordance with generally accepted government auditing standards. Our interactions with the company will be consistent with P/I 2.1.3, which sets forth the relationship between our office and the company. In particular, section 7.0

of the policy discusses coordination between company officials and our Office of Audits.

Joseph Zammarella will be the audit manager for this engagement and reports to John (J.J.) Marzullo, Senior Director, Audits. If you have any questions, please contact me at James.Morrison@amtrakoig.gov; Eileen Larence, Deputy Assistant Inspector General, Audits, Eileen.Larence@amtrakoig.gov; or J.J. Marzullo, John.Marzullo@amtrakoig.gov.

cc: Stephen J. Gardner, President

Eleanor D. Acheson, Executive Vice President, General Counsel & Corporate Secretary

Roger Harris, Executive Vice President, Chief Marketing and Revenue Officer

Scot Naparstek, Executive Vice President, Chief Operations Officer

Dennis Newman, Executive Vice President, Planning and Strategy

Steve Predmore, Executive Vice President and Chief Safety Officer

Qiana Spain, Executive Vice President and Chief Human Resource Officer

Christian Zacariassen, Executive Vice President and Chief Information Officer

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