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US ARMY INSTALLATION MANAGEMENT COMMAND  
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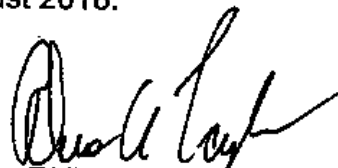
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17 September 2020

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Commander's Open Door Policy, GC Policy Memorandum 20-02**

1. Reference. AR 600-20, Army Command Policy, 24 July 2020.
2. Policy. The intent of my open door policy is to follow the procedures listed in the referenced Army regulation, and to enable members of my command to present facts, concerns, problems of a personal or professional nature, or other issues they have been unable to resolve within their chain of supervision. Soldiers and Civilian employees are responsible for ensuring leaders are made aware of problems that affect discipline, morale, and mission effectiveness. Further, leaders at every level will establish an open door policy within their organizations.
3. Military and Civilian employees will make full use of their chain-of-supervision and installation support agencies to resolve problems before requesting to see me. The Staff Judge Advocate, Inspector General, Equal Employment Opportunity Advisor, and Civilian Personnel Labor-Management Employee Relations Specialists are available to assist. If the chain-of-supervision or other agencies cannot resolve the issue, I will see the Soldier or civilian employee by appointment. You can schedule appointments through my secretary. Enlisted Soldiers will meet with the Garrison Command Sergeant Major prior to meeting with me.
4. Issues that are the subject of an ongoing action covered under statutory, regulatory or negotiated procedures, may limit what I can discuss or influence.
5. The proponent for this policy is the GC Office, 442-3106.
6. This GC Policy memorandum supersedes GC Policy Memorandum, 18-1, Subject: Commander's Open Door Policy, 20 August 2018.

  
RHETT A. TAYLOR  
COL, FA  
Commanding

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