



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
EUROPE REGION
UNIT 29353, BOX 200
APO AE 09014-0200

IMEU-AO

30 August 2010

MEMORANDUM FOR All IMCOM-Europe Personnel

SUBJECT: IMCOM-Europe Open-Door Policy

This memorandum expires in 2 years.

1. Reference AR 600-20, Army Command Policy.
2. As the Director, IMCOM-Europe, I am committed to ensuring the concerns of all members of this region are effectively resolved. Therefore, the intent of my open-door policy is to allow all members of IMCOM-Europe to present facts, concerns, problems of a personal or professional nature, or other issues they have been unable to resolve within their chain of command.
3. Military and civilian employees will make full use of the chain of command to resolve problems before requesting to see me. Since most problems can be solved locally by first-line supervisors, taking the issue to the lowest level in the chain will usually result in an expedient resolution.
4. If the chain of command cannot resolve the issue, I will see military and civilian employees by appointment. You can schedule appointments through my Executive Assistant. If requested, the appointment will be recorded as a confidential entry on my calendar.
5. All staff actions and work-related actions addressed to me must be forwarded through the sender's chain of command. The chain of command includes the division chief at the region level and the commander at the garrison level, and always includes the Chief of Staff, IMCOM-Europe.
6. This memorandum will be posted on the IMCOM-Europe and garrison homepages.

A handwritten signature in black ink, appearing to read "Diane M. Devens".

DIANE M. DEVENS
Director