



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, US ARMY GARRISON, PRESIDIO OF MONTEREY  
1759 LEWIS ROAD, SUITE 210  
MONTEREY, CA 93944-3223

IMWE-POM-ZA

OCT 20 2008

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Open Door Policy

1. Reference: Paragraph 2-2, AR 600-20, Army Command Policy, 18 March 2008.
2. Purpose: The most effective means for solving problems faced by Soldiers and employees is open communication using the chain of command. Therefore, I encourage all personnel to use this highly effective tool to resolve issues at the lowest possible level. On occasion, a Soldier or employee may believe it is necessary to talk directly to me about those few complex problems, which because of sensitivity or magnitude, cannot be solved through the chain of command and other conventional means. It is my policy to be available to discuss those matters with the person concerned.
3. Applicability: This policy applies to all military and Department of Defense civilian personnel assigned, attached, located or employed on the Presidio of Monterey and Ord Military Community.
4. Procedure:
  - a. If any person wishes to talk to me directly, he or she should call my secretary at 831.242.6601 to schedule an appointment. I will make myself available at the earliest convenient time, consistent with operational requirements, for a meeting.
  - b. I expect leaders to inform personnel of this policy and to fully support it. Leaders are responsible for the prompt and appropriate resolution of minor problems at the lowest level.
  - c. This policy may not be used to circumvent established administrative processes that are available to resolve employee and Soldier grievances, complaints, problems, and other similar issues.
  - d. As a matter of courtesy, I encourage, but do not require, all enlisted Soldiers desiring to see me to first contact the Command Sergeant Major at 831.242.6600. Similarly, I encourage officer and civilian employees to first contact the Deputy to the Garrison Commander at 831.242.6601. These notifications are for courtesy and possible assistance in resolving the issue; it is not a requirement to see me.

DARCY A. BREWER  
COL, IN  
Commanding

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