



**DEPARTMENT OF THE ARMY**  
**INSTALLATION MANAGEMENT COMMAND**  
**US ARMY GARRISON ROCK ISLAND ARSENAL**  
**1 ROCK ISLAND ARSENAL**  
**ROCK ISLAND, ILLINOIS 61299-5000**

IMRI-ZA

JUN 13 2016

MEMORANDUM FOR All US Army Garrison Rock Island Arsenal (USAG RIA)  
Employees

SUBJECT: Open Door Policy – Policy Memorandum B-22

1. References:

- a. AR 600-20, 6 Nov 14, Army Command Policy, para 2-2:
- b. Memorandum, IMCOM Central Region, IMCN-ZA, 23 Apr 14, subject: Central Region Policy #1 – Open Door Policy (encl 1).
- c. Memorandum, ASC, AMSAS-CG, 10 Sep 14, subject: Open Door Policy – ASC Policy #1-6 (encl 2).

2. Applicability: This policy is effective immediately and applies to all USAG RIA personnel.

3. Leaders under my command must be responsible and professional in managing their organization. I expect employees and their leaders to resolve problems in the workplace through open communication and discussion of practical solutions before seeking my involvement. However, I am always available to discuss personal or professional concerns with Garrison personnel if communication/discussion through the chain of command does not resolve the issue.

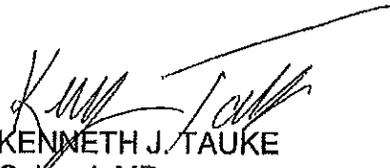
4. An open door policy promotes an honest exchange of information and assures that I am aware of critical issues affecting Garrison personnel. This policy is to receive the widest possible dissemination.

5. Garrison personnel who have concerns that cannot be resolved by their chain of command or that they believe must be reported to me directly, may schedule an appointment with me to discuss these concerns by contacting the Garrison Command Group at 309-782-6038. I will ensure that I am available to meet at the earliest convenient time.

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SUBJECT: Open Door Policy – Policy Memorandum B-22

6. The USAG RIA POC for this policy is Lisa K. Alderson, Director of Human Resources, 309-782-8221, e-mail lisa.k.alderson.civ@mail.mil.

2 Encls  
as



KENNETH J. TAUKE  
Colonel, MP  
Garrison Commander



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
CENTRAL REGION  
2405 GUN SHED ROAD  
JOINT BASE SAN ANTONIO FORT SAM HOUSTON, TX 78234-1223

IMCN-ZA

23 April 2014

MEMORANDUM FOR ALL US ARMY INSTALLATION MANAGEMENT COMMAND,  
CENTRAL REGION PERSONNEL

Subject: Central Region Policy #1 – Open Door Policy

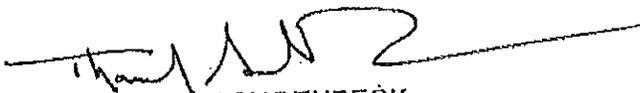
1. REFERENCE. AR 600-20, Army Command Policy.

2. I have an open door policy to resolve issues. Region Garrison Commanders/Managers will establish, publish, and disseminate open door policies. Leaders within the Installation Management Command, Central Region must work diligently to ensure the welfare of Soldiers, Family Members, and DA Civilians. We must demonstrate our genuine concern for the morale and welfare of our personnel and provide policies for those circumstances. The open door policy will allow members of their command to approach commanders about important issues, concerns, or problems of a personal nature.

3. Before seeking to use the Open Door Policy, I encourage use of the chain of command or established administrative processes to resolve Soldier and Employee concerns, grievances or complaints. However, the open door policy provides Region personnel an additional avenue of unfiltered communication. Leaders must ensure that all personnel within this command are aware of this policy.

4. I encourage all enlisted Soldiers requesting a meeting with me to contact my Command Sergeant Major at (210) 466-1505. Similarly, I encourage Officers and Civilian Employees to contact my Chief of Staff at (210) 466-1505. These notifications are a courtesy and could possibly resolve your concern. However, these notifications are not required prior to meeting with me.

5. Central Region personnel who have concerns that cannot be resolved by their chain of command or that they believe must be reported to me directly, may schedule an appointment with me to discuss these concerns through my Executive Assistant at (210) 466-1505/1506. I will ensure that I am available to meet at the earliest convenient time, consistent with operational requirements.

  
THOMAS J. SCHOENBECK  
Director

Encl 1

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DEPARTMENT OF THE ARMY  
HEADQUARTERS, US ARMY SUSTAINMENT COMMAND  
1 ROCK ISLAND ARSENAL  
ROCK ISLAND, IL 61298-6500



REPLY TO  
ATTENTION OF:

AMSAS-CG

SEP 10 2014

MEMORANDUM FOR All Army Sustainment Command (ASC) Organizations and Rock Island Arsenal (RIA) Tenant Organizations

SUBJECT: Open Door Policy - ASC Policy # 1-6

1. Per AR 600-20, paragraph 2-2, I have established an Open Door Policy that applies to all military, civilian personnel, and Family members assigned to, attached to, on temporary duty, or otherwise sent to support ASC organizations and RIA tenant organizations.
2. As Commanding General, ASC, and Senior Mission Commander, RIA, I care about issues affecting the morale, operation, mission accomplishment, and actions of this organization and its people. Leaders must be available and willing to listen and take action when appropriate. I believe in the chain of command and that, given the opportunity, the chain of command can solve problems quickly; however, there are cases where it may be appropriate to bring matters to my attention more directly. While I do not require individuals to use the chain of command prior to seeing me, I strongly recommend this as first course of action for any issue. I will want to know of previous attempts to solve it.
3. This open door policy is not an appropriate venue to address cases or issues being processed in separate, specific administrative or disciplinary channels designed to resolve the matter; e.g., the court-martial process or civilian employee misconduct procedures. Issues addressed through negotiated grievance procedures, equal employment opportunity office, or other third parties are also not appropriate. These processes will take precedence over an open door forum.
4. I will not tolerate retribution against a Soldier, Civilian, or Family member who chooses to use the open door or who chooses to seek assistance from the Inspector General, Equal Opportunity Officer, Equal Employment Opportunity Officer, union representative, or anyone else who is in the business of helping our Soldiers, Civilians, and Family members.
5. Employees may adjust their work schedule if necessary to accommodate an open door meeting. Please schedule an appointment with my aide-de-camp or administrative assistant as they are in the best position to keep you apprised of opportunities to meet with me.

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SEP 10 2014

AMSAS-CG

SUBJECT: Open Door Policy - ASC Policy #1-6

6. The POC is the ASC G-1, DSN 793-3528/COMM 309-782-3528, email [usarmy.ria.asc.list.hrc@mail.mil](mailto:usarmy.ria.asc.list.hrc@mail.mil).

*As your CG, I want  
to be available,  
accessible, and  
approachable.*

*Kevin G. O'Connell*  
KEVIN G. O'CONNELL  
Major General, USA  
Commanding

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