



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON ANSBACH  
UNIT 28614  
APO AE 09177

AMIM-ANG-ZA

21 June 2024

MEMORANDUM FOR All Personnel Assigned or Residing in the United States Army Garrison (USAG) Ansbach Military Community

SUBJECT: USAG Ansbach Command Policy Letter #1 - Open Door Policy

1. Reference AR 600-20 (Army Command Policy), Revised 1 July 2021.
2. Enduring base operations support to Military and Civilian personnel, Retirees, and Family members, good order and discipline, morale, and mission effectiveness are my top priorities as USAG Ansbach Commander. The open door policy allows members of this command to present facts, concerns, and problems of a personal or professional nature, or other issues the individual has been unable to resolve.
3. While I encourage everyone to resolve problems at the lowest level possible, I recognize there may be times when a community member is confronted with a problem that the individual believes must be addressed by someone outside the immediate chain of command or organization. In those instances, the Command Sergeant Major and I will be available to discuss concerns with any community member. We will strive to provide a resolution that is in the best interests of the individual, USAG Ansbach, and the United States Army.
4. Although it is not necessary to receive supervisory approval before using this open door policy, Military and Civilian personnel will advise their chain of command or supervision of the intent to seek assistance whenever practicable. Moreover, Military and Civilian personnel are responsible to ensure I am aware of problems that affecting discipline, morale, and mission effectiveness.
5. USAG Ansbach Soldiers, Department of Army Civilians, Local National employees, Retirees or Family members seeking to use the open door policy should contact my Executive Assistant at DSN 314-587-1505/1504 and schedule an appointment.

A handwritten signature in black ink, appearing to read "A. Southard", is positioned above the typed name.

AARON J. SOUTHARD  
COL, PO  
Commanding