



DEPARTMENT OF THE ARMY
U.S. ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HAWAII
745 WRIGHT AVENUE, BUILDING 107, WHEELER ARMY AIRFIELD
SCHOFIELD BARRACKS, HI 96857-5013

AMIM-HIG-ZA

10 APR 2026

MEMORANDUM FOR All Military Personnel, Department of Defense (DoD) Civilian Employees, Contractors and other personnel within United States Army Garrison (USAG) Hawaii Installations

SUBJECT: Policy Memorandum (PM) #1 – Garrison Commander's Open Door Policy

1. Authority. Army Regulation (AR) 600-20 (Army Command Policy), 6 February 2025.
2. Purpose. To provide guidance to all USAG Hawaii personnel on the Garrison Commander's Open Door Policy.
3. Applicability. This policy applies to all Soldiers, Department of the Army (DA) Civilians, tenants, contractors, and Family members assigned to or supported by USAG Hawaii, unless otherwise stated.
4. Policy. All DoD Civilians, Family Members and Soldiers have the opportunity to personally speak with the Garrison Commander to present facts, concerns, problems of a personal or professional nature, or other issues that the individual has been unable to resolve at a lower level. This right may not be denied at any subordinate level.
5. Responsibilities. Commanders, Directors, and Supervisors ensure personnel are informed of their right to use the Open Door Policy without fear of reprisal.
6. Procedures.
 - a. Soldiers wishing to speak to me should contact my Command Sergeant Major at (808) 787-0610 (DSN 437-0610) to schedule an appointment. Civilians should contact my Deputy to the Garrison Commander at (808) 787-0610. If requested, the appointment will be recorded as a confidential entry on my daily calendar.
 - b. All members are encouraged to make full use of their chain of command to resolve problems, as most problems can be handled effectively at the lowest possible level in the chain of command. I highly encourage this means as the first avenue of problem solving and resolution. Accordingly, all Soldiers wishing to speak with me under this policy, as a courtesy, will inform their Brigade Command Sergeant Major in the case of enlisted personnel and inform their Brigade Commander in the case of officers, before making an appointment to speak with me.
 - c. This policy memorandum will be permanently posted on all official bulletin boards.

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7. Effective. This policy supersedes Policy Memorandum USAG-HI-23, Garrison Commander's Open Door Policy, dated 03 May 2023, and remains in effect until rescinded or superseded in writing.

8. Proponent. The proponent of this policy is the Office of the Garrison Commander.

9. The point of contact for this memorandum is Tamara Cruz-Mattos, Executive Officer, Office of the Garrison Commander, USAG Hawaii at (808) 787-3260 or by email at tamara.m.cruz-mattos.civ@army.mil.



RACHEL D. SULLIVAN
COL, CA
Commanding