



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 25TH INFANTRY DIVISION AND U.S. ARMY HAWAII  
BUILDING 580 KOLEKOLE AVENUE  
BARRACKS, HAWAII 96857-6000

APVG-CG

22 NOV 2021

MEMORANDUM FOR RECORD

SUBJECT: United States Army Hawaii Policy Letter #2 – Senior Commander's Open Door Policy

1. Reference: AR 600-20, Army Command Policy, 24 July 2020.
2. Applicability. This policy applies to all Active Duty, Reserve, and National Guard Service members subject to my General Court-Martial Convening Authority in accordance with AR 27-10. This policy also applies to all tenant units, Civilian employees, and Family Members that work and/or live on a U.S. Army – Hawaii Installation.
3. I am accessible to Service members, Civilian employees, and Family members to discuss any concerns that cannot be resolved through the appropriate chain of command/supervision. Often, the fastest and most effective way to resolve issues is through the chain of command. However, my door is open to those who wish to discuss unresolved concerns directly with me.
4. For issues that are governed by specific procedures, I encourage you to use those procedures before requesting an open door appointment. Examples include, but are not limited to grievances associated with Equal Employment Opportunity, Equal Opportunity, Inspector General inquires, Sexual Assault/Harrasment, and civilian grading. After these specific procedures have been followed, I am available to discuss any unresolved issues.
5. When practicable, requests for an open door appointment should be directed through your chain of command. If not practicable, a request for an open door appointment can be made through the Secretary of the General Staff at 808-787-5115.

A handwritten signature in purple ink, appearing to read "J. Ryan".

JOSEPH A. RYAN  
Major General, USA  
Commanding