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

21 OCT 2026

MEMORANDUM FOR All Military Personnel, Family Members, Department of War (DoW) Civilian Employees and Retirees within United States Army Garrison (USAG) Hawaii Installations

SUBJECT: USAG Hawaii Policy Memorandum (PM) #20 - Home-Based Businesses (HBBs) and Home-Based Businesses-Cottage Food (HBB-CF)

1. References.

a. IMCOM, AMIM-CG Policy Memorandum (Home-Based Business (HBB) Application Process), 09 June 2025.

b. Department of Defense Instruction (DoDI) 1344.07 (Personal Commercial Solicitation on DoD Installations), 30 March 2006.

c. Army Directive (AD) 2018-29 (Non-Federal Entity Competition with Appropriated and Non-appropriated Fund Activities on Army Installations), 17 December 2018.

d. Army Regulation (AR) 210-7 (Personal Commercial Solicitation on Army Installations), 11 May 2021.

e. Technical Bulletin Medical (TB MED) 530 (Tri-Service Food Code), 01 March 2019.

f. USAG Hawaii, AMIM-HIG-ZA Policy Memorandum (PM #22 - Domestic Animals).

g. Island Palm Community (IPC) Resident Guide, January 2026.

2. Purpose. To establish the policy and procedures to use in the administration of all HBBs and HBBs-CF operating on USAG Hawaii Installations. HBBs and HBBs-CF are Non-Federal Entities (NFE) owned or operated by authorized residents on USAG Hawaii Installations and are subject to strict regulations, inspections, and supervision.

3. Applicability. This policy applies to all Active Duty, Family Members, Civilian and Retirees residing on USAG Hawaii Installations, to include on-post and off-post government-controlled housing areas.

a. The approval authority to operate a HBB and HBB-CF on the installation is the Senior Commander, who has delegated the authority to the Garrison Commander (GC).

b. Individuals seeking to conduct a HBB/ HBB-CF or advertise their products / services on any property controlled by USAG Hawaii, to include on-post housing, must do so adhering to regulated standards.

c. Exclusions. This policy does not apply to:

(1) Personnel desiring to provide childcare in on-post housing. Those individuals must register, receive training, complete background checks, undergo home inspections, and receive certification by the installation Child and Youth Services office as part of the Family Child Care provider program.

(2) Individuals who reside in family housing located on USAG Hawaii Installations that work remotely out of their residence and who lawfully operate their own business exclusively through online means are not considered HBBs and do not require approval. Examples of these types of businesses include but are not limited to:

(a) Etsy and eBay.

(b) Bookkeeping and tax preparation.

(c) Personal training & pet sitting (when conducted outside the home).

(d) Photography, graphic design, and advertising services.

(e) Tutoring and music instruction.

(f) Housecleaning and lawn care.

(3) Individuals and/or companies delivering products on USAG Hawaii Installations as requested by individuals working or residing on the installation, such as deliveries of food, laundry, newspapers, and related services to personal residences on the installation.

(4) Residents participating in authorized yard sale activities.

(5) Solicitors or vendors who desire to meet with Army Contracting (procurement) Office representatives or its non-appropriated fund activities to sell or deliver day-to-day goods and services through established contracting and procurement channels.

4. Policy.

a. Residents operating HBBs in Government housing on USAG Hawaii Installations must have a letter of authorization from the GC, (See Enclosure 1).

b. The GC will exercise oversight authority and monitor HBBs operating on U.S. Army Hawaii Installations.

c. The GC may deny or revoke a HBB permit if it is in the best interest of the command. Revocation grounds include, but are not limited to:

(1) Making false statements on the HBB Packet.

(2) Engaging in any act in violation of the law, Army or USAG Hawaii regulations or policy, or any act threatening the health, safety or security of the Installation or Installation personnel. Must be in compliance with city, state or federal agency, or department with applicable license, laws, codes, regulations, and/or requirements.

d. HBB applicants whose requests or privileges are denied/revoked may appeal in writing to the GC.

e. Distribution of or posting flyers, business cards, promotional materials, etc., anywhere on USAG Hawaii Installations is prohibited except for authorized paid advertising through the Directorate of Family and Morale, Welfare and Recreation (DFMWR).

f. Unapproved advertisement will be removed at the discretion of the DFMWR or any Installation agency when discovered. Return of removed advertisement is at the discretion of the approving official. Wrongful placement may result in loss of privileges.

g. Approved advertisements must contain disclaimers indicating the activities of the HBB are not endorsed by the Department of War, Department of the Army or USAG Hawaii. All HBBs must post a similar disclaimer, clearly visible, at the site where HBB sales/commercial activity takes place.

h. All HBB requests are subject to a legal review by the Staff Judge Advocate (SJA) office.

i. Active-duty members applying for a HBB permit are required to have approval to conduct a business from their Unit Commander.

j. Requester will be notified of approved permits in writing within 60 days of HBB packet submission.

k. Approved permits will be valid for a period of three years from date of approval. Renewals must be submitted at least 60 days prior to expiration to ensure uninterrupted service.

5. Responsibilities.

a. The DFMWR Business and Non-Profit Liaison will process applications for HBB and HBB-CF, manage the routing workflow, and maintain approval tracking mechanisms.

b. IPC Housing/Community Managers will review initial application for compliance, evaluate and approve/deny requests for minor home modifications. Assess potential

residential impacts (noise, parking, traffic) and ensure compliance with lease agreements and IPC guidelines.

c. Directorate of Emergency Services (DES) will conduct any required background checks, provide security assessments, and investigate nuisance complaints, illegal solicitation, or unapproved commercial traffic within housing areas.

d. Fire Prevention Office will conduct fire and life safety compliance reviews and targeted inspections for operations utilizing hazardous materials, high-heat equipment, or significant electrical loads.

e. Tripler Army Medical Center (TAMC) Environmental Health (EH) will provide comprehensive food safety oversight for HBB-CF. Responsible for recipe/menu review, compliance inspections, health validations, and investigating suspected foodborne illnesses.

f. Office of the Staff Judge Advocate (OSJA) will conduct legal reviews of all HBB applications for conflicts of interest, command endorsement concerns, and compliance with DoW ethics and solicitation regulations.

g. Applicant/HBB Owners will ensure total compliance with this policy, local laws, state licensing (Business Regulation Division (BREG)/Department of Commerce and Consumer Affairs (DCCA)), and tax requirements (GETax License). Responsible for accommodating inspections and maintaining operational records.

6. Procedures.

a. Application Process:

(1) Prior to operating a HBB in Government-owned or leased quarters, individuals must submit their application to their IPC community housing manager for review (See Enclosure 2).

(2) Schedule an appointment with DFMWR Business and Non-Profit Liaison office to submit hard copies of the application and required documents for review, routing, and military identification verification. Incomplete packets will be returned without further processing.

(3) DFMWR will route packet to SJA, DES, Fire Prevention and TAMC-EH (if applicable) for compliance reviews and necessary safety validations.

(4) Processed packets with applicable directorate endorsements are submitted to the GC for final decision. Applicant will receive a final decision within 60 days.

b. Operational Limitations:

(1) HBB owners may require minor modifications to their housing unit to facilitate successful operation of their business. The HBB owner will bear the costs of such modifications except when the requested modifications match the upgrades required for meeting current safety or building codes. If required, the HBB owner will bear the cost for restoring the housing unit to its original configuration. Any planned modification to a housing unit to conduct a HBB activity must be approved in advance by IPC Housing Office.

(2) HBBs may not encumber more than 25 percent of a home's gross floor area. Parts or materials related to the HBB shall be screened from public view and will be limited to the interior of the structure or the side and rear yards of the property.

(3) HBBs signage is limited to what can be displayed in a single window from the inside and may not be illuminated.

(4) Customer may only patronize a HBB between the hours of 0600 and 2000.

(5) Noise, vibrations, or odors shall not be detectable beyond the property line.

(6) IPC residents operating pet grooming and/or pet sitting within their home must comply with USAG Hawaii PM #22 (Domestic Animals), and IPC Resident Guide.

h. HBBs must register with The Hawaii BREG Division, DCCA at Hawaii Business https://hbe.ehawaii.gov/BizEx/home.ebs Express | BREG DCCA (ehawaii.gov).

i. HBBs must obtain a General Excise Tax License visit website at https://tax.hawaii.gov.

j. HBB-CF, applicants are also subject to the additional requirements:

(1) HBB-CF must be food produced in a private home or residence and is not a Time, Temperature, Control Safety (TCS) food.

(2) HBB-CF applicants must register through the Tripler Army Medical Center, Environmental Health (TAMC-EH) for review and approval of proposed HBB-CF prior to initiating the sales of foods.

(a) The registration must be a written document containing information such as location where HBB-CF will be produced, list of HBB-CF that will be produced, recipe for each food produced, and method of advertising (See Enclosure 4).

(3) HBB-CF will:

(a) Produce the HBB-CF in the kitchen or residence that was stated in the registration packet and is identified on the food label as above.

(b) Maintain a copy of each HBB-CF recipe and provide a copy to the TAMC-EH upon request.

(c) Must be the original processor of the food. Foods from another producer cannot be repackaged.

(d) Package or wrap the food using clean food containers or food-grade foils or plastic wrap and follow state guidelines.

(e) Place a label on the packaged food to indicate the name, address, and phone number of the CF producer; ingredients that are known food allergens; A consumer notice that specifies "This food was produced in a home kitchen not subject to public health inspection." (See Enclosure 4).

(d) Complete ServSafe Food Managers Training or food manager training from an accredited program.

(5) HBB may not sell HIGH-RISK FOODS or the following LOW-RISK FOODS:

(a) Honey.

(b) Home-canned vegetables, meats, or stews.

k. Prohibited practices. The following solicitation practices are prohibited on USAG Hawaii Installations, per AR 210-7 (Personal Commercial Solicitation on Army Installations), paragraph 2-9:

(1) Solicitation during any large (captive) audience such as enlistment or induction ceremonies.

(2) Making appointments, promoting a HBB, or soliciting personnel while on duty in any capacity (verbal, e-mail, etc.).

(3) Soliciting in a government housing, workplace, unit dayroom, dining facility, or barracks areas.

(4) Soliciting door-to-door or without an appointment.

(5) Use of official government identification cards by retired United States Army Reserve personnel or government service employees to gain access to USAG Hawaii Installations to solicit.

(6) Use of any manipulative, deceptive, or fraudulent practice, including misleading advertisement or sales literature.

(7) Any oral or written representations to suggest or appear that the Army sponsors or endorses any HBB, its agents, or any item offered.

(8) Improper use of official workspace for appointments, business cards, or desk signs displaying the name of any HBB company or product.

(9) Procuring, attempting to procure, or supplying roster listings of DoW personnel for purposes of commercial solicitation except for releases granted in accordance with DoD Directive 5400.7 (DoD Freedom of Information Act Program).

(10) Use of government e-mail or communication channels, the "Daily Bulletin" or any other notice, official or unofficial, announcing the presence of a HBB or advertising its products outside of authorized paid advertising methods.

l. Enforcement, Complaints, and Revocation.

(1) Inspection Authority. The GC, TAMC-EH, Fire Prevention, and DES reserve the right to conduct unannounced compliance inspections of the HBB operating space during authorized business hours. Refusal to permit inspection is grounds for immediate permit suspension.

(2) Nuisance Complaints & Resolutions. Community members may file formal HBB-related complaints with their IPC Housing Manager or DES. Complaints regarding parking, noise, or commercial footprint will trigger a compliance review by the DFMWR Liaison.

(3) Corrective Action Timelines. For minor administrative or operational infractions, the HBB owner will be issued a written warning and granted 14 calendar days to execute corrective actions.

(4) Immediate Shutdown Authority. TAMC-EH, Fire Prevention, or DES may order an immediate "Cease-and-Desist" if they identify an imminent threat to life, health, or safety (e.g., severe fire hazard, foodborne illness outbreak, illegal activities).

(5) Suspension and Revocation. The GC may revoke an HBB permit if it is in the best interest of the command. Grounds include but are not limited to: false statements on applications, failure to complete corrective actions, severe safety violations, or loss of state licensing.

(6) Appeals. Operators subjected to revocation or denial may submit a written appeal to the GC, via the DFMWR Liaison, within 15 days of notification. The GC's decision on the appeal is final.

m. Penalties for noncompliance. Those who violate or continue to disregard the Army and USAG Hawaii HBB / HBB-CF policy, may have their HBB privileges suspended and/or be barred from the installation by the Garrison Commander.

n. Military personnel, family members, civilians and retirees with questions about the HBB process are encouraged to seek assistance from the Business and Nonprofit Liaison.

Assistance is also available through the Installation Legal Assistance Office or Housing Community Office.

7. Effective. This policy is effective immediately and supersedes Policy Memorandum USAG-HI-48, dated 10 November 2022 and remains in effect until superseded or rescinded in writing.

8. Proponent. The proponent of this policy is the DFMWR, USAG Hawaii.

9. The point of contact for this memorandum is the DFMWR Business and Nonprofit Liaison at (808) 787-1278 or email at usarmy.wheeler.id-pacific.mbx.business-liaison@army.mil.

RICHMOND R. LUCE
COL, IN
Commanding

Encls
1. Sample HBB Approval Letter
2. Application for HBB Permit
3. HBB and HBB-CF Checklist
4. HBB-CF Operational Limitations, Recall and Labeling Procedures

DISTRIBUTION
Electronic Media

SAMPLE HBB APPROVAL LETTER

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

Office of the Garrison Commander

HBB Applicant
123 Lane
Scofield Barracks, HI 96786

Dear HBB Applicant:

This letter is in response to your Home-Based Business request to operate ABC Company on United States Army Garrison Hawaii (USAG)Hawaii.

Your request to provide this service on USAG Hawaii has been carefully reviewed. I am happy to inform you that your application has been approved for one year from the date of this letter with the following stipulations:

Compliance with all Federal and State of Hawaii regulations and laws is required. The exercise of the privileges herein granted shall constitute acceptance and full responsibility of the foregoing conditions of this permit which must be in your possession to conduct business on USAG Hawaii. The Garrison Commander has the right to revoke permission to conduct business on USAG Hawaii at any time.

If you have any questions, you may contact Business and Nonprofit Liaison, at usarmy.wheeler.id-pacific.mbx.business-liaison@army.mil or (808)-787-1278.

Sincerely,

NAME
Colonel, U.S. Army
Commanding

SAMPLE

Application for HBB Permit

Application for Home-Based Business Permit U.S. Army Garrison-Hawaii (USAG-HI)

DATA REQUIRED by the PRIVACY ACT of 1974. Authority: Title 5 USC 552a; Title 10, USC 3013. Purpose(s): The requested information will be used by the Senior Commander or their designee to determine whether or not to grant this request.

Home-Based Business Owner

Name (Last, First, MI)	Name of Business	Telephone Number

Address of Proposed Business:	Email Address:	Previously Approved? YES ☐ NO ☐

Installation Name (if Previously Approved):

Briefly describe the proposed business activity:

Business Category:	Spouse Owned and Operated?	Application Submission Date:

General Excise Tax (GET ax) Number: _____

The following rules are written to ensure that a HBB does not negatively affect the safety, community tranquility, or the good order and discipline of an Army installation. The business owner acknowledges that the following conditions must be met:

- ☐ The HBB owner must obtain the requisite permissions, licenses (if applicable), and liability insurance prior to opening/operating.
- ☐ The HBB owner is responsible for any damages to third parties arising from the conduct of their business.
- ☐ HBB owners providing child care must register with the installation Child, Youth and School Services office as part of the Family Child Care (FCC) provider system.
- ☐ The HBB owner is required to comply with and is subject to inspection by the appropriate city, county, state or federal agency, office or department for compliance with applicable laws, codes, regulations and requirements.
- ☐ The residential character of the property shall be maintained. The HBB may not occupy more than 25 percent of the home's gross floor area. Parts or materials related to the HBB shall be screened from public view and will be limited to the interior of the structure or the side and rear yards of the property. Signage is limited to what can be displayed in a single window from the inside and may not be illuminated.
- ☐ Customers may only patronize a HBB between the hours of 0600 and 2000.
- ☐ Noise, vibrations, or odors shall not be detectable beyond the property line.
- ☐ The HBB owner residing in privateized on-post housing must obtain an acknowledgement to operate in writing from the housing community manager, before submitting a request to the Senio or Garrison Commander.

Home-Based Business Owner: I certify that the above statements are true and that I have read and will abide by the rules above and any additional guidance contained within the installation's HBB policy letter.

Signature: [redacted] Date: _____

Installation Coordination

Directorate / Office	Building	Telephone #	Status	Initial	Date
Directorate, Family, Morale, Welfare and Recreation	547	787-1278/5658	Application Pick-up ☐		
IPC Community Manager			Acknowledge ☐ Housing ☐		
TAMC- Enviornmental Health			Concur ☐ Non-Concur ☐		
Additional Office _____			Concur ☐ Non-Concur ☐		
Directorate, Family, Morale, Welfare and Recreation	547	787-1278/5658	Application Turn-in ☐		
Judge Advocate General (Legal Review)			No Legal Objection ☐ Legally Insufficient ☐		

Installation Approval Authority

I have reviewed the above appication for HBB permit and I have decided to ☐ Approve ☐ Disapprove (Select One)

///Signature///
FIRST M. LAST NAME
Rank, Branch
Commanding

Valid for Three Years/ Expiration Date: _____
(3 years from date of signature unless otherwise indicated)

USAG-HI FORM 2 JUN 2022 (Previous edition of JUN 2020 is obsolete)

PM-20 (Home-Based Businesses (HBBs_ and Home-Based Businesses-Cottage Food (HBB-CF))
Enclosure 2

HOME-BASED BUSINESSES & COTTAGE FOOD (HBB)/ (HBB-CF)
CHECKLIST- 3 YEAR ACCESS

- ☐ NAME: _____
- ☐ BUSINESS NAME: _____
- ☐ HOUSING COMMUNITY NAME: _____
- ☐ COMPLETED APPLICATION (including community managers signature sponsor's information, signature, initials and date)
  - ☐ BUSINESS INFORMATION (catalogs, brochures, pamphlets, handouts, pictures, website link, etc.)
  - ☐ REGISTRATION: Department of Commerce & Consumer Affairs (DCCA)
  - ☐ GENERAL EXCISE TAX LICENSE VERIFIED
  - ☐ INSURANCE LICENSE (if applicable)
  - ☐ CERTIFICATES or LICENSE (if applicable)
  - ☐ MILITARY ID VERIFIED

ONLY: HBB-CF MUST ALSO INCLUDE THE FOLLOWING:

- ☐ REGISTRATION WITH TRIPLER ARMY MEDICAL CENTER-ENVIRONMENTAL HEALTH (TAMC-EH)
- ☐ FOOD SAFETY CERTIFICATE – American National Standard Institute (ANSI) accredited courses will meet the Department of Health requirement. Visit: Food Safety Branch | Food Safety Education (hawaii.gov)

NOTES:_____

HOME-BASED BUSINESSES-COTTAGE FOOD (HBB-CF)

OPERATIONAL LIMITATIONS, RECALL & LABELING PROCEDURES

1. REGISTRATION AND MENU APPROVAL

a. TAMC-EH Pre-Approval: Operators must submit a written registration to Tripler Army Medical Center – Environmental Health (TAMC-EH) prior to selling food. This must include:

(1) The street address of the location where the HBB-CF will be produced.

(2) A comprehensive menu/list of proposed food.

(3) A copy of the recipe for each food produced. Recipes shall identify all of the ingredients and a description of the production method and process controls (for example, cooling equipment, product holding/storage, and packaging).

(4) The method of advertising or point of sale location in which the HBB-CF will be provided to the consumer.

b. Prohibited Foods: Sale of Time/Temperature Control for Safety (TCS) foods, home-canned meats/vegetables/stews, and honey is strictly prohibited.

2. PACKAGING & MANDATORY LABELING

a. All items must be securely packaged or wrapped using clean, food-grade materials. HBB-CF must place a label on all packaged food to indicate the following:

(1) The name, address, and phone number of the CF producer.

(2) Ingredients that are known food allergens such as such as: milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, and soybeans or a food ingredient that contains a protein derived from a food specified in these known food allergens.

(3) A consumer notice that specifies. "This food was produced in a home kitchen not subject to public health inspection."

3. SANITATION & FACILITY STANDARDS

a. Dedicated Production: Food must be produced *only* in the registered home kitchen.

b. Pest & Pet Control: Pets, infants, and unauthorized persons must be excluded from the kitchen area during active food preparation and packaging.

c. Original Processor: The HBB-CF must be the original processor. Repackaging bulk foods produced by a third party is not permitted.

4. ALLERGEN MANAGEMENT & CROSS-CONTAMINATION

a. HBB-CF must establish physical separation protocols for the "Big 9" food allergens (Milk, Eggs, Fish, Crustacean Shellfish, Tree Nuts, Peanuts, Wheat, Soybeans, and Sesame).

b. Dedicated utensils and thorough sanitization must be utilized between batches to prevent allergen cross-contact.

5. TRANSPORTATION STANDARDS

a. HBB-CF products must be transported in clean, dedicated, and sealable containers (e.g., hard-sided coolers or totes) that protect the food from environmental contamination, pests, and unauthorized handling during transit.

6. ILLNESS REPORTING & EMERGENCY RECALL PROCEDURES

a. Immediate Cease Operations: If an HBB-CF discovers a product is contaminated, or if they receive a customer complaint alleging illness or an allergic reaction, they must halt all food production immediately.

b. Notification: The HBB-CF must notify TAMC-EH and the DFMWR Liaison within two (2) hours of receiving the complaint or discovering the hazard.

c. Recall Execution: The HBB-CF must maintain a customer log for large orders and immediately attempt to contact all purchasers of the affected batch to advise them to discard the product. The HBB-CF must fully cooperate with any subsequent TAMC-EH epidemiological investigation.