



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

APVG-CG

05 SEP 2023

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Hawaii (USARHAW) Policy Letter # 1 – Senior Commander / Division Commander's Open Door Policy

1. Reference. Army Regulation (AR) 600-20, Army Command Policy, 24 July 2020.
2. Applicability. This policy applies to all service members subject to my General Court-Martial Convening Authority in accordance with AR 27-10, Appendix E. This policy also applies to all tenant units and Civilian employees within U.S. Army Hawaii.
3. I encourage our Soldiers, Civilian employees, and their Families to discuss with me any unresolved personal or professional problems that affect the discipline, morale, and mission effectiveness of our team. We have a collective responsibility to solve these problems.
4. It has been my observation over 29 years of service to our Army that the fastest and most effective way to resolve problems is often through your direct supervisor and local chain of command. However, when this is not effective, I want you to elevate your concerns, and my door is always open.
5. If practicable, a request for an open door appointment should be made through the Secretary of the General Staff at 808-787-5115 or my Chief of Staff at 808-787-5105 respectively.

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

MARCUS S. EVANS
Major General, USA
Commanding

DISTRIBUTION:
25th Infantry Division
5th Battlefield Coordination Detachment
8th Theater Sustainment Command
9th Mission Support Command
18th Medical Command
19th Military Police Battalion
94th Army Air and Missile Defense Command

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196th Infantry Brigade
311th Theater Signal Command
402nd Army Field Support Battalion
413th Contracting Support Brigade
500th Military Intelligence Brigade
516th Signal Brigade
599th Transportation Brigade
Desmond Doss Health Clinic
Dental Health Command
Installation Management Command – Pacific
Regional Health Medical Command Pacific
Tripler Army Medical Center
United States Army Corps of Engineers Pacific Ocean Division
United States Army Garrison – Hawaii