



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON FORT HUACHUCA  
2837 BOYD AVENUE  
FORT HUACHUCA, ARIZONA 85613-7001

IMHU-ZA

1 SEP 2020

**MEMORANDUM FOR ALL FORT HUACHUCA PERSONNEL**

**SUBJECT: POLICY 20-29, Dignity and Respect**

**1. References.**

a. Project Inclusion - AMC Diversity Lines of Effort Brief, 4 August 2020

b. HQ U.S. Army Installation Management Command, Operations Order 20-058: Project Inclusion, 24 July 2020

2. Every customer and workforce professional on Fort Huachuca deserves to be treated with dignity and respect when performing his or her duties. The most productive work environment is one where professionals and customers treat each other, as they would like to be treated.

3. Any customer perceived to be abusing a Fort Huachuca workforce professional may have their service temporarily suspended. Yelling, threatening language or behavior, insults, swearing and use of demeaning or vulgar language constitute abuse. Fort Huachuca workforce professionals subjected to abuse will immediately contact their first line supervisor. The first line supervisor will assess the situation and decide whether to temporarily refuse service. Temporary refusal of service shall be for 24 hours from the time of the incident and serve as a cooling off period. The supervisor and professional will prepare a memorandum for record to document the facts of the incident. Customers may return for service after the 24 hour period expires; however, if the abusive conduct reoccurs, the first line supervisor will suspend service indefinitely and refer the matter through their supervisory chain to the Garrison Commander for resolution.

4. Every member of our workforce is expected to provide professional, timely, and proactive service to our customers at all times. Any customer who feels they are not being provided quality and polite customer service has the right to file a complaint with the employee's supervisor, either in person or via the Interactive Customer Evaluation process.

JARROD MORELAND  
Colonel, MI  
Commanding

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