



DEPARTMENT OF DEFENSE
HEADQUARTERS
JOINT TASK FORCE-SOUTHERN BORDER
FORT HUACHUCA, ARIZONA

AFDR-CG

14 March 2025

MEMORANDUM FOR Joint Task Force-Southern Border Personnel

SUBJECT: Policy Memorandum #1: Open-Door Policy

1. Reference: Army Regulation (AR) 600-20, Army Command Policy, 6 February 2025.
2. I am available to Department of Defense (DoD) personnel assigned to Joint Task Force – Southern Border (JTF-SB). I am willing to discuss matters with any members of this command – I only ask that if you identify a problem or have a complaint, then you should also have a suggestion to fix it.
3. My intent is to listen to concerns and assist with solutions that are in the best interest of the individual, the unit, and this command. It is my experience that most solutions are generated by the individual's immediate chain of command. While I do not require an individual to obtain chain of command approval prior to speaking to me, I do request that you use the chain of command and give them every reasonable opportunity to resolve problems at the lowest possible level. Individuals should exhaust every possible option before they come to see me.
4. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, regulation, or collective bargaining agreements.
 - a. Formal review processes are available to address most problems, and they afford the individual appropriate due process. In some instances, I may be required to render a decision as part of the formal review process. The laws and regulations establishing these processes prohibit me, as decision maker, from addressing these problems under the Open Door Policy until the formal process has run its course.
 - b. Some examples of formal review processes that may involve me as a decision maker are proceedings under Article 15 of the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss appeals, or referral and final action on criminal cases under the UCMJ. This is not an exhaustive list; there are many such proceedings affecting both Servicemembers and Civilians, and so the Chief of Staff will review all Open Door requests to ensure we do not inadvertently interfere with any formal review processes that have not fully concluded.
5. My duties require frequent absences from the office and from the installation. Since I am sometimes out of town, I welcome other forms of communication.

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6. Servicemembers should make an appointment through the JTF-SB Command Sergeant Major, their brigade commander, the Secretary of the General Staff, my Chief of Staff, aide-de-camp, or my executive assistant.

7. This policy letter is applicable to all DoD personnel attached or assigned to JTF-SB, to include Servicemembers and DA Civilians.

8. With the exception of steps taken to ensure the smooth operation of formal processes described in paragraph 4, no leader in JTF-SB will prevent a Servicemember or Civilian member of this command from speaking to me or any other assistance agency, nor will they take any form of retribution against a member of this command for using the Open Door. Commanders and directors will ensure widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards.

9. The point of contact for this memorandum is the Staff Judge Advocate at (520) 454-7771 or (315)-921-1112.

A handwritten signature in black ink, reading "Scott Naumann", with a long horizontal line extending to the right.

SCOTT M. NAUMANN
Major General, USA
Commanding