



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS
UNIT #15228
APO AP 96271-5228

AMIM-HMG-ZA

11 July 2025

MEMORANDUM FOR All United States Army Garrison Humphreys (USAG-H) Soldiers, Civilians, and Family Members

SUBJECT: USAG-H Command Policy Letter #1, Open Door Policy

1. References:

- a. Army Regulation (AR) 600-20, Army Command Policy.

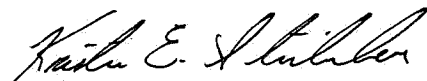
2. All Service Members, Civilians, and the Family Members assigned to USAG Humphreys have access to me for assistance in resolving issues of a personal or professional nature. I believe the most effective means for solving most problems is open communication with the chain of command. Therefore, I encourage all personnel to use their chain of command to resolve issues before using my open-door policy.

3. Soldiers DO NOT require permission from their chain of command to see me. As a matter of courtesy, I encourage all enlisted Soldiers to first contact my Command Sergeant Major at 315-757-9050. Similarly, I encourage civilian employees to first contact the Deputy to the Garrison Commander at 315-757-9049.

4. The open-door policy will not be used to circumvent established administrative processes. Therefore, open door appointment requests for matters that are the subject of a pending investigation, or judicial, non-judicial, or adverse administrative proceedings will ordinarily be scheduled after the conclusion of the proceedings absent extenuating circumstances.

5. I do not require an appointment to use the open-door policy. However, I ask that Soldiers, Civilians, or Family Members schedule an appointment through my Administrative Officer at 315-757-0509 when possible.

6. The point of contact for this policy is the undersigned at 315-757-9051 or kristin.e.steinbrecher.mil@army.mil.


KRISTIN E. STEINBRECHER
COL, AD
Commanding