



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON COMMAND, FORT KNOX
111 E CHAFFEE AVENUE
FORT KNOX, KENTUCKY 40121-5256

AMIM-KNG-ZA (100)

30 June 2021

MEMORANDUM FOR

Commanders, All Units Reporting Directly to this Headquarters
Commanders, Fort Knox Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Garrison Policy Memo No. 1 - Garrison Commander's Open Door Policy

1. Reference. AR 600-20, Army Command Policy, 24 July 2020.
2. Purpose. This policy provides guidance to all U.S. Garrison personnel on the Garrison Commander's Open Door Policy. This policy is applicable to all civilian and military personnel assigned to and/or under the operational control of the Fort Knox U.S. Army Garrison.
3. Our organization believes in trust, teamwork and communication. All civilian and military members of our team have the inherent opportunity to personally speak with the Garrison Commander to present facts, concerns, problems of a personal or professional nature—or any challenges that the individual has been unable to resolve at a lower level of the command.
4. Here is how our open door policy works:
 - a. Anyone wishing to speak to me should contact my administrative assistant at commercial or DSN to schedule an appointment. Depending upon the nature of the request, the appointment will be recorded as a confidential entry appointment on my daily calendar.
 - b. We have great leadership at all levels on this team. As such, I always encourage my civilian and military teammates to make full use of their supervisory leadership to resolve any challenge. Most challenges may be handled most effectively at the lowest possible level with active transparent engagement between teammates. I wholeheartedly recommend trusting in your leadership through candid communication and honest teamwork as the first avenue to resolve any challenges. In so doing, we make ourselves and the team stronger.
 - c. The policy will be permanently posted on all official bulletin boards and shared with every member of the team.

AMIM-KNG-ZA (100)

SUBJECT: Garrison Policy Memo No. 1 - Garrison Commander's Open Door Policy

5. The proponent of this policy is the undersigned at (502) 624-2749.

LANCE A. O'BRYAN
COL, FA
Commanding