

We are the Army's Home

Serving the Rugged Professional

VISION

Committed to Service — Enhancing Readiness
— Foundation of the Army Culture

MISSION

IMCOM integrates and delivers base support to enable readiness for a globally-responsive Army

ARMY VALUES

- **L**oyalty
- **D**uty
- **R**espect
- **S**elfless Service
- **H**onor
- **I**ntegrity
- **P**ersonal Courage

IMCOM PRINCIPLES

- **S**ervice
- **E**xcellence
- **R**espect
- **V**ision
- **I**ntegrity
- **C**ommunication
- **E**mpowerment



Pledge to our Customers

As a service provider organization, we are committed to providing programs and services delivered with a sense of individual pride, professionalism, and in keeping with the spirit of Army values and IMCOM principles.

We create value for our customers through consistent and easily-accessible services. We will:

- deliver quality products and services.
- build relationships – with communities with our customers, and with each other.
- be kind and respectful to those we serve.
- conduct ourselves professionally.
- welcome and encourage feedback; we will communicate and listen.
- provide neat, professional and aesthetically pleasing facilities.
- take ownership of our actions.



Leadership Pledge

Taking care of our customers begins with taking care of our most valuable asset – our IMCOM Professionals.

IMCOM Leaders will provide our Team Members the same concern, respect and caring attitude that we expect them to share with our Customers – Soldiers, Families, Civilians and Retirees.

We pledge to position you for success with:

- an impactful on-boarding and orientation experience to welcome you to the IMCOM Team.
- clear performance standards; to include standards for service excellence.
- an Individual Development Plan (IDP) developed with your supervisor; reviewed during periodic counseling.
- opportunities for personal growth and professional development.
- a recognition program to reward service and performance excellence.
- engaged Leaders who seek and welcome your input and take action to continuously improve the organization.
- an organization that embraces the concept of team, teamwork and empowerment.
- a promise to hold ourselves and each other accountable.

**GARRISON
COMMANDER**

**GARRISON COMMAND
SERGEANT MAJOR**

**DEPUTY TO THE
GARRISON COMMANDER**

