



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U. S. ARMY GARRISON, FORT MEADE
4551 LLEWELLYN AVENUE
FORT GEORGE G. MEADE, MARYLAND 20755-5000

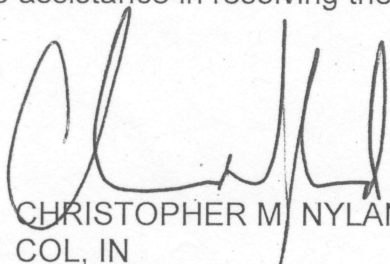
MAY 14 2021

AMIM-MEG-ZA (RN 600-20)

MEMORANDUM FOR All Personnel Assigned to, or under the Operational Control of, U.S. Army Garrison, Fort Meade

SUBJECT: Command Policy Memorandum #1-Open Door Policy

1. Reference: AR 600-20, Army Command Policy.
2. I am committed to addressing the concerns of all members of our command. The most effective means for solving problems is open communication using the chain of command. Your supervisory chain often knows more about you and your job and may be in the best position to resolve an issue quickly and satisfactorily. I encourage all personnel to use this highly effective tool to resolve issues at the lowest level possible. If you believe it is necessary to talk directly to me about a complex or sensitive problem which cannot be solved through the chain of command, it is my policy to be available to personally discuss these issues.
3. If any person wishes to speak with me directly, he or she should visit me during Open Door on Monday from 1600 – 1800. If Monday is a Federal Holiday, there will be no Open Door. No appointments are necessary. You may call my Executive Assistant at (301) 677-4844 if you have questions concerning Open Door procedures.
4. This policy is not intended to circumvent established administrative processes that are available to resolve employee and service member grievances, complaints, problems, or other similar issues.
5. I expect leaders to inform personnel of this policy and to fully support it. No leader in my command will prevent a Soldier or Civilian from speaking to me or any other assistance agency, nor take any form of retribution against them for doing so.
6. As a matter of courtesy, I encourage, but do not require, all enlisted service members to first contact my Command Sergeant Major. Similarly, I encourage Civilian employees to first contact my Deputy. They can each be contacted at (301) 677-4503. These notifications are a courtesy and for possible assistance in resolving the issue. It is not a requirement to see me.



CHRISTOPHER M. NYLAND
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