



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 3D INFANTRY DIVISION AND FORT STEWART  
942 DR BEN HALL PLACE, BUILDING HQ001  
FORT STEWART GA 31314

JUN 28 2023

AFZP-CG

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: CG Policy Letter# 2: Open Door Policy

1. Reference. Army Regulation 600-20 (Army Command Policy), 24 July 2020.
2. Scope. This policy applies to all Soldiers and Department of the Army (DA) Civilians supporting the 3d Infantry Division, Fort Stewart, Georgia, and Hunter Army Airfield, Georgia.
3. Purpose. All leaders are responsible for knowing the mission effectiveness, morale, and welfare of Soldiers and DA Civilians in their respective organizations. To support this effort, this open door policy allows Soldiers and DA Civilians to see me in communicating on issues they have been unable to resolve and encourage leaders within the Marne Division to do the same.
4. Policy. Subordinate commands will have systems in place for Soldiers and DA Civilians to express their concerns and resolve problems at the lowest level. If a Soldier or DA Civilian is unable to resolve a matter using their chain of command, they may use my open door policy to address their concern. My open door policy allows members of the command to present facts, concerns, and problems of a personal or professional nature or other issues that the Soldier has been unable to resolve. The CG Hotline is the primary method of utilizing this open door policy by sending a message with all relevant information to the following mailbox: [usarmy.stewart.3-id.mbx.cg-hotline@army.mil](mailto:usarmy.stewart.3-id.mbx.cg-hotline@army.mil). Alternatively, schedule through the point of contact below to make an appointment to see me. Individuals are not required to visit their immediate chain of command to exercise use of my open door policy. Organizations will post this memorandum on their bulletin boards.
5. The point of contact for this memorandum is the Secretary of the General Staff, 3ID at (912) 435-9970.

  
CHRISTOPHER R. NORRIE  
Major General, USA  
Commanding

DISTRIBUTION:

1st Armored Brigade Combat Team, 3d Infantry Division  
2d Armored Brigade Combat Team, 3d Infantry Division  
3d Division Artillery Brigade, 3d Infantry Division  
(CONT)

AFZP-CG

Subject: CG Policy Letter# 2: Open Door Policy

DISTRIBUTION: (CONT)

3d Sustainment Brigade, 3d Infantry Division

3d Combat Aviation Brigade, 3d Infantry Division

All tenant units and organizations on Fort Stewart

All tenant units and organizations on Hunter Army Airfield