



**DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT AGENCY
2511 JEFFERSON DAVIS HIGHWAY
ARLINGTON, VA 22202**



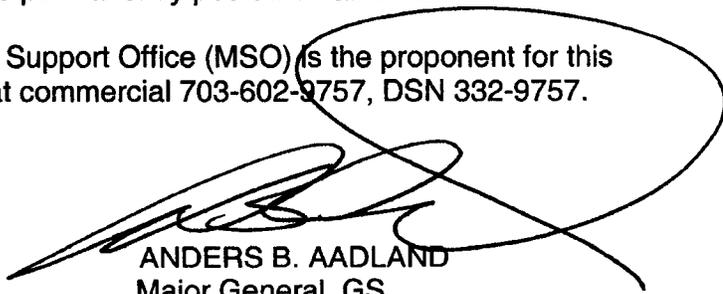
SFIM-ZM

JUN 16 2003

MEMORANDUM FOR US Army Installation Management Agency Personnel

**SUBJECT: US Army Installation Management Agency Policy Memorandum #5,
Director's Open Door Policy**

1. **REFERENCE.** AR 600-20, Army Command Policy, dated 13 May 2002.
2. **PURPOSE.** To provide guidance to all US Army Installation Management Agency (IMA) personnel on the Director's Open Door Policy.
3. **APPLICABILITY.** This policy is applicable to all civilian and military personnel assigned to and/or under the operational control of IMA.
4. **POLICY.** All military and civilian members of this agency have the opportunity to personally speak with the Director to present facts, concerns, problems of a personal or professional nature, or other issues that the individual has been unable to resolve at a lower level. This right may not be denied at any subordinate level.
5. **PROCEDURES.**
 - a. Anyone wishing to speak to me should contact my administrative assistant at commercial 703-602-1751 or DSN 332-1751 to schedule an appointment. If requested, the appointment will be recorded as a confidential entry on my daily calendar.
 - b. All members are encouraged to make full use of the chain of command to resolve problems. Most problems are handled most effectively at the lowest possible level in the chain of command. I highly encourage this means as the first avenue of problem solving and resolution.
 - c. This policy memorandum will be permanently posted on all official bulletin boards.
6. **PROPONENT.** The Management Support Office (MSO) is the proponent for this IMA policy. POC is the Chief, MSO at commercial 703-602-9757, DSN 332-9757.



ANDERS B. AADLAND
Major General, GS
Director