



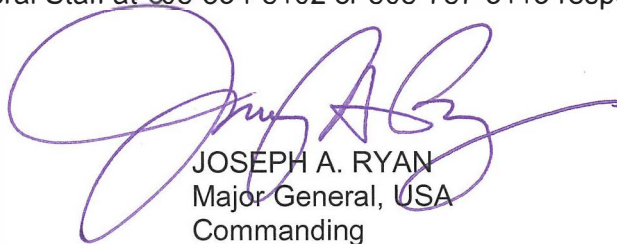
DEPARTMENT OF THE ARMY
HEADQUARTERS, 25TH INFANTRY DIVISION AND U.S. ARMY HAWAII
BUILDING 580 KOLEKOLE AVENUE
SCHOFIELD BARRACKS, HAWAII 96857-6000

MEMORANDUM FOR SEE DISTRIBUTION

28 MAR 2022

SUBJECT: United States Army Hawaii (USARHAW) Policy Letter #1 – Senior Commander / Division Commander's Open Door Policy

1. Reference. Army Regulation (AR) 600-20, Army Command Policy, 24 July 2020.
2. Applicability. This policy applies to all service members subject to my General Court-Martial Convening Authority in accordance with AR 27-10, Appendix E. This policy also applies to all tenant units and Civilian employees within U.S. Army Hawaii.
3. I encourage our Soldiers, Civilian employees, and their Families to discuss with me any unresolved personal or professional problems that affect the discipline, morale, and mission effectiveness of our team. We have a collective responsibility to solve these problems.
4. It has been my observation over 30 years of service to our Army that the fastest and most effective way to resolve problems is often through your direct supervisor and local chain of command. However, when this is not effective, I want you to elevate your concerns, and my door is always open.
5. If practicable, a request for an open door appointment should be made through my Chief of Staff or the Secretary of the General Staff at 808-354-8102 or 808-787-5115 respectively.



JOSEPH A. RYAN
Major General, USA
Commanding

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196th Infantry Brigade
413th Contracting Support Brigade
500th Military Intelligence Brigade
599th Transportation Brigade
402nd Army Field Support Battalion
United States Army Garrison - Hawaii