



DEPARTMENT OF THE ARMY
HEADQUARTERS, EIGHTH ARMY
UNIT #15236
APO AP 96205-5236

EACG

14 DEC 2018

MEMORANDUM FOR All Eighth Army Personnel

SUBJECT: Eighth Army Command Policy Letter #1, Commander's Open Door Policy

1. This policy applies to all personnel attached to or assigned to Eighth Army, to include Department of the Army (DA) Civilians or other civilians operating in support of the community.
2. All Commanders will establish an open door policy within their commands, in accordance with Army Regulation (AR) 600-20, *Army Command Policy*, 6 November 2014.
3. I encourage every Soldier or Civilian with an issue or concern to attempt to resolve matters through his or her chain of command – I firmly believe that most issues can be resolved effectively at the lowest levels. On occasions in which issues are not satisfactorily resolved by the chain of command, or circumstances where a Soldier, or Civilian employee feels compelled to speak directly to me, he or she may do so without fear of reprisal.
4. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, or collective bargaining agreements. Formal review processes are available to address most problems, and they afford the individual appropriate due process. In some instances, I may be required to render a decision as part of the formal review process. The laws and regulations establishing these processes prohibit me, as a decision maker, from addressing these problems under the Open Door Policy until the formal process has run its course.
5. The Secretary of the General Staff will review all open door requests, and coordinate with the appropriate directorates, to ensure we do not inadvertently interfere with any formal review processes that have not fully concluded. Some examples of formal review processes that may involve me as a decision maker are proceedings under Article 15 of the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss appeals, referral and final action of criminal cases under the UCMJ, administrative and negotiated grievances (to include renewing allegations of civilian misconduct), administrative separation actions, contract awards, Equal Opportunity and Sexual Harassment complaints, non-punitive reprimands under AR 600-37, and disciplinary actions. If you are

EACG

SUBJECT: Eighth Army Command Policy Letter #1, Commander's Open Door Policy

involved in one of these formal review processes, you may schedule an Open Door meeting with me after the conclusion of the process.

6. My duties require frequent absences from the office and from the Republic of Korea. While I welcome other forms of communication, at times, in order to best address the timeliness of any concern arising from my Open Door Policy, circumstances may require meeting with a Deputy-Commanding General.

7. Enlisted personnel wishing to speak to me under this policy are encouraged to contact the Eighth Army Command Sergeant Major via the Administrative Executive Assistant at DSN 315-755-2332.

8. This policy is effective immediately, supersedes Eighth Army Policy Letter 1, dated 20 February 2018.

9. The proponent for this policy is the Eighth Army Secretary of the General Staff (SGS), and may be contacted at 011-82-5033-552309 or DSN 315-755-2309 to schedule an appointment or for matters concerning this policy.



MICHAEL A. BILLS
Lieutenant General, USA
Commanding

DISTRIBUTION:

A