



DEPARTMENT OF THE ARMY  
SOUTHEAST REGION OFFICE - U.S. ARMY INSTALLATION MANAGEMENT AGENCY  
UNITED STATES ARMY GARRISON  
3511 NW 91<sup>st</sup> Avenue  
MIAMI, FLORIDA 33172-1217

SOGM-CO

01 April 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison – Miami (USAG-M) Policy Memorandum Number 1 – Open Door Policy

1. Purpose. The purpose of this memorandum is to establish procedures for utilizing the commander's open door policy in accordance with Army Regulation 600-20, Army Command Policy dated 13 May 2002. This policy will afford members of the USAG-M organization the opportunity to present facts, concerns, or problems of a personal or professional nature and other issues that an individual of the command has been unable to resolve.
2. Applicability. This policy applies to all military and civilian personnel, assigned or attached to USAG-M.
3. A command's ability to efficiently identify and satisfactorily resolve problems is vital to mission accomplishment. Leaders, service members and civilian employees must all be willing to exchange ideas and listen to subordinate's concerns. Meaningful, two-way communication is essential to taking care of people and proper performance of our duties.
4. The supervisory and directorate chains-of-command are indispensable components for sharing information. Leaders at all levels must be available and willing to listen. When properly used, a chain-of-command can solve problems quickly and at the lowest appropriate level.
5. I am interested in any issue that concerns the morale, health and welfare of our service men and women to include the civilian component. Our service members, family members, and civilian employees are vital to achieving mission success and I encourage all to use my open door policy as needed. I will gladly do what is appropriate and feasible at my level to assist.
6. The point of contact is the undersigned at (305) 437-1700 or email (unclassified) [pedrozof@hq.southcom.mil](mailto:pedrozof@hq.southcom.mil).

  
FRANCISCO J. PEDROZO  
COL, SF  
Commanding

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