



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 1st ARMORED DIVISION AND FORT BLISS  
11685 SERGEANT MAJOR BOULEVARD  
FORT BLISS, TEXAS 79918-6818

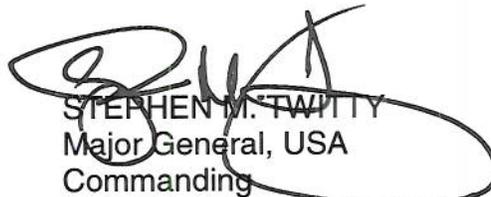
AFBL-CG

31 October 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Letter #1, Open Door Policy

1. I am willing to discuss matters with any member of this command.
2. My intent is to listen to concerns and assist with solutions that are in the best interest of the individual, the unit, and this command. It is my experience that most solutions are generated by the individual's immediate chain of command. While I do not require an individual to obtain chain of command approval prior to speaking to me, I do request that you use the chain of command and give it every reasonable opportunity to solve problems at the lowest possible level. Individuals should exhaust every possible option before they come to see me.
3. My duties require frequent absences from the office and from the installation. Enlisted Soldiers should go through the Post Command Sergeant Major to schedule their open door appointments. All other appointments will be scheduled through the aide-de-camp. Since I am sometimes out of town, I welcome other forms of communication. Forums such as the quarterly Troop Action Council and the Commanding General's Hotline offer other means by which installation Soldiers can voice concerns to me.
4. This policy letter is applicable to all personnel attached or assigned to Fort Bliss, to include Department of the Army (DA) Civilians or other civilians operating in support of the installation, retirees within our community, and Family Members of our Soldiers. Commanders and Directors will ensure widest dissemination of this policy to the lowest levels.
5. Units will permanently post this memorandum on unit bulletin boards.

  
STEPHEN M. TWITTY  
Major General, USA  
Commanding