



## 98TH AREA SUPPORT GROUP

### "TEAM OF TEAMS"

### *COMMANDER'S POLICY*



**POLICY NUMBER:** 1

**DATE:** 21 July 2004

**SUBJECT:** Open Door Policy

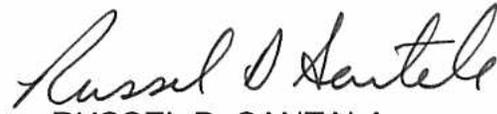
1. The chain of command must be responsive to the needs of soldiers, family members, and civilian employees. I want to ensure that "doors are open" to allow all soldiers, civilians and family members the opportunity to be heard. All soldiers/civilians should use this chain to resolve problems or clarify current policy.
2. The chain of command can resolve most problems that arise in our Army today. Each soldier/civilian should know the properly established chain of command for seeking assistance. Each commander/directorate will schedule a period of time, at least once a week, when soldiers/civilians can discuss problem areas of a less immediate nature.
3. If the chain of command is perceived to be the problem, or the problem lies outside the realm of the lower command's influence, then you must direct your problem to a BN CDR, BN CSM, ASG CSM, ASG XO, or me. This should be done without fear of retaliation. The chain of command will take no derogatory action against any individual seeking counsel.
4. I want the soldiers/civilians assigned to the 98th ASG to have the opportunity to see me as necessary. However, because of my heavy schedule and frequent absences from the Würzburg area, soldiers and civilians should call my office, DSN 350-1300, for an appointment. My staff will make every effort to schedule the earliest possible appointment. Soldiers who are pending judicial, non-judicial, or adverse investigation must coordinate through the Office of the Staff Judge Advocate to make an appointment.
5. Post a copy of this in the permanent section on company bulletin boards.

AETV-WG

SUBJECT: Open Door Policy

6. This policy memo supersedes 98<sup>th</sup> ASG Policy Memo 1 dtd 30 January 2003.

"Team of Teams!"

A handwritten signature in black ink, reading "Russel D. Santala". The signature is written in a cursive, flowing style.

RUSSEL D. SANTALA  
Colonel, AD  
Commanding