



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 197TH INFANTRY BRIGADE  
5241 23RD INFANTRY REGIMENT STREET, BLDG 3410  
FORT BENNING GA 31905-5922

ATSH-IN

10 July 2024

MEMORANDUM FOR RECORD

SUBJECT: Policy Memorandum #1 - Open Door Policy

1. Reference: AR 600-20 (Army Command Policy), 24 July 2020.
2. My door is open at any time to any Soldier, Civilian or Family member in this command to discuss issues or concerns.
3. Leaders at every level have the capacity to solve problems or concerns. However, if you feel that your chain of command is unresponsive or the matter is too sensitive to discuss at the unit level, you should not hesitate to bring the matter to my attention. Please have the professional courtesy to notify your chain of command of your desire to see me. If, however, you feel that your desire to see me may adversely affect you, I waive this requirement.
4. I am always available, but I prefer that you schedule an appointment to see me during normal duty hours. You can do this through my adjutant, 1LT Andrew Waldrep at [andrew.c.waldrep.mil@army.mil](mailto:andrew.c.waldrep.mil@army.mil) or 706-544-1271.
5. It is imperative that our entire team feels free to voice their issues and concerns to their chain of command or unit leaders. As leaders, we must ensure we let our team know that we are here to listen to and act on their issues and concerns.
6. The point of contact for this memorandum is the undersigned at [christopher.j.hallows.mil@army.mil](mailto:christopher.j.hallows.mil@army.mil).

A handwritten signature in black ink, appearing to read "C. Hallows", is positioned above the typed name.

CHRISTOPHER J.C. HALLOWS  
COL, IN  
Commanding