



DIRECTOR'S POLICY 500-10

Principles of Information

Originating Component:	Corporate Communications Division (CCSP)
Effective:	March 3, 2022
Releasability:	Unlimited. This Director's Policy (DP) is approved for public release and is located on the Defense Commissary Agency's (DeCA) internet website at www.commissaries.com .
Reissues and Cancels:	DP 500-10, "Principles of Information," June 29, 2018

1. PURPOSE. This DP constitutes the underlying communication philosophy of DeCA. It communicates the Director's commitment to ensuring a free flow of news and information to the news media, the general public, and the internal and external audiences of DeCA. It reflects the Agency's support for the Department of Defense's (DoD) Principles of Information as codified in DoD Directive 5122.05, "Assistant Secretary of Defense for Public Affairs (ASD (PA))."

2. POLICY STATEMENT. It is the policy of DeCA to make available timely and accurate information so that customers, employees, business partners, stakeholders, the Congress, and the news media may assess and understand the facts about the nature and value of the commissary benefit as well as DeCA's strategy to strengthen it, improve it, and expand its use by authorized patrons.

a. Key messages shall be communicated consistently and through many voices, and requests for information from organizations, private citizens, and the news media shall be answered quickly.

b. In carrying out this DP, the following Principles of Information shall apply:

(1) Information shall be made fully and readily available, consistent with statutory requirements, unless its release is precluded by national security constraints or valid statutory mandates or exceptions. The *Freedom of Information Act* will be supported in both letter and spirit.

(2) A free flow of information about DeCA, its organization, stores, and its operations and activities shall be made available, without censorship or propaganda, to our customers, employees, business partners, stakeholders, the Congress, news media, and the American public.

(3) Information will not be classified or otherwise withheld to protect the Agency from criticism or embarrassment.

(4) Information shall be withheld when disclosure would adversely affect national security, threaten the safety or privacy of United States (U.S.) government personnel or their families, violate the privacy of citizens of the U.S., or be contrary to law.

(5) DeCA's obligation to provide its aforementioned interested parties with information on its major programs and activities may, at times, require detailed public affairs planning and coordination within DeCA and with other DoD and/or government agencies. Such activity is to expedite the flow of information to the public.

3. RESPONSIBILITY. I expect DeCA employees at all levels to adhere to this policy and its stated Principles of Information, in letter and spirit, when communicating news and information, in whatever forum or medium, to any and all segments of our internal and external audiences.

4. APPLICABILITY. This DP assigns responsibility for accomplishing the requirements of DoD Publications program, in accordance with DoDI 5025.01. This DP applies to all DeCA activities and all DeCA personnel.


William F. Moore
Director