

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

Central Orgs

HCO POLICY LETTER OF 25 APRIL 1963
CORRECTED AND REISSUED 6 OCTOBER 1985
(Emphasis added to words in #27)
(Other corrections in this type style)

DUTIES OF A STAFF MEMBER

(Reissued and slightly amended
from HASI Pol Ltr of August 7, 1958)

**ATTACH THIS BULLETIN TO THE INSIDE FRONT COVER OF YOUR
STAFF MEMBER HAT FOLDER.**

1. Each staff member is responsible for seeing that organization policy is carried out. If you see another staff member at variance with organization policy, it is your duty to advise them direct—if that fails, advise the Association Secretary.
2. Abide by the working hours of the organization—arrive on time, keep a set lunch hour. If you need to change your lunch hour, check with your department head for okay. A post not covered throws randomness into the organization.
3. Keep your own desk, equipment and quarters neat and orderly. See that papers are not scattered on your own desk and in your office.
4. If you see doors open with nobody on post, close or lock the door.
5. All staff members are responsible for seeing that their doors are locked in the evenings, lights turned off, recorders off, coolers off, cigarettes not left lighted. Leave your office clean and neat.
6. See that your supplies are adequate—order before you give out.
7. Make your daily pickups to and from the Comm Center, or see that this has been done by HASI or HCO Communicator.
8. If you change your residence or telephone number, report this information to Personnel, your department head, Reception, and the person in charge of Evacuation Plan.
9. Know well the organization board. Know the various posts and who covers them.
10. Abide by the purchase order system of the organization.
11. Be courteous and helpful to students and preclears on our premises, and anyone else who calls by. Refer people to the correct terminal. Take responsibility to see that they get to the right terminal, even if you have to walk them to the terminal's desk.
12. Abide by the Policy of Outside Auditing, i.e., HCO Pol Ltr of October 16, 1962, "No staff to audit private pcs."
13. Keep your attire as presentable as possible. A good presentation to the public creates a good impression upon them.
14. If you see something around the premises which needs repairing, report it to the Director of Administration.
15. Make your posts or post real to other staff members and the field.
16. Answer people's questions. Understand the question, answer it, make friends.

17. Attend staff meetings.
18. Keep your bulletins and policy letters in proper hat folders: technical bulletins in a gold or orange folder marked "Technical Bulletins," your own hat bulletins in your hat folder or folders (blue), and all other bulletins not technical and not your hat in your "Staff Member" hat folder (yellow).
19. Review your hat folders periodically. Refresh your memory regarding your duties. If they are not current, bring them up-to-date.
20. If you receive a despatch which does not concern your post, reroute it. Do not attempt to handle any and every despatch coming to you which is not your hat. (1) You are introducing randomness on your own post, and (2) you are handling something which another person should know and handle.
21. If you see another person off post, it is your duty to advise them direct. If this fails, advise their department head. Try to be helpful to them in this regard, not chop them. Help them get back on post.
22. If the organization board does not reflect the reality of your posts, report this to HCO.
23. If you occupy more than one post, and you find that you do not have enough time to devote proper attention to another of your hats so that the job is lagging or not getting done, it is your duty to iron this out with your department head in order to remedy *the* situation. If it is found that one of your posts is being neglected due to lack of time available to cover it, the department head may take this up with Dir Admin or Assoc Sec in order to get that particular hat worn properly. If a person has too many hats, or if the workload has increased to the point that one of your hats is not being worn due to lack of time to devote to it, much randomness can occur within the organization itself and in the field. If you occupy posts in several departments, always consult the department head under which your *post exists*.
24. You are responsible for following the DESPATCH SYSTEM and the COLOR FLASH SYSTEM of the organization (see HCO Policy Letter of April 8, 1958).
25. If you have questions concerning your duties on any post, check with your departmental head.
26. When you change posts, be sure to report to Personnel, Dir Admin and HCO Sec, so that your file can be changed accordingly.
27. To the best of your ability, help your fellow staff members. Staff members are a team, not opponents. If you see a person not doing his job, or doing it poorly, give *him* a hand—give him some suggestions for him to look over—this works better than merely chopping him up. Maybe he really doesn't know any better. It is to *your advantage* to assist your fellow staff members. When you assist them to do a better job, it results in a larger paycheck for you. When you chop them in person or to their backs, you are cutting your own and the organization's throat. If you see how they could improve their job, tell *them*, not somebody over the back alley. Confront them. Help them.
28. Each staff member is responsible for the organization itself. For its physical appearance—its personnel—its performance. It cannot properly perform unless each staff member makes it do so.

L. RON HUBBARD
Founder

Adopted as official
Church policy by
CHURCH OF SCIENTOLOGY
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