

HUBBARD COMMUNICATIONS OFFICE
37 Fitzroy Street, London, W.1

HCO BULLETIN OF 4 OCTOBER 1956

1 copy to each staff member (Revised reissue of 30 July 1958)
(copy for each hat folder) (Issued at Washington)
HCO Washington for info (See end for reissue of HCO Bulletin
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THE HANDLING OF HUBBARD COMMUNICATIONS OFFICES

The purpose of the HCO offices is to act as stable terminals to an organization in any given area so as to provide immediate administrative assistance to L. Ron Hubbard when in that area and communications from operations to him and from him when he is not.

An HCO office is essentially a terminal. It should regard itself in company with other HCO terminals.

The foremost visible use of an HCO office is to act as a stable terminal for any area operation. An area operation can forward its communications to LRH and other operational areas through HCO terminals and should not forward communications in any other fashion than through HCO terminals, when these communications apply to other Scientology areas.

At present we have an HCO office in Washington, D.C., London, and HCOs are being set up now in South Africa and Australia, and France. These will be followed by additional HCO terminals as may be indicated.

If an HCO office considers itself primarily a unit which handles mail, it should disabuse itself at once. An HCO Secretary should be able to provide all necessary secretarial functions for LRH, but the activity of the terminal does not end there. The HCO Clerk receives all incoming communications and routes them to the proper hat terminal in the organization—i.e., if LRH receives a communication regarding an HPA course, it is referred by the HCO Clerk to the Registrar, who will handle the communication; a letter to LRH requesting processing fees, would be forwarded by the HCO Clerk to the Registrar; a question concerning memberships, to the Membership Secretary, etc. There was a time when LRH received and handled all manner of communications. But now we have definite organization posts established, and communications are referred to that post to which they are pertinent. It is the function of the HCO Clerk to determine proper routing of communications received in HCO.

The HCO is, in essence, a stable point to which can be communicated communications and difficulties in any area and these communications are forwarded to the proper terminal in the organization, or an analysis is made of the difficulty and communicated to another HCO terminal for clarification there. In addition to that, LRH may require reports on or about a given area and it is up to the HCO office to supply this information. The HCO should consider itself more of a trouble-shooting unit than a secretarial office. It is true that it is an office, and it must be conducted precisely as an office. It is true that it is secretarial and it is also true that it does have the function of being an extended pair of eyes for LRH.

The responsibility of being "an extended pair of eyes" continues into being able to evaluate what is right and what is wrong and saying so without introducing unnecessary turbulence on the communication lines. The HCO offices exist to permit good communication through to other areas and to LRH and this can easily be interrupted by too much turbulence.

An HCO office is essentially self-supporting. It is supported by royalties and other monies which come into being because of the existence of L. Ron Hubbard on a