

HUBBARD COMMUNICATIONS OFFICE  
37 Fitzroy Street, London W.1

HCO POLICY LETTER OF 9 APRIL 1957

### COMMUNICATION CENTRE

It will be found that a communication centre is useful only when it centres and channels all communications of specific kinds from the public to the organization and the organization to the organization. (An organism with more than one brain does not survive well.)

All Communication channels must centre in one room and area for all departments.

The types of communication to be handled thus are as follows:

1. Callers in person
2. Callers by phone
3. Written despatches within the organization to other parts of the organization
4. Personal letters to organization members
5. Posted orders and notices
6. Messages for staff from public to staff or staff to staff.

Omitted from such a centre are:

1. Incoming mail (goes direct from postman to accounting, not otherwise examined or distributed until accounting invoices it).
2. Outgoing mail and packages (go directly to post office from shipping unit by mail clerk).  
(Although an outgoing mail basket can be in the communication centre to be emptied by shipping daily for staff convenience.)
3. Intercomm phones (which go directly from office to office within without clearing through comm centre).
4. Verbal messages as in conversation from staff member to staff member. (But all orders so expressed must be in writing to be valid and must clear through comm centre.)

The terms "off line" and "out of comm" apply as follows:

"Off line"--not cleared through comm centre.

"Out of comm"--a stacked and unwatched basket in the comm centre.

Those interested in the welfare of the HASI should accomplish a meticulous observance of this policy. Those interested in its demise should attempt a breakdown of this policy.

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