

HUBBARD COMMUNICATION OFFICE  
SAINT HILL MANOR, EAST GRINSTEAD, SUSSEX  
HCO POLICY LETTER OF DECEMBER 18, 1961  
STANDING ORDERS  
(HCO CONTINENTAL AND DIR. MAT PLEASE EXPEDITE.)

ALL  
HCOs  
STHLL

HCO STANDING ORDER NO1.

CORRESPONDENCE:

ALL CORRESPONDENCE ADDRESSED TO ME, EXPECT ROUTINE REPORTS, SHALL BE HANDLED IN THE FOLLOWING FASHION:

THE ACTUAL RECIPIENT RESPONSIBLE FOR THAT ZONE OF ACTION SHALL HANDLE THE MATTER BY :

- (A) TAKING CARE OF ASSEMBLY OF ANY DATA, ANY SUBSIDIARY CORRESPONDENCE OR EXCEPTING ANY ITEMS.
- (B) ANY AND ALL ANSWERING LETTERS OR ORDERS OF WHATEVER KIND SHALL BE NEATLY TYPED ON MY PERSONAL STATIONARY WITH ONE OR MORE COPIES AS INDICATED.
- (C) THE ORIGINAL CORRESPONDENCE RECEIVED SHALL BE PINNED TO THE ANSWERING LETTER AND THE UNSIGNED ANSWERING LETTER FORWARDED TO ME FOR MY SIGNATURE.
- (D) IF I CORRECT, THE COPY IS TO BE RETYPED AND RETURNED TO ME FOR SIGNING AS CORRECTED.

ALL MAIL ADDRESSED TO ME SHALL BE RECEIVED BY ME.

NO MAIL ADDRESSED TO ME SHALL BE ANSWERED OVER ANOTHER SIGNATURE THAN MINE OR WITHOUT MY RECEIVING IT AND EXAMINING IT.

NO MAIL SHALL BE FORWARDED TO ME WITHOUT HAVING BEEN ANSWERED FIRST AS IN THE ABOVE SECTIONS OF THIS ORDER.

IT IS INCUMBENT UPON ALL HCO STAFF TO BE SUFFICIENTLY GROUNDED IN POLICY TO ANSWER WITH THE CORRECT POLICY AND PLEASANTLY, WITH COURTESY.

REASON: AN ENORMOUS NUMBER OF ARC BREAKS AND DEV'T ARE CREATED BY APPEARING TO CUT THE COMMUNICATION LINES OF PERSONS TRYING TO COMMUNICATE WITH ME.

HCO STANDING ORDER No2.

MESSAGES:

A MESSAGE BOX SHALL BE PLACED IN ALL SCIENTOLOGY ORGANIZATIONS SO THAT ANY MESSAGES FOR ME MAY BE RECEIVED BY ME.

THE BOX SHALL BE SITUATED IN THE PUBLIC HALL WAY OF EVERY SCIENTOLOGY OFFICE AND ALSO SAINT HILL FOR THE RECEIPT OF COMMUNICATIONS TO MYSELF.

IT SHALL BE CONSTRUCTED OF WOOD AND HAVE A LOCK. A SLOT IN THE TOP OF IT SHOULD BE CAPABLE OF ADMITTING LETTERS. THE KEY OF THE LOCK AND THE GOOD CONDITION OF THE BOX SHALL BE IN THE KEEPING OF THE HCO AREA SEC.

A LEGEND IN THE FRONT SHOULD STATE:

'YOU CAN ALWAYS COMMUNICATE TO RON. ANY MESSAGE PLACED HERE IS ANSWERED BY HIM DIRECTLY.'

THE BOX SHOULD BE ABOUT SIX INCHES WIDE, ABOUT A FOOT HIGH AND ABOUT THREE INCHES THICK INSIDE. THE LEGEND SHOULD BE IN BLACK PLASTIC WITH WHITE LETTERS MACHINE CUT, OR IN WOOD PROFESSIONALLY LETTERED IN GOLD.

THE HCO AREA SECRETARY SHOULD EMPTY THIS BOX WEEKLY AND HAND OR SEND ITS CONTENTS TO THE HCO SEC CONTINENTAL WHO WILL CAUSE THEM TO BE ANSWERED AS PER STANDING ORDER No. 1.

NO COMMUNICATIONS MAY BE WITHHELD. NO OMISSION MAY OCCUR IN EMPTYING THE BOX WEEKLY.

HCO STANDING ORDER NO 3.

INFORMATION ON CORRESPONDENCE.

DO NOT DISCOURAGE COMMUNICATION TO ME.

ALL HCO PERSONNEL AND SCIENTOLOGY PERSONNEL SHOULD NOT DISCOURAGE COMMUNICATION TO ME BY MEMBERS OF THE THE SCIENTOLOGY PUBLIC.

IT IS HARMFUL TO SPREAD STATEMENTS THAT I AM TOO BUSY TO SEE PEOPLE OR HEAR FROM THEM. THIS CAUSES SCIENTOLOGISTS A GREAT DEAL OF TROUBLE AS IT SETS UP ARC BREAKS WHICH ARE HARDER TO HANDLE THAN ACTUAL LETTERS AND INTERVIEWS. THE WAY TO MAKE AN HCO JOB DIFFICULT IS TO TELL PEOPLE THEY CANNOT WRITE TO OR SEE RON.

ALL SQUIRRELS EXIST ONLY BECAUSE MY COMM LINES GET CUT TO THE PUBLIC.

IT IS MUCH EASIER TO HANDLE AN OPEN COMM SYSTEM THAN A CLOSED ONE. INDEED AN OPEN SYSTEM HAS LESS TRAFFIC ON IT.

STATE UNTILL IT IS A WELL KNOWN FACT THAT 'YOU CAN ALWAYS WRITE TO RON ABOUT YOUR CASE OR PROBLEMS'.

FOSTER THE FACTUAL IDEA THAT I AM ALWAYS GLAD TO HEAR FROM PEOPLE.

WHILE I KNOW THIS IS HARDER ON ME IN SOME WAYS, IT IS EASIER BY FAR IN THE LONG RUN.

I AM ALWAYS WILLING TO HELP.

IT MAY BE DIFFICULT TO DO OUR JOB HERE BUT IT HAS BEEN ROUGHER ON OTHER PLANETS.

BY MY OWN CREED, A BEING IS ONLY AS VALUBLE AS HE CAN SERVE OTHERS.

HCO STANDING ORDER NO 4.

PUBLICATION OF OPEN LINES:

POST IN PERMANENT FASHION ON PUBLIC BOARDS THE FOLLOWING EXCERPTS FROM STANDING ORDERS No 1 TO No 3.

COMMUNICATIONS TO RON:

HCO EXISTS TO EXPIDITE THE COMMUNICATIONS AND OVERSEE THE POLICIES OF L. RON HUBBARD. EXCERPTS:

STANDING ORDER No 1.

'ALL MAIL ADDRESSED TO ME SHALL BE RECEIVED BY ME.'

STANDING ORDER No 2.

'A MESSAGE BOX SHALL BE PLACED IN ALL SCIENTOLOGY ORGANIZATIONS SO THAT ANY MESSAGES FOR ME MAY BE RECEIVED BY ME.'

STANDING ORDER No 3.

'ALL HCO PERSONNEL AND SCIENTOLOGY PERSONNEL SHOULD NOT DISCOURAGE COMMUNICATION TO ME.'

I AM ALWAYS WILLING TO HELP.

BY MY OWN CREED, A BEING IS ONLY AS VALUABLE AS HE CAN SERVE OTHERS.

L. RON HUBBARD

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THIS EXCERPT SHOULD BE PUBLISHED IN MAGAZINES FREQUENTLY IN A SMALL BOX.

IT SHOULD BE MADE INTO A PERMANENT MATERIAL (NOT PAPER) SIGN OF GOOD AESTHETIC APPEARANCE AND PLACED CONSPICUOUSLY BUT IN GOOD TASTE IN THE RECEPTION ROOM OF ALL OFFICES.

NEVER PUBLISH OR POST THE FULL TEXT OF STANDING ORDERS, ONLY AS PERMITTED IN THE STANDING ORDERS THEMSELVES.

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ADD TO HCO POLICY LETTER DECEMBER 11, 1961 AS A POINT OF REVIEW IN ORG RUDIMENT: No 1. 'SEE THAT HCO STANDING ORDERS DEC 18, 1961 AND SUBSEQUENT ARE IN EFFECT.'

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LRH:ESC  
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L. RON HUBBARD