

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

Remimeo HCO POLICY LETTER OF 27 FEBRUARY 1971RA  
ISSUE I  
REVISED 22 MARCH 1978  
RE-REVISED AND REISSUED 7 MAY 1984

(Cancels HCO PL 27 Feb 71R, Issue I,  
Revised 22 March 1978, same title.)

*(This HCO PL was revised by another which changed the actions taken by the LRH Comm to handle non-compliance. The original policy letter is now reissued in its original form with minor revisions to align with the current org board.)*

*(Revisions in script)*

LRH COMM NETWORK SERIES 11

LRH COMM

NEW BASIC DUTIES

An LRH Communicator has a basic duty of getting compliances with LRH Orders.

This remains the basic duty.

New tech on this, however, greatly expands the action.

- (1) HOW to get compliance and
- (2) WHAT to get compliance on

give the post a new and valuable meaning and make the basic duty far more accomplishable.

HOW

It will be found in almost every case that the basic reason an LRH Comm cannot get compliance is SOMEBODY IS NOT WEARING HIS HAT.

The somebody may not be the person who is non-complying.

Thus EVERY non-compliance with an LRH order encountered by an LRH Comm must begin a fast INVESTIGATION to find out WHO is not wearing his hat. He locates the one or more WHOs who are not wearing their hats.

While still pushing to get COMPLIANCE, the LRH Comm also puts in train a correction checklist which he keeps to hand.

The form of this checklist contains the order non-complied with and the who revealed by the Investigation. Then follows the actions taken.

1st Action. Nudged.

2nd Action. Cautioned.

3rd Action. Ethics Condition for not fully wearing his or her hat.

4th Action. Hatted by HCO.

5th Action. Post Purpose fully cleared in Qual and sent to staff college or cramming where a staff college doesn't exist to do full checksheet of his hat on his own (not org) time.

6th Action. Ethics Hearing.

7th Action. Demotion via HCO and regular lines.

8th Action. Dismissed.

During this period the order may be complied with. At that point (let us say 3, Ethics Condition) the form gets a compliance note if the order is complied with.

However, this does not end the form. It is filed in a file which is kept alongside the LRH Comm Log.

The very next non-compliance with an LRH Order places the person at the next point on the form (in this example, the 4th Action).

#### Form Clearance

Presentation of high consistent post stats can clear the form and start a new clean sheet. In the absence of this the sheet continues and is dropped one for each new non-compliance. The person may be so informed.

Each original non-compliance is fully investigated NOT to find why they can't do it but to find WHO is not wearing his hat. Thus it is the investigatory result name that is continued if the investigation again turns up a name in the Non-compliance Correction Form file.

Thus an LRH Comm is working himself out of the confusion of non-compliances by hatting.

For it will be found that the basic reason is unworn hats, so by forcing hats on, one gradually gets an org that needs less orders to produce and organize and which complies easily.

#### Defiance

Wherever defiance occurs (the person refuses the correction or refuses to do the action) the next point lower on the correction scale is at once entered and the action is taken.

Continued defiance thus would end the person up demoted (the 7th Action) which is what should happen anyway to a person who refuses to wear his hat and defies orders.

#### Using Policy to Stop

It will be found in doing this that a person NOT DOING HIS POST PURPOSE will pick bits of policy out that seem to state the order given cannot be followed. If you track down such a person's post purpose you will find he or she hasn't got it and is using policy to stop.

### Tigers

This system will also lead to the exposure of tigers as they will be amongst the Correction Forms very early and will constantly repeat. A tiger is someone who is not about to let the org or staff succeed.

### Stats

In using this system the best clue to who IS wearing his hat is the individual department or division statistic that most closely applies to the post.

Thus in investigating a non-compliance it is fastest to sort out the least likely persons by simply eliminating all those with high production stats and passing them by. This narrows the area to be investigated.

In most cases it will simply be the person to whom the order was given in the first place. But in all cases an investigation is necessary.

Cross orders may exist from other persons that prevent compliance. In these cases it is not the person to whom the order is given.

### Example

ORDER: Get the staff uniformed.

ORDER GIVEN TO: Treasury Sec John Doe 16 Aug. In Non-compliance 17 Sept.

INVESTIGATION: Reveals insufficient funds and turn down by FP in Ad Committee are reasons given for non-compliance. Examination of Ad Committee minutes finds no action by Chairman to get GI up. Also, Dept of Reg, Dir Reg (who has this valuable final product of GI) has told Purser it will be several months before Org has any spare cash. Means two influences at work balking compliance.

ACTION: LRH Comm makes out a Correction Checklist on the Chairman of Ad Committee by name and the Dir Reg and the Treasury Sec and takes Action 1.

On 20 September the order is still in non-compliance according to log. Action 2 is taken on all three.

On 1 October a routine log check reveals that the order is still in non-compliance. Action 3 is taken on all three.

On 12 October a recheck of the log shows that Progress is reported by the Chairman of the Ad Committee and that he has taken his own action. The Treasury Sec has reported he has the staff measured and the supplier contacted. Dir Reg says nothing.

The LRH Comm takes no further action on those reporting progress but takes Action 4 on the Dir Reg.

On 1 November there are still no uniforms as the order is still in the LRH Comm's log as in non-compliance. Action 5 is ordered on Dir Reg. However it is found that he did not do 4. Thus he is dropped to Action 6.

Income miraculously appears and the staff gets uniformed.

The form sits in the file. If one more non-compliance with an LRH order is logged and investigation traces it to the Dir Reg, that's it. He goes to Action 7.

#### Who Investigates

The LRH Comm or his Investigator (present in a large LRH Comm Office) does the investigation in each case. It is not sent to HCO.

#### Admin

As each item in an LRH Comm log has its number, the Correction Form relating to it carries the same number.

Any added note can be made in the log like CR (correction form). The name or names can also be added.

The names are alphabetically arranged in the form.

#### WHAT ORDERS

Priority of LRH orders are:

Direct Comm from LRH.

A Telexed order from a senior LRH Comm.

A Letter to the Exec Dir or Secretary via the ED from or via a senior LRH Comm.

LRH EDs, Current.

New HCO Bs and Tech Tapes.

New Policy Letters and Admin Tapes.

Older HCO Bs, particularly a subject covered by a series of HCO Bs like Exteriorization or C/Sing or the Dn Course Checksheet, etc. These include any tapes.

Older HCO P/Ls, particularly a series or checksheet. These include any tapes.

LRH ED Series, older.

In any conflict, the most senior LRH Comm's order is taken; example, *LRH Comm Int* and a *Cont LRH Comm* both telex orders. *LRH Comm Int's* order is taken as the senior order.

#### Local Orders

LRH and LRH Comm Orders have precedence over locally issued orders where there is any conflict of orders.

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The practical aspects of this new non-compliance system must be fully reported if any are found to exist so they can be ironed out or clarified by *LRH Comm Int*.

Having already piloted this and found that non-compliance inevitably led to one or another unworn hats in all cases, and being aware of the rough time LRH Comms sometimes have in getting compliance, it is certain that an LRH Comm's lot will be much easier in view of the discovery of the WHY behind non-compliance.

Improvement of the org would be inevitable.

L. RON HUBBARD  
FOUNDER

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