



Clayton County Police Department

PROCEDURES

Subject WRITTEN DIRECTIVES			Procedure # B2
Authorizing Signature 	Effective 04-04-2025	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	Total Pages 10

I. PURPOSE

This policy establishes the structure and application of the Clayton County Police Department's written directive system and provides employees with an understanding of its importance, use, and applicability.

II. POLICY

It shall be the policy of the Clayton County Police Department (CCPD) to use its written directive system to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. The written directive system shall allow quick access to individual policies, procedures, orders, rules and regulations, instructional materials, etc.

III. DEFINITIONS

General Order (GO): A written directive of a long-standing nature concerned with policy, rules and procedures affecting more than one (1) organizational component.

Instructional Materials: A written directive used for the instruction of new employees and for in-service and specialized training, e.g., *Training Bulletins*, training materials, *Legal Updates*, etc. The Training Unit Commander is the approval authority for training materials, in consultation with the Chief of Police and Division Commanders.

Manual: A written directive or set of directives dealing with a particular topic, program, or organizational component of the CCPD. The Chief of Police is the approval authority for manuals.

Memorandum (Memo): An informal, written document that may or may not convey an order, it is generally used to clarify, inform, or inquire.

Organizational Component: A subdivision of the agency, such as a division, section, unit, or position that is established to provide a specific function.

Personnel Order (PO): An order that announces a change in the status of personnel such as hiring, transfer, assignment, appointment and promotion.

Policy: A written directive that is a broad statement of agency principles. Policy statements may be characterized by such words as "may" or "should" and usually do not establish fixed rules or set procedures for conduct of a particular activity but rather provide a framework for development of procedures and rules and regulations.

PowerDMS: A policy and training management software utilized by the Department to store and track receipt of *Policies and Procedures (P&Ps)*, *General Orders (GOs)*, *Rules and Regulations (R&Rs)*, *Instructional Materials* and other items approved by the Chief of Police.

Procedure: A written directive that is a guideline for carrying out agency activities. A procedure may be made mandatory in tone through the use of “shall” rather than “should” or “must” rather than “may.” Procedures sometimes allow some latitude and discretion in carrying out an activity.

Rules and Regulations (R&Rs): A set of specific guidelines to which all employees must adhere.

Special Order (SO): An order that directly affects a specific segment of the Department or a statement of policy or procedure regarding a specific circumstance or event that is of a temporary or self-cancelling nature.

Standard Operating Procedure (SOP) Manual: A collection of *Policies and Procedures (P&Ps)* and written directives that may be in hard copy or electronic format. Organizational components (e.g., Academy Unit, E911/Communications, etc.) of the CCPD may have their own manuals specific to the functions they perform, and such manuals will be subject to approval by the Chief of Police. Once approved by the Chief of Police, these manuals become policy and supplement the *SOP Manual*.

Written Directive: Any written or electronic document used to guide or affect the performance or conduct of employees. The term includes *Policies and Procedures (P&Ps)*, *General Orders (GOs)*, *Memorandums (Memos)*, *Rules and Regulations (R&Rs)*, *Instructional Materials* and any other item that is approved by the Chief of Police, and distributed to employees of this Department.

IV. PROCEDURES

A. Written Directives

Written directives will be written in a clear and concise manner and any employee who does not understand or comprehend the directive or any part of the directive will be responsible to notify their immediate supervisor for clarification. Written directives shall not conflict with federal, state, local laws, accreditation standards or with the *Policies and Procedures (P&Ps)* of the issuing authority's chain of command. The format of written directives shall conform to this procedure.

B. Staff Meetings

Staff meetings are conducted weekly with the Chief of Police, Assistant Chief, Deputy Chief, Division Commanders and/or Unit Supervisors. Employees are able to solicit input and/or request changes to *Policies and Procedures (P&Ps)* if they feel it is necessary. In order to solicit input from all levels of employment, each Division Commander and/or Unit Supervisor will conduct periodic staff meetings with employees under their command. The same apply for these staff meetings as apply for staff meetings with the Chief of Police.

C. Responsibilities

1. The Chief of Police, or authorized designee (hereinafter referred to as the Chief of Police), is responsible for the Department's written directive system which includes the authority to issue, amend, rescind, modify or approve any written directive.
2. Division Commanders and/or Unit Supervisors are responsible for implementing applicable Department directives within their respective commands. Division Commanders and/or Unit Supervisors shall draft directives for the Chief's consideration and shall format their written directives as required herein.
3. The Training Unit Commander is responsible for issuing, reviewing and maintaining *Instructional Materials* (e.g., *Training Bulletins*, training materials, etc.) and shall coordinate training on new and revised directives, laws and ordinances. The Training Unit Commander, or higher authority, shall determine the format of specific *Instructional Materials*. The format shall conform to the requirements of the Georgia Peace Officer Standards & Training Council (GPOSTC), when applicable.

4. The Accreditation/Policy Unit will manage:
 - a. The Department's written directive system to include: reviewing, formatting, maintenance and publishing of Department directives; and
 - b. The accessing and updating of these directives through PowerDMS (Document Management System).
5. Employees shall read, become familiar with, and conform with all written directives that apply to their position. Employees may refer to any directive through PowerDMS.
6. Supervisors shall ensure their subordinates receive, read, understand and comply with applicable directives.

D. Review Process

1. Any employee of the Department may propose changes or additions to any written directive. The employee shall submit the proposal through their chain of command. Once the proposal is reviewed and approved through the submitting employee's chain of command the information can be submitted to the Accreditation/Policy Unit. Such proposals will be reviewed, approved, or rescinded, subject to the approval of the Chief of Police.
2. Division Commanders and/or Unit Supervisors preparing written directives shall:
 - a. Consult with employees who shall be affected by them;
 - b. Consult with outside entities, if necessary;
 - c. Have subordinates review the proposed directives;
 - d. Include the Training Unit in the review process, if such directive requires training; and
 - e. Attempt to resolve any disagreements or reservations that arise during the review process.
3. The Accreditation Manager shall coordinate the review of CCPD *Policies and Procedures (P&Ps)*, *General Orders (GOs)*, *Rules and Regulations (R&Rs)*, and specified *Instructional Materials*, e.g., *Legal Updates*, *Training Bulletins*, etc. If a written directive requires extensive reformatting, the Accreditation/Policy Unit shall ask the originator to review it.
4. If a written directive requires a form or item for reference, then such form(s) or item(s) shall be attached as an *Appendix* to the directive and included in the review process.
5. Prior to the promulgation of any written directive that applies to CCPD *Policies and Procedures (P&Ps)*, *General Orders (GOs)*, *Rules and Regulations (R&Rs)* and *Instructional Materials*, such directive shall be reviewed via PowerDMS workflow by, at a minimum, the Accreditation Manager, Department's Legal Advisor for legal concerns, Office of Professional Standards (OPS) Commander, Division Commanders holding a rank of Major, Deputy Chief and Assistant Chief for compliance, prior to the Chief of Police's review and signature.
 - a. Employees involved in the review process may initiate discussions, suggest revisions and ask for clarification via PowerDMS workflow, email or written correspondence.
 - b. If significant changes are evident, the review process may be repeated.
 - c. Ultimately, each employee involved in the review process shall approve or deny the proposed written directive.
 - d. When approved by the Chief of Police, the Accreditation/Policy Unit shall prepare the final draft, and publish the written directive via PowerDMS.

E. Indexing and General Format of Written Directives

1. Written directives should not conflict with any established *Policy and Procedure (P&P)* or *Rule and Regulation (R&R)* unless the purpose of the directive is to amend or rescind the previous conflicting directive.

2. Written directives should carry notations directing attention to other published directives, which are related, whenever applicable.
3. Written directives should be numbered within each subject matter series.
4. If the written directive involves a new *Policy and Procedure (P&P)*, such directive will be assigned a unique control number, before being posted to PowerDMS.
5. When directives are deleted, there might be gaps within the numbering sequence. Deleted directive numbers may be reused.
6. If a written directive rescinds or amends a previous written directive, it will be noted in the appropriate section of the directive.
7. All written directives will remain in effect unless superseded.
8. Written directives for the Department will be issued in one (1) of the following formats.


Policies and Procedures (P&Ps): *P&Ps* are written directives (e.g., operational and/or administrative policies) that relate to a specific relevant area, detailing the *P&P* to be followed pertinent to that topic by the whole Department, or any particular organizational component of the CCPD. Issued *P&Ps* are binding until formally rescinded or amended.

- a. *P&Ps* are signed, issued, revised or rescinded by the Chief of Police.
- b. Preceding each chapter is a cover sheet (sample shown on the right) which displays the subject, procedure letter and number, authorizing signature, effective date, annotation (new, amended or rescinds) and total pages for the procedure.

 Clayton County Police Department PROCEDURES			
Subject SAMPLE			Procedure # A0
Authorizing Signature Chief's Signature	Effective 01-01-2025	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	Total Pages 5

Rules and Regulations (R&Rs): *R&Rs* are specific written directives from which no deviation or exceptions are permitted. *R&Rs* may be developed and issued by organizational components of the Department (e.g., Academy & Training, Records Unit, E911/Communications, Uniform Patrol Division, Criminal Investigation Division, etc.) describing specific guidelines for employees assigned to such division or unit. *R&Rs* may be listed on a *Memorandum Form (Memo)* or *Manual*. When such *R&Rs* are approved they become policy and supplement the *SOP Manual*.

- a. *R&Rs* may be issued only by the Chief of Police, Assistant Chief, Deputy Chief, Division Commander or Unit Supervisor. In all cases, *R&Rs* must have the prior approval of the Chief of Police.
- b. *R&Rs* may be constructed on the CCPD's *Memorandum Form* (sample shown on the right) and shall contain a title, date, recipient division or unit, sending supervisor's information (e.g., rank or title, first initial, last name, employee number and initials), and the *R&Rs* that apply to the Division/Unit.

 CLAYTON COUNTY POLICE DEPARTMENT <small>Kevin Roberts, Chief of Police</small> <small>Commitment, Honor, Integrity, Transparency and Professionalism</small>
<u>Division or Unit Rules</u>
DATE: January 1, 2025 TO: Division or Unit Personnel FROM: Division Commander or Unit Supervisor's Rank or Title, First Initial, Last Name, Employee # and Initials
<ol style="list-style-type: none"> 1. <u>Chain of Command/Respect of Command</u> 2. <u>Training Approvals/Denials</u> 3. <u>Headquarters/Precincts</u>

- c. *Manuals* may consist of a written directive or set of directives dealing with a particular topic, program, or organizational component of the Department.
- d. *Manuals* (shown on the right) provide guidelines for employees to follow when they are assigned to a specific Division or Unit.

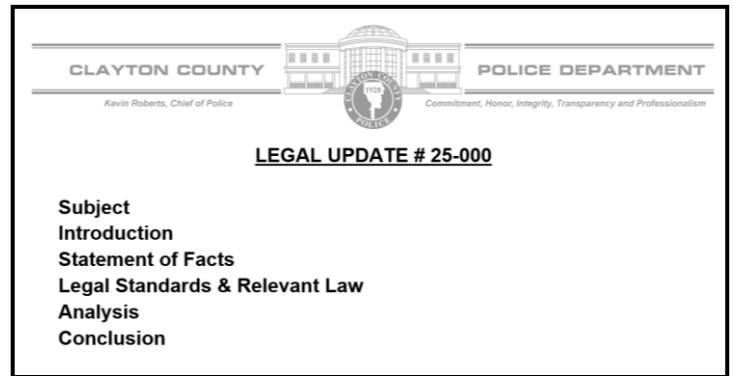


Instructional Materials: The tone and form of *Instructional Materials* (e.g., *Training Bulletins*, *Legal Updates*, etc.) are less rigid and more flexible than *General Orders (GOs)* and *Special Orders (SOs)*.

- a. *Instructional Materials* shall be issued by the respective employee upon the approval of the Chief of Police.
- b. A *CCPD Training Bulletin* (sample shown on the right) will have an assigned number that begins with two (2) numbers to indicate the current year and followed by the next available consecutive number (e.g., 25-000) and effective date.




- c. *Legal Updates (LUs)* are prepared by the Department's Legal Advisor and distributed to employees via PowerDMS.
- d. *LUs* are constructed on *CCPD Letterhead* (sample shown on the right) and display an assigned number that begins with two (2) numbers to indicate the current year and followed by the next available consecutive number (e.g., 25-000) and contain information regarding any issues, revocation, or change to a state, federal or local law, court decision, or policy.



General Orders (GOs): GOs are written directives that affect all employees describing permanent directives concerned with *P&Ps* and *R&Rs*. GOs contain information which employees are responsible for knowing or acting on. GOs may announce changes to *P&Ps*. GOs are binding until formally rescinded or amended.


- a. GOs are signed, issued, revised or rescinded by the Chief of Police.
- b. GOs (sample shown below) will have an assigned order number that begins with two (2)

 <p>CLAYTON COUNTY POLICE GENERAL ORDER</p>	ORDER #: 25-000
	Subject: Sample Authorizing Signature: Chief's Signature DISTRIBUTION: All Sworn and Non-Sworn Personnel Information pertaining to such order.

numbers to indicate the current year and followed by the next available consecutive number for the order (e.g., 25-000), subject, authorizing signature, effective date, distribution and information pertaining to the order.

Special Orders (SOs): SOs are written directives (e.g., special events, special board assignments, etc.) that directly affect only a specific segment of the Department or a statement of *P&P* regarding a specific circumstance or event that is of a temporary or self-cancelling nature.


- a. SOs are signed, issued, revised or rescinded by the Chief of Police.
- b. SOs (sample shown below) will have an assigned order number that begins with two (2)

	CLAYTON COUNTY POLICE		ORDER #: 25-000	
	SPECIAL ORDER			
	EFFECTIVE DATE: 01/01/2025	TERMINATION DATE: 12/31/2025		
	SUBJECT: Sample		DATE: Date of Signature	
	SIGNATURE: Chief's Signature		DATE: Date of Signature	
DISTRIBUTION: See Below				
Information pertaining to such order.				

numbers to indicate the current year and followed by the next available consecutive number for the order (e.g., 25-000), effective date, termination date, subject, authorizing signature and signature date, distribution and information pertaining to the order.

Personnel Orders (POs): POs are written directives (e.g., employee promotions, transfers, assignments, appointments, etc.) that announce changes in the status of personnel.

- a. POs are signed, issued, revised or rescinded by the Chief of Police.
- b. POs (sample shown below) will have an assigned order number that begins with two (2)


	CLAYTON COUNTY POLICE		ORDER #: 25-000	
	PERSONNEL ORDER			
	EFFECTIVE DATE: 01/01/2025	TERMINATION DATE: N/A		
	SUBJECT: Sample		DATE: Date of Signature	
	SIGNATURE: Chief's Signature		DATE: Date of Signature	
DISTRIBUTION: See Below				
Information pertaining to such order.				

numbers to indicate the current year and followed by the next available consecutive number for the order (e.g., 25-000), effective date, termination date, subject, authorizing signature and signature date, distribution and information pertaining to the order.

Inter-Office Memorandum (Memo): An informal, written document that may or may not convey an order, it is generally used to clarify, inform, or inquire. *Memos* can be used to direct a segment or all employees in specific situations or to inform them of upcoming events. *Memos* can also be used employees for formal communications.

- a. *Memos* issued at any level of command shall not conflict with established written directives from a higher authority.

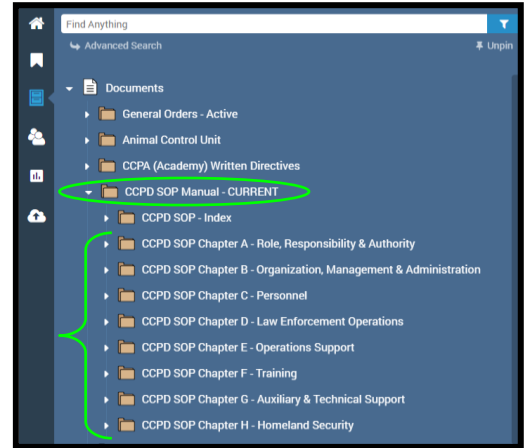
- b. *Inter-Office Memo Forms* (sample shown on the right) shall list a date, recipient's rank or title and last name, sender's rank or title, first initial, last name, employee number and initials, subject (e.g., case number, special event, etc.) and a narrative to describe the subject.

CLAYTON COUNTY			POLICE DEPARTMENT	
<small>Kevin Roberts, Chief of Police</small>			<small>Commitment, Honor, Integrity, Transparency and Professionalism</small>	
Inter-Office Memo				
DATE:	January 1, 2025			
TO:	Employee's Immediate Supervisor (Rank or Title, Last Name)			
FROM:	Submitting Employee's Rank or Title, First Initial, Last Name, Employee # and Initials			
SUBJECT:	Case #, Explanatory Information from Personnel, Unanticipated Emergency Situations Requiring Immediate Action, Special Event, Prohibited Parking Areas, etc.			
	Narrative to describe the subject.			

Standard Operating Procedure (SOP) Manual: The *SOP Manual* is designed to give all employees a clear understanding of their boundaries for successful job performance and their roles and responsibilities. The *SOP Manual* brings together all the individual *Policies and Procedures (P&Ps)* and makes sure they are consistent. It eliminates contradictory procedures and ensures that all *P&Ps* comply with laws, regulations, and the CCPD's best practices. When *P&Ps* are compiled into the *SOP Manual*, it gives a broader picture of how

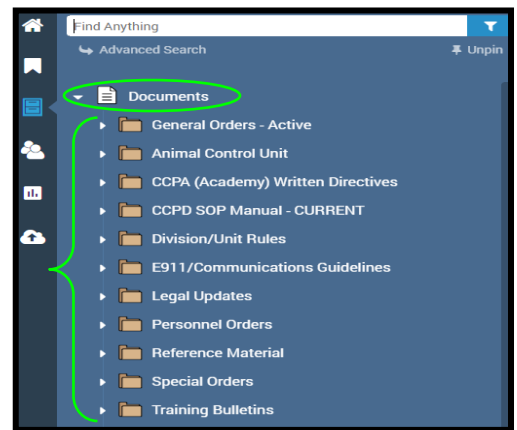
things should run for the Department to meet its goals, provide quality service, and operate efficiently. It creates consistency in practices across the CCPD and improves productivity.

- a. The *CCPD SOP Manual* is contained inside a folder (i.e., CCPD SOP Manual – CURRENT), on PowerDMS under the Documents Section. *P&Ps*, new and/or revised, are properly numbered and stored as documents, underneath one (1) of the eight (8) chapter subfolders (shown on the right).
- b. Employees are responsible for knowing, understanding and conforming to all *P&Ps* contained within the *CCPD SOP Manual*, that apply to their position. Any questions about the *CCPD SOP Manual* shall be brought to the attention of the employee's immediate supervisor.



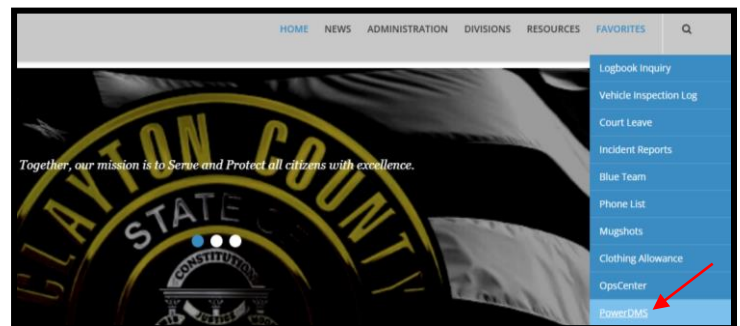
9. All written directives for the Department are indexed and stored within the PowerDMS Documents Section. Employees can access them through the CCPD's Intranet site or by clicking on the following link (<http://172.16.15.146/>).

- a. Written directives are organized and stored within their respective folders (shown on the right). Each of these folders may contain subfolders. The subfolders are used to organize files, making it easier for users to manage and/or find information.
- b. Employees shall read, become familiar with, and conform with all written directives that apply to their position. Any questions about written directives shall be brought to the attention of the employee's immediate supervisor.



F. PowerDMS

1. The Accreditation/Policy Unit will issue employees a PowerDMS account so they can review and sign for written directives.
2. Employees can access PowerDMS from the Department's Intranet home page, from the FAVORITES drop-down menu (shown on the right).
3. All employees will have access to the *CCPD SOP Manual* and all other written directives of the Department by signing into PowerDMS.



- a. Each employee has a unique User ID, which is usually the first initial of their first name and full last name with no space (e.g., jsmith). Note – Sometimes, when an employee has a common name, the user name might be followed by a number (e.g., jsmith1).
- b. For the initial sign-in, employees will be given a temporary password (i.e., Clayton1), which employees will enter with their User ID.
- c. After gaining access to PowerDMS, employees must change their password, and the new password will be used for future sign-in.
- d. All passwords will be kept confidential.

G. Distribution of Written Directives

1. Due to the complexity of schedules, organizational structure of the Department and constant advancements in technology, it is necessary to communicate information electronically.
2. All employees shall check their County email once per shift for updates to written directives. Any questions that arise concerning an email correspondence should be brought to the attention of the employee's immediate supervisor.
3. *Policies and Procedures (P&Ps)*, *General Orders (GOs)*, *Rules and Regulations (R&Rs)*, and *Instructional Materials* and any other written directive that is approved by the Chief of Police, will be distributed to employees through PowerDMS.
4. Employees will receive an email alert sent from PowerDMS to the employee's County email, to indicate they have a written directive to review.
5. When an employee receives an email alert sent from PowerDMS they will access their PowerDMS account as soon as practicable.
 - a. Once signed in, the employee will take the appropriate action for any assigned documents, messages or tasks.
 - b. All employees shall be responsible for reading and acknowledging all written directives within their PowerDMS account.
 - c. PowerDMS will electronically record the signatures of employees, creating a log of activity.
 - d. Electronic signatures will serve as receipt the written directive or associated material was received, understood and signed by the employee.
 - e. All documentation, including messages and test results, are public records, and are subject to disclosure upon appropriate request.
6. All employees will sign in to PowerDMS upon their return to work following any days off, including leave time.
7. It shall be the responsibility of supervisors to ensure that each of their subordinates are current with and have acknowledged the receipt of their written directives. This can be accomplished by having a subordinate sign into their PowerDMS account. The supervisor can make a visual inspection of the employee's home page, to ensure all items have been acknowledged.
8. Employees will be required to sign in to PowerDMS at the direction of a supervisor. Failure to sign in to PowerDMS as required may result in disciplinary action.
9. *Special Orders (SOs)*, *Personnel Orders (POs)*, *Instructional Materials* and *Memorandums (Memos)* that contain pertinent information for all employees, may also be distributed through the Clayton County email system. Shift Supervisors will ensure the directives are read and explained to each subordinate under their command.
10. The Accreditation/Policy Unit shall maintain a file of all canceled and previous versions of *Policies and Procedures (P&Ps)* and *General Orders (GOs)*. The Accreditation/Policy Unit shall maintain a file of the *Rules and Regulations (R&Rs)* and *Instructional Materials* submitted via PowerDMS workflow.
11. *Special Orders (SOs)* and *Personnel Orders (POs)* affecting all personnel will be maintained by the Administrative Assistant to the Chief of Police.
12. A copy of *Personnel Orders (POs)* will be posted in sequential order on bulletin boards throughout the Department.

13. *Special Orders* (SOs) will contain certain distribution information (e.g., Assistant Chief, Deputy Chief, Division Commanders, All Employees via email, File) depending on the nature of the directive. *Personnel Orders* (POs) will contain certain distribution information (e.g., Concerned Personnel, Assistant Chief, Deputy Chief, Division Commanders, Bulletin Board, Daily Bulletin, and Employee File) depending on the nature of the directive.
14. This directive is not intended to preclude normal Department communications for routine exchange of work-related information.

H. Written Directives that Establish Policy

When a written directive is issued and that directive is a policy statement that affects a specific employee, then the employee's supervisor(s) through the chain-of-command are responsible for seeing that such employee receives that specific directive.

I. Employee Responsibility for Written Directives

1. All employees are responsible for informing the appropriate issuing authority of any conflict or error needing correction in any written directive.
2. The employee will be responsible for adhering to the Department's written directives. Any employee who does not understand a directive will seek clarification from their immediate supervisor or chain of command.
3. Employees may be tested through PowerDMS to ensure comprehension and understanding of certain written directives. Employees who failed to successfully pass the test in the allotted number of attempts will be referred to their chain of command for additional training.
4. If, following the training, the employee does not successfully pass the test, the employee will be referred to the Training Unit for remedial training.

J. Written Directives that Do Not Establish Policy

Any written directive that is issued to any Division or Unit that does not establish policy, will be kept and maintained by the Division or Unit, however a written acknowledgement will not be required by the individual employees. A directive that does not establish policy nor affect employees within a Division or Unit will serve as a matter of information only.

K. Updating, Revising or Canceling Written Directives

The CCPD consistently evaluates its written directives and training, considering case law, and best practices, and update as appropriate to ensure compliance with new laws and regulations, and continued relevance and usefulness.

1. Every Division Commander and/or Unit Supervisor shall ensure that all written directives, within their respective commands, are periodically reviewed (at least on an annual basis) in order to determine whether each directive is current and still in effect. If it is determined that a directive is outdated, no longer in effect or in need of change or revision, the reviewing employee shall document the cancellation, updating or revision of that directive and forward this information through their chain of command.
2. All written directives that require updating, revising or canceling should originate with the Accreditation/Policy Unit to ensure that all directives follow CALEA standards. All directives will be forwarded to the Chief of Police for final approval.
3. *General Orders* (GOs) will be considered superior to all other orders, policy or written directives. GOs may amend, rescind, update, revise or cancel any other existing departmental, division or unit order.

4. Written directives are usually canceled by a revised written directive of the same type.
5. Written directives issued by a Division Commander or Unit Supervisor shall remain in effect after such individual leaves the position, until canceled by the ensuing supervisor, or until such directive expires.
6. Written directives issued by a higher authority overrules one issued by a lower authority within that chain of command.
7. Written directives with a more recent date will supersede anything similar with an older date if the same authority issues both.
8. Written directives remain effective until canceled or expired.

L. Verbal Orders

Nothing contained in this policy shall excuse an employee for failing to promptly obey a lawful order given by a superior of the Clayton County Police Department (CCPD).

M. External Written Directives

1. Employees shall also be responsible for certain external written directives which shall include, but not limited to the following: federal law, state law, local law (Clayton County Code of Ordinances), County Civil Service Rules, administrative directives from the County Board of Commissioners Office, County departments and other federal and state agencies.
2. Employees shall make every effort to avoid conflict between Department directives and external directives.

N. Other Publications

In addition to the written directives already discussed in this chapter, employees are expected to regularly familiarize themselves with all other official Department publications (e.g., Daily Bulletin, Intelligence Bulletins, BOLO's, County Announcements, Hazardous Weather Outlook, etc.) that are disseminated via County email.

O. Mission Statement and Core Values

1. It is the mission of the Clayton County Police Department (CCPD) to serve and protect all citizens with excellence.
2. Each person who represents the Clayton County Police Department (CCPD), sworn and nonsworn, is expected to abide by the CCPD's Core Values (Commitment, Honor, Integrity, Transparency and Professionalism).

V. PUBLIC FACING DOCUMENTS

The Clayton County Police Department (CCPD) has created the Public Facing Document section, so members of the community can access the most current *Policies and Procedures (P&Ps)*. The majority of the Department's *P&Ps* are available for citizens to view and download on the CCPD website (<http://www.claytonpolice.com/>), on the navigation menu, users will click on "How Do I..." and select "Departmental Policies".

VI. CANCELLATION

This procedure amends and supersedes the following standard operating procedure: B2: *Written Directives*, dated February 28, 2022.