

	STANDARD OPERATING PROCEDURE <small>State Form 39870(R/S-06)</small>	Reference Number HMR-033
	Subject Written or Verbal Orders, Directives, and Policies	
	Special Instructions Replaces HMR-033 dated January 1, 2015	Effective Date March 10, 2026

I. PURPOSE

Establish guidelines for the development, form, approval, application, distribution and effective life of orders, directives and policies that are not developed into regulations, rules or standard operating procedures.

II. POLICY

Employees, by reason of authority delegated to their position by the Superintendent, may issue verbal or written orders, directives and policies to other employees because of their positions or operational activities. Issued verbal or written orders, directives and policies given within the guidelines of the following procedures shall be obeyed by affected employees.

III. DEFINITIONS

A. **DIRECTIVE** (as it applies to this SOP) – Written instructions given to an individual or group of individuals that details action to be taken when specific, temporary conditions exist or when it is necessary to suspend standard operating procedures due to temporary or emergency conditions.

B. **ORDER** – Instructions, written or verbal, given to an individual that details required action within a defined timeframe, a single event or finite set of events.

C. **POLICY** (statements) – Written expressions of official position or reaction to a situation, issue, event or question. Policy may detail action and is usually time-sensitive to the circumstances that precipitated it. Policy statements may only be written by the Superintendent, Chief of Staff, Major Subordinate Commanders, or Assistant Chief of Staff (AC/S) with approval or authority by the Superintendent.

IV. PROCEDURE

A. Employees who have received delegated authority from the Superintendent may issue orders and directives as long as the law or Department regulations, rules or standard operating procedures are not contradicted.

B. Employees shall obey orders, directives and policies established within the guidelines of this procedure when issued by employees who have the authority to issue them.

C. Employees, having the authority to do so, may:

1. Issue verbal orders to subordinates to direct actions;
2. Issue written orders or directives to subordinates to direct actions; and

3. Submit suggestions for orders for general use for events that are not temporary in nature. Department regulations, rules and standard operating procedures are in this category and are processed in accordance with [HMR-031](#).

D. Authority to issue written directives and orders that affect a group larger than one's own subordinates arises from:

1. Specific assignment of authority by virtue of position, e.g., the Investigations Division Commander can, and is expected to, prescribe investigative procedures and administrative actions. (The Incident Management System Manual is an example.);

2. Special duty assignment (e.g., a divemaster acts as a first line supervisor of divers in the divemaster's dive team for diving matters); and

3. By virtue of seniority within the same rank, to assume authority over other Department members who find themselves working together (e.g., two or more Troopers are working an unscheduled detail and assignment of duties needs to occur. The most senior Trooper has the authority to assign duties, by virtue of seniority, as specified in [Regulation 5](#).

E. Written directives, which are not developed into rules, regulations or standard operating procedures, must be approved by the first Commander in common between the issuer and those to whom the directive applies. Examples:

1. A Squad Leader's written directive would have to be approved by the District Commander.

2. A change in the Incident Management System Manual, would have to be approved by the Investigations Division Commander.

3. A change in the attendance reporting system authored in the Human Resources Division would have to be approved by the Human Resources Director.

4. A change to the way equipment is mounted in patrol cars which was installed by the Logistics Division would have to be approved by the Deputy Superintendent of the Support Services Bureau.

5. Written directives or policies, issued under conditions of Section IV. E. 2, 3. & 4. above shall be sent to the Assistant Superintendent's office before the effective date.

F. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.