

cerning these operations are set forth in subsection (D).^V

The Guardian's Office also ensures that all the orders of Hubbard and his subordinates are carried out at the local level.

The seven departments of the local organization and the Guardian's Office each report to a similar set of departments at a higher level. This higher level is the U.S. headquarters of Scientology, and found in Los Angeles, California. Once information leaves the local level it proceeds on either one of two major chains of command. The first chain originates from any of the seven departments previously mentioned, and passes to upper levels either at the headquarters in Los Angeles, California, or to the FLAG land base in Clearwater, Florida, or both. The second chain of information is the Guardian's Office (G.O.). The diagram in Appendix IV shows how G.O. information is transmitted from the local Guardian's Office level to the U.S. Guardian's Office level in Los Angeles, California, to the Deputy Guardian, Worldwide and then the Guardian Worldwide located in England, and on to Mary Sue Hubbard, Controller of the Guardian's Office, and finally to L. Ron Hubbard.

B. Factual account of Scientology policies, practices and business methods

1. Marketing and Sales Policies

Publicly, Scientology holds itself out to be a scientific, religious, and law-abiding organization. The evidence suggests that it is neither scientific, religious or law-abiding. Scientology's primary public purpose is to "clear the

planet". In order to "clear the planet", Scientology seeks to proselytize all human beings, into Scientology.

Hubbard has developed methods by which people are lured into Scientology and once ensnared, are kept in subjugation. The methods he has devised for procuring "bodies in the shop", are procedures written in a number of Hubbard's own policy letters for each of the Scientology organizations. These methods include techniques utilizing deception designed to entice people into Scientology by creating and exploiting anxieties and fears which constrain them to embark upon Scientology processing to cure their real or imagined ills. The process of recruitment begins with either advertising or direct solicitation of persons on the street by Scientologists called "body routers".

When being solicited, people are commonly told that the primary aim of Scientology is to make people more able, and improve their communication with others. They are told that a clear, analytical mind and a stable understanding of life are the necessities for success, motivation and stability in every trade or profession in all life's activities. Once a person's interest is somewhat aroused, a Scientology questioner asks the "raw meat", or general public, "would you like to take a free intelligence and personality test?" The Scientology questioner will then attempt to bring the "raw meat", into the "shop", or Scientology organization to take the free personality test. If the person balks, and shows no interests in taking the test, other sales techniques are employed in order to get the "body in the shop". VI-1

Some of these methods, taught in the "Big League Sales Course", include questioning the "raw meat", about overcoming

confusion in their work, handling others around them, achieving long sought-after promotions, becoming happier, making you happier and less tied in the home, how to save on the family budget, how to have more friends, how to understand your husband or children, increasing your I.W., concentration, etc., etc., etc. Careful statistics are kept throughout this process as to the particular Scientology questioner's success. If a particular problem or "Button" is found in a person, Scientology zeroes in on this problem and "scientifically guarantees" a cure. Many individuals have been promised cures of physical diseases such as arthritis or cancer, weight problems, alcohol and drug abuse, or emotional instability. VI-2

Careful statistics are kept throughout this process as to the particular Scientology questioners' success in routing bodies into the shop. Presently, the personality test is the key recruiting tool employed by Scientologists to "route bodies into the shop".

The first step in this process is the personality test. The personality test is a series of two hundred questions constructed by Hubbard which purportedly reveals any aspect of their life whether physical, emotional, or spiritual that Scientologists claim is not considered normal. VI-3

Once the personality test is taken, either through the mail or in the "org", Hubbard's sales techniques are employed to show the person's defective personality assessment. The following example is a typical application of Hubbard's sales policies. The individual was told that though he had a high I.Q., and was a genius, and could do anything he wanted to, his character as the graph showed, was defective, that he was mentally unstable, and that he was going to have a mental breakdown in eighteen months time unless

he had Scientology help, and it was also suggested that he had homosexual tendencies. He was put on the Scientology "E-meter", (a crude lie-detector) and when asked the question, "Do you have problems?" deliberately squeezed the cans which made the needle jump and caused the interviewer to write notes furiously. He was urged to return for treatment, but did not do so.

Thereafter, he received a series of letters extending over twelve months of which the following extracts are a sample: "Would you write me out a list of your goals and ambitions for life, and if you think Scientology can help you obtain them?"

"From the look of your file, you were a pretty worried boy last year. Most of your points on the graph are in Urgent Attention Required, so I suggest you call in this year for a new case assessment and find out what can be done to help your mind".

"With an I.Q. like yours, you shouldn't have failures on exams! But of course when you're not happy, you certainly can't put your mind on study, can you?"

"When are you coming to see us again?"

"How did you go with your exams last year? We can help you become more able regarding study".

"When will you be able to do the such-and-such a course you paid a deposit on last September?"

"You can talk to us about your failures in life. You need to have someone to communicate to about your difficulties, so why

not now?"

"It seems to me that you had quite serious problems when you did your personality test last year. Come in and do another, and see how you feel now". VI-4

Once the Scientology sales force snares an individual, usually through the use of the personality test, this new "raw meat", is now ready for handling and reception.

In H.C.O. policy letter of December 31, 1963, under the heading, "Handling Incoming People", Hubbard writes:

"Reception must regard any people who walk in, except tradespeople and business callers as potential pre-clears and students. Snap them onto our lines. Sign them up for something, and get them wheeling along our efficient lines. Process and train them when they walk up the front steps. Get their person's name, address, and phone number. Make a green slip used for this purpose, and change of address."

"...anyone wishing general information on dianetics and Scientology, should be routed to the Registrar...For new people, always recommend to Persons. The Persons Efficiency Course, now the Communications Course and get the person a book."

In H.C.O. Newsletter of May 7, 1962, the following instructions are given: "Register every new person walking in the door, even the postman. No matter what they say, if they are there, they have come in for help. Sell them a book. Don't let them leave without something...Sign every new person up for testing and an interview. Put them on the meter and pull their "withholds".

(what people should have found out about them and didn't)...Sign up students for a specific period of time and get payment in advance. Sign up a pre-clear for an intensive of the length necessary to get a major case change that is real to him. If the guy needs one hundred hours, audit him for one hundred hours. Let the pre-clear finance his own auditing. You're not in the credit business." VI-4

In H.C.O. Bulletin of April 9, 1962, Hubbard gives these instructions:

"When the prospect comes in, see him or her at once. (No waiting). Be courteous, friendly, business-like. Rise

when they enter and leave. Call reception to show them out if they stay too long. Be willing to take their money. Always prefer cash to notes. We are not a credit company. Always see the student or the P.C. before they leave the place after service. You can often sell more training or process....It is a maxim that unless you have bodies in the shop, you get no income. So on any pretext, get bodies in the place, and provide ingress to the registrar when they are there." VI-4 (Emphasis supplied)

Hubbard has shown remarkable acumen as a high-pressure salesman. He recognizes the need for creating an interest in the prospective buyer, and then of stimulating and developing that interest with a tantalizing but incomplete look at the next stage, for which those persons with interest now aroused in his Scientology wares feel they need or have a curiosity to explore. He has marked down as his particular victims the more gullible, and he has devised sedulous means whereby the victims' interest, once aroused, is not allowed to dwindle until he has come effectively under Scientology's domination, and then it is too late. In Hubbard's directives, policy letters, bulletins, and the like, he has laid down precise techniques to be used to arouse and sustain interest and effectively capture "raw meat", for the "org". From a legal perspective this is commonly called a "bait and switch" scheme. The bait is the offer of something free, namely free lectures, free personality tests, and information in order to get the victim into the "org". The "switch" is to courses and "auditing" which leads to exorbitant fees and Scientology bondage. VI-5

The detailed and precise instructions of Hubbard with respect to the personality test and Communication Course appear in the following substantial extracts from the bulletins: In H.C.O. bulletin of September 29, 1959, entitled "The Organization of a P.E. Foundation", Hubbard writes:

"P.E. Foundation in its attitude goes for broke on the newcomers, builds up their interest with lectures, and

knocks their cases apart with com course and upper indoc...
The student does not get out of the com course until he
can be trusted to show up well in a muzzled co-audit...
NEVER...Let anyone simply walk out. Convince him he's a
loony if he doesn't gain on it, because that's the truth...
The whole dream of a P.E. Foundation is to get the people
in fast, get them invoiced in a congress type assembly line,
no waiting, get them hot, excited, positive service and
boot them through to their H.A.S. (Hubbard Apprentice
Scientologist course), and then worry about something else
with them. Never let a student leave or quit - introvert
him like a bullet and get him to get audited. If he
gets no reality, don't let him wander out. If he walks
in that door as a P.C., that's it. He doesn't get out
except into an individual auditor's hands in the real
tough cases, until he has an H.A.S." VI-6 (Emphasis supplied)

A month after the last mentioned policy letter, Hubbard in
policy letter of November 24, 1960, entitled "testing Promo-
tion Revised", gave precise instructions to staff members as
to the manner in which an "incomer" or "raw meat", should
be dealt with by the "evaluator" to ensure success in procuring
the "incomer". This particular policy letter shows the abso-
lute control Hubbard maintained over his sales force to pro-
cure "bodies in the shop", or "raw meat".

In this letter Hubbard wrote,

"Evaluator takes incomer off meter without explanation,
and turns to graph. Evaluator now explains each point
of graph. But it is vital that at each low point, where
explained, he adds, "Scientology can help that". This
is said directly to make an impingement. The wording can
be varied, but the sense must be the same. Do not precede
this statement with "Don't worry", or the like, as this
cancels impingement. Graph done, evaluator explains I.Q.
If low, he says "Scientology training can raise that". He
explains level of I.Q.; tell person even if it's high, that
I.Q. means little unless person knows something with it.
Evaluator now takes up the meter case assessment sheet.
Here he tells of P.C.'s future. It is done by looking at
P.C.'s statement of his past and by rephrasing saying "It
is going to happen", (without Scientology fates don't
change much. Accidents, divorces, etc., happen again).
This is all rapidly done. Factually, expertly, ...the
evaluator now leans back and says, "that's it". Incomer is
hanging on ropes. If incomer says anything like "What
can I do about it?" evaluator says, "That is very com-
mendable. A good point in your favor, wanting to do
something about it. I'm a technical person, not a sales
personnel. Confidentially though, I'll give you a tip.
Don't spend money foolishly until you know what you're
spending it for. Psychiatrists and so forth could cost
you thousands. You'd buy anything they said, because you
know little about the mind. Why don't you take an anatomy

course and learn something about the mind? That's just a tip. It's cheap and you'll be wiser about what to do about yourself. The person over there is in the Service Department. Ask him. . . . If the incomer walks out without buying, the P.R. man (even if he is interviewing someone else, and even if incomer has not approached him), rushes over and give incomer a copy of "Problems at Work", and "Dianetics: Evolution of a Science", and says, "Here are two books that might help you", and without waiting for an answer, goes back to his desk. The above routine is at this time a set, fixed activity. As it works further, it may be improved." VI-7

2. The effect of Scientology practices on the mind and personality

The investigations and Reports from other nations including England and Australia support most of the conclusions reached by the authors of this Report regarding Scientology practices. The Reports contained in the Appendices to this Report were prepared prior to exposure of the incredible pattern of worldwide criminal activity engaged in by the "brain-washed" puppets of Hubbard and Scientology. Yet those Reports were remarkably prophetic in detailing the destructive impact of Scientology on the mind and the personality, particularly in connection with inducing victims toward the commission of criminal and anti-social acts. The following analysis is primarily gleaned from the Reports contained in the Appendices

Almost invariably, a person who enters Scientology has been told he is "low toned", and that Scientology can raise him on the tone scale. In nearly every case he will have been told that whatever his I.Q. may be, Scientology can increase it, and that certain personality traits shown on the assessment of his personality test as urgently needing attention can be improved by Scientology processing. He will have heard of the fantastic successes claimed to have been achieved by