

**1304.00 ADMINISTRATIVE COMMUNICATIONS ORDERS**

<b>Responsible Officer:</b>	EVP-COO UC Operations
<b>Responsible Office:</b>	Systemwide Community Safety
<b>Issuance Date:</b>	[The date of issuance by the President]
<b>Effective Date:</b>	[The date that the Policy is first enforceable]
<b>Scope:</b>	The policies and procedures contained within constitute a directive for members of the University of California Police Department (UCPD). They are created to provide direction and guidance to the members of the UCPD and provide the framework of coordination for the protection of the population and resources of the University of California.

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**I. POLICY SUMMARY**

This policy sets the rules for how directives are issued and followed within UCPD. It defines General Orders (standing departmental policies), Special Orders (time-limited or topic-specific directives), Training Bulletins, memoranda, and oral instructions. Employees must review new or revised orders promptly and obey all lawful orders from supervisors. The policy explains what to do if orders appear to conflict, including seeking clarification through the chain of command and documenting concerns without delaying compliance. Emergency directives may be issued quickly when operational

needs require immediate action. Failure to follow lawful orders or current directives can result in corrective action or discipline.

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## II. POLICY TEXT

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### ORDERS

**1304.1** Orders are instructions issued by a ranking employee having supervisory responsibility in a department. Orders may be oral or written. In orders, the word shall is considered to mean mandatory; may is considered to mean permissive; should is considered to mean advisory. Orders in the plural include the singular.

**1304.1.1 University Police Order.** University Police Order is a term that describes the following: Systemwide Police Policies and Administrative Procedures; General Orders; Special Orders; Administrative Orders; Departmental Memoranda; Standard Operating Procedures and Departmental Manuals; as well as instructions, written or oral, issued by a ranking employee.

- (a) All orders issued are to be presumed lawful.
- (b) Employees shall comply with all lawful orders promptly.
- (c) No supervisor shall knowingly issue an order which is in violation of any law, University policy, procedure or regulation.

**1304.1.2 General Order/Departmental Policy and Procedure.** For the purposes of Systemwide Police Policies and Administrative Procedures, the term “General Order” shall be synonymous with the term “Departmental Policy and Procedure.” A General Order is written and issued by authority of the Chief of Police and is applicable to a University Police Department or to a division, bureau or unit thereof, which establishes a principle, a policy, or a procedure. It is the most authoritative directive in a department. General Orders are permanent directives and remain in full effect until amended or cancelled by the Chief of Police.

**1304.1.3 Special Order.** A special order is a written order issued by the authority of the Chief of Police applicable to the department as a whole, a division, bureau or unit thereof, or to an individual therein, which establishes a temporary principle, policy, or procedure. Special orders are usually in effect for a specified length of time. When an expiration date is not specified, a special order is automatically cancelled with the conclusion of the situation or incident which prompted its issuance.

### FAMILIARITY WITH ORDERS

**1304.2** It shall be the responsibility of each new employee to become familiar with all existing rules, policies, and orders within 30 days of appointment to the department.

**1304.2.1 Familiarity With New Orders.** It shall be the responsibility of each member of the department to become familiar with orders as soon as possible subsequent to their issuance. Supervisors shall make an employee aware of orders issued during an employee's absence.

### **FAILURE TO OBEY AN ORDER**

**1304.3** The refusal of any employee to obey a lawful order given by a ranking employee may be cause for immediate suspension from duty by a ranking employee and/or corrective action or dismissal by the Chief of Police in accordance with applicable Personnel Policies.

### **CONFLICTING ORDERS**

**1304.4** Employees shall obey the lawful orders of ranking employees at all times. Should an employee believe that an order received is unlawful, in conflict with any order previously given or with any department order, and if circumstances permit, the employee shall point out the conflict to the ranking employee who issued the order. If the conflict is not eliminated, the order shall stand and be obeyed to the best of the employee's ability. The responsibility for the order remains that of the ranking employee.

**1304.4.1 Conflict Resolution Procedure.** Subsequent to a situation in which a conflicting order was at issue, the employee and the ranking employee who issued the order shall seek resolution of the conflict through the chain-of-command if either or both believe it is appropriate to do so.

**1304.4.2 Appeal of Orders Issued.** If a conflicting order issue is not resolved within the department through the procedure described in Section 1304.4.1, an employee may file an appeal or grievance in accordance with applicable personnel policies.

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## **III. COMPLIANCE / RESPONSIBILITIES**

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Each Chief of Police has the responsibility to adopt and publish policies and procedures for the assistance and guidance of the members of their individual campus police departments. Policies and Procedures for campus police departments issued by authority of the Chief of Police shall have the same authority as these Policies.

Local regulations, including General and Special Orders, Procedural Memoranda and instructions may be written more restrictively than Policies Applying to University of California Police Department, however they may not be written to supplant or diminish the Policies and Procedures contained within this Systemwide document.

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#### **IV. RELATED INFORMATION**

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Not applicable

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#### **V. FREQUENTLY ASKED QUESTIONS**

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Not applicable

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#### **VI. REVISION HISTORY**

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**January 2, 2026:** Updated for formatting. This Policy is also reformatted to meet Web Content Accessibility Guidelines (WCAG) 2.0

**January 7, 2011:** Revised

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