

# **The City Art Museum Protection Department Policy**

Date: January 1, 2004

Policy #: 107

TO: All Security Department Employees

FR: Security Director

## **Taking Orders**

### **Purpose**

The purpose of this policy is to explain the difference between verbal and written orders, to explain how to deal with conflicting orders, and to understand that all orders have equal weight.

### **Policy**

While you are supposed to work with your assigned supervisor within the chain of command, any supervisor may instruct you or give you orders. Your job is to carry out the order.

There is no difference between a written order and a verbal order. One does not prevail over another. You do not have an option as to which you prefer to follow. Similarly, you may be assigned to one specific supervisor who oversees you for administrative purposes. But that supervisor is no different from any of the other supervisors on the force. All supervisors are equal and their orders are all equal.

### **Conflicting Orders**

From time to time you may be given conflicting orders. You may, for example, be asked to stand post in Gallery 1 and to remain there until the Supervisor returns. Later a different Supervisor may ask you to move to Gallery 6. You have a conflicting order because one Supervisor told you to wait there and another told you not to.

Which order prevails?

### **Responsibility**

Any member of this department getting conflicting orders has a responsibility to immediately bring the conflict to the attention of the supervisor giving them the

most recent order. That supervisor has the option of having you carry out his order or telling you to follow the original order.

You do not have the right to contact the first supervisor to get his opinion.

You do not have the right to select the order you prefer to follow.

The most recent order prevails if you first tell the supervisor giving you the conflicting order of the conflict and he does not rescind the order.

It also does not matter if the first order is in writing and the second order is verbal. The seniority or rank of the two supervisors giving the conflicting order is irrelevant, All that matters is that you bring the conflict to the attention of the supervisor giving you the most recent order and follow his instructions after he considers the conflict.

It is the responsibility of the Supervisor giving the conflicting order to notify the supervisor who gave the first order of their action to over ride his instructions. A guard shall never be pressured or disciplined for following this procedure.