



DEPARTMENT OF DEFENSE  
MISSILE DEFENSE AGENCY  
5700 18<sup>TH</sup> STREET  
FORT BELVOIR, VIRGINIA 22060-5573

EO

JUL 26 2018

POLICY MEMORANDUM NO. 2

MEMORANDUM FOR ALL MDA PERSONNEL

SUBJECT: Alternative Dispute Resolution Program for Workplace Disputes

As your Director, I am responsible for establishing and maintaining a healthy work environment that fosters MDA's core values of respect, teamwork, dedication, integrity, and professionalism. We are all part of MDA's important mission. Our ability to accomplish that mission depends on our success in working together as a team.

The Equal Employment Opportunity Commission's regulations at 29 C.F.R. § 1614.102 (b)(2) requires agencies to establish or make available an Equal Employment Opportunity Alternative Dispute Resolution (ADR) program. ADR is defined as any procedure used as an alternative to litigation or formal administrative proceedings to resolve issues and controversies.

The preferred method of ADR is mediation, which is a structured process in which a qualified third party neutral uses interest-based problem solving techniques to assist disputing parties in resolving their issues. Once a determination is made that mediation is appropriate and the aggrieved party accepts the offer of mediation, the management official involved in the dispute has a duty to cooperate. The MDA Executive Director will serve as final decision authority on all settlement offers.

It is our responsibility to treat each other with dignity and respect to ensure civility in the workplace. Mediation is a viable alternative to formal processes as it preserves morale and productivity. I encourage you to take advantage of the mediation process early on while problems are amenable to prompt, equitable, and mutually agreed upon solutions.

If you believe you have an equal employment opportunity related dispute, notify the MDA Equal Opportunity and Diversity Management Office at 256-313-9659 or [equal-opportunity@mda.mil](mailto:equal-opportunity@mda.mil). If you believe you have a general personnel dispute (grievances and similar workplace disputes), contact the MDA Human Resources Customer Service Desk at 256-313-9726 or [DOH-ATHP@mda.mil](mailto:DOH-ATHP@mda.mil).

A handwritten signature in black ink, appearing to read "Sam Greaves", is positioned above the printed name.

SAMUEL A. GREAVES  
Lieutenant General, USAF  
Director