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DEPARTMENT OF DEFENSE  
MISSILE DEFENSE AGENCY  
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FORT BELVOIR, VIRGINIA 22060-5573

OCT 23 2019

POLICY MEMORANDUM NO. 2

MEMORANDUM FOR ALL MDA EMPLOYEES

SUBJECT: Alternate Dispute Resolution Program for Workplace Disputes

As your Director, I am responsible for establishing and maintaining a healthy work environment that fosters the Missile Defense Agency's (MDA) core values of respect, teamwork, dedication, integrity, and professionalism. MDA is committed to resolving workplace issues at the lowest possible level while maintaining a positive work environment. 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 Code of Federal Regulations (C.F.R.) § 1614.102(b)(2) requires agencies to establish or make available an Equal Employment Opportunity Alternative Dispute Resolution (ADR) program. ADR techniques successfully defuse workplace conflict, help resolve disputes quickly, improve communication, and prevent escalations. Although participation is voluntary, I strongly encourage complainants to cooperate and engage in the ADR process.

The preferred method of ADR is mediation which is a structured process in which a qualified neutral third party 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 a 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 in an effort to resolve or prevent workplace conflicts.

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 e-mail at [equal-opportunity@mda.mil](mailto:equal-opportunity@mda.mil).

  
J. A. HILL  
Vice Admiral, USN  
Director