



**DEFENSE SECURITY SERVICE
1340 BRADDOCK PLACE
ALEXANDRIA, VA 22314-1561**

DEC 20 2010

MEMORANDUM FOR ALL DEFENSE SECURITY SERVICE EMPLOYEES

SUBJECT: Alternative Dispute Resolution

This policy statement reaffirms my commitment to make DSS operate in a more efficient and effective manner. To that end, I strongly support, where possible, the use of Alternative Dispute Resolution (ADR) to manage ongoing and potential workplace conflicts at the earliest stage feasible, and at the lowest possible level.

The preferred method of ADR is mediation. Mediation is voluntary and designed to improve communications and workplace relationships during the informal and formal Equal Employment Opportunity (EEO) complaints process. Mediation involves a neutral third party, who assists involved parties in the process of achieving a consensual resolution, if possible. The neutral third party has no stake in the substantive outcome of the process.

Resolving complaints expeditiously contributes to our goal of maintaining an environment that fosters open communication and respect. My expectation is that all parties using the mediation process will act in good faith and participate with the intent of obtaining a mutually satisfactory resolution. Of course not all complaints can be resolved through ADR; therefore, the ADR program has been designed so that employees retain their rights to continue the administrative EEO process if a resolution is not reached.

You may learn more about the role of ADR in resolving workplace disputes by visiting the EEO homepage via the DSS intranet. There you will find information and the DSS Regulation 09-13, entitled "Alternative Dispute Resolution for EEO Complaints," which covers information such as eligibility, responsibilities, and how the process works.

A copy of this policy is to be posted on all DSS bulletin boards. For questions concerning ADR, contact Carolyn Lyle, Office of EEO at (703) 325-1959. This policy supersedes Alternative Dispute Resolution (ADR) Program Policy Statement dated, January 13, 2009.

A handwritten signature in black ink, appearing to read "Stanley L. Sims", is positioned above the printed name and title.

**Stanley L. Sims
Director**