



Director

DEPARTMENT OF THE TREASURY
BUREAU OF ENGRAVING AND PRINTING
WASHINGTON, D.C. 20228

Reissued: February 10, 2025
October 1, 2024

MEMORANDUM FOR ALL BEP EMPLOYEES

FROM: Patricia S. Collins
Director

Patricia S. Collins

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Collins
Date: 2025.02.11 10:37:02 -05'00'

SUBJECT: Alternative Dispute Resolution Policy Statement

The Administrative Dispute Resolution Act of 1996 authorizes and encourages agencies to utilize mediation and other consensual methods of dispute resolution as alternatives to traditional complaint processes. Alternative Dispute Resolution (ADR) offers the parties the opportunity for an early and informal resolution of disputes in a mutually satisfactory fashion. This process emphasizes open communication, cooperation, and flexibility in identifying mutual interests and potential solutions; and with good faith efforts, helps rebuild trust between all parties involved.

I am committed to the use of ADR as a mechanism to prevent or minimize the escalation of disputes in a mutually acceptable manner. I recognize the benefits of ADR and recommend ADR for both Equal Employment Opportunity (EEO) and workplace conflicts. In the EEO process, the “parties” are the agency and the counselee/complainant/applicant; therefore, it is BEP’s policy for managers and supervisors to participate in ADR when the employee elects to use it. However, if an employee alleges certain types of harassment, or a matter involving violence, ADR may not be appropriate.

Although highly encouraged, participation in the ADR process is voluntary for the counselee/complainant/applicant during the EEO process. Management’s participation in the EEO ADR process is mandatory when the individual elects to use it. When the individual seeks resolution, it is the responsibility of management to listen to the issues brought forth and work to resolve issues appropriately at the earliest possible stage. I support the many flexibilities of ADR, including facilitation, mediation, fact-finding, coaching, shuttle diplomacy, and neutral evaluation, where appropriate.

The effective use of ADR techniques has been linked to positive outcomes such as increased productivity, retention, and engagement. Accordingly, I expect managers and supervisors to utilize ADR to prevent or minimize the escalation of disputes and encourage all employees to avail themselves of BEP’s alternative dispute solutions to workplace issues; and encourage all of you to leverage ADR to maintain a positive, safe work environment to ensure we are all aligned as we work on accomplishing BEP’s mission.

The Office of primary responsibility is the Office of Equal Employment Opportunity (OEEO), which also has final authority for granting access to the ADR process. For additional information on ADR, employees may contact OEEO by phone 202-874-3460 or

email OEEO@bep.gov. For deaf and hard of hearing individuals, call (202) 874-3460, using the Federal Communications Commission Telecommunications Relay Service program by dialing 711.