



Town of Londonderry, New Hampshire

Administrative Policies and Procedures

Policy Title: **Serious Incident Reporting (SIR) Policy**

Policy Number: ADM-103

Original Adoption Date: 7/25/25

Revision Date:

Approved by: Shaun Mulholland

Signed by:

Shaun Mulholland

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Section 1.0: Purpose

The purpose of this policy is to ensure timely and accurate reporting of incidents of significance within the Town of Londonderry. Effective incident reporting enables the Town Manager and senior leadership to make informed decisions that can mitigate risks, protect the Town's interests, and maintain public trust. This policy establishes a clear protocol for escalating significant incidents through the proper channels.

Section 2.0: Scope

This policy applies to all Department Heads and employees who report directly to the Town Manager. It covers incidents involving Town personnel, infrastructure, facilities, and any events that could have significant impacts on the Town's operations or reputation.

Section 3.0: Definitions

The following definitions apply to this Policy:

- **Incident:** An event or occurrence involving Town employees, elected or appointed officials, Town-owned facilities, equipment, or operations that could impact the Town.
- **Community Infrastructure:** Infrastructure or facilities within the Town's jurisdiction owned or operated by private or nonprofit entities.
- **Serious Bodily Injury:** Injury involving loss of limb, eyesight, or protracted or permanent loss of an organ or critical body function.

Section 4.0: Reporting Policy

4.1 Incident Classifications

Level 1 – Serious Incidents:

- Death or serious bodily injury of a Town employee or official while working on behalf of the Town.
- Death or serious bodily injury caused by a Town employee or official while performing duties.
- Significant damage, inoperability, or destruction of key Town or community infrastructure with potential major impact.
- Imminent threats to the health, safety, or well-being of a substantial portion of the community.

Level 2 – Significant Incidents:

- Death or serious bodily injury to a Town employee or official off duty, or to State/Federal officials working within Town limits.
- Damage to key infrastructure with appreciable but less severe impacts.
- Traffic or industrial accidents involving Town vehicles, staff, or facilities.
- Politically sensitive events or situations likely to raise substantial community concern.
- Incidents of criminal conduct or corruption involving Town employees or officials (excluding cases where disclosure could compromise investigations).

Level 3 – Other Reportable Incidents:

- Violations or potential violations of the Town Charter or Ethics Code by elected or appointed officials or involving Department Heads or their staff.
- Other incidents at the Department Head’s discretion that warrant Town Manager notification.

Section 5.0: Reporting Procedures

Department Heads are responsible for exercising judgment in reporting incidents according to the following guidelines:

1. **Level 1 Incidents:** Must be reported to the Town Manager immediately, using direct verbal communication – in person or by phone – as soon as circumstances permit without hindering incident management.
2. **Level 2 Incidents:** Must be reported within six (6) hours of becoming aware, via phone, text, email, or in-person communication.
3. **Level 3 Incidents:** Must be reported within twenty-four (24) hours, via phone, text, email, or in-person communication.

If urgency dictates, Department Heads are encouraged to contact the Town Manager at any time, day, or night. For incidents involving multiple departments, the Department Head with primary responsibility shall report the incident. If responsibility is unclear, both Department Heads should report. In the absence of the Town Manager or inability to establish contact, notification shall be made to the Assistant Town Manager or designee.

This policy does not supersede or replace any reporting requirements set by other applicable laws, regulations, policies, or procedures.

Section 6.0: References

1. Town of Londonderry Charter [Town-Charter-PDF](#)
2. Applicable State Statutes
3. Local Ordinances
4. Londonderry Administrative Policies

Section 7.0: Policy & Procedure Revision History

Original Adoption Date:		
Section	Description of Revision	Date
	Original Adoption	7/25/25

