



Town of Londonderry, New Hampshire

Administrative Policies and Procedures

Policy Title: Employee Code of Conduct

Policy Number: ADM-100

Original Adoption Date: 2/9/2026

Revision Date:

Approved by: TM Shaun Mulholland

Signed by:

Shaun Mulholland

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Section 1.0: Purpose

The Town of Londonderry is committed to providing high-quality public service in a professional, respectful, and accountable manner. This Employee Code of Conduct establishes clear expectations for employee behavior and workplace standards to support public trust, operational effectiveness, and a positive work environment.

This policy draws on widely accepted best practices used by municipalities across the United States and is intended to promote consistency, fairness, and professionalism throughout Town operations.

Section 2.0: Scope

This policy applies to all Town of Londonderry employees, whether full-time, part-time, temporary, seasonal, or contractual, unless otherwise stated by law, collective bargaining agreement, or separate policy.

Elected officials, appointed board members, volunteers and employees of the Library may be governed by separate standards but are expected to act in a manner consistent with the principles outlined herein.

Section 3.0: Definitions

The following definitions apply to this Policy:

Bullying

Repeated, unreasonable behavior directed toward an employee or group of employees that creates a risk to health and safety, undermines dignity, or interferes with work performance. Bullying may include intimidation, humiliation, sabotage, or persistent hostile conduct.

Confidential Information

Information obtained through employment with the Town that is not intended for public release, including but not limited to personnel information, protected records, legal matters, security-related information, and information exempt from disclosure under applicable law.

Discrimination

Unlawful adverse treatment of an employee or applicant based on a protected characteristic under

federal or state law (e.g., race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or other protected status).

Harassment

Unwelcome conduct based on a protected characteristic that is sufficiently severe or pervasive to create an intimidating, hostile, or offensive work environment, or that unreasonably interferes with an individual's work performance. Harassment may be verbal, physical, visual, or electronic.

Insubordination

The refusal to follow a lawful directive from a supervisor, department head, or authorized management official, or conduct that intentionally undermines supervisory authority.

Misuse of Town Resources

Use of Town property, funds, time, equipment, technology, vehicles, or facilities for non-Town purposes in a manner that is excessive, inappropriate, unlawful, or that interferes with work performance or public trust.

Professional Behavior (Conduct)

Behavior that reflects competence, integrity, accountability, and respectful communication. Professional conduct includes appropriate workplace demeanor and adherence to Town policies and supervisory direction.

Retaliation

Any adverse action, threat, intimidation, or negative employment-related consequence taken against an employee because they made a good-faith report, participated in an investigation, or exercised a protected right. Retaliation is prohibited.

Safety-Sensitive Position

A position in which impaired performance may result in a significant risk of harm to the employee, coworkers, the public, or Town property. Examples may include roles involving vehicle operation, heavy equipment, emergency response, or direct public safety responsibilities.

Town Business

Any activity performed on behalf of the Town, including services delivered to residents, use of Town systems, communications conducted in an official capacity, and work performed during Town time or using Town resources.

Uncivil Conduct / Workplace Incivility

Behavior that is rude, disrespectful, disruptive, or demeaning, including yelling, insults, sarcasm used to belittle others, ridicule, intimidation, or conduct that undermines workplace respect and teamwork.

Transparency

Transparency is the practice of conducting Town business in an open, clear, and accountable manner. It includes providing accurate information, documenting decisions appropriately, and communicating in a way that supports public trust, while protecting confidential, legally protected, or sensitive information as required by law and Town policy.

Workplace

Any location where Town work is performed or where Town business occurs, including Town facilities, remote work locations, vehicles, worksites, public meetings when employees are acting in their official capacity, and any electronic or virtual environment used for Town operations.

Workplace Violence / Threatening Behavior

Any act or threatened act of physical harm, intimidation, aggressive behavior, or conduct that creates fear for safety. This includes threats communicated verbally, physically, electronically, or through gestures.

Section 4.0: Policy Detail

Town employees are public servants entrusted with the responsibility to serve the community with integrity, professionalism, and respect. Employees are expected to conduct themselves in a manner that:

- Upholds public confidence in Town government
- Supports a safe, inclusive, and productive workplace
- Reflects positively on the Town at all times, whether on or off duty

This Code of Conduct is intended to complement, not replace, other Town policies, procedures, and collective bargaining agreements.

Guiding Principles

Town of Londonderry employees are guided by the following principles in all aspects of public service:

- **Service to the Public:** Place the interests of the community first and deliver services in a fair, responsive, and customer-focused manner.
- **Integrity and Accountability:** Act honestly, responsibly, and transparently, accepting responsibility for actions and decisions.
- **Respect and Civility:** Foster a workplace and community environment grounded in mutual respect, professionalism, and collaboration.
- **Stewardship of Public Resources:** Use public funds, property, and time efficiently and responsibly to maximize value for residents.
- **Compliance and Excellence:** Adhere to laws, policies, and professional standards while continuously striving to improve performance and service delivery.

These principles are intended to guide judgment and behavior where specific rules may not address every situation.

Section 5.0: Procedures-Standards of Conduct

5.1 Professional Behavior

Employees shall:

- Perform their duties competently, responsibly, and in a timely manner
- Treat residents, coworkers, supervisors, elected officials, vendors, and visitors with courtesy, dignity, and respect
- Communicate clearly, honestly, and professionally in all verbal, written, and electronic interactions
- Maintain appropriate professional boundaries in the workplace

5.2 Respectful Workplace

The Town of Londonderry is committed to a workplace free from discrimination, harassment, bullying, and intimidation.

Employees shall:

- Comply with all Town policies related to equal employment opportunity and harassment prevention
- Refrain from conduct that is abusive, threatening, disruptive, or disrespectful
- Support a culture of inclusion, teamwork, and mutual accountability

Workplace Civility

The Town of Londonderry is committed to maintaining a professional, respectful, and civil workplace that supports effective public service and employee well-being.

Workplace civility means treating others with dignity and respect, even in situations involving disagreement, stress, or differing viewpoints. Employees are expected to engage in constructive communication, demonstrate self-control, and contribute positively to the work environment.

Expectations

Employees shall:

- Communicate in a professional, courteous, and respectful manner at all times
- Listen actively and consider differing perspectives without hostility or dismissiveness
- Address disagreements constructively and through appropriate channels
- Refrain from conduct that undermines teamwork, morale, or mutual respect
- Shall not display Uncivil Conduct
- Shall not display Persistent negativity or disruptive behavior that interferes with work operations

Such conduct, whether occurring in person, by phone, electronically, or through social media when related to Town business, is inconsistent with Town standards and will not be tolerated.

Shared Responsibility

All employees share responsibility for maintaining a civil workplace. Supervisors and managers are expected to model civil behavior, address concerns promptly, and foster an environment of professionalism, accountability, and teamwork.

Workplace civility supports effective service delivery, strengthens public trust, and contributes to a healthy, productive organizational culture.

5.3 Use of Town Resources

Employees shall:

- Use Town property, equipment, technology, vehicles, and funds responsibly and for legitimate Town business
- Protect Town assets from loss, damage, misuse, or theft
- Follow all policies governing information technology, cybersecurity, records management, and data privacy

5.4 Attendance and Performance

Employees are expected to:

- Report to work as scheduled and be punctual
- Accurately record time worked and leave used
- Perform assigned duties to established standards and comply with lawful supervisory direction
- Notify supervisors promptly when unable to report to work or perform assigned duties
- Use sick leave only when they meet the requirements for the use of sick leave.

5.5 Compliance with Laws and Policies

Employees shall:

- Comply with all applicable federal, state, and local laws and regulations
- Follow Town policies, administrative procedures, and departmental rules
- Cooperate fully with lawful investigations, audits, and inquiries

5.6 Safety and Health

Employees shall:

- Follow all workplace safety rules and procedures
- Use required safety equipment and report unsafe conditions promptly
- Refrain from reporting to work under the influence of alcohol, illegal drugs, or other substances that impair performance, consistent with Town policy

5.7 Confidential Information

- Town employees shall not use confidential information acquired by or available to them in the course of their employment with the Town for personal gain or for personal, non-Town business related reasons.
- Town employees who have access to confidential information, including but not limited to, passwords and user identifications, shall take reasonable precautions to prevent unauthorized access and shall limit access to information contained in or obtained to authorized personnel only.

5.8 Conduct Outside of Work

Employees are expected to avoid off-duty conduct that could reasonably be expected to:

- Negatively impact their ability to perform their duties
- Undermine public confidence in the Town
- Disrupt workplace operations or relationships

Nothing in this policy is intended to infringe upon employees' lawful rights to engage in protected speech or activities.

5.9 Reporting Concerns

Employees are encouraged to report suspected violations of this Code of Conduct or other Town policies promptly and in good faith.

Reports may be made to a supervisor, department head, Human Resources, or other designated authority. Retaliation against any employee who raises a concern in good faith is strictly prohibited.

5.10. Enforcement and Discipline

Violations of this Code of Conduct may result in corrective or disciplinary action, up to and including termination of employment, consistent with applicable laws, collective bargaining agreements, and Town policies.

The level of discipline will depend on the nature and severity of the violation, prior conduct, and mitigating or aggravating factors.

Section 6.0: References

6.1 External Reference Models (for policy development)

The following publicly available municipal and professional standards were used as reference models during development of this policy:

- Town of Brookline, MA – Code of Conduct for Employees, Boards, and Commissions (2022)
- City of Raleigh, NC – Employee Code of Ethics Policy (SOP)
- City of Phoenix, AZ (Parks & Recreation) – Code of Conduct Policy (2025)

- ICMA (International City/County Management Association) – Code of Ethics (most recently amended/updated 2025)

6.2 Internal Town Policies and Documents (Related)

The following Town policies and documents may apply to conduct expectations and workplace standards:

- Chapter XXIX, Title I, Ethics Code
- ADM-111 Anonymous Reporting Policy
- ADM-126 Complaints & Investigations Policy
- Non-Represented Employee Personnel Policy
- ADM-961 Equal Employment Opportunity (EEO) and Anti-Discrimination Policy
- ADM-923 Harassment and Reporting Procedures
- ADM-917 Alcohol & Drug Testing Policy
- ADM-925 Safety Policy and Departmental Safety Procedures
- NH RSA Chapter 33-A Records Management statutes
- NH RSA Chapter 91-A Confidentiality, and Public Records statutes

Section 7.0: Policy & Procedure Revision History

Original Adoption Date: 2/9/2026		
Section	Description of Revision	Date