



Town of Londonderry, New Hampshire

Administrative Policies and Procedures

Policy Title: **Property, Liability, and Workers' Compensation Claims Management Policy**

Policy Number: **ADM-112**

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 purpose of this policy is to establish clear, consistent, and accountable administrative procedures for reporting, documenting, reviewing, and managing municipal property, liability, vehicle, and workers' compensation exposures and claims submitted to the New Hampshire Public Risk Management Exchange (Primex).

This policy supports employee safety, regulatory compliance, fiscal stewardship, timely communication, and continuous improvement, and is intended to operate in coordination with the [Town of Londonderry Safety Program \(Ordinance 2011-11A\)](#).

Section 2.0: Scope

This policy applies to all Town of Londonderry departments, divisions, boards, committees, employees, and volunteers involved in:

- The acquisition, use, maintenance, or disposal of Town-owned property, vehicles, and equipment; and
- The reporting, investigation, review, and management of incidents, near-misses, exposures, and claims involving property damage, liability, vehicle accidents, or employee injuries and illnesses.

Nothing in this policy is intended to alter or supersede any rights, obligations, or processes established under applicable collective bargaining agreements, state or federal law, or Town codes / policies.

Section 3.0: Definitions

The following definitions apply to this Policy:

- **Exposure:** An insurable Town-owned property, vehicle, equipment, or operational risk that must be scheduled or tracked in the Primex system.
- **Claim:** A reported incident involving loss, damage, liability, or injury submitted to Primex for coverage determination and claims handling.
- **Primex:** The New Hampshire Public Risk Management Exchange, the Town's pooled risk management and claims administration program and online portal.
- **Near-Miss:** An unplanned event that did not result in injury, illness, or damage but had the potential to do so.

Section 4.0: Policy Statement

The Town of Londonderry requires that all exposures, incidents, near-misses, and claims be reported accurately, completely, and promptly. Roles and responsibilities are clearly defined to ensure effective coordination, internal oversight, and compliance with Primex requirements, the Town Safety Program, and applicable labor and employment laws.

This policy is administrative in nature and is not intended to be disciplinary. Failure to follow required reporting and documentation procedures may result in delayed claims processing, reduced coverage, increased financial exposure for the Town, or corrective administrative action consistent with Town policy and any applicable collective bargaining agreement.

Section 5.0: Roles, Responsibilities, and Procedures

5.1 Executive Assistant (Risk Manager)

The Executive Assistant serves as the Town's Risk Manager and central administrative coordinator for Primex property, liability, and vehicle exposures and claims and is responsible for:

1. maintaining and updating exposure records in the Primex portal.
2. entering all property, liability, and vehicle claims, excluding Human Resources-managed claims.
3. coordinating with departments to obtain complete and accurate documentation.
4. verifying exposure data prior to claim submission.
5. notifying the Finance Director and Town Manager of newly submitted claims.
6. monitoring claims activity using Primex dashboards and reports.
7. conducting quarterly and annual exposure and claims reconciliation reviews.

5.2 Human Resources

Human Resources is responsible for all workers' compensation and unemployment-related claims and related incident reporting, including:

1. receiving and reviewing employee injury, illness, and near-miss reports.
2. ensuring completion of required employee and supervisor documentation.
3. entering workers' compensation claims into the Primex portal in accordance with statutory timelines.
4. coordinating follow-up with Primex, medical providers, supervisors, and employees.
5. maintaining confidential workers' compensation claims files in compliance with state and federal law.
6. coordinating claims administration in a manner consistent with applicable collective bargaining agreements.

5.3 Departments and Supervisors

Department Heads and Supervisors are responsible for:

1. ensuring immediate response to incidents, including scene safety and employee medical care.
2. promptly reporting all incidents, claims, and near-misses to the Town's Risk Manager.
3. completing all required documentation accurately and in a timely manner.
4. cooperating with claims investigations conducted by Primex and / or the Town.
5. conducting internal post-incident reviews in accordance with the Town of Londonderry Safety Program (Ordinance 2011-11A).
6. implementing and tracking corrective and preventive actions.

5.4 Exposure Management Procedures

1. Adding Exposures
 - a. Departments shall notify the Executive Assistant upon acquisition of new property, vehicles, or equipment.
 - b. The Executive Assistant shall confirm exposure details with the department and Finance.
 - c. The exposure shall be entered into the Primex system.
 - d. Confirmation of entry shall be provided to Finance and the originating department.
2. Removing or Modifying Exposures
 - a. Departments shall notify the Executive Assistant when an asset is sold, surplus, transferred, or decommissioned.
 - b. The Executive Assistant shall verify details and update Primex records accordingly.
 - c. Finance and the department shall be notified of the completed update.

5.5 Claims Reporting Procedures

1. Property, Liability, and Vehicle Claims

Departments shall submit complete incident documentation to the Executive Assistant using the appropriate Primex or Town forms, including:

 - Accident Report Form (vehicle accidents)
 - Member Property Loss or Damage Form (non-vehicle Town property)
 - Premises Incident Report Form (injuries to non-Town personnel, including residents, visitors, vendors, or volunteers).
 - a. The Executive Assistant shall review, enter, and submit the claim in Primex and notify the Finance Director and Town Manager.
2. Workers' Compensation Claims
 - a. Employees
 - 1) Immediately report all work-related injuries, illnesses, and near-misses to a supervisor.
 - 2) Complete the Workers' Compensation Incident Intake Form.
 - b. Supervisors
 - 1) Ensure prompt medical attention when appropriate.
 - 2) Secure the scene and prevent further injury.
 - 3) Complete supervisory documentation.
 - 4) Forward all required materials to Human Resources without delay.
 - c. Human Resources
 - 1) Enter the workers' compensation claim into Primex.
 - 2) Coordinate required follow-up and reporting.
 - 3) Maintain official claim records.

5.6 Post-Incident Review Requirement

In accordance with the Town of Londonderry Safety Program (Ordinance 2011-11A), all incidents and near-misses, regardless of claim status, shall undergo an internal post-incident review to:

1. Identify root causes and contributing factors.
2. Evaluate compliance with applicable policies, procedures, and training.
3. Determine incident preventability.
4. Recommend corrective and preventive actions.

Departments shall document all review findings and provide copies to the Executive Assistant and Human Resources, as applicable. Corrective actions shall be tracked to completion in accordance with the Safety Program.

5.7 Oversight, Monitoring, and Continuous Improvement

1. The Executive Assistant shall monitor claims activity and trends using Primex reporting tools.
2. Quarterly coordination meetings shall be conducted with the Risk Manager, Finance and Human Resources to review claims status, exposures, and loss trends.
3. An annual exposure and claims review shall be conducted to verify accuracy, support budgeting and forecasting, and identify risk reduction opportunities.
4. Lessons learned from incidents and claims shall be incorporated into training, procedures, and safety initiatives administered under the Town Safety Program.

5.8 Litigation Hold and Record Preservation Procedures

Upon receipt by the Town of a notice of lawsuit, claim, subpoena, or other legal action by a third party, or when a third-party lawsuit or claim is reasonably anticipated, the Town shall immediately implement record preservation measures. Failure to comply with record preservation requirements may expose the Town to legal or financial risk and may result in corrective administrative action consistent with Town policy and applicable law. Any Town employee or official who receives notice of such legal action shall promptly notify the Town Manager or the Executive Assistant. No Town employee shall destroy, delete, alter, overwrite, or discard any records that may be relevant to a matter subject to a litigation hold.

1. Executive Assistant (Risk Manager)
The Executive Assistant shall:
 - a. Upon becoming aware of a litigation hold obligation, notify the Town Manager, Town Counsel, Information Technology, and affected departments of the litigation hold.
 - b. Coordinate the identification of potentially relevant records.
 - c. Oversee compliance with preservation requirements until the matter is resolved or the hold is formally released.
2. Department Heads and Employees
All departments, supervisors, and employees shall:
 - a. Preserve all potentially relevant records and information, including electronic records (such as emails, attachments, shared drives, databases, and other electronically stored information maintained on Town servers or devices) and paper records.
 - b. Immediately suspend routine destruction, deletion, or alteration of records related to the matter.
 - c. Cooperate fully with preservation directives issued by the Town or the Town's legal counsel.

Section 6.0: Cross-References

This policy shall be implemented in coordination with, and does not replace or supersede:

1. [Town of Londonderry Safety Program](#) (Ordinance 2011-11A)
2. [State of New Hampshire workers' compensation statutes NH RSA Chapter 281-A](#)
3. [RSA 277:16](#)
4. [Department of Labor Administrative Rules Chapter Lab 600](#)
5. [Department of Labor Administrative Rules Chapter Lab 1400](#)

Section 7.0: Policy & Procedure Revision History

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