

AIR3

ALL INCIDENT REPORTING SYSTEM

————— Powered by —————




ORIGAMI RISK

Compass UK and Ireland

Unit User Guide for Incident Reporting

AIR3 User Guide Contents Page

This document is hyperlinked throughout, and you can click on the blue text to take you to the relevant part of the document you are interested in. To return to the contents page at any time, you can click on the  button at the bottom right of each page to return.

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Section 1: Introduction

Welcome to AIR3, the new Compass UK and Ireland All Incident Reporting System. Within this system you will be able to record incidents, much in the same way you recorded them on AIR2. However, there are a number of enhancements with AIR3 which will improve the incident reporting information and how you interact with the system.

One new area is Hazard Observations, where you can report specific hazards in your unit that need addressing and perhaps you need support from the HSE Team to progress this with your client.

In addition to the normal reporting you are used to, there will now be a requirement to complete a basic [Unit Incident Review](#) online for any incident that results in an injury. You will also now be able to upload a copy of the Incident Investigation Pack direct to the incident removing the need to post or email the pack to HSE. (however, if you do not have the facility to scan documents, you can still post the IIP to the HSE Department in Parklands)

You will also be required to notify actions taken at unit level for near miss incidents, hazard observations, pest infestations and environmental impacts.

To ensure the best experience we would recommend using either Firefox or Chrome web browser.

a. Top Tips to Remember Before Entering an Incident

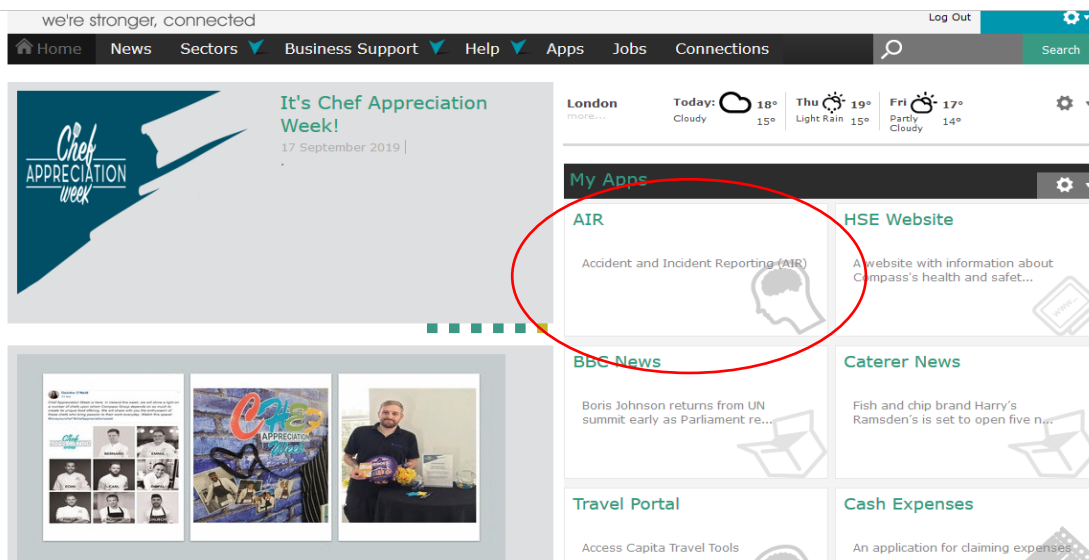
1. Know your unit number, this is the surest way to ensure you log the incident to the correct unit, this will be either a 5 digit number such as 64532 or it could be a letter and numbers such as g381. Either way ensure you know it before entering an incident.
2. Know your Unit Managers contact details, if you are reporting an incident and you are not the unit manager, you will be prompted to enter their contact details into the incident form.
3. Know your Regional Manager or Above Unit Operations Manager/ Directors email address, that the unit reports into, if you are unsure, your Unit Manager will be able to tell you who their line manager is. (For some incidents you will be required to provide their email address.
4. The Contents page of this document is hyperlinked, so click on the content header and it will take you to that section in the User Guide. Equally there are blue hyperlinks throughout the User Guide where a particular topic is related or followed on to another section, so just click on the link to go to that next section.
5. You may be required to take some follow up actions following the reporting of an incident, this will be done either by a Unit Incident Review or completing some Corrective Actions, the email notifications will advise on what you need to do next if anything.
6. Email notifications will come from AIR3 via the notifications@origamirisk.com email, if it does not appear on the first time or reporting an incident, please check your junk email or spam email box.
7. To ensure quick and easy retrieval of AIR3 notifications in the future if you have to go back to get information or access a Grant Access Link, I would advise that you create an "AIR3 Notifications" folder in your email Inbox so you can move them to that folder when they appear in your Inbox.

Finally if you need any further support or have any questions please contact the HSE Admin Team by either emailing HSE@compass-group.co.uk or calling on Tel. 0121 457 5765.



Section 2: Accessing the new AIR3 system

To access the new AIR3 system you will need to login to Compass Connect and then click on the Origami Risk app on the “Apps” section as per below;

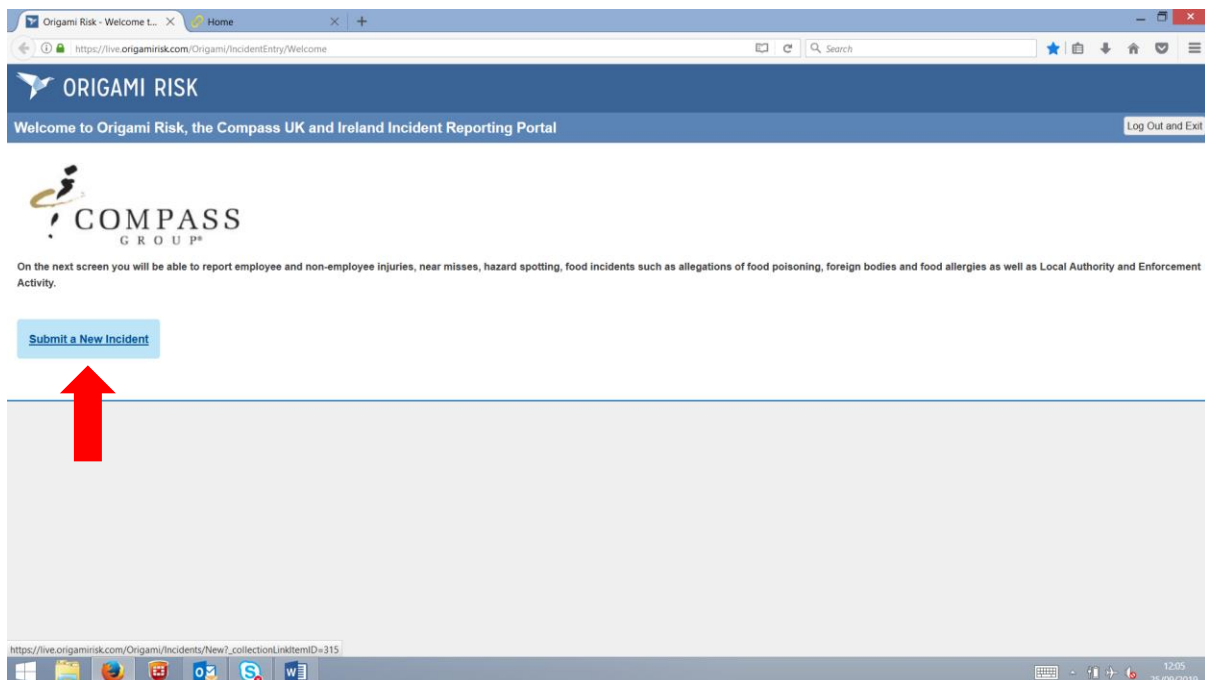


If the app is not showing on your “My Apps” home page, click on “Show All” link at bottom, you will then be able to find the Origami Risk App. You can also use the Settings button, top right of My Apps toolbar to locate the Origami Risk App on your My Apps homepage for easy future access.

Alternatively, you can also access via the HSE Website under the “AIR3 - Incident Reporting” tab on the homepage.

a. Submitting an Incident

This will then open the welcome page as per below;



You can then click on “Submit a New Incident” to then choose the correct incident type you wish to report.



b. Choosing Incident Type

The next screen to appear will be to select the incident type you are reporting on. There is a narrative below each incident to confirm what should be reported and where. Please ensure you select the correct incident type based on that.

Select Incident Type Cancel

Select the Type of New Incident

- Compass Employee Injury Report**
To be used when:
 - An employee reports a workplace injury, no matter how minor.
 - Note: An Incident Investigation Pack must also be completed by the Site team.
- Near Miss**
To be used when:
 - Any employee, non-employee is involved in an incident that did not cause an injury but had the potential to do so.
 - Note: There is no requirement for an Incident Investigation Pack to be completed.
 - You will however be requested by Origami to complete a Corrective Actions Taken Report.
- Food Safety Incident**
To be used when:
 - Any customer makes a report of an allegation of food poisoning.
 - Any customer makes a complaint about a foreign body in their food.
 - Any customer makes a complaint about a food allergy or intolerance or suffers from an allergic reaction.
- Enforcement Contact**
To be used when:
 - Any Environmental Health Officer visits site for a Food Hygiene Inspection or any other reason.
 - Trading Standards visits or inspections.
- Non-Compass Employee Injury Report**
To be used when:
 - A member of public, contractor, client team or any other Non-Compass person is injured as a result of our work activity.
 - Note: An Incident Investigation Pack must also be completed by the Site team.
- Hazard Observation**
To be used when:
 - Any member of the Compass team spots a hazard that may have the potential to cause harm or incident.
 - Note: There is no requirement for an Incident Investigation Pack to be completed.
 - You will however be requested by Origami to complete a Corrective Actions Taken Report.
- Pest Infestation**
To be used when:
 - You spot signs of pest activity such as droppings, gnaw marks, live sightings or dead pest remains.
 - Pests could include; mice, rats, flies, insects, cockroaches and birds.
 - In all incidents, please ensure you follow the Compass Pest Escalation process contained in GHP 3 – Pest Control available in the Food Safety Management Section of the HSE Website.
- Environmental Impact**
To be used when:

Section 3: Inputting the Incident Details (Employee and Non-Employee Injuries)

The inputting of the incident details is the same as how you inputted information for AIR2, you select your unit from the listing by inputting the first 5 digits of your unit number or you can type your unit name and then select your unit from the listing. **This applies to all incident types.**

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New Compass Employee Injury Report

Where and When

Unit *

- A.S. Watson Superdrug (72486)
- Royal Bank of Scotland PLC (72487)
- The O2 (72489)
- The Range - Torquay (87248)

Date of Incident *

Report Date

RM/OD/BD Email Address *

Your - Job Title *

Your - First Name *

Your - Surname *

Your - Telephone Number *

Your - Email Address *

Are you the Unit/Site Manager? *

HSE Manager

Location of Incident *

Incident Details

Was this when driving on company business?



a. Regional Manager/ Ops Director/ Business Director Email Address

For any incident that involves an injury to one of our employees or a Non-Compass employee such as a member of public, client team, contractor, or for any Food Allergy, Pest Infestation and EHO inspection with a Food Hygiene Rating of 3 or below, you will be required to record the email address of your Regional Manager/ Ops Director or Business Director, so the direct above unit report for the GM of your unit. This is to ensure they are aware of incidents such as this, the system will also send them a chase email if you do not submit your Incident Investigation Pack within 7 days of reporting the incident.

Origami Risk - New Incident

https://live.origamirisk.com/origami/incidents/New?incidentTypeID=1&_collectionLinkItemID=315

ORIGAMI RISK

New Compass Employee Injury Report

Where and When

Unit * 72489 - The O2

Date of Incident * 25/09/2019

Report Date 25/09/2019

RM/OD/BD Email Address * lan.Merrit@compass-group.co.uk

Your - Job Title *

Your - First Name *

Your - Surname *

Your - Telephone Number *

Your - Email Address *

Are you the Unit/Site Manager? *

HSE Manager

Location of Incident *

You will then input your information and if you are not the unit manager then this will request you to put their details in to the form also.

You can select your sector HSE Manager contact from the drop-down list as required.

Origami Risk - New Incident

https://live.origamirisk.com/origami/incidents/New?incidentTypeID=1&_collectionLinkItemID=315

ORIGAMI RISK

New Compass Employee Injury Report

Where and When

Unit * 72489 - The O2

Date of Incident * 25/09/2019

Report Date 25/09/2019

RM/OD/BD Email Address * lan.Merrit@compass-group.co.uk

Your - Job Title * Retail Manager

Your - First Name * Alan

Your - Surname * Christie

Your - Telephone Number * 0123456789

Your - Email Address * Alan.Christie@o2.co.uk

Are you the Unit/Site Manager? * Yes

HSE Manager

Location of Incident *

Incident Details

Was this when driving on company business?

Did the incident result in loss of Trade or Service?

Did the incident involve equipment or structure?

Was the incident related to Fire or Explosion?

Was there any environmental impact?

What was the most relevant activity related to the incident?

Weather Conditions at time of incident

Alan Errington

Brian Jarman

Chris Moore

David Bryce

David Turner

Evan Judge

Janet Shepherd

Jeanette Whitehead

Jo Jackson

John Hamilton

Kate Sparey

Kenny Jones

Matthew Eakins

Rachel Beame

Stephen Jones

Stuart Bryce

Stuart Care

Zerxes Gimwalla

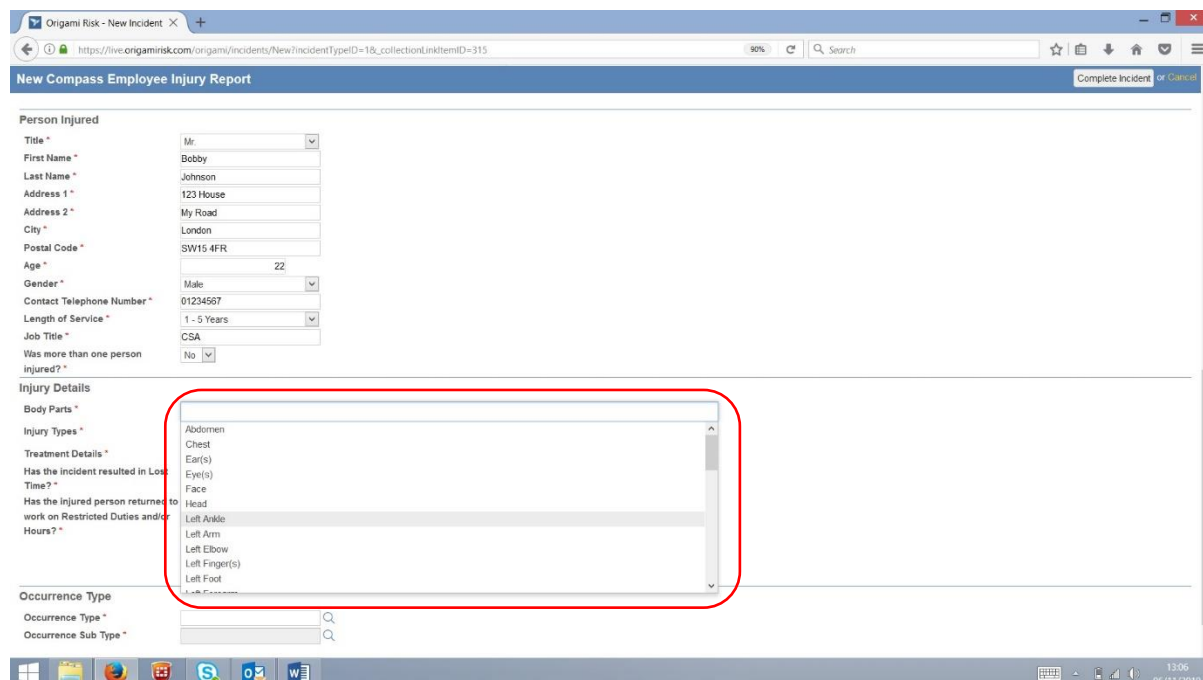
Zoe Hammett

You then complete the incident information by answering the questions in each section of the report form as you would normally do.



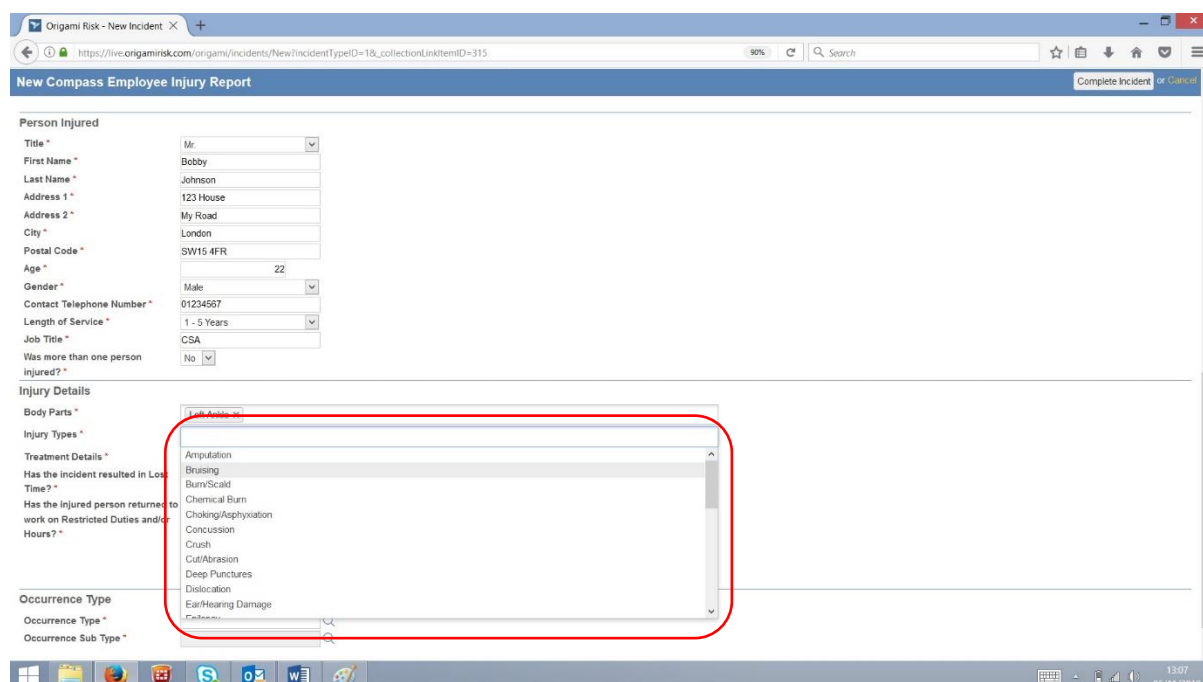
b. Selecting Injury Details

Firstly, click into the box next to Body Parts, then select the relevant body part from the drop down as per below;



The screenshot shows the 'New Compass Employee Injury Report' form. The 'Person Injured' section is filled out with details for Bobby Johnson, age 22, male, job title CSA. The 'Injury Details' section is active, and the 'Body Parts' dropdown menu is open, showing a list of body parts including Abdomen, Chest, Ear(s), Eye(s), Face, Head, Left Ankle, Left Arm, Left Elbow, Left Finger(s), and Left Foot. The dropdown is highlighted with a red box.

Then you can select the injury type for that body part by clicking into the box next to Injury Type, then select the relevant injury type from the drop down as per below;



The screenshot shows the same 'New Compass Employee Injury Report' form. The 'Body Parts' dropdown is now closed, and the 'Injury Types' dropdown menu is open, showing a list of injury types including Amputation, Bruising, Burns/Scald, Chemical Burn, Choking/Asphyxiation, Concussion, Crush, Cut/Abrasion, Deep Punctures, Dislocation, and Ear/Hearing Damage. The dropdown is highlighted with a red box.


If you need to add additional injuries to body parts just repeat this process by selecting the relevant body part and then the injury type related to that body part.




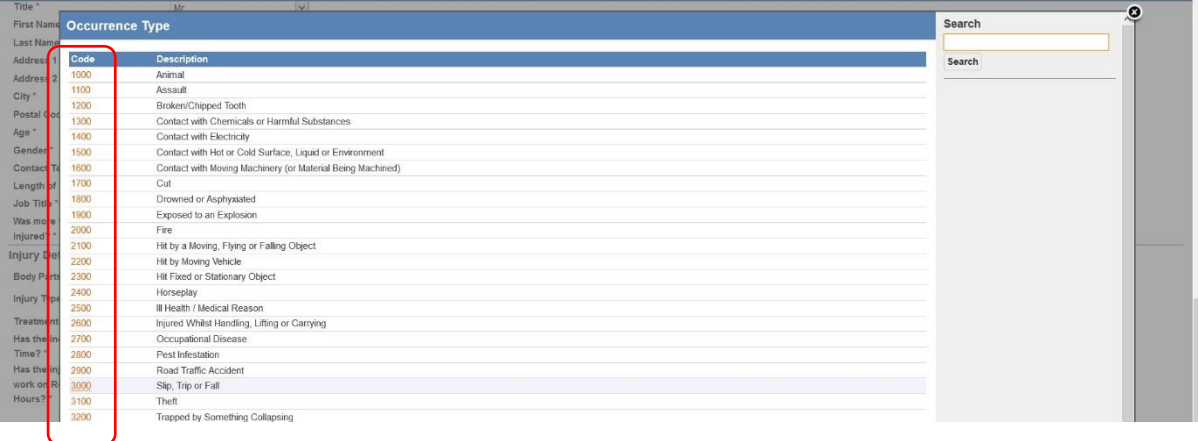
c. Selecting Occurrence Type

To select the Occurrence Type, click on the magnifying glass icon on the right-hand side of the box next to Occurrence Type as per below and this will open the selection list.

Occurrence Type

Occurrence Type * 

Occurrence Sub Type * 





Code	Description
1000	Animal
1100	Assault
1200	Broken/Chipped Tooth
1300	Contact with Chemicals or Harmful Substances
1400	Contact with Electricity
1500	Contact with Hot or Cold Surface, Liquid or Environment
1600	Contact with Moving Machinery (or Material Being Machined)
1700	Cut
1800	Drowned or Asphyxiated
1900	Exposed to an Explosion
2000	Fire
2100	Hit by a Moving, Flying or Falling Object
2200	Hit by Moving Vehicle
2300	Hit Fixed or Stationary Object
2400	Horseplay
2500	Ill Health / Medical Reason
2600	Injured Whilst Handling, Lifting or Carrying
2700	Occupational Disease
2800	Pest Infestation
2900	Road Traffic Accident
3000	Slip, Trip or Fall
3100	Theft
3200	Trapped by Something Collapsing

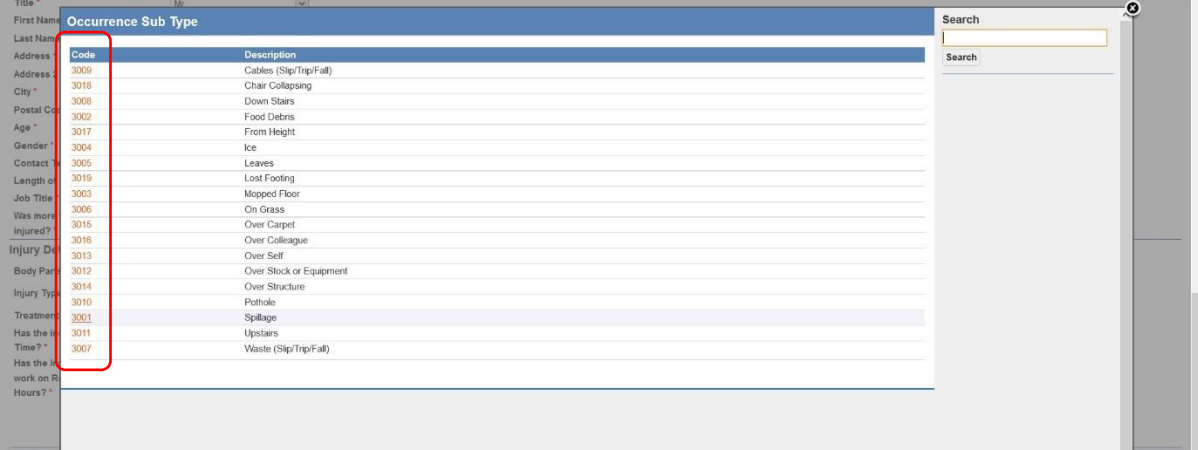
To choose the relevant Occurrence Type, click on the code next to the Occurrence Type that best fits the incident.

You will then be able to choose the Occurrence Sub Type by again clicking on the magnifying glass icon on the right-hand side of the box next to Occurrence Sub Type as per below and this will open up the selection list.

Occurrence Type

Occurrence Type * 

Occurrence Sub Type * 



Code	Description
3009	Cables (Slip/Trip/Fall)
3016	Chair Collapsing
3008	Down Stairs
3002	Food Debris
3017	From Height
3004	Ice
3005	Leaves
3019	Lost Footing
3003	Mopped Floor
3006	On Grass
3015	Over Carpet
3016	Over Colleague
3013	Over Self
3012	Over Stock or Equipment
3014	Over Structure
3010	Pothole
3001	Spillage
3011	Upstairs
3007	Waste (Slip/Trip/Fall)

Once again choose the relevant Occurrence Sub Type by clicking on the code next to the Occurrence Sub Type that best fits the incident.



d. Completing the Incident

Once you are happy you have entered all of the relevant information you can complete the incident by clicking on the “Complete Incident” button on the top right of the screen to save the details as per below.

New Compass Employee Injury Report

[Complete Incident](#) [Cancel](#)

Title *

First Name *

Last Name *

Address 1 *

Address 2 *

City *

Postal Code *

Age *

Gender *

Contact Telephone Number *

Length of Service *

Job Title *

Was more than one person injured? *

Injury Details

Body Parts *

Injury Types *

Treatment Details *

Has the incident resulted in Lost Time? *

Has the injured person returned to

You will then get confirmation of the incident being saved and you can then click on “I’m Done”

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Upload any relevant files

Save Successful

You can upload any relevant documents and files for the incidents you submitted in this page. Please do so below before clicking on the I'm done button.

#1 19NE0000029 on 06/11/2019 [Upload File](#)

No files uploaded.

[I'm Done](#) or click here to log out

Once you click on “I’m Done” it will give you three options to either Print or download a PDF of the incident report, Return to the Welcome Screen should you wish to report another incident or you can simply click on “click here to log out” and you will be logged out of the system and receive a Goodbye message.

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Thank You

If you would like a copy of the Incident you just entered, please use the link below to generate a PDF. You will be prompted with a Print window. Here you can change the printer and select to Save it as a PDF. This will download the file to your computer.

Print Incident Records

Click the links below to print a copy of the records submitted.

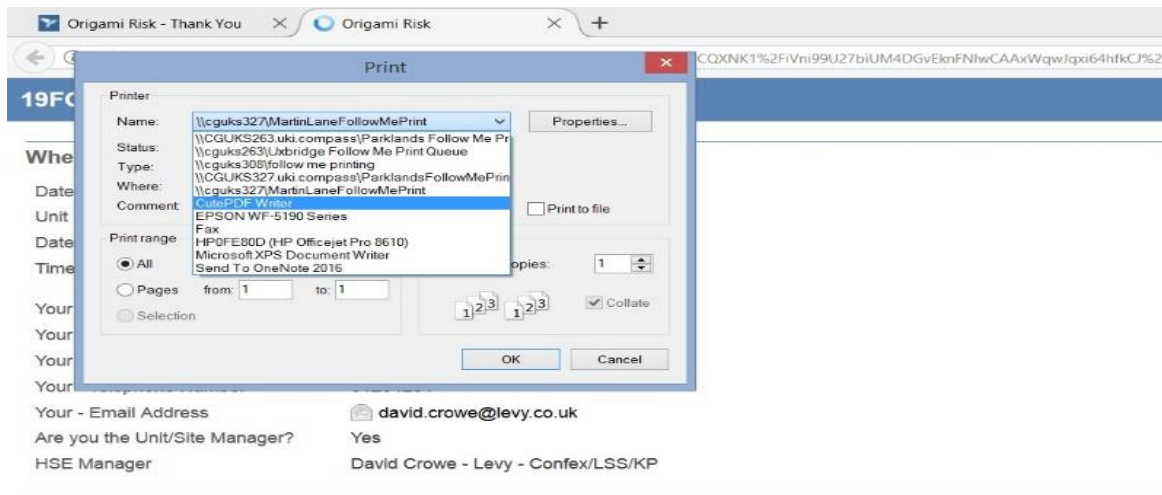
[19NE0000029 on 06/11/2019](#)

[Return to Welcome Screen](#) or click here to log out

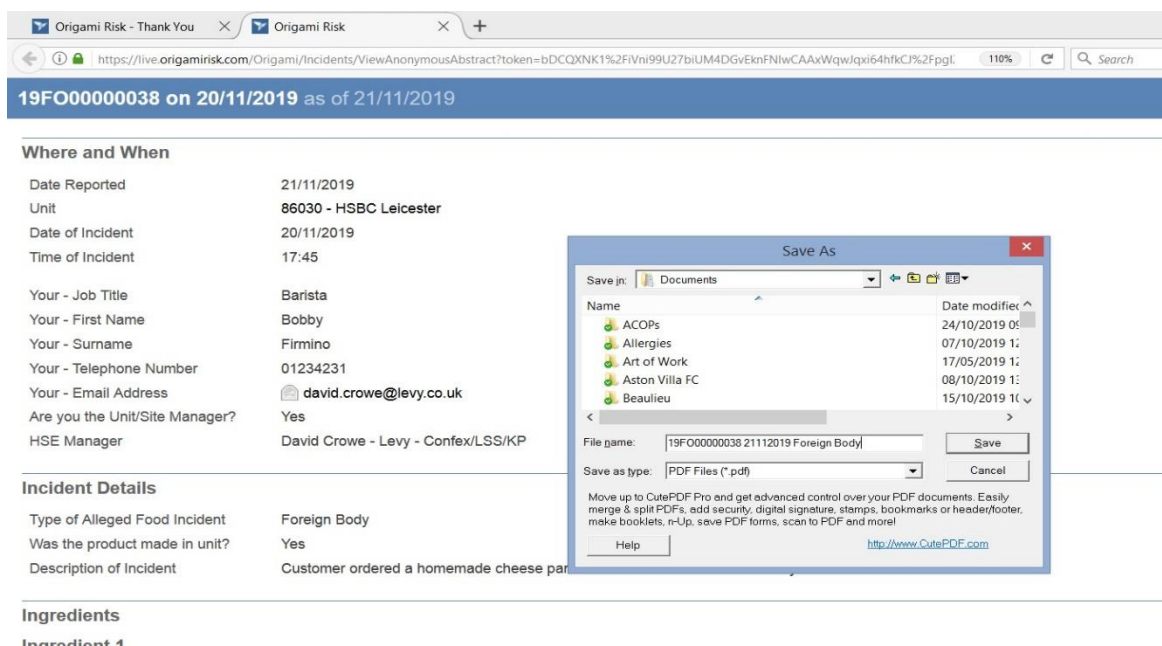


e. Downloading a PDF of your Incident

If you wish to download a PDF of the incident, click on the orange link of the incident number below that area. This will then open up the printer screen, you can then select the PDF option from the drop down list and click ok which will open up the documents file selection to save your file.



Once you click OK and the documents file selection opens up, choose the folder where you wish to save the file and then give it a name, we would suggest the Incident Ref No. and date



Click Save and then you can close down the tabs to exit the system if you are done.

Section 4: New Specific Reporting Forms

Near Miss/ Fire/ Driving whilst on Company Business

Hazard Observation

Pest Infestation

Environmental Impact

There are some new specific reporting forms.



Each of these forms works in the same way, you still input your unit information as previously in the Where and When section of the form, choose your HSE Manager and select the Incident location.

Where and When

Unit * 90382 - Harris Westminster Sixth

Date of Incident * 08/11/2019

Time of Incident * 11:00 AM

Report Date 08/11/2019

Your - Job Title * Supervisor

Your - First Name * Chris

Your - Surname * Churchill

Your - Telephone Number * 0123456789

Your - Email Address * Chris.Churchill@compass-group.co.uk

Are you the Unit/Site Manager? * Yes

HSE Manager * Kate Spary - Chartwells: Ent

Location of Incident * Kitchen

Incident Details

Was this when driving on company business? * No

Did the incident result in loss of Trade or Service? * No

Did the incident involve equipment or structure? * Yes

Please describe the equipment/structure involved * Ceiling Tiles

Once you have completed the information and selected the [occurrence type](#), you will then be asked to confirm what immediate action has been taken to deal with the incident, if these actions have dealt with the incident you can then complete the incident and finish.

Occurrence Type

Occurrence Type * a Moving, Flying or Falling Object

Occurrence Sub Type * Part of Structure

Actions Taken

What Immediate Action has been taken to deal with the Near Miss/Fire/Driving Incident? * Client maintenance team have replaced the tile and checked the ceiling grid to ensure all other tiles are secure and will not fall out.

Is any further action required to deal with the Near Miss/Fire/Driving Incident or prevent Recurrence? * No

Description of Incident * Chef was working in the production area, when a ceiling tile fell from the ceiling and landed about 2m away from him on the floor.

If further action is required you select “Yes” and then confirm the further actions along with the due date for completion. Finally you would then complete the incident and finish.

Actions Taken

What Immediate Action has been taken to deal with the Near Miss/Fire/Driving Incident? * Client maintenance team have replaced the tile and checked the ceiling grid to ensure all other tiles are secure and will not fall out.

Is any further action required to deal with the Near Miss/Fire/Driving Incident or prevent Recurrence? * Yes

Please Describe Further Action Required * Ceiling Tiles to be checked in all other kitchens also

Timeframe for Completion of Further Action * 15/11/2019

If you have selected further actions required, then you will receive in your email notification of the incident a Grant Access Link that will allow you to close out the action and confirm the date closed out, see [Closing Corrective Actions](#) for further information.



Section 5: Food Safety Incidents

Allegation of Food Poisoning

Food Allergy

Foreign Body

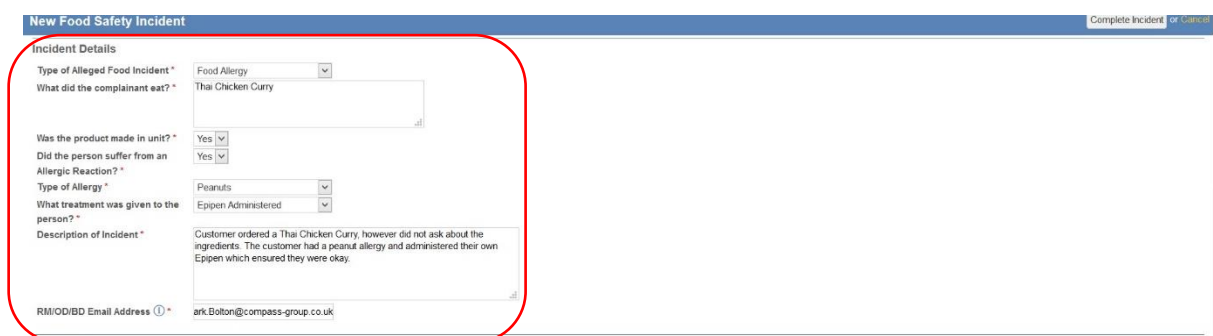
Within this reporting section you can report Allegations of Food Poisoning, Food Allergy Incidents and Foreign Body Incidents.

Once again, the Where and When information is standard across all incident types.

In the Incident Details you will then be asked to confirm the type of Food Safety Incident from the drop down selection of the three; Allegation of Food Poisoning, Food Allergy and Foreign Body. The response to this question will then open up further questions based on the incident type.

a. Food Allergy

Below is the Food Allergy option selected, here you will see that the system will ask you further questions on the incident, such as was an allergic reaction suffered and what was the specific allergy type. For any food allergy incident being reported, the system will request your [RM/OD/BD email address](#) and they will be notified of the incident.



The screenshot shows a web form titled "New Food Safety Incident" with a "Complete Incident" or "Cancel" button in the top right. The "Incident Details" section is highlighted with a red rounded rectangle and contains the following fields:

- Type of Alleged Food Incident * (Dropdown menu: Food Allergy)
- What did the complainant eat? * (Text input: Thai Chicken Curry)
- Was the product made in unit? * (Dropdown menu: Yes)
- Did the person suffer from an Allergic Reaction? * (Dropdown menu: Yes)
- Type of Allergy * (Dropdown menu: Peanuts)
- What treatment was given to the person? * (Dropdown menu: EpiPen Administered)
- Description of Incident * (Text input: Customer ordered a Thai Chicken Curry, however did not ask about the ingredients. The customer had a peanut allergy and administered their own EpiPen which ensured they were okay.)
- RM/OD/BD Email Address ⓘ * (Text input: ark.Bolton@compass-group.co.uk)

You will then be required to complete Ingredients information if made in unit or product information if a bought in product.

Complainant information should be entered also so we have a record of their details if available.

b. Allegations of Food Poisoning

Allegation of Food Poisoning incidents are logged in a similar way, if the product was made in unit you will have to complete the ingredients information or product information if bought in product.

Then you will have to record the Consumption Details and details of the Symptoms Experienced by the complainant, where you confirm a symptom was experienced it will open up the ability to log the start and end date and times of each symptom.



service temperature 07.9
Storage Temperature 4.3

Complainant Symptoms

Vomiting

Vomiting? * Yes No

Date Vomiting Started * 06/11/2019

Time Vomiting Started * 06:45 AM

Date Vomiting Ended * 07/11/2019

Time Vomiting Ended * 08:00 AM

Diarrhoea

Diarrhoea? * No Yes

Headache

Headache? * No Yes

Fever

Fever? * No Yes

Abdominal Pain

Abdominal Pain? * No Yes

Nausea

Nausea? * No Yes

Allergic Reaction

c. Foreign Body

Foreign Body Incidents, again similar in initial information, and ingredients or product details. You will then be asked about the Foreign Body, if we have received a customer complaint or not, what the type of foreign body was, what you believe the source to be and if you have still got the foreign body and sent it to the Vendor Assurance Team.

You will also be asked about the complainant and if they have suffered any injury and you will be able to log this in the form.

New Food Safety Incident Complete Incident or Cancel

Date *

Second Ingredient? *

About the Foreign Body

Have we received a customer complaint? * Yes No

Type of Foreign Body * Glass

What is the obvious source of the foreign body? *

A glass bottle was smashed during the preparation of the food in the kitchen prior to the incident.

Why do you believe this is the source? *

As per above, the glass bottle was smashed and the food being prepared at the time should have been disposed of, however the chef has confirmed he just cleaned up the glass and did not check the food for contamination.

Do you have the foreign body? * Yes No

Have you returned the foreign body to Vendor Assurance team? * Yes No

Do you have a photograph of the foreign body? * Yes No

Do you have a photograph of the packaging? * No Yes

Have there been any similar complaints in the last 6 months? * Yes No

Complainant

Who was involved? * Customer

Was anyone injured? * Yes No

Injury Details - Body Part * Mouth/Throat

Injury Details - Injury Type * Internal Injuries

Are Person Involved Details Yes No

Finally once you have finished entering the details for the Food Safety Incident you will Complete the Incident as in previous incidents by clicking on Complete Incident.

On completing the incident, you will have the ability to upload any photos you may have of the foreign body or packaging by clicking on the "Upload File" link on the right.



Save Successful.

You can upload any relevant documents and files for the incidents you submitted in this page. Please do so below before clicking on the I'm done button.

#1 19FO00000038 on 20/11/2019

No files uploaded.

[Upload File](#)

[I'm Done](#) or [click here to log out](#)

This will open up the uploading files section, click here to take you to the relevant section of the User Guide to [upload single files](#) or [multiple files](#).

Once you have uploaded your files, you can then click on I'm Done and then Exit and Log Out.

Save Successful.

You can upload any relevant documents and files for the incidents you submitted in this page. Please do so below before clicking on the I'm done button.

#1 19FO00000038 on 20/11/2019

Filename	Description	Folder	Entry Date
	Picture of Hair	SAFETY	21/11/2019 8:51 PM
			21/11/2019 8:50 PM

[I'm Done](#) or [click here to log out](#)

Section 6: Enforcement Contact

If you receive a visit from any enforcement officer or body, this could be Environmental Health, Trading Standards, Environment Agency, Fire, Police or HSE, then you must report it under the Enforcement Contact form.

As with previous forms the When and Where information is standard with the unit information and reporters details.



You will then have to record the Enforcement Body, so if an EHO visit or food hygiene rating then select Environmental Health from the drop down and record the details of the Enforcement Authority and Officer.



You will then need to record the visit details, most Enforcement Officers will leave you had written note outlining any actions to be completed, these should be recorded in the Summary of Visit Box, in numerical order for ease.

Visit Details

Reason for Enforcement Contact	Food Hygiene Inspection
Summary of Visit	1. Improve Pest Proofing on doors leading into kitchen from outside. 2. Re train chefs on labelling, due to inconsistent dates being applied. 3. Cleaning behind equipment to be improved.
Action Taken	Letter
Documents/Samples/Photos Taken?	No
Food Hygiene Rating Awarded at time of visit?	Yes
Food Hygiene Rating Notified at Time of Inspection	5

The Enforcement Officer should inform you before they leave if any further action will be taken, this may be a letter or no further action, please select from the drop down the most relevant one.

If they have awarded you with a Food Hygiene Rating at the time of the inspection and recorded it on the written form then please click "Yes" to that question and then log the rating achieved.

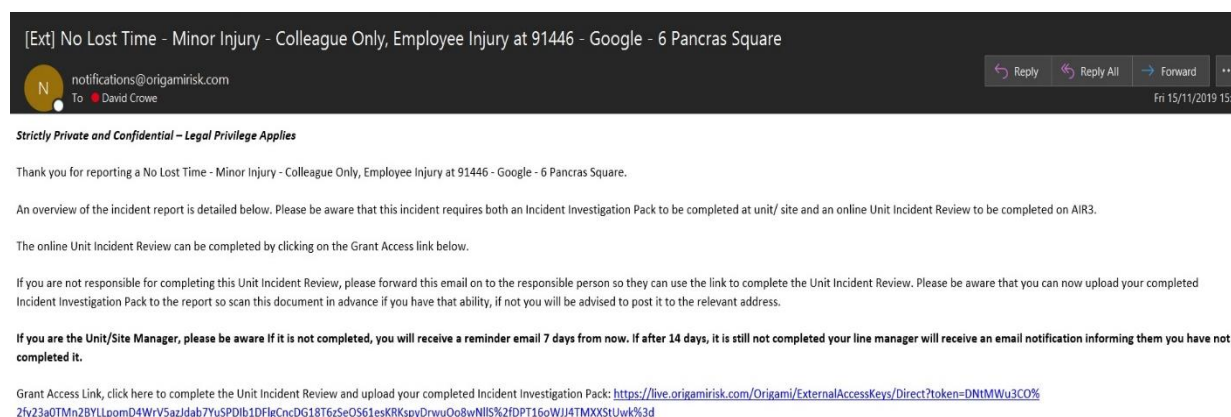
If you have the ability to scan the handwritten form left by the Enforcement Officer, then please do so as you will have the ability to upload it when completing the Enforcement Contact Form.

Section 7: Email Notifications

There are 3 levels of Email Notifications that will be received by units.

Reporters email notifications, as the reporter you will receive an email confirming the incident notification. If any further action is required there will be instructions and a Grant Access Link to allow you to get back into the AIR3 system to close out any action, this could be a [Unit Incident Review](#) where the incident has resulted in an injury or closing of a Corrective Action where you have stated further action is required in an incident such as a Near Miss, Pest Infestation, Hazard Observation or Environmental Impact. If action is required and you are able to complete the actions then you can click on the link to access the incident. However, if you do not have the authority to complete the actions, you can forward the email to the relevant manager or your unit manager to click on the link to ensure the actions are completed.

Examples of both email notifications are below;



[Ext] Near Miss, reported at 72393 - Acton High School

notifications@origamirisk.com
To David Crowe

Reply Reply All Forward

Sat 16/11/2019

Strictly Private and Confidential – Legal Privilege Applies

This is to inform you that a Near Miss, has been reported at 72393 - Acton High School.

If you have confirmed that further action is required to deal with this Near Miss, then please click on the Grant Access Link given below to close out the further action. If you are not responsible for closing out the action, you can forward this email to the relevant manager.

If you have dealt with the incident immediately then there will be no Grant Access Link below and thank you for taking the immediate action to deal with this incident.

<https://live.origamirisk.com/Origami/ExternalAccessKeys/Direct?token=DNtMWu3CO%2fy23a0TmN28YLLpomD4Wv5azJdab7YuSPDib1DFigCncDG18T6zSeOeLWh8OQK9MSb1xcJqba9n4D1FeuaZZISezDRBfFcNqk%3d>

Where no further action is required there will not be a Grant Access Link, however in a Food Safety Incident you will receive a call from you sector HSE Manager who may request further information such as Temperature Records, Allergen Information or other Food Safety documents so please ensure you have these available should they be required.

Section 8: Unit Incident Review

If you receive an Incident Email Notification requesting you to complete a Unit Incident Review, this should be completed within 7 days of receiving the notification, you will also be able to scan and upload the Incident Investigation Pack and Supporting Documents direct into the Unit Incident Review.

Once you have clicked on the Grant Access Link it will take you into the Incident page on AIR3.

You should then scroll down to the bottom of the page to select a “New Review”

The screenshot shows a web browser window with the URL <https://live.origamirisk.com/Origami/Incidents/Access?token=DNtMWu3CO%2fy23a0TmN28YLLpomD4Wv5azJdab7YuSPDib1DFigCncDG18T6zSeOeLWh8OQK9MSb1xcJqba9n4D1FeuaZZISezDRBfFcNqk%3d>. The page title is "New Compass Employee Injury Report". The form contains the following sections:

- Personal Information:** Postal Code (SW6 4HF), Age (24), Gender (Female), Contact Telephone Number (01234567), Length of Service (1 - 5 Years), Job Title (Chef), Was more than one person injured? (No).
- Injury Details:** Body Parts (Left Arm), Injury Types (Bruising), Treatment Details (No Treatment Required), Has the incident resulted in Lost Time? (No), Has the injured person returned to work on Restricted Duties and/or Hours? (No).
- Occurrence Type:** Occurrence Type (Slip, Trip or Fall), Occurrence Sub Type (Over Stock or Equipment).
- Unit Incident Reviews:** A section with a "New Review" button and a table with columns: Entry Date, Describe Sequence of Events, Actions Already Taken, Actions Still Need to be Taken, Incident Investigation Pack?.

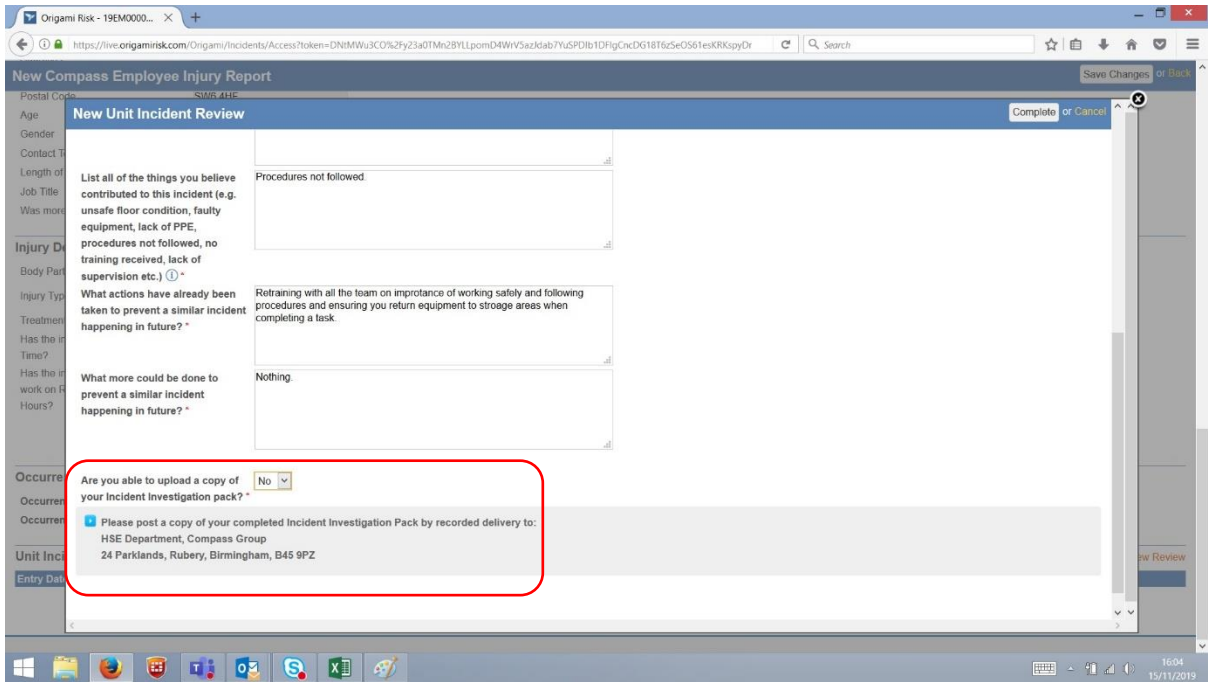
This will then open the Unit Incident Review form, where you can complete the questions as required.



Once you complete the initial questions, the final question is “Are you able to upload a copy of your Incident Investigation Pack?” If you answer Yes, this will then allow you to upload the scanned pack and supporting documents into the AIR3 system by clicking on “Save and Continue”

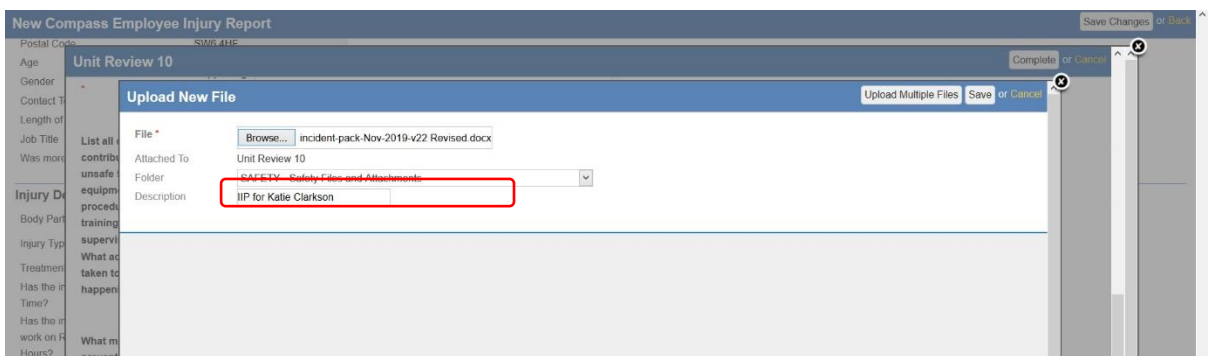
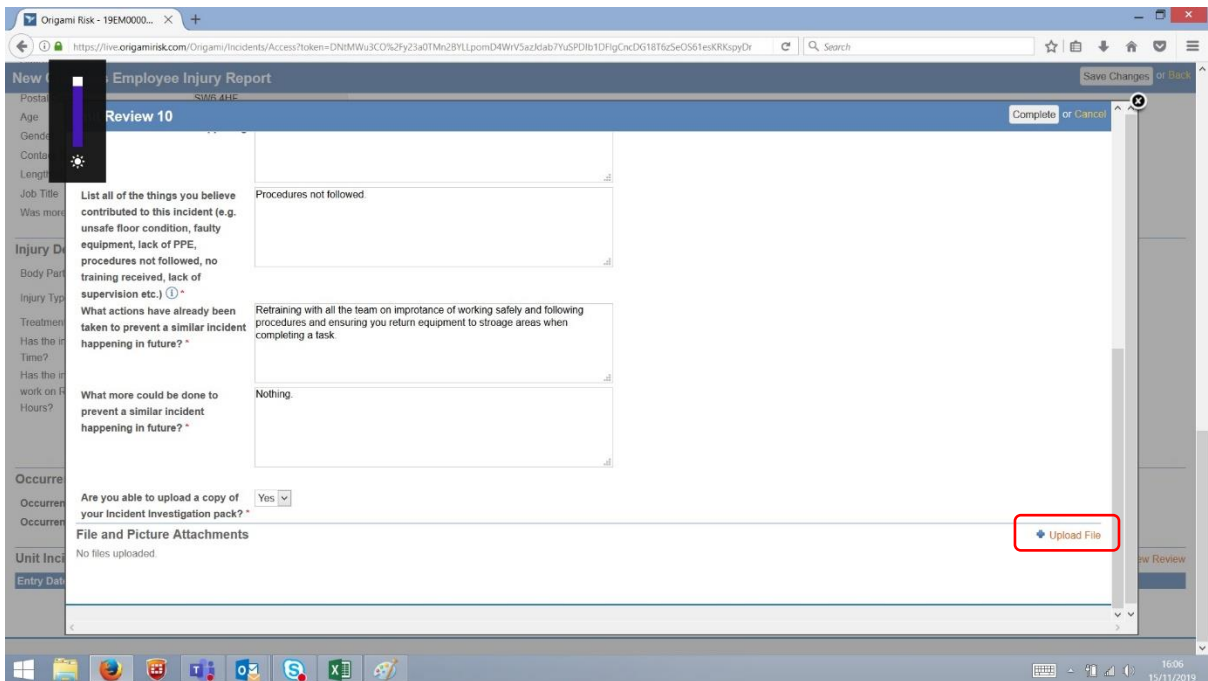
If you do not have the facilities to scan and upload your Incident Pack and Supporting Documents, and you click “no” to the above question, it will advise you to post it to Parklands as per below;





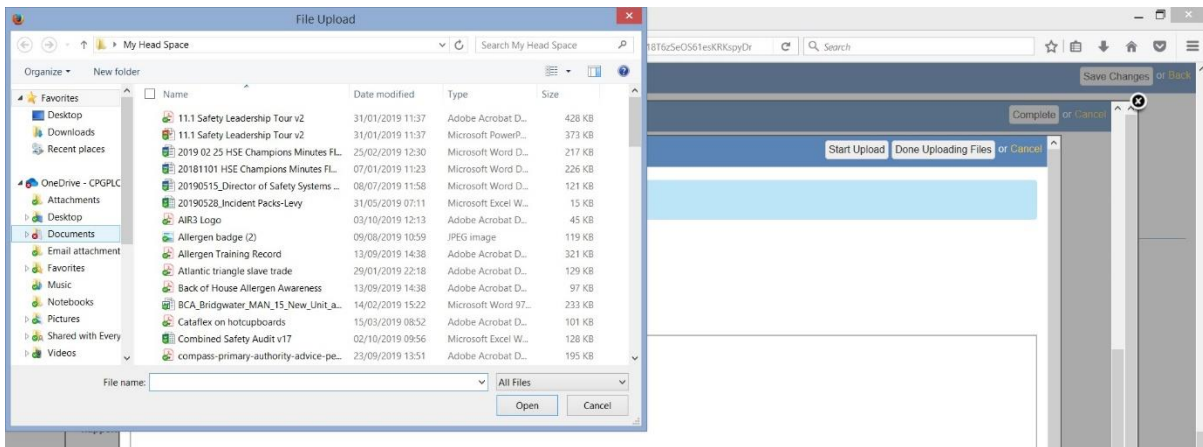
a. Uploading Single File

If you are uploading and have click “Save and Continue” you will then be able to upload your files by clicking on “Upload File” in the bottom right.



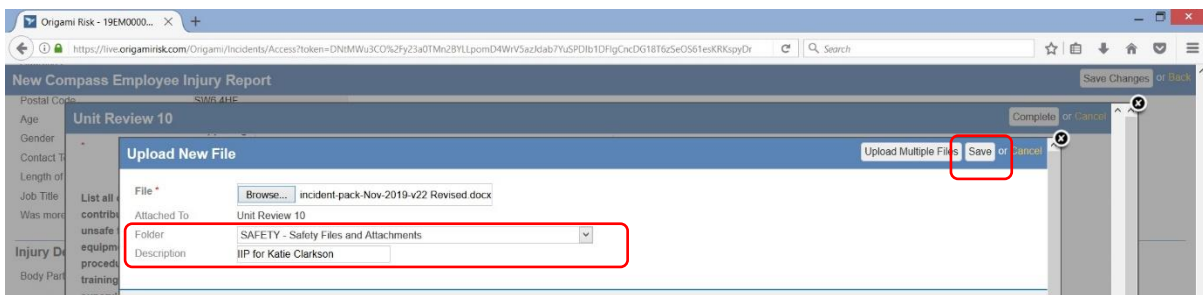
If you are just uploading one file where you have scanned the Incident Investigation Pack and Supporting Documents all together then you can do this here, if you require to upload multiple files then click on Uploading Multiple Files to see how to facilitate this.

To Upload a single file, you will need to click on “Browse” above and find the file you need.

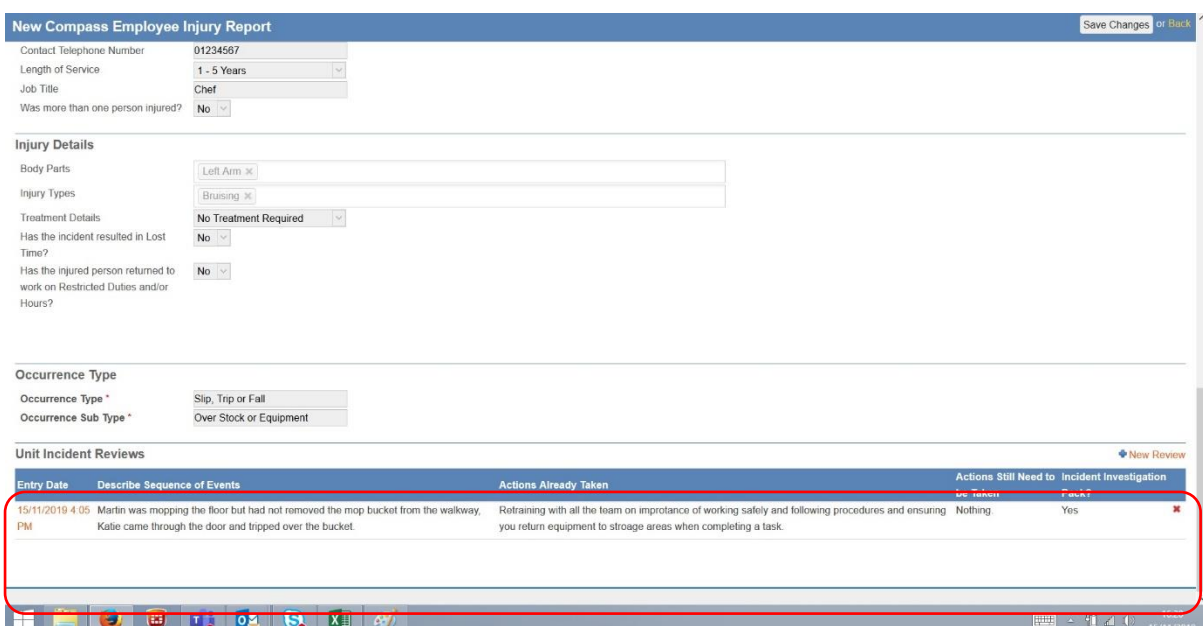


You can then click on the “Folder” and select “Safety”.

Then you just need to put a description of the file, such as IIP for Katie Clarkson or whomever the injured persons name is. Finally just click on “Save” to save the document to the Incident.

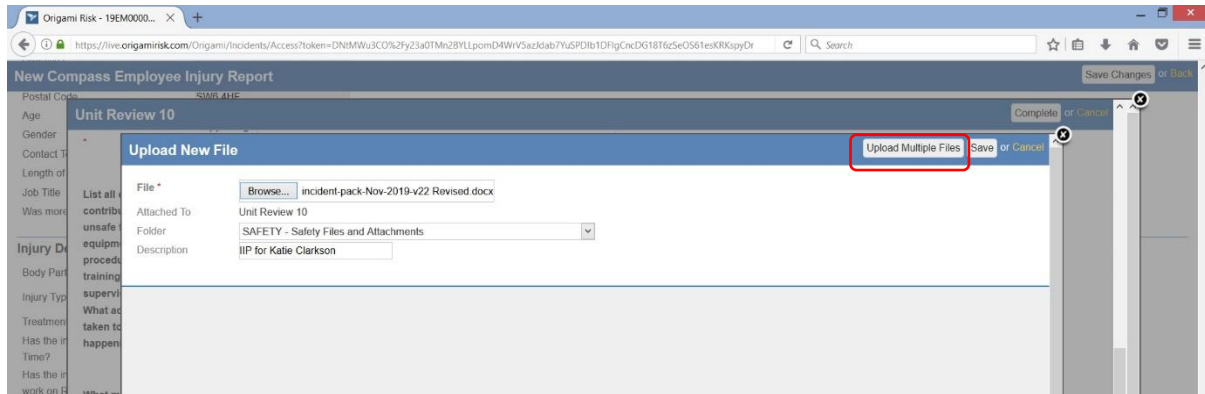


This will then bring you back to the Incident Report where you will see a summary of your Unit Incident Review. Once you are happy it is complete, you just need to click on “Save Changes” and then once this is done just click on “Exit to logout”.

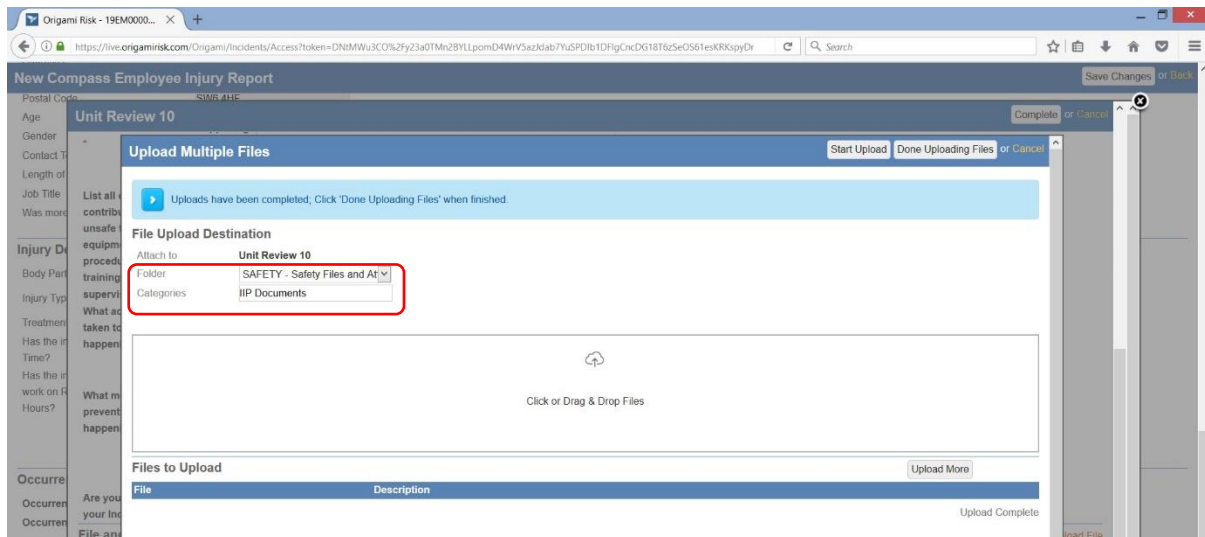


b. Uploading Multiple Files

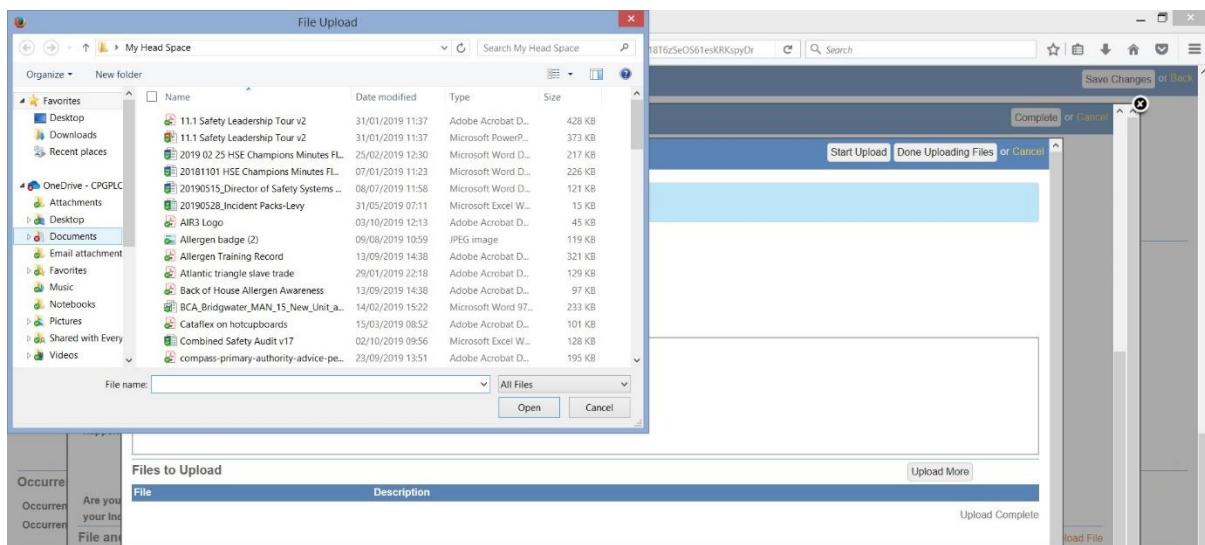
To upload multiple files, if you have more than one document to upload as part of the Incident Investigation Pack and Supporting Documents, then this can be done by clicking on “Upload Multiple Files”



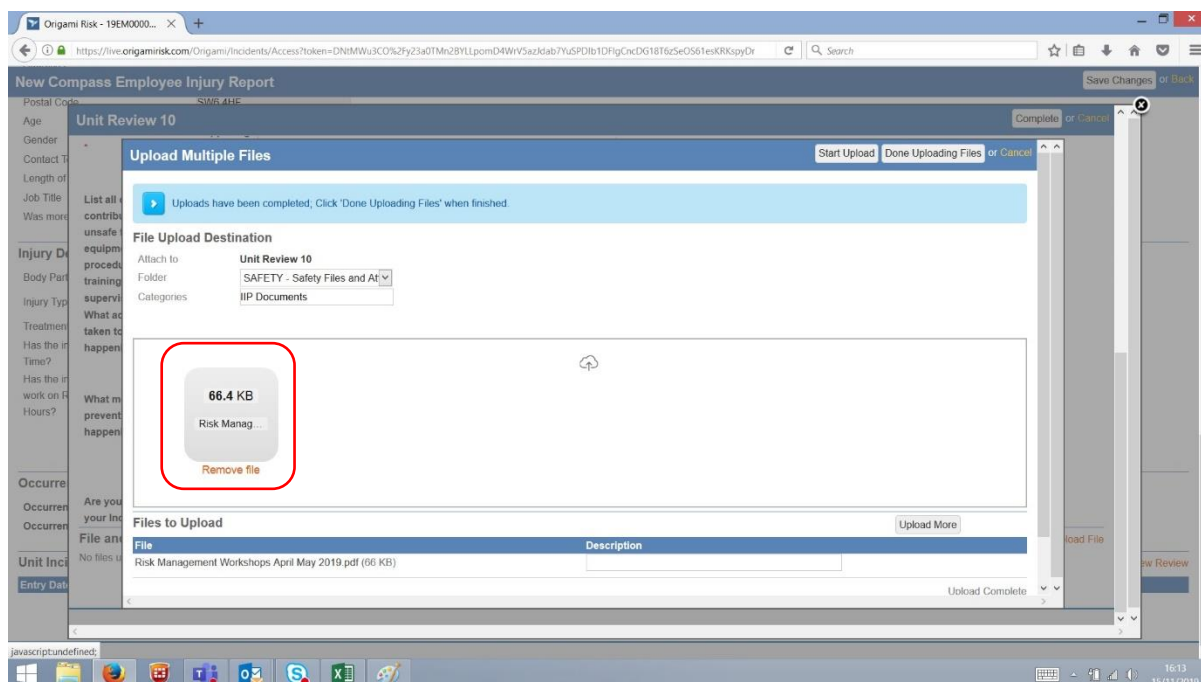
This will then take you to the Multiple Upload Screen. Again you will need to select the Folder as “Safety” and then name the categories as “IIP Documents”.



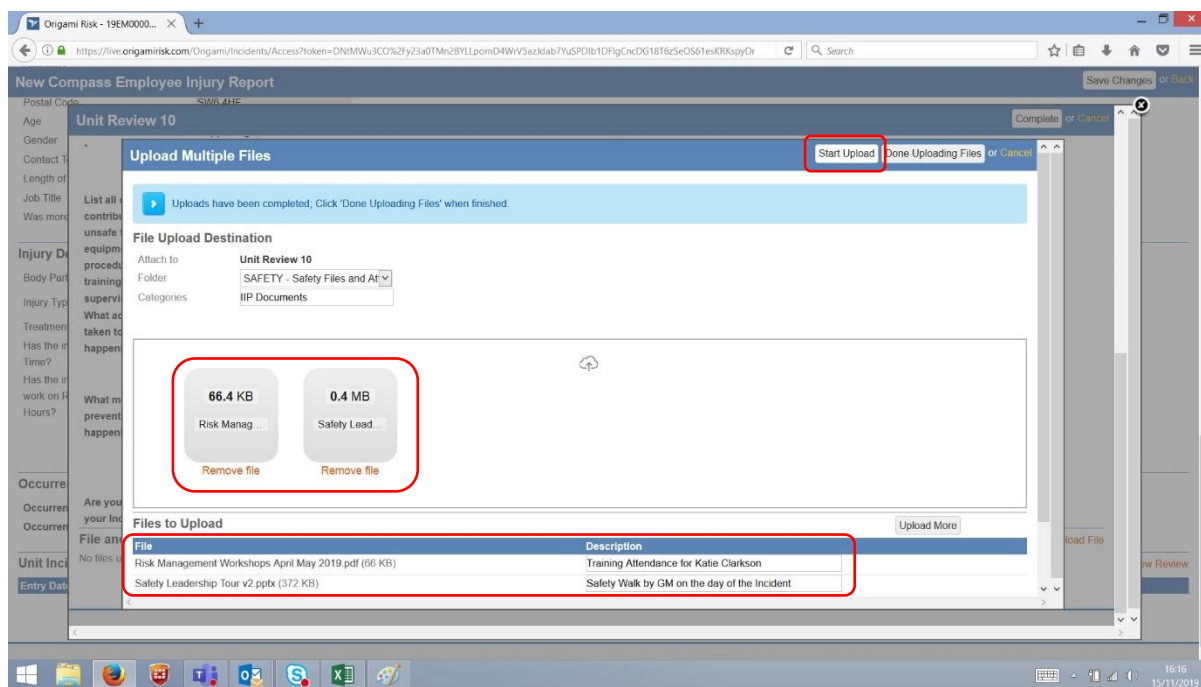
To upload your files, you can drag them over from other windows below or simply click on the white box in the middle to open up your documents folder.



Select the file you want and then Open it to save it in the upload area as per below;



To upload another file just click into the white box again and repeat the step above to save another.



Once you have saved your files in the white box area you should click on “Start Upload”, you will need to add the description to each file in the Description box, such as IIP for Kate Clarkson, Training Attendance for Kate Clarkson, or whatever is more relevant to the incident. Once that is complete you can click on “Done Uploading Files” to complete.

This will then bring you back to the Incident Report where you will see a summary of your Unit Incident Review. Once you are happy it is complete, you just need to click on “Save Changes” and then once this is done just click on “Exit to logout”.



Origami Risk - 19EM0000... x +

https://live.origamirisk.com/Origami/Incidents/Access?token=DNiMWu3CO%2Fy23a0TmN28YLLpomD4WV5szJdab7YusPDib1DFigCncDG18T6zSeOS61esKRKspYDr

New Compass Employee Injury Report

Save Changes or Back

Contact Telephone Number: 01234567
 Length of Service: 1 - 5 Years
 Job Title: Chef
 Was more than one person injured?: No

Injury Details

Body Parts: Left Arm
 Injury Types: Bruising
 Treatment Details: No Treatment Required
 Has the incident resulted in Lost Time?: No
 Has the injured person returned to work on Restricted Duties and/or Hours?: No

Occurrence Type

Occurrence Type: Slip, Trip or Fall
 Occurrence Sub Type: Over Stock or Equipment

Unit Incident Reviews [New Review](#)

Entry Date	Describe Sequence of Events	Actions Already Taken	Actions Still Need to be Taken	Incident Investigation Pack?
15/11/2019 4:05 PM	Martin was mopping the floor but had not removed the mop bucket from the walkway. Katie came through the door and tripped over the bucket.	Retraining with all the team on importance of working safely and following procedures and ensuring you return equipment to storage areas when completing a task.	Nothing	Yes

Windows taskbar: 16:20 15/11/2019

Section 9: Closing out Near Miss/ Hazard Spotting/ Pest Infestation/ Environmental Impact Corrective Actions

If your incident email notification has given you a Grant Access Link to close out a corrective action you have noted, then all you need to do is click on the Grant Access Link in the email.

This will take you into the incident details and you can scroll down to the bottom to complete the relevant information. Then click on "Save Changes" and then "Exit to Log out"

Origami Risk - 19NE00000... x +

https://live.origamirisk.com/Origami/Incidents/Access?token=DNiMWu3CO%2Fy23a0TmN28YLLpomD4WV5szJdab7YusPDib1DFigCncDG18T6zSeOelW8OQK9MS

New Near Miss

Save Changes or Back

of the ceiling landing on the floor next to me, thankfully it did not hit me and i was only in shock.

Occurrence Type

Occurrence Type: Hit by a Moving, Flying or Falling
 Occurrence Sub Type: Part of Structure

Actions Taken

What Immediate Action has been taken to deal with the Near Miss?
 I removed the ceiling tile to the side of the office behind the door and contacted the clients maintenance team to repair.

Is any further action required to deal with the Near Miss or prevent Reoccurrence?
 Yes

Please Describe Further Action Required
 Clients maintenance team to check the rest of the ceiling to ensure it is all safe.

Timeframe for Completion of Further Action
 18/11/2019

Further Action Complete? Yes
Further Action Completion Date 16/11/2019
Name of Person Confirming Completion Callum Croner

Windows taskbar: 14:42 16/11/2019



Section 10: Closing Out Enforcement Contact Corrective Actions

If you receive a notification email advising that an Enforcement Contact letter has been received and there are actions to be taken, you should click on this Grant Access Link, which will take you into the incident detail.

Incident Corrective Action ID	Action Required	Action Taken	Due Date	Complete Date
2	<ol style="list-style-type: none">Cleaning Standards to be improved for cleaning behind equipment.Labelling of some products inconsistentPest proofing to be improved on doors leading into kitchen from outside.		29/11/2019	

You should scroll down to the bottom of the screen where you will find the Corrective Actions section, then click on the orange number on the left hand side to access the Corrective Actions form.

This will take you to the below screen where the Corrective Actions will be numbered in order.

You should then complete the “Action Taken” section and list your response to each Corrective Action listed in the “Action Required” section above.

Action Taken *

1. All areas behind equipment have been cleaned and all porters rechecked.
2. Retraining on GHP for Labelling completed with all chefs.
3. Client was informed and brush strips now applied to doors on outside.

Due Date * 29/11/2019
Complete Date * 15/11/2019

You should then confirm the “Completion Date” and then click on “Save Changes”.



This will then bring you back to the Enforcement Contact report where you will see a summary of the Corrective Actions completed at the bottom and you can then click on “Save Changes” and finally “Exit to log out”.

New Enforcement Contact Save Changes or Back

Name of Authority: Woking Borough Council
 Name of Officer: Bob Marker
 Position of Officer: Food Safety Officer
 Officer Telephone Number: 01234567
 Officer Email Address: bob.marker@woking.gov.uk

Visit Details

Reason for Enforcement Contact: Food Hygiene Inspection
 Summary of Visit:
 1. Improve Pest Proofing on doors leading into kitchen from outside.
 2. Re train chefs on labelling, due to inconsistent dates being applied.
 3. Cleaning behind equipment to be improved.

Action Taken: Letter
 Additional Email Addresses for Notification: None
 Documents/Samples/Photos Taken?: No
 Food Hygiene Rating Awarded at time of visit?: Yes
 Food Hygiene Rating Notified at Time of Inspection: 5

Corrective Actions New Corrective Action

Incident Corrective Actions ID	Action Required	Action Taken	Due Date	Complete Date
2	1. Cleaning Standards to be improved for cleaning behind equipment 2. Labelling of some products inconsistent 3. Pest proofing to be improved on doors leading into kitchen from outside.	1. All areas behind equipment have been cleaned and all porters rebriefed. 2. Retraining on GHP for Labelling completed with all chefs. 3. Client was informed and brush strips now applied to doors on outside.	29/11/2019	15/11/2019

