

# AIR3

ALL INCIDENT REPORTING SYSTEM

Powered by



## ORIGAMI RISK

**Compass UK and Ireland**

**Guide to Completing an HSE Quarterly Record  
using Anonymous Log in Link or QR Code**

# Completing and HSE Quarterly Record on AIR3 via Anonymous Log in Link or QR Code

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, this guide will educate you on how to complete an Quarterly HSE Record on AIR3 using the anonymous login link or QR Code

By completing an Quarterly HSE Record in this way, the unit manager will receive an automatic notification once the record is complete, with a PDF of the Quarterly HSE Record and Corrective Actions as set by you the reviewer. They will also receive a Grant Access Link that will allow them to click into to close out any corrective actions raised during the Quarterly HSE Record. You as the reviewer will also receive an email confirming completion of the Quarterly HSE Record and a PDF copy of the report for your records.

**To ensure the best experience we would recommend using either Chrome or Microsoft Edge web browser.**

### a. Top Tips to Remember Before Completing and Audit

1. Know the 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 audit.
2. Know the Unit Managers contact details.
3. 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.
4. Email notifications will come from AIR3 via the [notifications@origamirisk.com](mailto: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.

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](mailto:HSE@compass-group.co.uk) or calling on Tel. 0121 457 5194.

## Section 2: Anonymous Log In Link

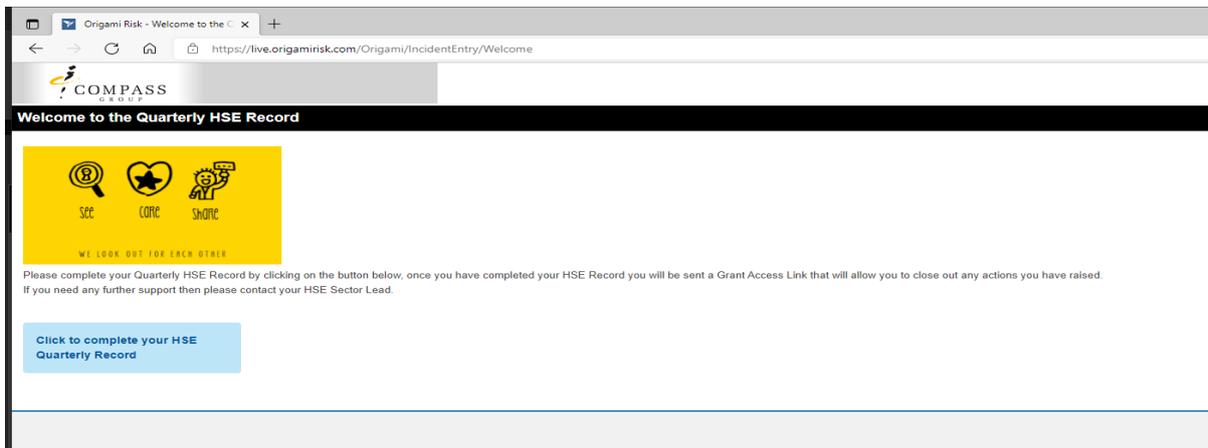
Please see below the link you will need to click on to take you to the HSE Quarterly Record commencement page;

<https://live.origamirisk.com/Origami/IncidentEntry/Direct?token=DNtMWu3CO%2Fy23a0TMn2BYLLpomD4WrV5azJdab7YuSO3bhKVAqx%2FSL4He2IU4T7sPpg8F1YLSB7iiHwfcC6UaXYWJaKhiMkMB%2FglQ1%2BPR6EyUSwzXzuPkYNU6btK2naT>

SCAN THIS QR CODE WITH YOUR SMART DEVICE



On the Welcome page you will see a blue button that says “Click to complete your Quarterly HSE Record”. So click on that to enter.



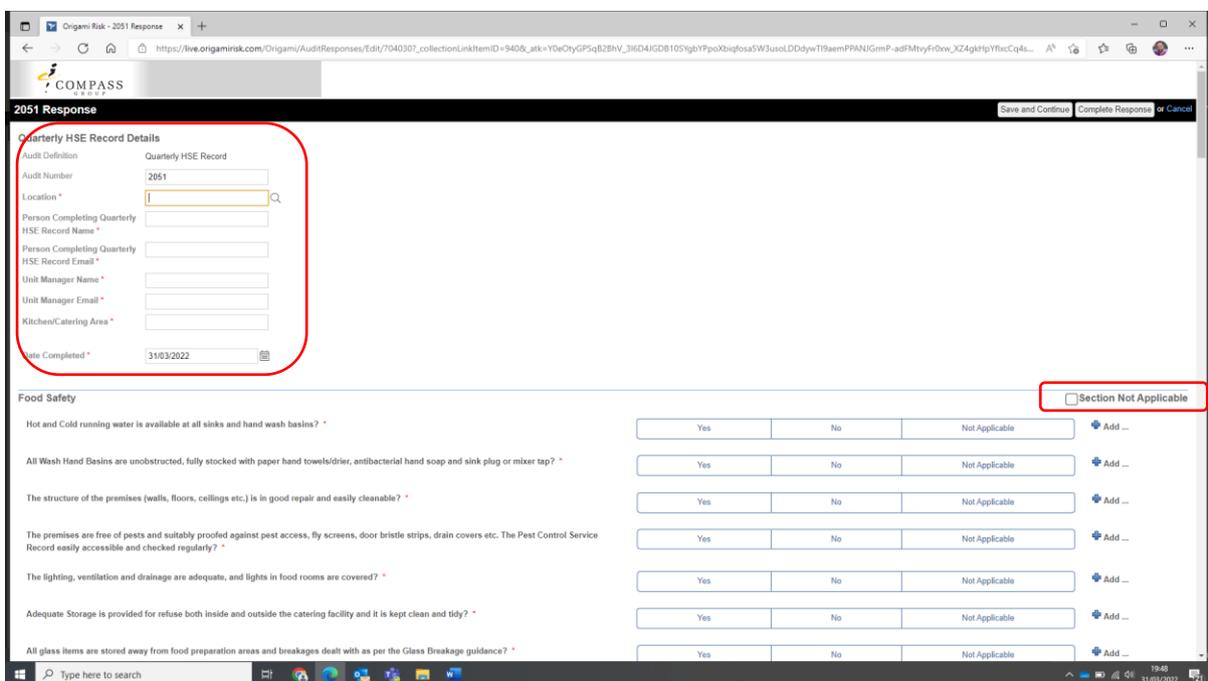
### Section 3: Completing the Quarterly HSE Record Details

Once you click on the blue button, it will open the Quarterly HSE Record response and you will firstly have to complete the details for the unit you are reviewing. Enter your unit number in the box marked Location, as you start typing it, the unit listing should display, once you have the correct unit number and site name, click on it to enter it in the box.

Fill in your details as the reviewer and then the Unit Manager Information.

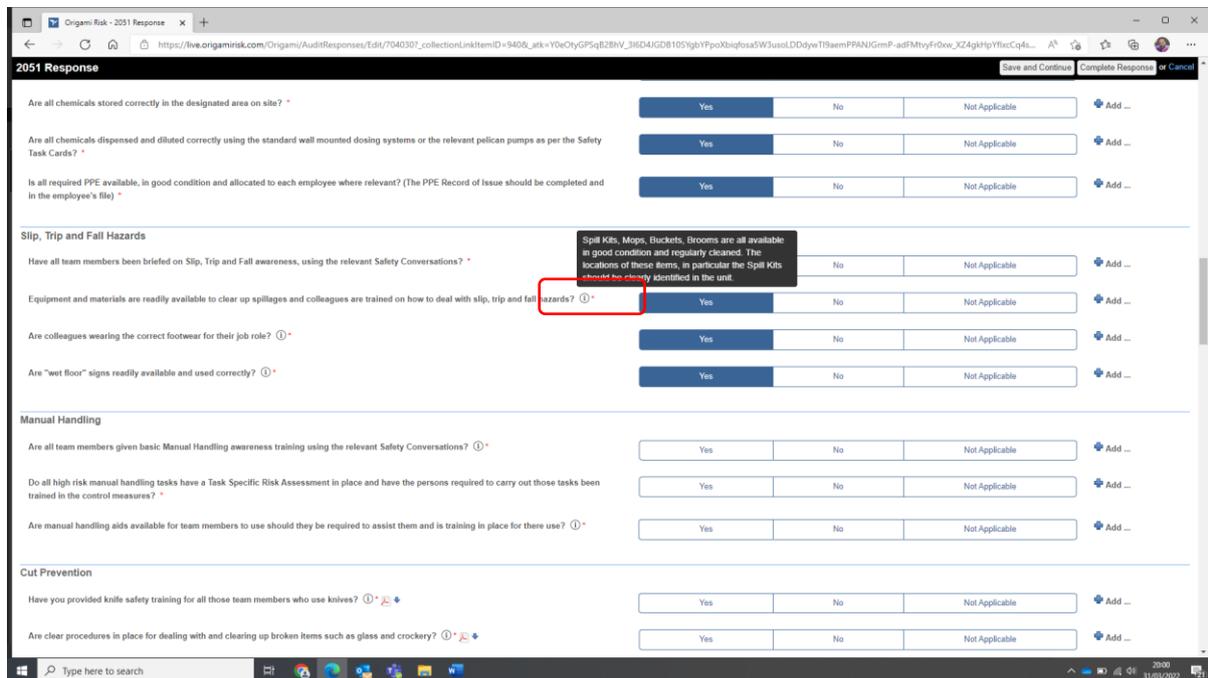
In the box “Kitchen / Area”, if you are a large multi-location site, you can record the particular kitchen, building or area you are reviewing, or if you are just reviewing the whole site as one then record in this box “Whole Unit”

If you are not a catering site, then you can click on the “Section Not Applicable” box to collapse the questions from that section and then you will move on to



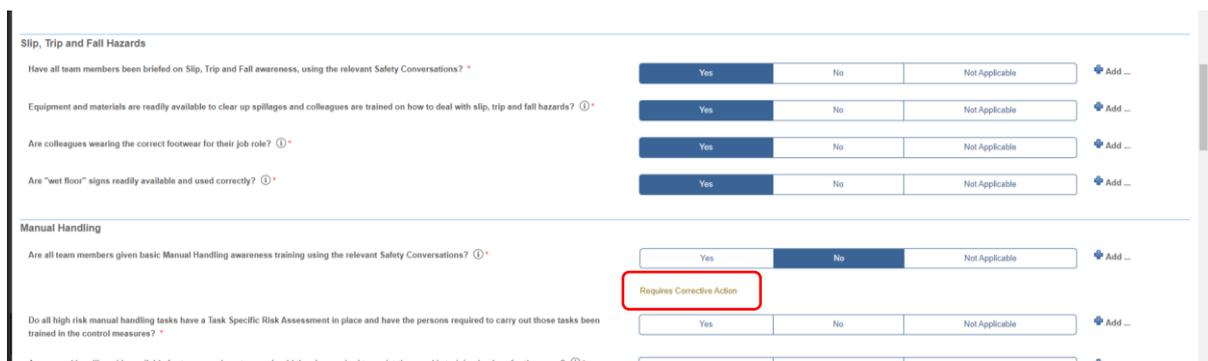
## Section 4: Responding to the Record Questions

If you scroll down from the Unit Details you will come the Quarterly HSE Record questions and then you can read through the questions and click on your response to the question which will be one of the following; “Yes”; “No”; or “Not Applicable”. You can also retrieve more guidance on the question by clicking on the  icon which will display the additional guidance to the question.



### a. Creating Corrective Actions

For any response that is marked as “No” you are required to create a corrective action for the unit. The text “Requires Corrective Action” will appear, click on this text and this will allow you to complete your corrective actions. To do this you will click on the “+ Add” at the end of that particular response. Then click on “Create a Corrective Action”.



This will then open up the Corrective Actions window as displayed on the next page.



First you will need to record what corrective action you need to take relating to that particular question in the Action Required box. For example, Complete the Manual Handling Safety Conversation with all team members.

The screenshot shows the 'New Corrective Action' form in the Origami Risk system. The 'Action Required' field is highlighted with a red box and contains the text 'Complete the Manual Handling Safety Conversation with all team members.' The 'Due Date' field is also highlighted with a red box and contains the date '28/04/2022'. The form includes a 'Status' dropdown set to 'New', a 'Save Changes' button, and a 'Complete Response' button. The background shows a sidebar with various navigation options and a main content area with a question about knife safety training.

The Unit Manager will have the ability to upload files and attachments as evidence of completion of a corrective action once they receive the audit email notification following completion of the audit.

The "Due Date" is automatically populated to be 4 weeks from the date of the audit. Once you have completed the "Action Required" box you can then click on "Save Changes".

The screenshot shows the 'New Corrective Action' form in the Origami Risk system. The 'Save Changes' button is highlighted with a red box. The 'Action Required' field still contains the text 'Complete the Manual Handling Safety Conversation with all team members.' and the 'Due Date' is '28/04/2022'. The form includes a 'Status' dropdown set to 'New', a 'Save Changes' button, and a 'Complete Response' button. The background shows a sidebar with various navigation options and a main content area with a question about knife safety training.

This will then take you back to the audit response where that particular question will now show as "+ 1 Corrective Action" next to it.



You can then carry on with the rest of the questions and repeat the above process should you need to add any further corrective actions.

## b. Adding a Positive Comment

If you responded that a question is compliant with a “YES” and you just wanted to add some positive comments, then to do this you can just again click on the “+ Add” next to the question and then select “Show Comment Box”

This will then open up a box below the question where you can add in your positive comments as per the example on the next page.



Add your comments in the white box below the question and then just move on to the next question. You can also select “Not Applicable” if a question is not relevant to the unit, if it is “Not Applicable” we would advise just writing a comment as to why it is not applicable.

The screenshot shows a web browser window displaying the '2051 Response' form. The form is titled '2051 Response' and has a 'Save and Continue' button and a 'Complete Response' button. The form contains several questions with 'Yes', 'No', and 'Not Applicable' buttons. A red box highlights a text input field for the question 'Are colleagues wearing the correct footwear for their job role?' with the text 'All colleagues are wearing the Compass approved Wearer Tech Footwear!'.

### c. Completing the Quarterly HSE Record

Once you are happy you have entered all of the relevant information, responded to all the required questions and created the relevant corrective actions, you can then look to update the “Audit Summary” back at the top of the auditing screen before then clicking to “Complete Response”.

The screenshot shows a web browser window displaying the '2051 Response' form. The form is titled '2051 Response' and has a 'Save and Continue' button and a 'Complete Response' button. The form contains a 'Quarterly HSE Record Details' section with fields for 'Audit Definition', 'Audit Number', 'Location', 'Person Completing Quarterly HSE Record Name', 'Person Completing Quarterly HSE Record Email', 'Unit Manager Name', 'Unit Manager Email', 'Kitchen/Catering Area', and 'Date Completed'. The 'Complete Response' button is highlighted with a red box.



Once you click on “Complete Response” that will then display the below screen, if you are definitely sure you want to complete then click “OK” if not click “Cancel” and this will take you back to the audit.

Once you click “OK” you will then get the following screen;

At this point a number of email notifications are sent out following completion of the audit. See next page for further details. Finally please click on the text “click here to log out”

## Section 5: Quarterly HSE Record Completion Email Notifications

There are 4 email notifications that will now be sent out following the completion of an audit.

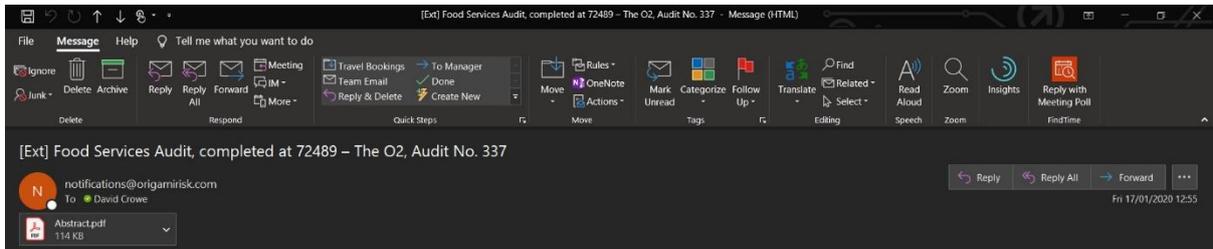
### a. Reviewer Email Notification

As the reviewer you will receive an email notification thanking you for completing the audit and you will also receive a PDF copy of the completed audit responses with the corrective actions for your reference.

### b. Unit Manager Email Notifications

The Unit Manager will receive 2 email notifications, the first will contain a PDF of the Audit and include the overall audit score and the text that you completed in the “Audit Summary” box on the Audit Response. See example below;





Dear Kerry Chapman,

Please see attached a copy of your recent audit conducted on 17/01/2020.

Your Overall Audit Score was 613.00.

Below is a summary of the audit;

The site is very well run and the team have a good understanding of the systems. There were a couple of out of date items and some updates required on the Allergen information and training. I am confident the team will be able to close out the corrective actions within the 1 month timeframe.

You will receive a separate email with a Grant Access Link to allow you to close out any corrective actions raised during this audit.

Kind Regards,

David Crowe

The second email will contain the Grant Access Link that will allow the Unit Manager to go back into the audit and close out their Corrective Actions and Upload any evidence that was requested directly to the AIR3 System. See example below;



Dear Kerry Chapman,

Following on from your recent audit conducted on 17/01/2020.

You are now required to review the Corrective Actions and Close these out by clicking on the Grant Access Link below;

<https://live.origamirisk.com/Origami/ExternalAccessKeys/Direct?token=DNHMWu3CO%2fy23a0TMn2BYLLpomD4WV5aZjdab7YuSPDIb1DFIqCncDG18T6x5eOvJf44LWW2CE905m8pxL90msh2U%2fYN5s55CplopIQ%3d>

If you have any questions on this or are unsure how to close out the corrective actions, please ask your sector HSE Manager for support.

Kind Regards,

David Crowe

## Section 6: Reminder Notifications if Corrective Actions are not closed as complete

The AIR3 system has automatic reminder email notifications built in to ensure that the Unit Manger completed the Corrective Actions within the 4-week due date.

The first reminder will be sent to the Unit Manager 3 weeks following the audit date if any of the Corrective Actions are not closed as complete.

Then a second reminder will go out a week later (4 weeks after the audit date), however this time it will go to the Above Unit Manager (RM/ OD/ BD) asking them to contact the Unit Manager to ensure the Corrective Actions are closed out.



## Section 7: How a Unit Closes out the Corrective Actions

To begin to close out the Corrective Actions raised within an audit the Unit Manager should use the Grant Access Link in the email notification received following the completion of the audit at their Unit. By clicking on the link it will take them into the Audit Response Screen where they can scroll down to the Corrective Actions section as per below;

The screenshot shows the 'Audit Responses' page for '337 Location: The O2 Response'. The top navigation bar includes 'Save Draft', 'Complete Response', and 'Logout'. The main content area is divided into several sections:

- Location Details:** Location \* (72489 - The O2), Date Completed \* (01/17/2020), RMI/ODI/BD Email Address \* (david.crowe@levy.co.uk), Number of Employees \* (11 - 50), HSE Manager \* (David Crowe - Levy - Confex).
- Corrective Actions:** A table with columns: Question, Audit Category, Action Required, Status, and Corrective Action Type. The table lists three items:
  - Item 1:** Question: 'All foods are within their Use By or Best Before shelf life'. Category: Food Safety. Action Required: 'Two cartons of milk were found to be past their use by date of 10/01/2020. Please ensure they are discarded and that all persons are retrained on the Shelf Life Safety Conversation from the Food Safety Management System. As evidence please provide copies of the training sign off.' Status: New. Type: Minor Non-Conformance.
  - Item 2:** Question: 'Allergen reports are printed and available for customers to easily retrieve, and contain accurate allergen information regarding all menu items. Customer allergen notice is displayed in the unit'. Category: Food Safety. Action Required: 'Allergen reports have not been updated in the last 3 months, these should be reviewed daily and reprinted at least monthly where food items do not differ. As evidence of compliance please email a copy of the revised reports for the Burger and Chaps Menu item.' Status: New. Type: Minor Non-Conformance.
  - Item 3:** Question: 'Permanent and temporary agency employees have received appropriate allergen training'. Category: Food Safety. Action Required: 'Allergen training not completed with the temporary team on site in Kosk2 today. Ensure this training is completed and provide evidence of sign off.' Status: New. Type: Minor Non-Conformance.
- Files and Attachments:** A table with columns: Filename, Description, Folder, and Entry Date. It shows one file: 'Abstract.pdf' in the 'SAFETY' folder, dated '01/17/2020 12:54 PM'.
- Food Safety Questions:** A section for additional questions.

From the above screen they can begin to close out the Corrective Actions by clicking on the Orange Question text for each Corrective Action which will open up the following screen;

The screenshot shows the 'Corrective Action Details' screen for the first item. The title is 'Corrective Action for: All foods are within their Use By or Best Before shelf life'. The form includes the following fields:

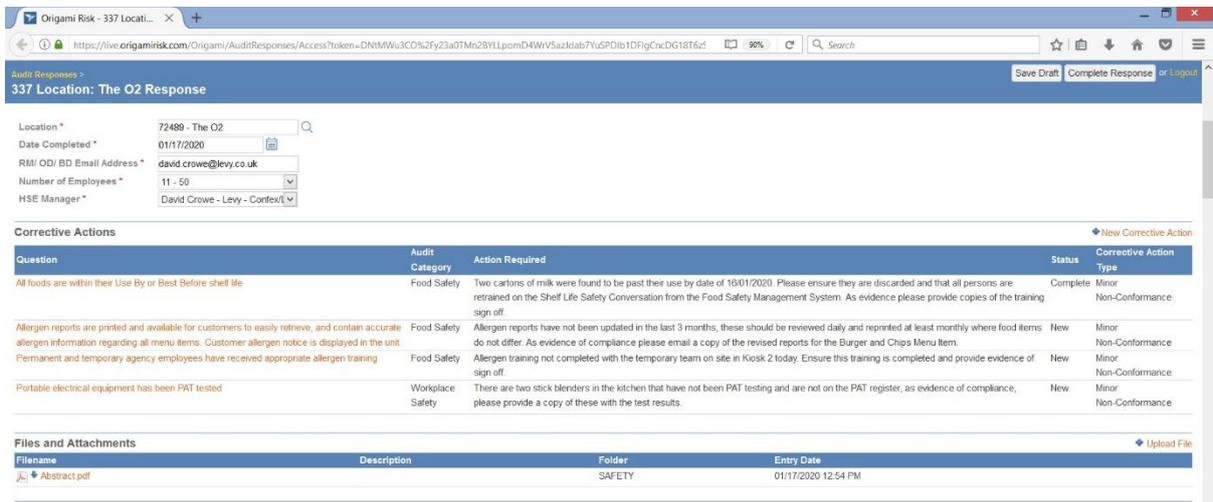
- Corrective Action Details:** Corrective Action (Minor Non-Conformance), Type (Complete), Status (Complete).
- Action Required:** Two cartons of milk were found to be past their use by date of 10/01/2020. Please ensure they are discarded and that all persons are retrained on the Shelf Life Safety Conversation from the Food Safety Management System. As evidence please provide copies of the training sign off.
- Action Taken:** Items were discarded at the time of the audit and the training has been completed by all team members on 17/01/2020. A copy of the training record has been uploaded to the files list.
- Due Date:** 02/14/2020
- Complete Date:** 01/17/2020

On the right side, there is a vertical sidebar with a 'Save Changes or Cancel' button at the top and a list of 'Corrective Action' items below, with the first item highlighted.

In the above screen, they can then review the Action Required and then complete what action they have taken in the "Action Taken" box. They should also change the Status of the corrective action to "Complete" and record the "Completion Date" at the bottom. Once this is all completed, they can click on "Save Changes".

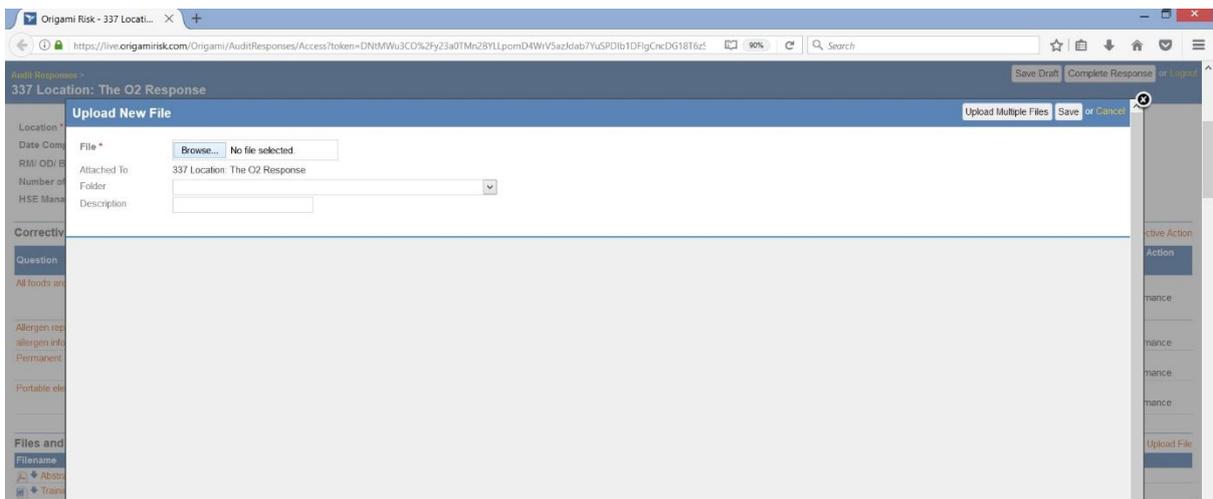
This will show the Corrective Action is now complete and then the Unit Manager will have the option to "Upload File" if there is specific documentary or photographic evidence required. Please see screen shot on next page and instructions on uploading files.



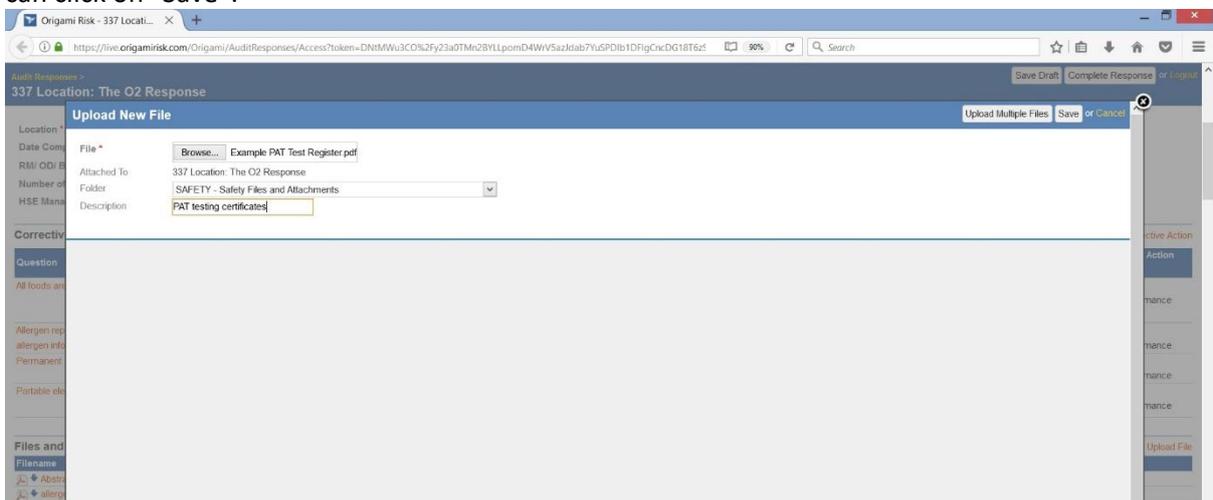


## a. Uploading Files as Evidence

From the above screen the Unit Manager will click on the “+ Upload File” and this will take them to the Upload New File screen as per below, where they can Browse for the selected file on their computer.



Once they have located the relevant file, they will then select the “Safety Folder” from the drop down and then put a relevant description as to what the file is in relation to the corrective action, finally they can click on “Save”.



The files will then show in the Files and Attachments section below the Corrective Actions. If you need to upload more files and attachments that can be done by repeating the process. There is also the ability to upload multiple files at one time by clicking on the “Upload Multiple Files” button on the top right when you have selected to Upload New File.

**337 Location: The O2 Response**

Location \* 72489 - The O2  
 Date Completed \* 01/17/2020  
 RMI/ODI/BD Email Address \* david.crowe@levy.co.uk  
 Number of Employees \* 11 - 50  
 HSE Manager \* David Crowe - Levy - Confex

Question	Audit Category	Action Required	Status	Corrective Action Type
All foods are within their Use By or Best Before shelf life	Food Safety	Two cartons of milk were found to be past their use by date of 16/01/2020. Please ensure they are discarded and that all persons are retrained on the Shelf Life Safety Conversation from the Food Safety Management System. As evidence please provide copies of the training sign off.	Complete	Minor Non-Conformance
Allergen reports are printed and available for customers to easily retrieve, and contain accurate allergen information regarding all menu items. Customer allergen notice is displayed in the unit	Food Safety	Allergen reports have not been updated in the last 3 months, these should be reviewed daily and reprinted at least monthly where food items do not differ. As evidence of compliance please email a copy of the revised reports for the Burger and Chips Menu Item.	New	Minor Non-Conformance
Permanent and temporary agency employees have received appropriate allergen training	Food Safety	Allergen training not completed with the temporary team on site in Kiosk 2 today. Ensure this training is completed and provide evidence of sign off.	New	Minor Non-Conformance
Portable electrical equipment has been PAT tested	Workplace Safety	There are two stick blenders in the kitchen that have not been PAT testing and are not on the PAT register, as evidence of compliance, please provide a copy of these with the test results.	New	Minor Non-Conformance

Filename	Description	Folder	Entry Date
Abstract.pdf		SAFETY	01/17/2020 12:54 PM
allergen-risk-assessment-fsa00201.pdf	Revised Allergen Report for Burger and Chips	SAFETY	01/17/2020 1:05 PM

Once the Unit Manager has completed all the Corrective Actions and the Status for each is showing as “Complete” they can then **click on “Save Draft”**, they should **NEVER** click on “Complete Response” as this will resend all the email notifications.

**337 Location: The O2 Response**

Location \* 72489 - The O2  
 Date Completed \* 01/17/2020  
 RMI/ODI/BD Email Address \* david.crowe@levy.co.uk  
 Number of Employees \* 11 - 50  
 HSE Manager \* David Crowe - Levy - Confex

Question	Audit Category	Action Required	Status	Corrective Action Type
All foods are within their Use By or Best Before shelf life	Food Safety	Two cartons of milk were found to be past their use by date of 16/01/2020. Please ensure they are discarded and that all persons are retrained on the Shelf Life Safety Conversation from the Food Safety Management System. As evidence please provide copies of the training sign off.	Complete	Minor Non-Conformance
Allergen reports are printed and available for customers to easily retrieve, and contain accurate allergen information regarding all menu items. Customer allergen notice is displayed in the unit	Food Safety	Allergen reports have not been updated in the last 3 months, these should be reviewed daily and reprinted at least monthly where food items do not differ. As evidence of compliance please email a copy of the revised reports for the Burger and Chips Menu Item.	Complete	Minor Non-Conformance
Permanent and temporary agency employees have received appropriate allergen training	Food Safety	Allergen training not completed with the temporary team on site in Kiosk 2 today. Ensure this training is completed and provide evidence of sign off.	Complete	Minor Non-Conformance
Portable electrical equipment has been PAT tested	Workplace Safety	There are two stick blenders in the kitchen that have not been PAT testing and are not on the PAT register, as evidence of compliance, please provide a copy of these with the test results.	Complete	Minor Non-Conformance

Filename	Description	Folder	Entry Date
Abstract.pdf		SAFETY	01/17/2020 12:54 PM
Abstract.pdf		SAFETY	01/17/2020 1:15 PM

This will then display the below screen to confirm that they have saved the Corrective Action close out and that it now completed.

**ORIGAMI RISK**

Good Bye

Save Successful

You have been logged out of the system.

