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WE LOOK OUT FOR EACH OTHER

LEVY SAFETY IN 30 MINUTES

Incident Investigation

AGENDA



WE LOOK OUT FOR EACH OTHER

● **WHY WE INVESTIGATE INCIDENTS**

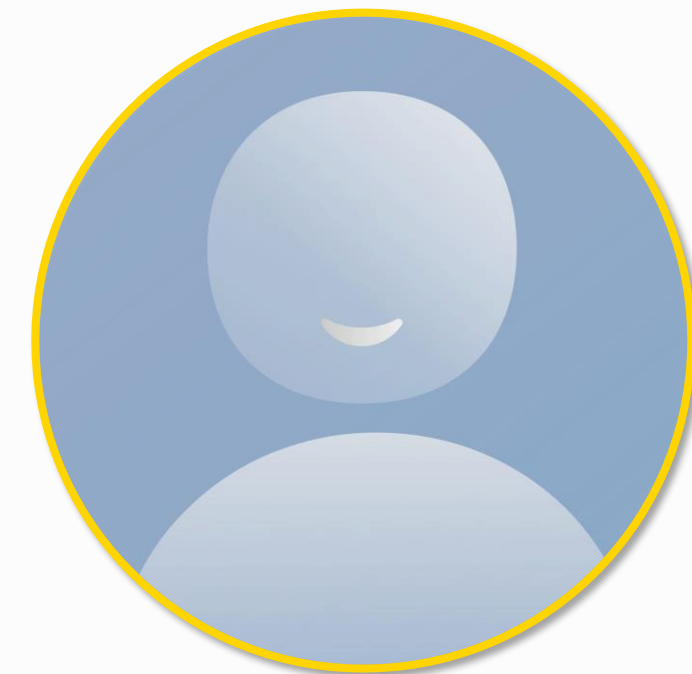
● **THE REPORTING PROCESS**

● **KEY EVIDENCE**

● **WHAT SHOULD BE REPORTED**

● **DOCUMENTS**

● **ORIGAMI AIR3 SYSTEM**





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WHY INVESTIGATE INCIDENTS?



WHAT SHOULD BE REPORTED?



HAZARD OBSERVATIONS

WHEN YOU SPOT A HAZARD, THAT MAY HAVE THE POTENTIAL TO CAUSE HARM OR INCIDENT

NEAR MISS

ANY EMPLOYEE, NON-EMPLOYEE IS INVOLVED IN AN INCIDENT THAT DID NOT CAUSE AN INJURY BUT HAD THE POTENTIAL TO DO SO

SAFETY INCIDENTS

WHEN SOMEONE IS INJURED DUE TO A WORK-RELATED ACTIVITY OR INJURY IS DUE OUR WORK ACTIVITY. ANY FIRE, DRIVING OR EXPLOSION INCIDENTS ARE TO BE REPORTED TOO EVEN IF THERE IS NO INJURY

FOOD INCIDENTS

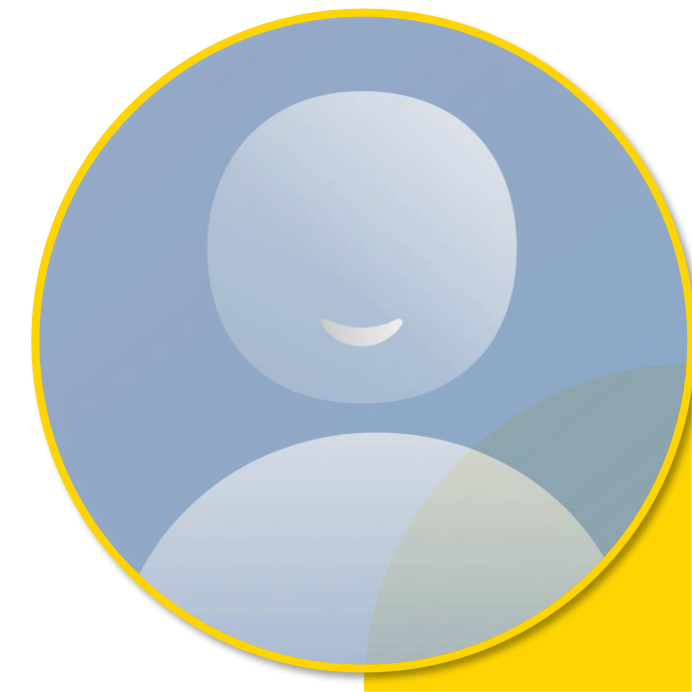
IF THERE ARE ANY ALLEGATIONS OF ALLERGEN, FOOD POISONING, FOREIGN BODY OR QUALITY INCIDENTS AS A RESULT OF OUR FOOD SERVICE

PEST ACTIVITY

IF YOU SPOT SIGNS OF PEST ACTIVITY SUCH AS DROPPINGS, GNAW MARKS OR LIVE SIGHTINGS IN AREAS OF FOOD PREPARATION OR SERVICE

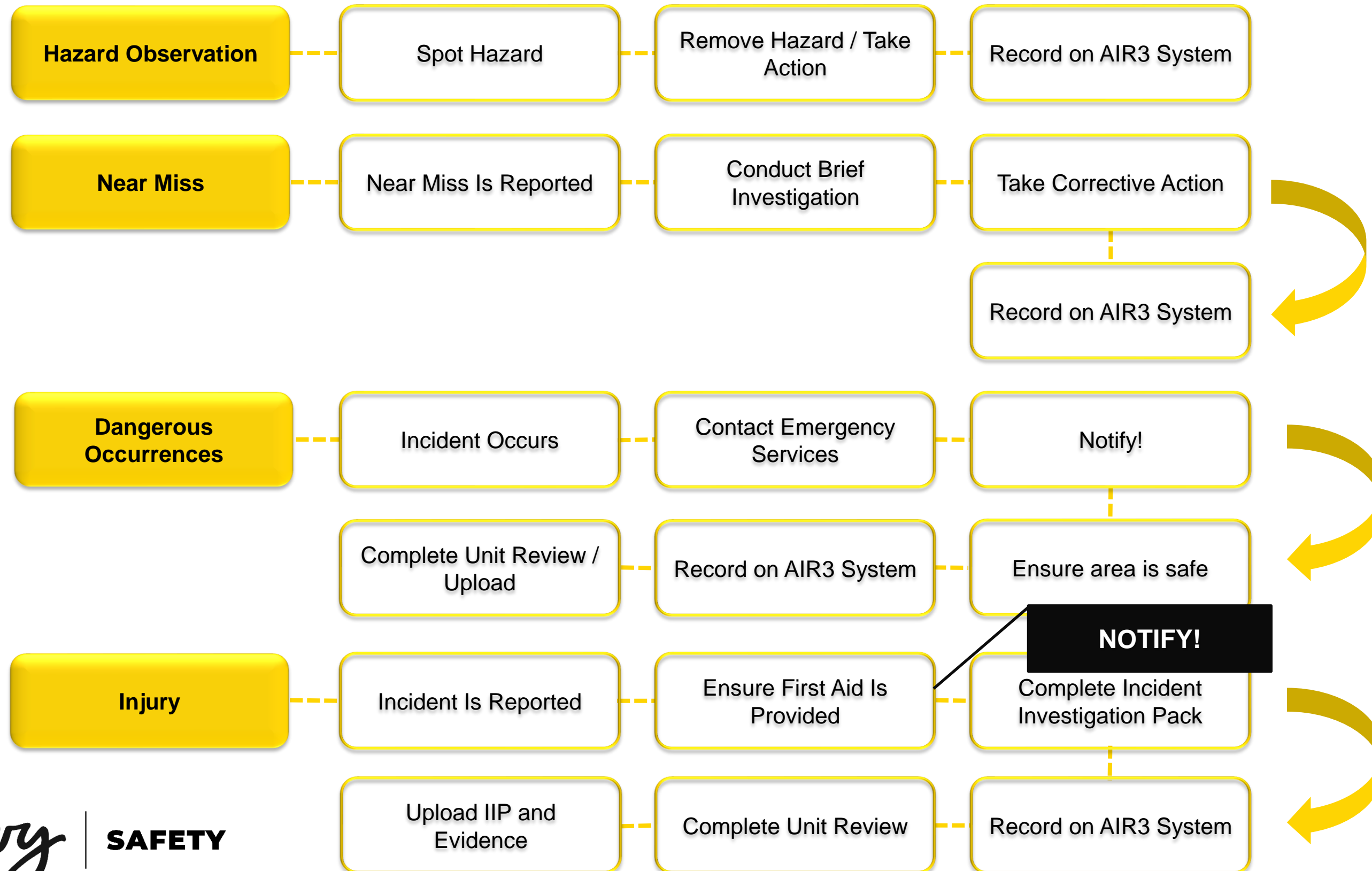
ENFORCEMENT CONTACT

ANY CONTACT WITH EHO, TRADING STANDARDS, POLICE / GARDAI OR FIRE SERVICES OR THE HSE / HSA



REPORTING PROCESS

SAFETY INCIDENTS



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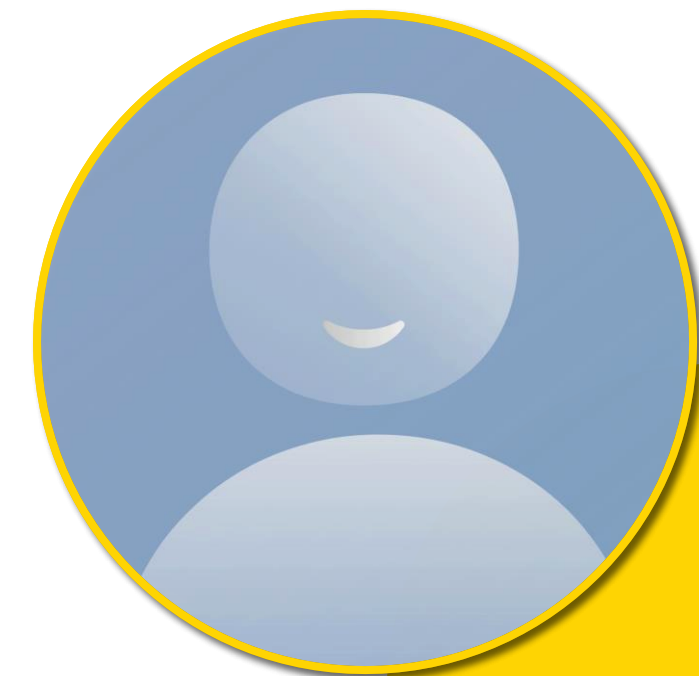
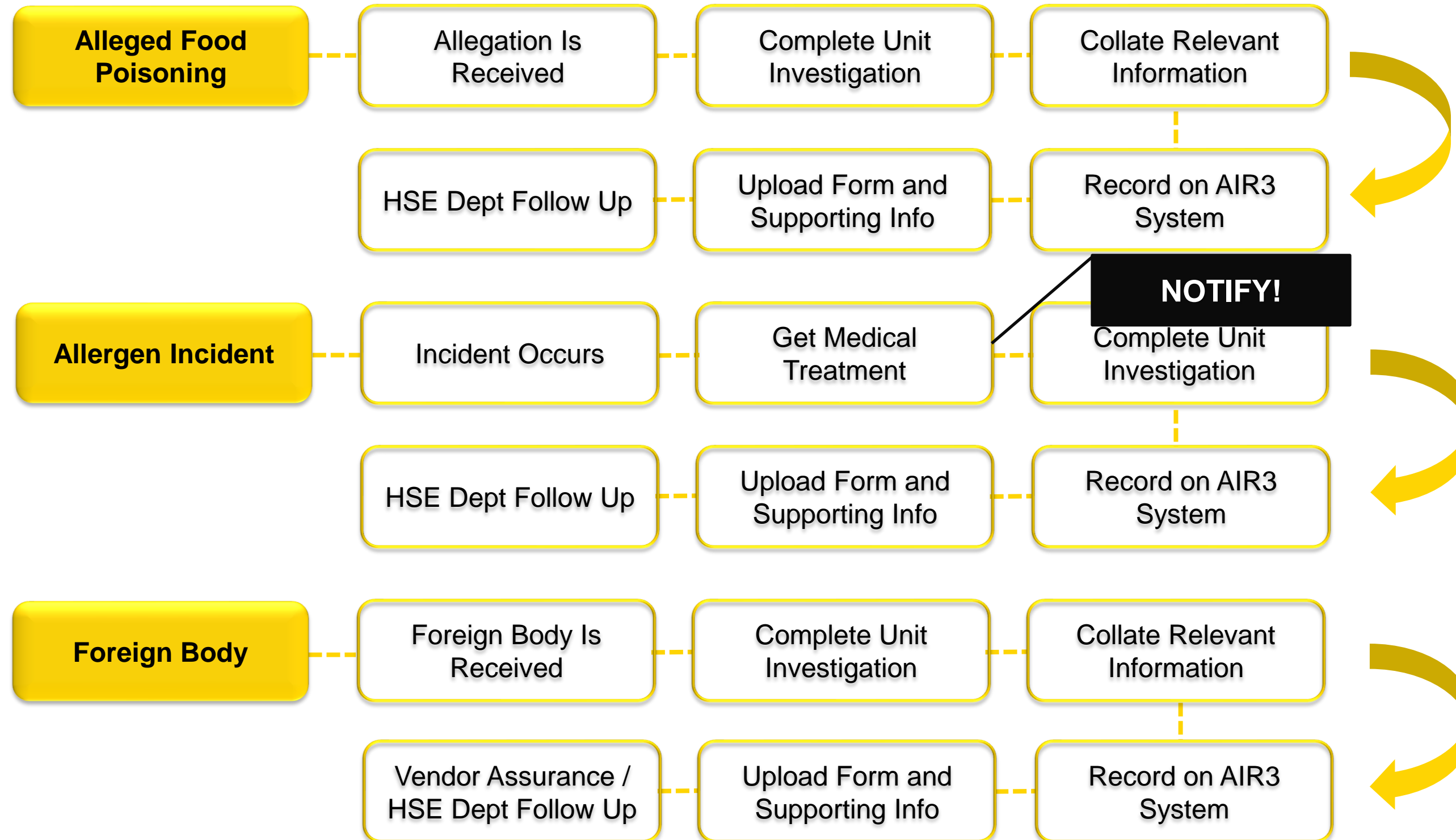
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REPORTING PROCESS

FOOD SAFETY INCIDENTS



INCIDENT INVESTIGATION PACK



DOCUMENT IS A **LEGAL** REQUIREMENT – UNDER H&S LAW ACCIDENTS ARE REQUIRED TO BE INVESTIGATED

PAGE 1 – PROVIDES A BRIEF SUMMARY OF THE INCIDENT INFORMATION

PAGE 2 – CHECKLIST OF WHAT EVIDENCE IS REQUIRED DEPENDING ON THE INCIDENT

PAGE 3 – CHECKLIST OF ACTIONS OR DOCUMENTS REQUIRED – COMPLETE EVERY BOX

PAGE 4 – CCTV REQUISITION FORM – ONLY REQUIRED FOR CLIENT OWNED CCTV

APPENDIX 1 – INJURED PERSON STATEMENT – MUST BE COMPLETED AND SIGNED

APPENDIX 2 & 3 – WITNESS STATEMENTS – COMPLETE WITH AS MUCH INFORMATION AS POSSIBLE. IF NO WITNESSES – DOCUMENT AND SUBMIT

A IIP MUST BE COMPLETED AND UPLOADED FOR ALL REPORTED INCIDENTS WITHIN 7 WORKING DAYS

INCIDENT INVESTIGATION PACK

This Pack must be completed within 48 hours of the incident by the Unit Manager, Team Leader, and/or Supervisor for all accidents that occur at a Unit – Please check that you have actioned all points as soon as the injured person has been treated.

It is critical that all relevant paperwork in respect of the incident is obtained, copied and placed together within this incident pack.

YOU MUST TAKE THIS PACK WITH YOU TO THE LOCATION OF THE INCIDENT

Please use the checklist on page 3 to complete all parts of this pack.

AT THE TIME OF THE INCIDENT – Gathering key information. This involves gathering information including witness details/statements/diagrams/photos etc. (see appendix 1 to 3 for statement templates).

AFTER THE INCIDENT – Reporting and escalation requirements. You must report the incident via the AIR3 Incident Reporting system as soon as possible after the incident has occurred. If you have no computer access, you can telephone the Accident Reporting Line on 0121 457 5194. You must also escalate incidents in accordance with the requirements of the Unit Managers Emergency Manual and Crisis Management Plan.

AFTER THE INCIDENT – Documentation review and storage. You must gather all required paperwork as detailed on Page 2 and retain a copy of this pack in a secure and easily retrievable location in your Unit. It is important that you write your notes clearly in the sections provided at the time of the incident. This document must be retained for a period of 8 years. You will also be requested to upload copies of this incident pack and relevant supporting documents to AIR3 if you have the capability to do so. Alternatively, you can post it by recorded delivery to HSE Department, Compass Group UK & I, 24 Parklands, Parklands Court, Rubery, Birmingham, B45 9PZ.

Person completing this form:	
Name:	Sector:
Employee Number:	Job Role:
Compass Unit Number:	Unit Name:
Date & Time of Incident:	AIR3 Reference:
Full postal address of unit incl. post code & telephone number	
Unit email address:	
Injured Person Details:	
Name:	<ul style="list-style-type: none"> Compass Employee Agency/ Contractor Member of the public Client member of staff Work Experience Agency/Contractor Name:
Body Part Injured:	Nature of Injury:
e.g. Head, Arm, Hand, Torso, Leg, Foot etc.	e.g. Bruise, cut, burn, fracture etc.
Cause of Injury:	Incident Status:
e.g. Slip/Trip/Fall, Contact with heat, Contact with Sharp Object, Manual Handling etc.	
Document Name	Incident Investigation
Document Owner	Health & Safety
Classification	Internal Use



KEY EVIDENCE WITH IIP'S



- **DESCRIPTION OF THE INCIDENT (FACTUAL)**
- **WITNESS DETAILS**
- **WITNESS STATEMENTS**
 - TIME LAG INCREASES RISK OF MIS-REMEMBERING
 - SIGNED/DATED
 - SIGNATURE WITNESSED
- **PHOTOGRAPHS**
 - RECORD THAT PHOTOGRAPHS WERE TAKEN
 - WITNESS EVIDENCE THAT NOTHING HAD CHANGED
- **CCTV**
 - ALMOST IMPOSSIBLE TO DISPUTE
- **TRAINING RECORDS**
 - METHOD OF TRAINING
 - TRAINER STATEMENT
 - TEST OF COMPETENCE
 - CONTENT/SYLLABUS/DATE
 - REFRESHER TRAINING
- **RISK ASSESSMENTS & APPLICABLE SAFETY TASK CARD**
 - MUST RELATE TO DATE OF INCIDENT
- **CASUAL STAFF**
 - INDUCTION RECORDS
 - SIGNING IN SHEET / BRIEFING SHEET
 - COPY OF EVENT H&S BRIEFING DOCUMENT
- **SERVICE COMPLETION RECORDS**
 - AGGORA RECORDS
 - DEEP CLEAN RECORDS



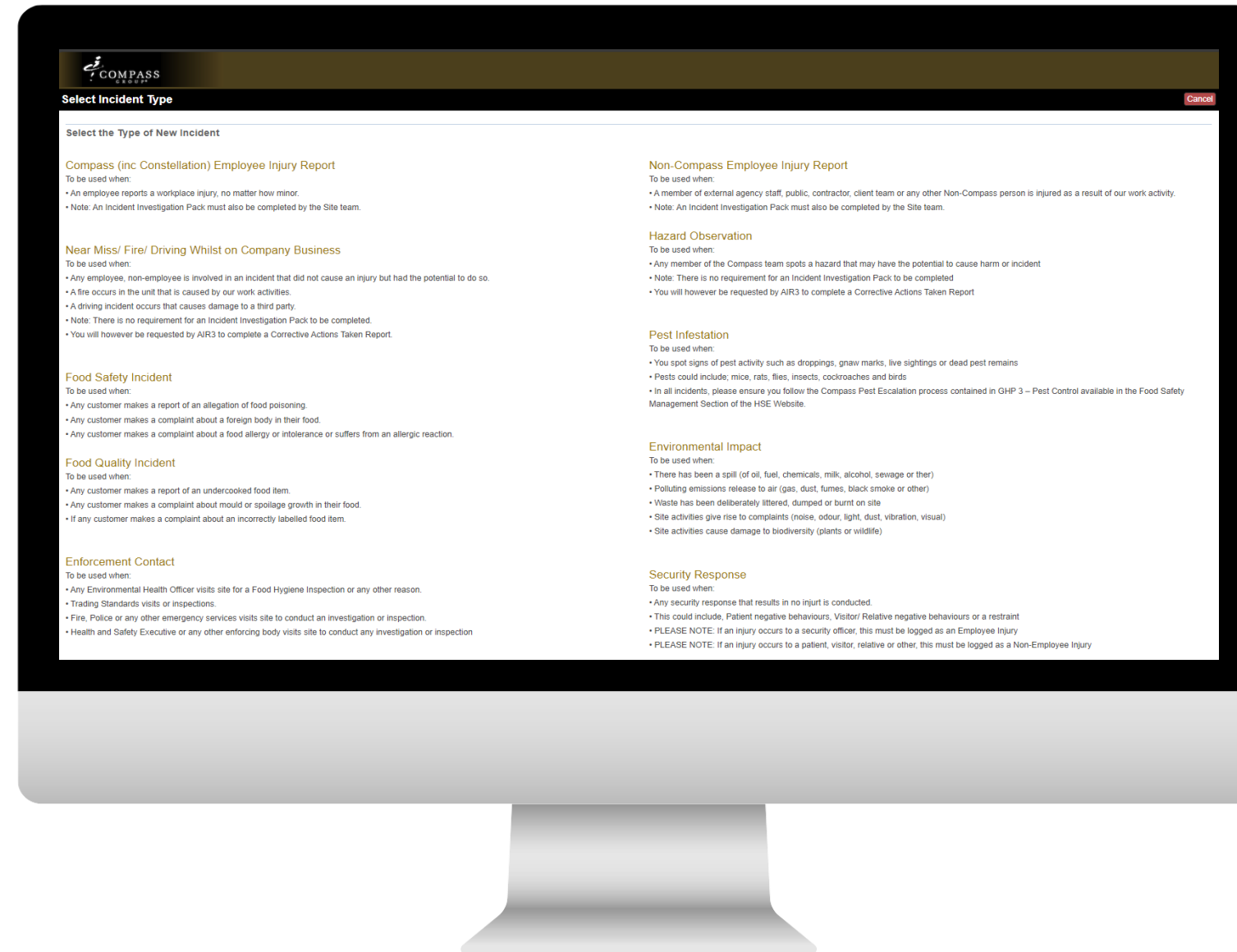
KEY EVIDENCE – FOOD SAFETY



- **COMPLETED CHECKLIST FORM**
- **FOOD SAFETY FORMS**
 - DELIVERY RECORDS
 - OPENING / CLOSING CHECKLIST
 - FOOD STORAGE
 - FOOD PRODUCTION RECORDS
 - FOOD SERVICE RECORDS
 - CLEANING RECORDS – WHERE APPLICABLE
- **PHOTOGRAPHS**
 - PHOTOS OF INFORMATION AND OR PRODUCT
 - PHOTOS OF FOREIGN BODY
- **TRAINING RECORDS**
- **ALLERGEN LOG**
 - MUST BE RECENT AND RELATE TO THE DISH
 - SOURCE INFORMATION

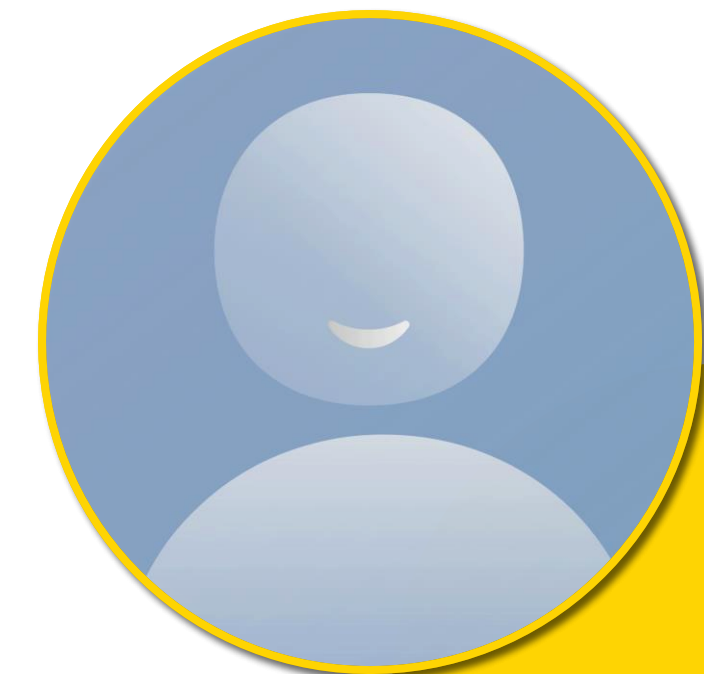


ORIGAMI AIR3 SYSTEM



YOU WILL NEED TO:

1. Know your unit number
2. Know your Unit Managers contact details
3. Know your Regional Manager or Above Unit Operations Manager/ Directors email address
4. You may be required to take some follow up actions following the reporting of an incident
5. Email notifications will come from AIR3 via the notifications@origamirisk.com email
6. 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, we 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



ORIGAMI AIR3 SYSTEM – KEY POINTS



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1

The More Information The Better

**Write detailed incident descriptions, not just one line.
Include as much evidence as possible, there is never too much.
Photos and CCTV footage are vital.**

2

Complete Your Unit Review

**Once you submit your AIR3 report online, there is more to do.
In your confirmation email there is a link to complete your unit review, this must be done in 7 days.
There are more questions to be completed and then you will be able to upload your incident pack.**

3

If in doubt reach out

**If you are not sure of the process when completing the AIR3 report, reach out to your Regional HSE Manager.
They will be able to talk you through and show you how to complete the submission.
We are here to assist and prevent the chase emails wherever possible.**



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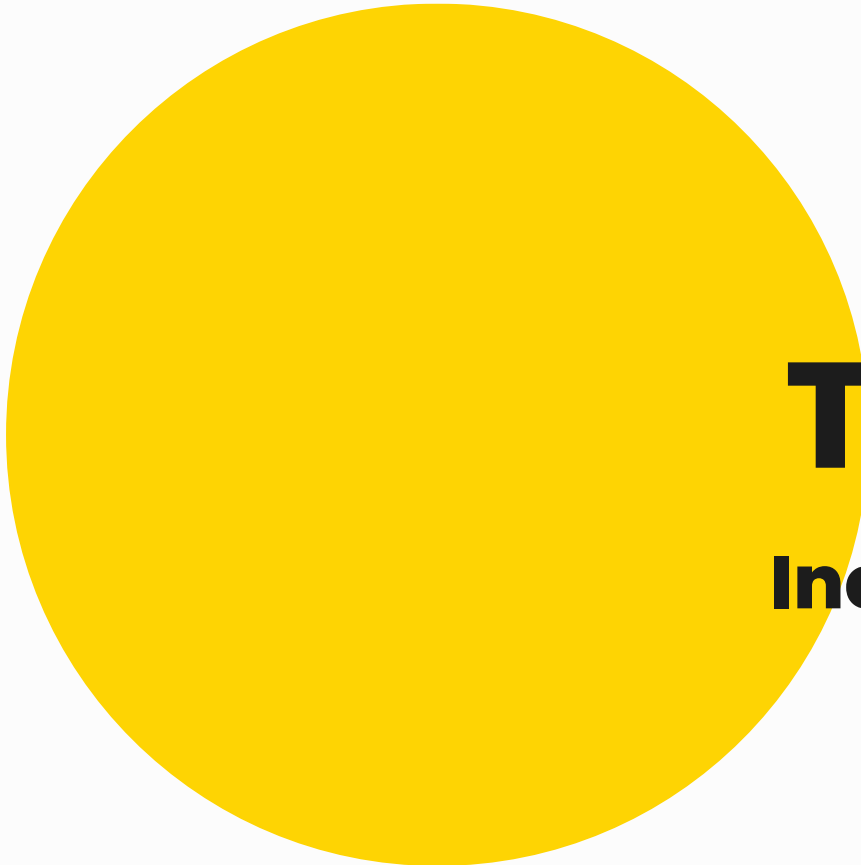


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THANK YOU

Incident Investigation

