AIR3
ALL INCIDENT REPORTING SYSTEM

ARE YOU ALLERGEN AWARE?

PRACTICAL GUIDANCE

Food allergy investigation pack

For Unit Managers, Team Leaders and Supervisors | Use with the seven-page pack

MAKE SAFE / COMPLETE WITHIN 48 HOURS / SUBMIT WITHIN 7 DAYS

Arrange first aid or emergency assistance, notify the Site / Unit Manager or Supervisor, and follow the Unit Emergency Manual. Report incidents and near misses promptly on AIR3.

01 Record what happened and what was communicated

Page 1: complete reporter, unit, affected person and contact details, including telephone and email. Record the food / menu item, stated allergy, suspected ingredient or cross-contact source, and time consumed.
Page 2: record whether the allergy was communicated before selection or service, what allergen information was available and how it was presented. Record any reaction, onset, treatment, medication and emergency services details; distinguish known facts from unconfirmed information.

02 Gather and check the supporting evidence

Page 2: attach full staff training records for all colleagues involved, including agency induction, allergen e-learning and signed briefings. Include recipes, ingredient information, labels, the allergen information available to the customer and the allergen risk assessment.
Page 3: complete all nine actions. Photograph the food, labels, recipe and information displays, QR codes or tablets. Check GHP / briefing and training records. Explain missing evidence, its source and where originals are held.

03 Take statements and preserve CCTV

Page 4 / Appendix 1: record the affected person's account, allergy communication, information accessed, food consumed and care received.
Page 5 / Appendix 2: use one statement per witness. Interview separately, ask open questions and record their own words and direct observations.
Page 6 / Appendix 3: obtain the manager / supervisor account; support conclusions with evidence. Check, hand sign and date statements as required by the pack.
Page 7: request relevant CCTV promptly; record the custodian, request date, receipt, secure location and any outstanding footage.

04 Report, complete the unit review and upload

Access **AIR3 via Work Jam or the HSE website** and submit the relevant form promptly. Keep the AIR3 reference. Open the **Origami Risk** confirmation email and follow the **Grant Access link**. Complete the **unit review**, record contributing factors and actions with owners and dates, then upload the pack and all evidence **within 7 days of the incident**. Check attachments are complete. Contact the HSE Team promptly if upload support is needed.

Keep evidence secure: retain the pack and records for **6 years**. Record why evidence is missing and who will follow it up. Follow the pack instructions if an alternative submission route is required.

Make Safe. Report Accurately. Gather Evidence. Complete Fully.

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OPTIONAL COMPLETION CHECK

Before you submit

One checklist per incident | Tick each item, or explain why it is not applicable

Incident date	A1R3 reference	Unit name / number

Completed by	Submission date

PACK CONTENTS AND EVIDENCE

☐	**Page 1**	Unit, person, contacts, food and stated allergy details complete.
☐	**Page 2**	Allergen communication, reaction and care details recorded.
☐	**Page 2**	Full training / induction records and signed briefings attached.
☐	**Evidence**	Recipes, ingredients, labels and customer allergen information attached.
☐	**Risk assessment**	Allergen risk assessment and other relevant records included.
☐	**Page 3**	All nine actions checked; omissions and pending evidence explained.
☐	**Page 4**	Affected person statement completed, hand signed and dated.
☐	**Page 5**	Separate witness statements included, hand signed and dated.
☐	**Page 6**	Manager / supervisor statement completed, hand signed and dated.
☐	**Page 7**	CCTV requested where relevant; custodian and retention recorded.
☐	**Unit review**	Review completed; actions have owners and due dates.
☐	**Upload**	Pack and all evidence uploaded within 7 days of the incident.
☐	**Retention**	Records stored securely; six-year retention arranged.

Missing / not applicable evidence and follow-up actions

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