AIR3
ALL INCIDENT REPORTING SYSTEM

SEE CARE SHARE

PRACTICAL GUIDANCE

Incident investigation pack

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

ACT NOW / COMPLETE WITHIN 48 HOURS / SUBMIT WITHIN 7 DAYS

Treat the injured person, make the area safe and tell the Site / Unit Manager or Supervisor immediately. Escalate in line with the Unit Emergency Manual and Crisis Management Plan.

01 Record the incident and preserve evidence

Take the pack to the scene. Record facts, the exact location, conditions, treatment and immediate actions. Photograph the area, hazards, equipment and injury as relevant. Preserve CCTV promptly where available.

Page 1: complete unit, reporter and injured person details, contact information, incident date/time and AIR3 reference. Record the body part and side affected. Only record suspected fractures or concussion where medical evidence is available.

02 Build the evidence pack

Page 2: use the incident-type list to select supporting records. Include relevant risk assessments and Safety Task Cards in place at the time, full training / induction records, Safety Task Card training and agency briefing records. Add maintenance, statutory testing, cleaning / floor checks and PPE records where relevant.

Page 3: complete every checklist item, including the sketch and treatment details. Mark what is completed and included; explain missing or pending evidence and how it will be obtained.

03 Take clear, factual statements

Page 4 / Appendix 1: obtain the injured person's account and complete contact details.

Page 5 / Appendix 2: obtain a separate statement from each colleague or non-colleague witness. Copy the page as needed.

Page 6 / Appendix 3: the manager / supervisor must complete a statement, even if they did not witness the incident. Speak to witnesses separately, use open questions and distinguish what they saw from what they were told. Read back, correct, sign and date statements. The pack requires hand signatures.

04 Report, review and upload

Log onto **AIR3 via Work Jam or the HSE website**, complete the online form and submit as soon as possible. Keep the AIR3 reference.

Open the confirmation email from **Origami Risk** and follow the **Grant Access link**. Complete the **unit review** and upload the incident pack and all evidence **within 7 days of the incident**. Check the upload is complete. If you cannot upload, contact the HSE Team promptly for submission support.

Page 7: use the CCTV requisition form where footage is held by the client / third party. Record if footage is unavailable or held elsewhere. Retain the pack and supporting records securely for **6 years**. Notify your HSE Manager promptly if the injured person may not return to work.

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	AIR3 reference	Unit name / number

Completed by	Submission date

PACK CONTENTS AND EVIDENCE

☐	**Page 1**	Reporter, unit and injured person details are complete.
☐	**Page 2**	Incident-specific documents are selected and included.
☐	**Page 3**	All 12 checklist items answered; omissions explained.
☐	**Page 4**	Injured person statement completed, hand signed and dated.
☐	**Page 5**	Witness statements included, hand signed and dated as applicable.
☐	**Page 6**	Manager / supervisor statement completed, hand signed and dated.
☐	**Page 7**	CCTV request completed where relevant; availability recorded.
☐	**Records**	Relevant risk assessments and Safety Task Cards included.
☐	**Training**	Full training / induction and Safety Task Card records included.
☐	**Evidence**	Photos, sketch and other relevant records attached.
☐	**Unit review**	Unit review completed via the Grant Access link.
☐	**Upload**	Pack and all evidence uploaded within 7 days of the incident.
☐	**Retention**	Pack retained securely; missing evidence followed up.

Missing / not applicable evidence and follow-up actions

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