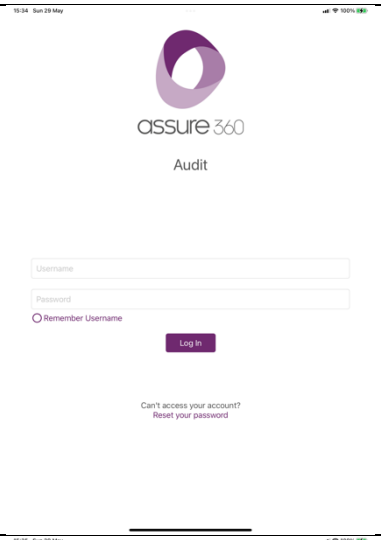
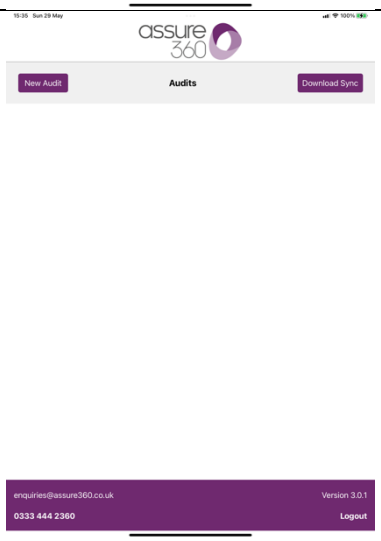
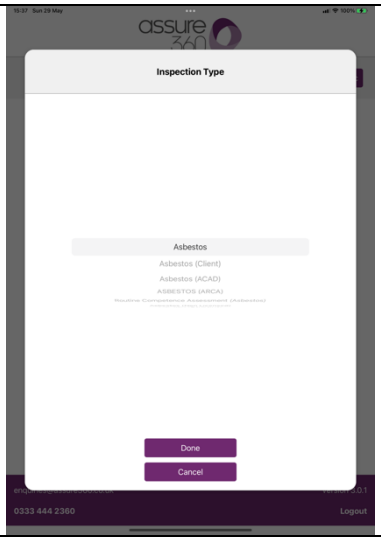
## How to Audit a site – with the all new Audit 3.0

Audit 3.0 is packed with new features to help you as an auditor to be as efficient as possible. It will let you focus on identifying any issues, assisting the team in closing them out, but most importantly starting the compliance process so that we can prevent re-occurrence.

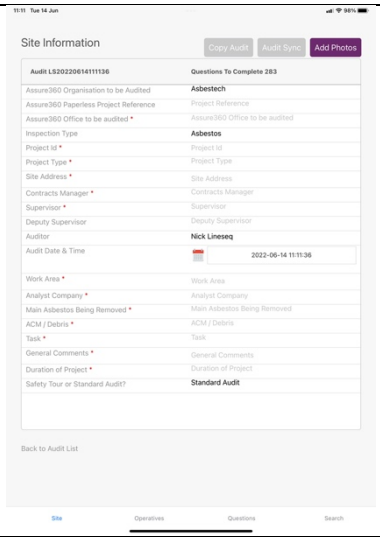
| | |
|---|---|
| **Step 1 – log in.**<br><br>If you are familiar with Audit 2, then this is the first change – all auditors will have their own personal log in rather than the company wide system that was a feature of the old App.<br><br>Put in your username and password.<br><br>Tick the Remember Username option, to make things quicker next time. |  |
| **Step 2 - Download Sync**<br><br>The next feature is that the App talks to the Compliance website (or database) to obtain up to date information about the sites you will be auditing. Always click Download Sync to get the most current information.<br><br>It will flash to show that it has checked for new information. If you have absolutely no signal – then it will work with the information it got last time.<br><br>Ordinarily this page will show all of the audits that have been started and all of the audits that have been submitted (both clearly differentiated)<br><br>**Step 3 – Start New Audit**<br><br>Hit this button to get started… |  |
| **Step 4 – What type of audit?**<br><br>You will be presented with a list of inspection types or audits that you can choose from.<br><br>This list will be bespoke to your company, depending on which one you choose, you will see completely different question sets. |  |

**Step 5 – Completing an Audit / Site Information**

The next stage is completing the basic site information. Go through each question and enter the information. Note the red asterisk (*) – this indicates a mandatory field.

The top field will always be populated, and it is our nickname for your company.

NOTE if you are part of the *Trusted Auditor* scheme of independent auditors, you may have access to more than one client – in this case select from a list of your clients.




**Paperless Sites**

This is the next new big feature. If your company (or the company you are auditing) are running the Assure360 Paperless Site system – Audit 3.0 can now talk to it and help speed up this process. Tap the field …

… you will be presented with a list of all of the live projects relevant to the company being audited. Trusted Auditors – make sure you filter for the correct client (see above)

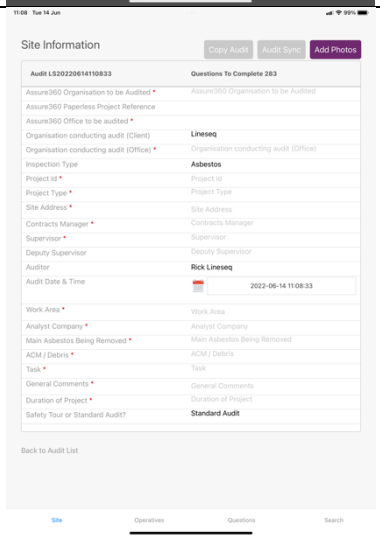
Just pick the correct site and it will auto populate most of the fields for you


**Trusted Auditor – Who are you auditing?**
**Skip if you are an internal auditor**

If you are part of the *Trusted Auditor* scheme of independent auditors, you may have access to more than one client – if that is the case you will see too extra fields:

- Organisation conducting audit (Client)
- Organisation conducting audit (Office)

These two fields combined give the completed audit it's home on the system. The first will only show your organisation (in this example it is Lineseq) – the next field is crucial and it is the Office that was set up to identify the company you are auditing (i.e. it will be your client).

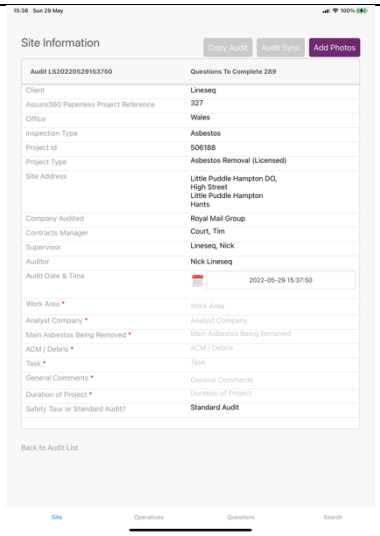


The remaining fields will vary depending on the inspection / audit type and some will be text boxes and some will give you drop downs to pick from. Two to highlight are:

- Deputy Supervisor
- Safety Tour

**Deputy Supervisor** – designate an ordinary operative as a deputy to get different competency questions (see below). Only available after you have assigned operatives to the job. See Step 6 below.

**Safety Tour or Standard Audit** – click this to designate the audit as a safety tour. This strikes out EVERY question as N/A. **WARNING** It can't be undone – so use with caution, but it is very handy to record those short visits by management. Especially useful with the Search tab – See Step 8 below.



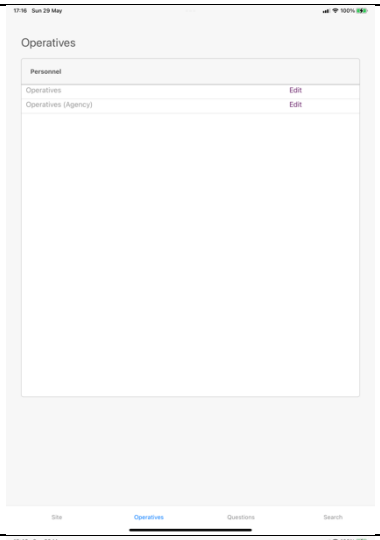

**Navigating the App**

New to Audit 3 is a lesson learned from Paperless. Now we have tabs at the bottom. Site (see above), Operatives – who's on site, Questions – your observations and Search (more on that later).

**Step 6 – Operatives Tab - whose on Site?**

Another change from the old App – we now have tabs at the bottom to help you navigate. The name of the Supervisor and Contracts Manager will either have been auto populated for you – or you will have added them in manually in Step 5, Operatives – you add in via the new tab.

Use the EDIT button next to the Operative category for directly employed staff and Operative (agency) for short term workers (STW).



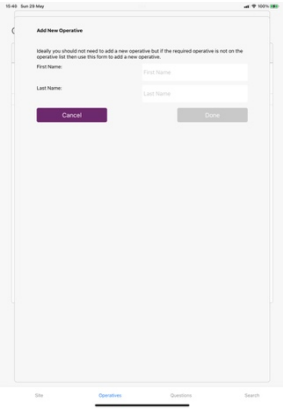

In both cases you will be presented with a list of all known staff. This is anyone that the company's Assure360 system is managing. A long running or repeatedly used STW may also appear here.

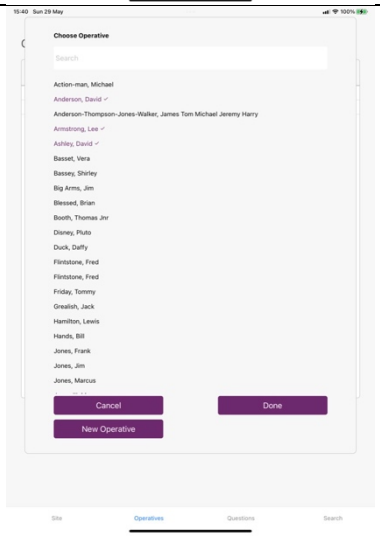
Tap all the people that are on site. The list may be very long, scroll down to see them all, you can also use the search button.

If they are not on the list – click New Operative.

Brand new operatives - in this case you will be presented with a simple name box – make sure you get the name right (best to take it from the medical, or other official training certificate).

This name will be submitted to your Assure360 administrator for approval – and will appear on the main list in future.

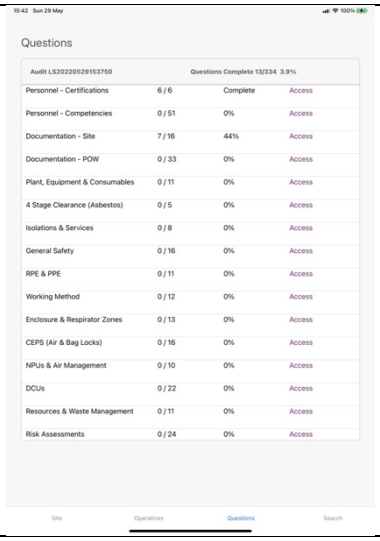



**Step 7 – Questions Tab - your Observations…**

The Question tab gives you a list of all the sections – tap the ACCESS button to complete questions in that section. It will tell you the progress you have made in each section. Number of questions remaining. The audit must be fully complete before you can submit it, but if a section as a whole is not applicable – you can use the *Mark All as N/A* button to do just that (see below).

There are two types of questions – the main ones are standard Compliance questions but the second are Competencies. These last ones are all in a single section called 'Personnel – Competencies'.



**Standard Compliance Questions**

Each question must be categorised as:

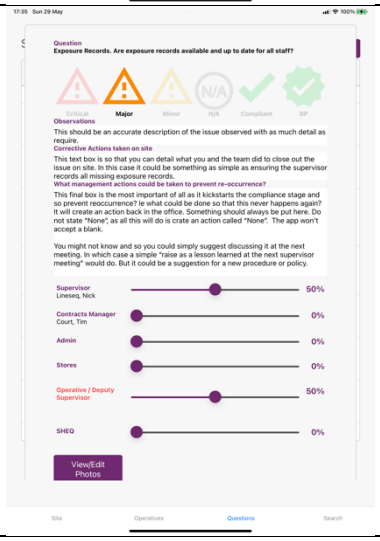
- Compliant (or N/A)
- Best Practice – some excellent innovation on site
- Minor, Major or Critical Non-Conformance (100, 500 and 1000 points)

Best Practice and the last three will automatically open the extra details page. If you select Compliant or N/A – you can either skip the extra detail – or to open Press-and-Hold the icon. This will allow you to add optional notes, actions and/or photos.


For Non-Cons and Best Practice complete all of the boxes and use the Responsibility Slider (see below). The text boxes are:

- Observations (detailed description of what you saw)
- Action Taken (what was done to resolve the situation on site)
- Action to be taken – this is the most important box

This last box is the management actions that could be taken to prevent re-occurrence, **mandatory** for all Non-Cons. It should be a minimum of "Discuss at the next XXX meeting" but could be a suggestion of a new policy or procedure. **It should never be 'N/A' or 'None'** – as all this does is create an unhelpful action on the system called 'N/A' or 'None'. In the case of Best Practice – it should be how to change it from a *best practice* to <u>standard</u> practice




**Responsibility Slider – drives all the training needs reports**

Must add up to 100% and tags individuals and departments with their share of the points.

Operative / or Deputy Supervisor – allows you to assign responsibility to one or more of the team. e.g: a serious trip hazard, with a 50/50 responsibility for the supervisor and operatives. New to Audit 3 – you tag all of the operatives that failed to action it - each will get equal points.

**Photos**

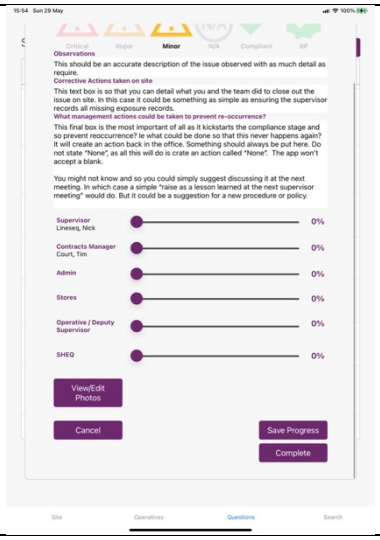
See below

**Save Progress – or complete observation**

The app allows you to partially finish an observation for later follow up – just fill in as much of the information as you want / can – and then hit Save Progress. It will take you back to the previous page and tell you that the question is incomplete.

If you hit Complete instead – it will check that all of the required fields are OK. If there is still something to do – it will tell you with a pop up.

If you hit Cancel – you will lose any new information you have just entered.

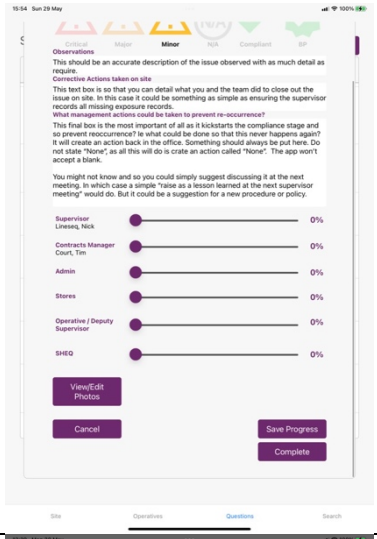


**Photos**

You can add as many photos as required to evidence the observation. These can be via the camera – or upload previously taken photos from the gallery.

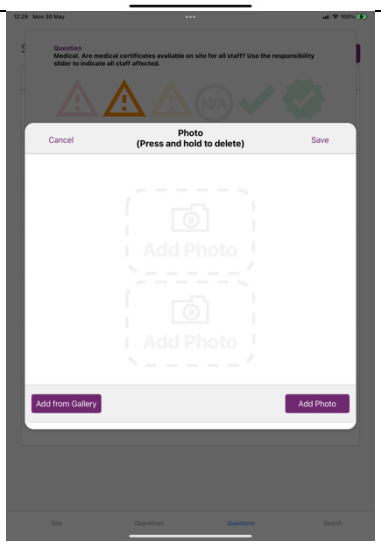
When you first use the app it will ask you for permission to use the camera (approve). And the Galelry. In this case it will ask whether you want to allow access to all – or a sub set, we recommend all as this makes it easier for future audits.

Tap the View / Edit Photos button




Previously taken photos can be loaded from the gallery or you can use the camera direct.

The App allows you to edit the photos if needed. Two examples here (Android and Apple). In both cases use the ✓ when done.

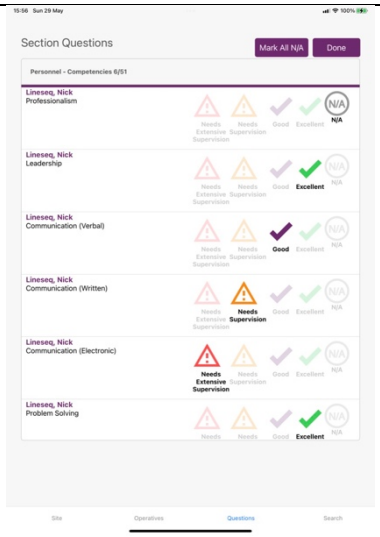

**Competency Questions**

These only appear in a single section of the audit and represent a high level view of the Competence (or otherwise) of individuals on site. Different competencies will be presented for Supervisors (full or deputy) and Operatives.

Quickly tag each member of the team with a rating of:

- Excellent
- Good
- Needs Supervision
- Needs Extensive Supervision

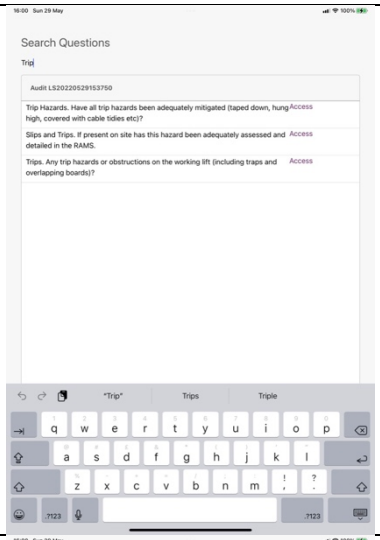
If they have not performed a certain skill on that job, or you don't have enough information to comment – just tap N/A. Unlike with Audit 2 – all questions in this section must be answered.



**Step 8 – The Search function – where to record your observations**

Brand new for Audit 3 is the final tab – Search. Depending on how you conduct your audit you might be unsure as to where to record a particular observation. Just go to the Search tab and enter a key word (or words). It will filter all the questions down to a select few. Just select the most appropriate question and hit Access to complete.

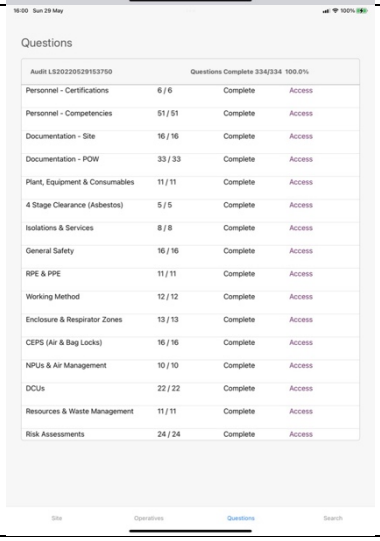
This function is particularly useful for safety tours where all of the questions have been struck out as N/A – and you want to quickly locate the relevant questions.



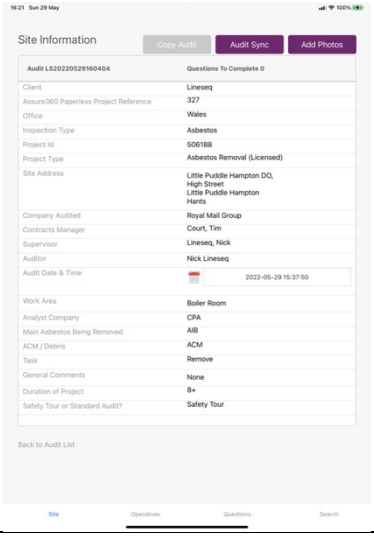

**Step 9 – Finishing and submitting the audit**

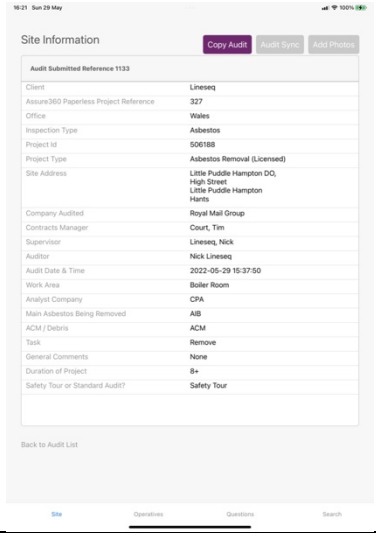
When all questions have been completed the Questions Tab will tell you. Until then, it will give you a running summary of progress.

Once 100% complete head back to the Site tab to submit.




As soon as the audit is complete – the Site tab will allow you to submit (the Audit Sync button will be available). When ready – tap this (it will flash) and a 15 seconds process is activated to load the audit onto the Compliance database. When successfully uploaded, the audit sync button will no longer be available, the audit reference will change to the audit *submitted* reference and the Copy Audit button will light up. No signal? Try again later…



**Step 10 – Copying an Audit**

On those occasions when you are returning to a site to check on progress from a previous audit you can copy that original report.

The process is that you click the Copy Audit button, and it creates a duplicate. Return to the main list of audits and you will see a version of the audit that has the status 'Incomplete/Not Submitted'. Select this, edit as appropriate and submit when complete.