

Our service level promises to you

1. Limit of Instruction

We will never accept instructions that we consider unsafe or beyond our abilities.

2. Define your inspection requirements

This will include:

- What is the purpose of the inspection?
- What type of asset needs surveying?
- The asset location
- What information you need?
- What format you need the information in?
- Any time constraints or key dates in the project?

3. Provide evidence of compliance

You can be assured we are legally compliant. You can inspect / download the following from our website:

- Current Insurance
- Current CAA Licence Information
- Details on our pilot and qualifications they hold

4. Pre-Flight Planning

We will undertake the following:

- Site survey & flight plan: Confirm planned flight routes, timings, altitudes.
- Full Risk Assessment
- Arrange flight permissions as necessary with CAA, Local authority, landowners, Air Traffic, Military, Police, airports, restricted zones etc
- Weather considerations: Plan for clear weather to maximise image quality; understand rescheduling policies for weather.
- Involve you in the planning process as to safety, permissions, staff involvement and site access

5. Day of the flight

We will insure:

- Safety First: Visual line of sight maintained and emergency procedures in place (site dependent).

These promises are to all clients and for all work undertaken

- All Equipment checks done: Drone, cameras, gimbals, batteries, backups on site.
- Correct data capture
 - High-resolution photography/video of key areas
 - Thermal imaging (if required)
 - Stable footage with minimal blur or distortion
- Ensure full site coverage: All critical elements — e.g., roofs, gutters, façades — are captured from appropriate angles for full assessment.

6. Post-Flight & Data Delivery

Where relevant to your type of case we will promise:

- Prompt Image & video delivery: both as high-res and low-res images in case of stills and HR or 4k video as needed
- Provision of a written survey report with clearly labelled images
- Provide analyses: 3D models, measurements, progressive comparisons, thermal findings.
- Give you a clear turnaround time as to when final deliverables will be provided.
- Provide an optional portal for access to share mapping data with stakeholders or technical teams.
- Provide clear appropriate quality images
- Client debriefs: You will have an opportunity to review results with us to ask questions and review our findings if you have any questions.
- We shall maintain all required records of our flights in the case of future audit as required by the CAA and keep backups of our images and data for a minimum of 12 months.

7. Client Review & Satisfaction

Our promise to you:

- We pride ourselves on professional service, but we recognise things can go wrong (thankfully very rarely) but you will have an appointed contact who will handle any issues or concerns you have at any time.
- After our work has been delivered if any aspect is not up to the standard that is expected you can refer that to us and we will fully investigate. We guarantee our results so if we fail to deliver as expected you can expect us to put it right.

Signed  Director Image Surveys Limited