

E360 Guidelines

Drone Inspection Field Guide
Rev.5 10.29.2025





Weather

Always Check the Weather of the property location – Not your address

- ☐ DO NOT proceed if more than 10% of the roof is wet or covered by snow (e.g., during winter conditions). Inspections cannot be completed accurately under these conditions.



Airspace

- ☐ It is your responsibility to ensure appropriate airspace authorization has been submitted and approved. If authorization is required, you must either 1) confirm it has been received from Eberl, or 2) apply for it (e.g., through Further Coordination) within 24 hours of receiving the assignment.

Documentation & Compliance

- ☐ Part 107 Certificate (on hand)
- ☐ Proof of Drone FAA Registration (on hand)
- ☐ Proof of Insurance - POF (on hand)
- ☐ Driver's License (on hand)
- ☐ W-9
- ☐ MSA (Contract)
- ☐ Background Check Consent

Flight Preparation

- ☐ Route(s) planned
- ☐ Schedule(s) confirmed
- ☐ e360 platform checked for updates or new assignments
- ☐ Drone manufacturer app and firmware updates checked/applied
- ☐ Airspace clearance confirmed (TFRs, Restricted, Military Ops)

Equipment Check

- ☐ Drone and batteries fully charged
- ☐ Controllers, cables, and spare propellers packed
- ☐ Mobile battery pack charged and packed
- ☐ Measuring tools (laser/app) and external light source included
- ☐ Area(s) of interest Check (Cracks, swollen battery)

Appearance

- ☐ Professional attire – Collared Shirt and pants (no political, slogan, or unapproved logos)
- ☐ Only approved **e360-branded clothing** should be worn

Pilot Mindset & Safety Readiness – Stay Sharp, Stay Safe



Professional Attitude

- ☐ Approach each inspection with care and integrity — represent yourself and e360 with professionalism

Remember: it's not your call to determine whether there is Area(s) of interest.
Your role is to document everything listed in the scope of work provided.

- ☐ Be respectful to property owners, clients, and the public — your attitude reflects the entire team
- ☐ Maintain focus — avoid distractions and multitasking during flight operations

Situational Awareness

- ☐ Scan your surroundings before and during flight (people, pets, powerlines, weather changes)
- ☐ Know your exit routes and emergency landing zones
- ☐ Monitor battery levels and flight limits — plan for safe return before low battery warnings

Environmental Conditions

- ☐ Check wind, rain, and lighting conditions — delay if safety is compromised
- ☐ Be cautious of heat exposure — hydrate and take breaks as needed
- ☐ Maintain safe distances from people, animals, and structures

Mental Readiness

- ☐ Rested, clear-headed, and alert — don't fly fatigued, distracted, or under pressure
- ☐ Take a moment to breathe and ground yourself
- ☐ If something feels off — **pause and reassess**. Safety first, always.

Stay sharp, stay aware, and fly with purpose — the mission isn't done until you're home safe.



CONTACTS

payroll@eberls.com

- Any pay related questions

e360support@eberls.com

- Technical Issues
- General Questions

Main e360 Line: 303-988-6286

Weekend Field Support: 713-242-1530

E360 Mobile App, Smart Controller, and Web Portal Links

IOS device - [App Store](#)

Android device - [360 App](#) - [Google Play](#) [e360 M3 App](#) [Google Play](#)

E360 M3 APK – RC Pro Smart Controller - <https://i.loadly.io/XYT4TXs4>

e360 APK RC Pro. <https://i.loadly.io/Xw2f7sXY>

Eberl Pilot Web app for manual image upload - <https://app-360.eberls.com/>

Chrome APK - <https://drive.google.com/file/d/19nvt8--UKkKoMJt7Odmq8WoTfjHOoKmA/view?usp=sharing>

RC Pro and RC Pro 2 controllers or, any DJI smart controller that supports third party apps: You will need to install the Chrome APK via sd card unless you already have this on your smart controller – select the Chrome browser when prompted via MFA code.

Both **Compatible** (DJI Drones that DJI has release SDK) and **non-compatible** drones may be used to complete inspections, but only compatible drones will be able to use the e360 or e360 M3 App (app to use is dependent on your drone model) and *DJI is currently the only drone manufacture that are on the compatible drones list.*

Note: At this time, the E360 App only works with drones that have official DJI SDK (Software Development Kit) support. The SDK is what allows our app to connect directly to the drone, manage flight functions, and capture the required image sets automatically. If a drone model doesn't have SDK support, it won't be recognized or controllable within the app.

That said, you are not limited from working with us if you have one of these drones. You can still capture the required images using the drone's native app and then upload them through our web portal. The important part is that all required images (roof sets, elevations, close-ups, etc.) are captured accurately.



Drone Compatibility List W/Controller(s)





Eberl 360 App



Android (MSDK 4.18) and IOS devices (MSDK 4.16.2)



PHANTOM 4 ADVANCED
STANDARD CONTROLLER (GL300F)



P4 MULTISPECTRAL
STANDARD CONTROLLER (GL300F)



PHANTOM 4 RTK
STANDARD CONTROLLER (GL300F)



MAVIC MINI
STANDARD (MR1S55/MR1SD25)



DJI MINI 2
RC-N1 (RC231)
SMART CONTROLLER (RM500)



DJI MINI 2 SE
RC N1 (RC231)



MAVIC AIR
S01A CONTROLLER



MAVIC AIR 2
RC-N1 (RC231)
SMART CONTROLLER (RM500)



DJI AIR 2S
RC-N1 (RC231)
SMART CONTROLLER (RM500)
RC PRO (RM510)



MAVIC PRO
STANDARD GL200A



MAVIC PRO PLATINUM
STANDARD GL200A



MAVIC 2 PRO
STANDARD GL200A
SMART CONTROLLER (RM500)



MAVIC 2 ZOOM
STANDARD RC1B/RC1A
SMART CONTROLLER (RM500)



MAVIC 2 ENTERPRISE
STANDARD RC1B
SMART CONTROLLER (RM500)



MAVIC 2 ENTERPRISE DUAL
STANDARD RC1B
SMART CONTROLLER (RM500)



MAVIC 2 ENTERPRISE ADVANCED
STANDARD RC1B
SMART CONTROLLER (RM500)



DJI MATRICE 200 V2
CENDENCE S GL900A



DJI MATRICE 210 V2
CENDENCE S GL800A
INSPIRE 2 CONTROLLER GL6D10A



DJI MATRICE 210 RTK V2
CENDENCE S GL900A

Other models include Inspire 1, Inspire 1 Pro & Inspire 1 RAW | Inspire 2 | Matrice 600 & Matrice 600 Pro | Phantom 3 Standard, Advanced, 4K & Professional | Matrice 100 with X3, X5 & X5R (Android MSDK 4.18 also supports Matrice 350 RTK)



Eberl 360 M3 App

Android device (Mobile SDK v5.15.0)

Not Supported by IOS



DJI MAVIC 3E
RC PRO ENTERPRISE
(RM510B)



DJI MAVIC 3M /3T
RC PRO ENTERPRISE
(RM510B)



DJI MAVIC 3D/3T
RC PRO ENTERPRISE
(RM510B)



DJI MATRICE 300 RTK
RC PLUS RM700B



DJI MATRICE 350 RTK
RC PLUS - RM700B



DJI M30 SERIES
RC PLUS - RM700B



MATRICE 4E/4T
RC PLUS 2



MATRICE 4D/4TD
RC PLUS 2



MATRICE 400
RC PLUS 2



DJI MINI 3
RC-N1 (RC231)



DJI MINI 3 PRO
RC-N1 (RC231)
RC-PRO



DJI MINI 4 PRO
RC-N2

RC Pro and RC Pro 2 controllers: You will need to install the Chrome APK via sd card unless you already have this on your smart controller – select the Chrome browser when prompted via MFA code.

Both **Compatible** (DJI Drones that DJI has release SDK) and **non-compatible** drones may be used to complete inspections, but only compatible drones will be able to use the e360 or e360 M3 App (app to use is dependent on your drone model) and *DJI is currently the only drone manufacture that are on the compatible drones list.*



Completing Inspections with Non-Compatible Drones

Even if your drone is not listed on the Eberl360 App Compatibility List, you can still complete inspections.

✅ Check-In → 🏠 Inspect → ⬅️ Check-Out → ☁️ Upload Later → ⬆️ Upload → 🌐 Web Portal Upload → ✅ Complete

Uploading images when using a Non-Compatible Drone:

✅ Check-In → Check-In on the Eberl360 App

🏠 Inspect → Complete Exterior, and then Interior (if required)

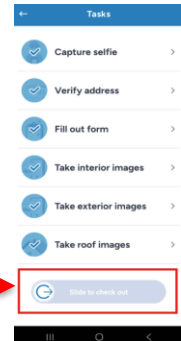
⬅️ Check-Out → Under Job Task – *Slide to Check Out* when finished.

☁️ Upload Later → When asked to upload drone images, select “**Upload Later from Website.**”

⬆️ Upload → Verify that **ALL** Exterior/Interior images have finished uploading.

🌐 Web Portal Upload → Then log into the [Web Portal App](#) to upload drone images. (Same **Username** and **Pwd** as your Eberl360 App)

✅ Complete → After you have completed the drone image upload, click complete.



⚠️ *If you do not check-out of the job in the Eberl 360 app 1st and upload ALL Exterior/Interior Images 1st, then you will not be able to complete the Web Portal upload of the drone images.*

Image Capture Tips

- Take **transition images** (sky/grass) when switching between:
 - ZigZag → Closeups
 - Front slope → Right slope, etc.
- Right-click images → assign **correct category/label**.
- Double-check that no required images are missing.

Avoiding Reworks

- ⚠️ Missing images = **Rework issued**
 - Must be reinspected within **48 hours**.
 - **No extra compensation** for reworks.
 - Reworks waste **Eberl time & resources** and may cause **missed cycle times**.

🎯 **Goal:** Minimize reworks → save time → protect our cycle times → keep inspections smooth.



Image Requirements and Examples

General Image Guidelines

- ❑ **Test Inspections** - You can complete test inspections at any address. The system may warn that it's not your address, but you can still proceed.
- ❑ Capture all components listed in the app for main dwelling, guest house, workshops etc. — **even if there are no areas of concerns are visible.**
- ❑ Its not necessary to capture the full interior, **we only need rooms where concerns are present.**
(*Test inspections = 1 room only.*)
- ❑ **Contents:** BBQs, patio furniture, playsets, plastic sheds → **capture under Contents section.**
- ❑ **Fences:** If no fence exists, **take clear photos** of each property line: F, R, B, L **showing its absence.**
- ❑ Avoid repetitive images: 1 overview and up to 3 close-ups are enough.
- ❑ If present, always include: Windows, doors, soffits, gutters, downspouts, electrical panels, etc., **even if no damage is visible.**





Drone Image Size

4000 × 3000 (12 MP, 4:3)

Benefits for you

- Faster uploads with smaller files (about 40% smaller than 5K) for less waiting.
- More reliable uploads on weak cell service.
- Quicker reviews with fewer re-upload requests.
- Easier framing using 4:3 aspect ratio.
- Reduced data use and storage needs.

Team benefits

- Speeds up processing during high volume.
- Lowers storage and bandwidth costs.

Settings

- Aspect Ratio: 4:3
- Resolution: 12 MP (4000 × 3000)
- Format: **JPEG Only** (not RAW)
- Use higher resolution only if requested.

Main Dwelling & Large Secondary Structures

(Detached Garages, Guesthouses or Workshops)

Elevation Images: Always begin at the **front of the property** and proceed: **Right side → Back → Left side.**

- ☐ Overview of each elevation Front> Right> Back> Left
- ☐ Capture the Left and Right segments of each elevation. If the property is large, this may require more than two segments per elevation to clearly document all visible features.
- ☐ Get 1 close-up of siding if present, this makes it easier to determine what type of siding material the adjuster is looking at.
- ☐ Capture one close-up image of all windows and doors within each segment. Ensure the image is clear — frames, beading, and screens must be visible, as we are specifically identifying any impact or wind-related areas of interest.
- ☐ Capture Close-up of garage door, and a shot from a side angle to make it easy to see any dents from hail.
- ☐ Capture 1 close-up Electrical Panel, Meter
- ☐ Gas Meter
- ☐ HVAC (Top overview, and 3 sides and manufacture label)
- ☐ Gutters: Capture from below using your device, or from above if using a drone.
- ☐ Downspouts: Include one overview image and three close-up shots per downspout.
- ☐ Soffits



Small Secondary

(Toolshed, Covered Patio, or Gazebo)



Elevation Images: Always begin at the **front** of the property and proceed: **Right side → Back → Left side.**

- ☐ Capture all structures with a roof such as a toolshed, patio, or gazebo (*Exclude small plastic sheds – list under Contents*)
- ☐ Include key components: windows, doors, panels, etc. (if Present)
- ☐ Capture 1 Overview of each elevation F, R, B, L.
- ☐ Use same standards as main structure where applicable. *E.g. Gutters, Metal roofs, Large Barn etc..*

Drone/Roof Image Requirements

Main Dwelling & Large Secondary Structures

(Detached Garages, Guesthouses or Workshops)



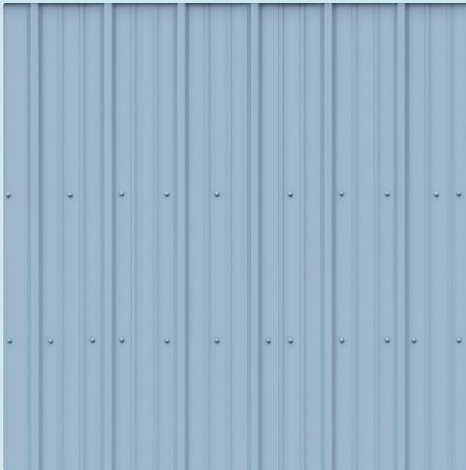
- ☐ 1+ Overview Photo of the property from back fence line to front sidewalk or road.
- ☐ 1+ Overview Photo of Main Dwelling and/or Large Structure.
- ☐ 16 Bird's-Eye Views.
- ☐ 9 Zigzag Pattern Images.
- ☐ Close-Ups: 6.5' x 6.5' (≈13 rows of shingles, perpendicular to slope) — or 5' x 5' depending on roof material (metal, tile, slate, etc.). **MUST TAKE CLOSE-UP IMAGES OF THE ENTIRE ROOF** working your way Front, Right, Back, Left,
- ☐ Capture component close-ups (vents, jacks, satellite dish, etc.)
 - ❖ Slope order: Front → Right → Back → Left
- ☐ Gutter Photos
- ☐ Roof Layer Photos

Tip: If you're using a drone that is **not compatible with the e360 App** and are instead capturing images via a drone app for **manual upload through the e360 WebApp (Pilot Portal)**, it's recommended to include a **transition image**—such as a photo of the sky—between each slope (e.g., Front → Right → Back → Left). This helps clearly identify and organize slope sequences during the upload process.

Close-Up Photo Standards

Composition Roof Shingles:

- Each image = ~13 shingle rows (6.5' x 6.5' area) **MUST TAKE CLOSE-UP IMAGES OF THE ENTIRE ROOF** working your way *Front, Right, Back, Left,*
- Fewer than 12 rows = not big enough sample square Over 15 rows = too little clarity (Sample too big)



Other Roof Material:

For harder materials like **metal, tile, or slate**, a 5' x 5' test square is better. These materials don't show Area(s) of interest in the same way shingles do. Instead of granule loss, adjusters are looking for dents, cracks, or breaks. A tighter square allows the adjuster to focus more closely on the actual impacted area and get a truer count of hail strikes or fractures without including unnecessary surface area that could misrepresent Area(s) of interest density.

In short:

- 6.5' x 6.5' → Best for asphalt shingles (spread-out, granule-based Area(s) of interest).

- 5' x 5' → Best for metal, tile, slate (precision needed for cracks/dents).

Small Secondary (Toolshed, Covered Patio, or Gazebo)

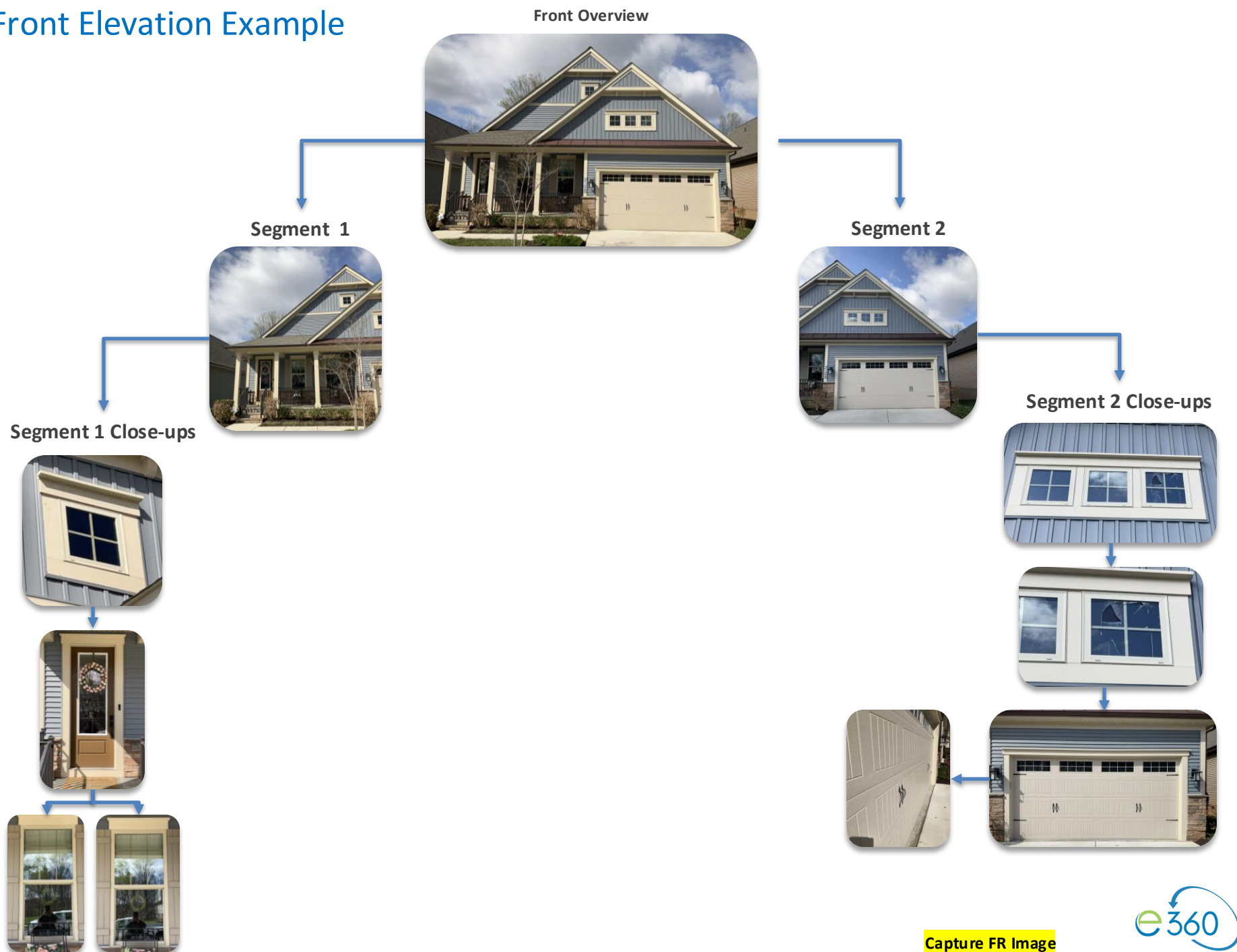


- ☐ 1 Overview Photo
- ☐ 4 Bird's-Eye Views
- ☐ 1 Close-Ups: 6.5' x 6.5' ($\approx$ 13 rows of shingles, perpendicular to slope) — or 5' x 5' depending on roof material (metal, tile, slate, etc.).
- ☐ Capture components (vents, jacks, satellite dish, etc.)
- ☐ Gutter Images (if applicable)

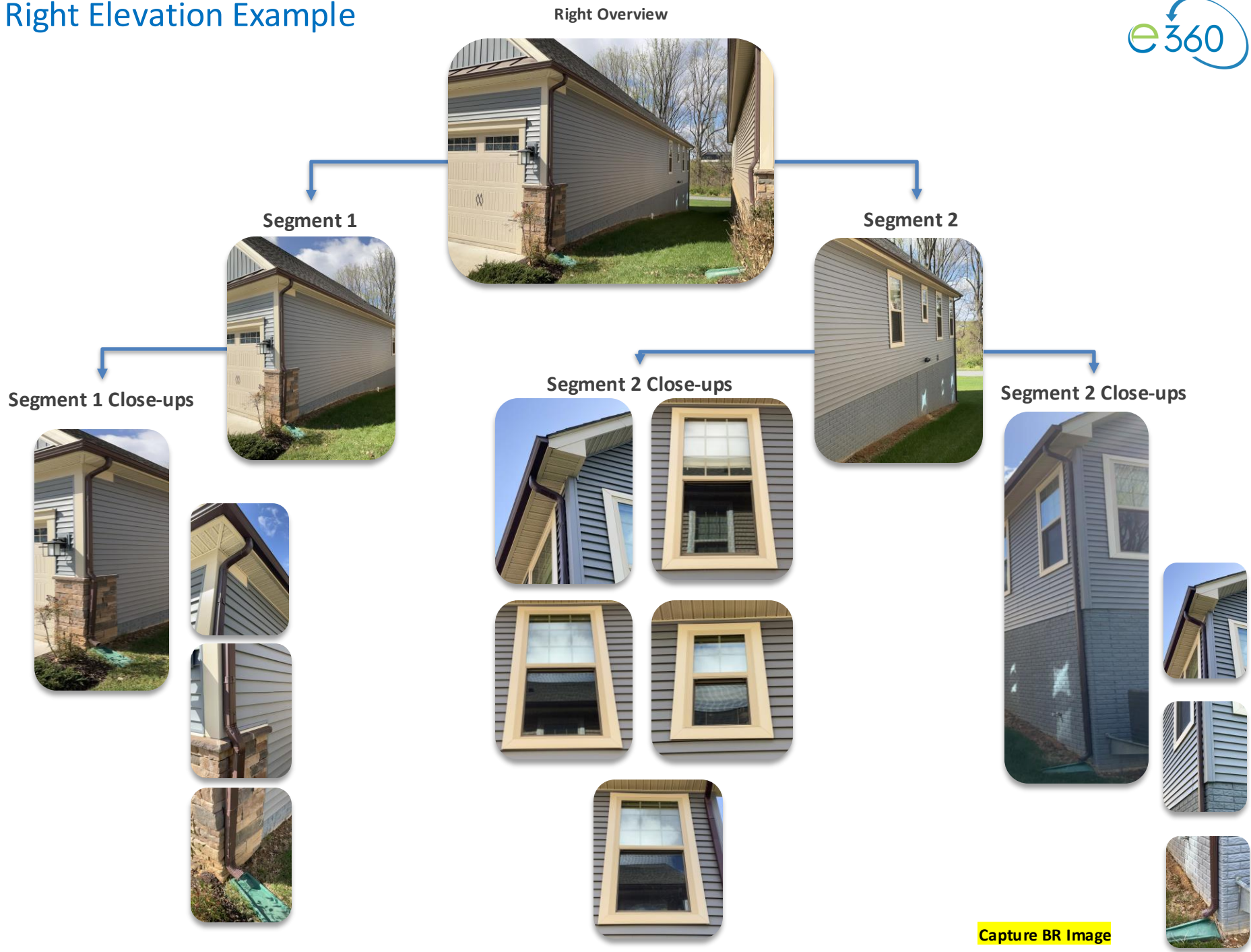


Elevation Images

Front Elevation Example



Right Elevation Example



Back Elevation Example



Back Overview



Segment 1



Segment 2



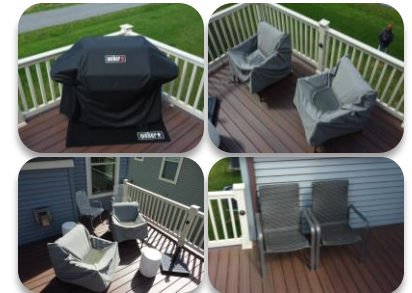
Segment 1 Close-ups



Segment 2 Close-ups



Contents



Capture BL Image



Left Elevation Example

Left Overview



Segment 1



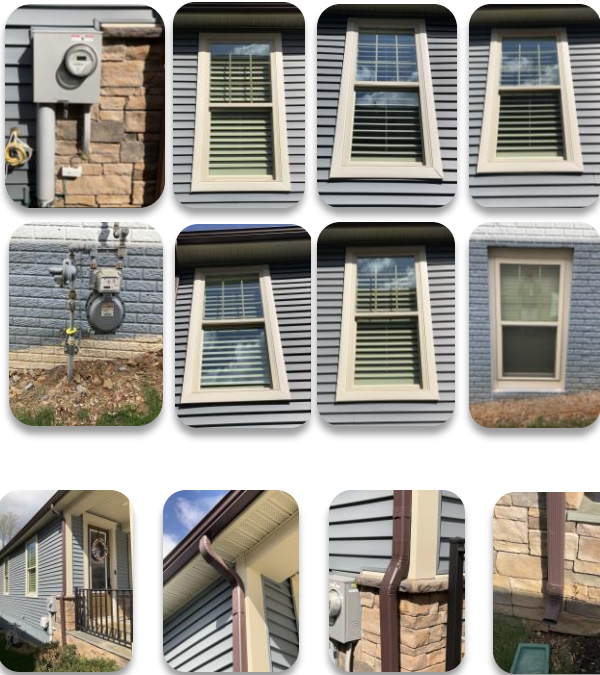
Segment 2



Segment 2 Close-up



Segment 2 Close-ups



Segment 1 Close-ups





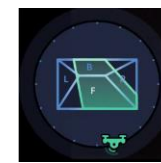
Drone/Roof Images



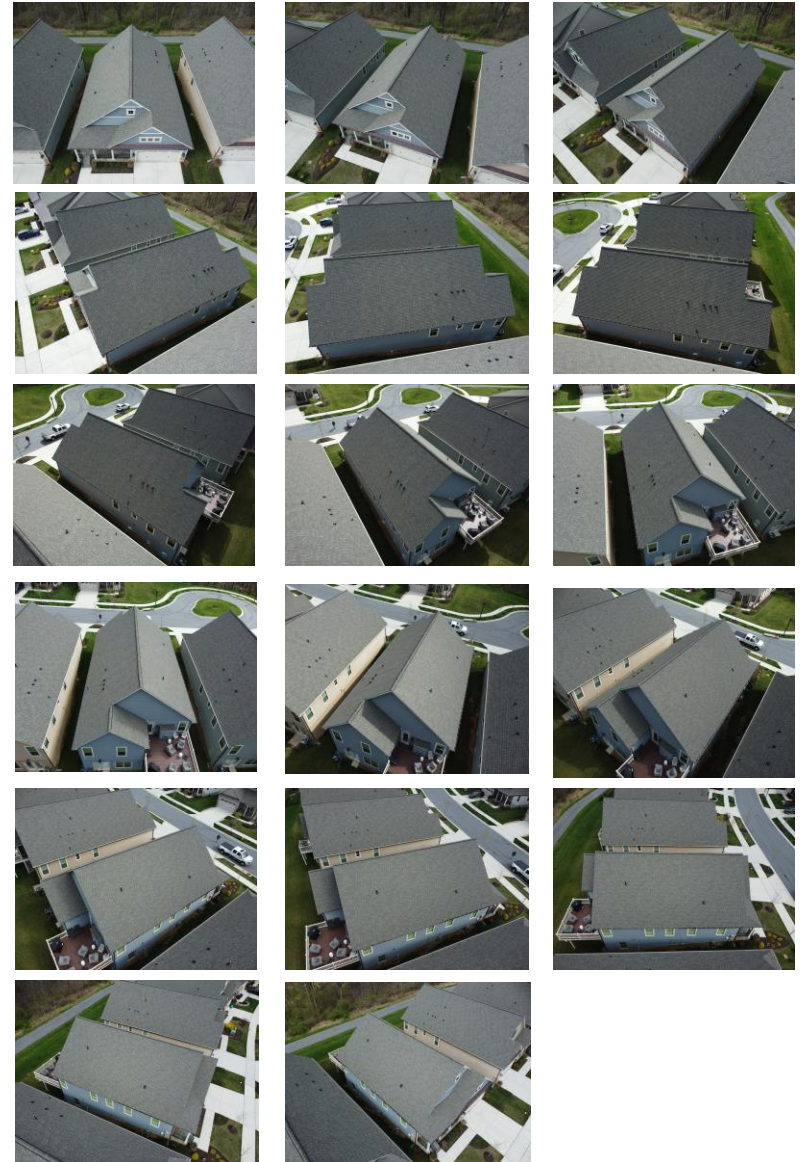
PROPERTY OVERVIEW (1)



MAIN DWELLING OVERVIEW (1)



BIRDEYE VIEW (16min)



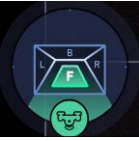
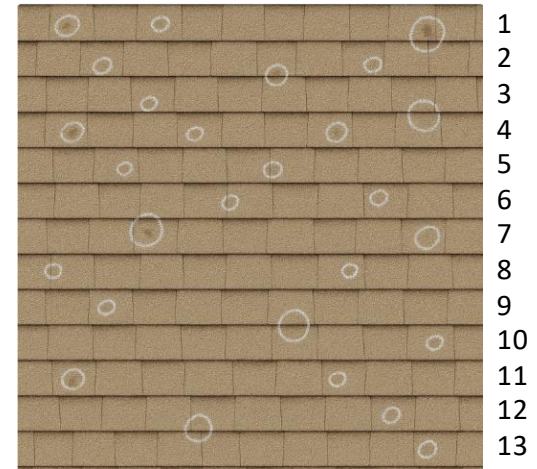


Zig Zag Image Example (9 Min)



Close-Up Image Example

Close-up images must be taken of the **entire roof** starting from the front slop and working in a counter-clockwise rotation **Front > Right > Back > Left**



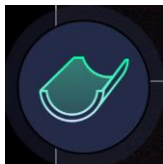
These images serves as a reference. Be sure to capture close-up images of the entire roof, as well as all components such as pipe jacks, vents, etc.

As you transition between slopes, adjust the drone's gimbal to remain perpendicular to each slope's pitch to ensure consistent and accurate image capture.



Slate, Metal, Tile, Wood shakes

Because roofing materials can vary, when encountering this type of material, please capture an image no smaller than 5' x 5' and no larger than 8' x 8' area.

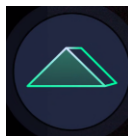
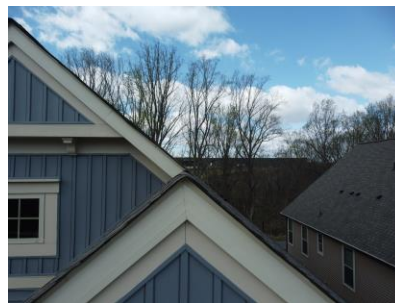
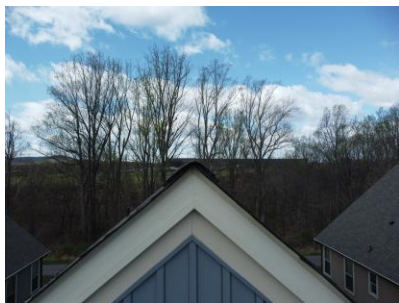


Main Dwelling, Guesthouse, Large Workshop, Metal Roof / Gutters

Must get gutter images of any slope that has gutters installed.



Roof layer Image Example





A

Claim: 1234567

- Inspect Roof
- Document Damage

Interior Images

The interior section is in the process of being revised.

Pre-Departure Checklist



Check-in process

- ☐ Selfie was taken
- ☐ Address verification
- ☐ Form Completed

Exterior Images

- ☐ Main Dwelling (Overviews, Sections, and Close-Ups)
- ☐ Fence (Capture estimated property line if unfenced)
- ☐ Detached Garage
- ☐ Storage Shed (Overviews and Close-ups)
- ☐ Guesthouse (Overviews, Sections, and Close-Ups)
- ☐ Swimming Pool
- ☐ Outdoor Contents (Plastic Toolshed, Furniture, grills, etc.)
- ☐ Other Structures (Overviews, Sections, and Close-Ups)

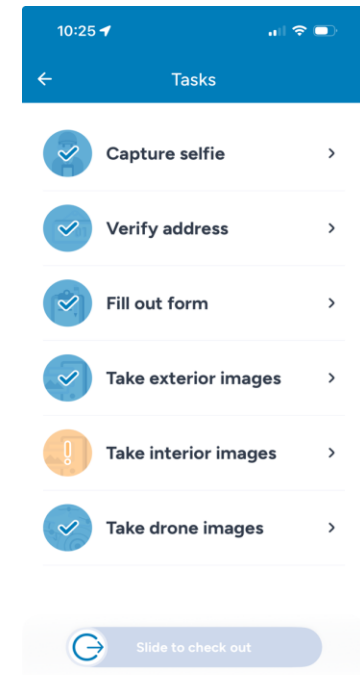
Interior Images

- ☐ Main Dwelling – Only capture interior images of rooms request by insured due to claim Area(s) of interest.
- ☐ Measurements – Document dimensions of each room showing signed of interest and include them in the job feedback (e.g., Living Room: 20' x 25') as a backup in case MagicPlan upload fails.
- ☐ MagicPlan - – Upload floor plan using the MagicPlan app (iOS only).

Drone Images

- ☐ Property overview (1)
- ☐ Main Dwelling (1)
- ☐ Birdeye View (16)
- ☐ Zig Zag (9)
- ☐ Close-Ups (Entire Roof)
- ☐ Gutters
- ☐ Roof Layers
- ☐ All Secondary Structures

☐ **Always check that all Job task are completed.**



A man wearing a dark blue polo shirt and a matching cap, both with the 'e360' logo, is looking down at a tablet. A semi-transparent digital overlay is positioned on the left side of the frame, displaying assignment details. The overlay is connected to several circular icons by thin lines: a person icon at the top, a speech bubble icon to the right, an envelope icon below that, and another person icon at the bottom left. The background shows a blurred residential street with houses and trees.

Assignment

Claim #: 1234567

1234 Elm St

- Inspect Roof
- Document Damage
- Contact Policyholder

Assignment Handling & Communication Protocols

Assignment Delays & Rescheduling (1099 Inspectors)

Purpose :

This SOP sets expectations for how contractors handle reschedules, delays, and unforeseen circumstances during CAT assignments. The goal is to ensure insureds receive timely communication and assignments are completed to standard.

Assignment Delays & Rescheduling

- **Unforeseen Circumstances**

Situations such as severe weather, technical issues, vehicle problems, illness, or family emergencies may impact a contractor's ability to complete an assignment as planned.

- **Communication Requirement**

- Contractors are expected to:
 - **Immediately contact the insured** if an appointment must be delayed, rescheduled, or cannot be completed at the scheduled time.
 - **Notify the OC/OM (or weekend support) through the E360 App and/or designated channel** with the reason for the delay and updated status of the assignment.

- **Rescheduling**

If an assignment needs to be rescheduled, the contractor should coordinate directly with the insured for a new time and update the job status within the E360 App.

- **Late Arrivals**

If a contractor anticipates being late, the insured must be contacted prior to the scheduled time and provided with an updated ETA.

Assignment Eligibility & Network Participation

- Assignments are issued with the expectation that contractors communicate promptly when delays occur.
- Failure to communicate with both the insured and OC/OM may result in the assignment being reassigned.
- Contractors who repeatedly fail to communicate may be deemed ineligible for future assignments within the e360 inspector Network.



Reworks

Purpose

To outline expectations for independent contractor inspectors when a rework assignment is issued. These guidelines ensure rework tasks are handled professionally and completed within the expected timeframe.

Scope

Applies to all rework assignments generated through Eberl and assigned to inspectors.

Inspector Responsibilities

- **Acknowledge Rework Notifications**

Respond to rework notifications in a timely manner to remain eligible for assignments.

- **Provide Supporting Images**

If missing images from the original inspection were already captured, upload them immediately to close the assignment.

- **Scheduling & Completion**

- Make an attempt to contact the insured within **24 hours** of receiving a rework notification.
- Schedule the re-inspection within **48 hours** of notification.
- Target completion of the rework within **72 hours** of notification, subject to insured availability, weather, or FAA authorizations.
- If unable to meet these expectations, update the job status in the IO system so the rework can be reassigned.

- **Uploading Rework Images**

Upload all rework images within **24 hours of completing the rework inspection**.

- **Communication of Issues**

If delays, safety concerns, or technical issues arise, note them promptly in the IO system and communicate to ensure proper documentation.

Documentation

All communications, scheduling attempts, and proof of completion should be entered into the IO system under the assigned job.



Denied on Site Protocol

Purpose:

This SOP outlines the steps to be taken when an on-site inspection is declined by the insured or Point of Contact (POC), ensuring proper documentation, communication, and resolution.

Action: If the inspector is declined access on-site by the insured or POC, the inspector should:

Update the project notes in the feedback section with detailed information about the denial.

Upload an image verifying the address (e.g., a photo of the property or address sign) to the project.

Notify the Operations Coordinator (OC) or Operations Manager (OM) as soon as possible about the denial.

Confirmation and Review by OC/OM:

Confirm the denial with the inspector.

Review the notes and uploaded address verification image to ensure they accurately reflect what occurred on-site.

Ensure that the documentation supports the reason for denial.

Communication to Claim Director:

The OC/OM will tag the Claim Director about the denied on-site inspection.

Provide a summary of the situation, including notes and the uploaded address verification image.

Rescheduling Process (if applicable):

If the inspection can be rescheduled:

The OC should reach out promptly to the insured/POC and the inspector to arrange a new date and time.

Update the project notes with details of the reschedule.

Add the base inspection fee for the originally assigned inspection to the project.

Include the additional pay for the inspector to return and complete the inspection.

No Reschedule Scenario:

If the project cannot be rescheduled:

The OM should tag and notify the Director and VP of Operations about the denied on-site inspection.

The Claim Director will adjust the pay for the inspector during the invoice review process.

Documentation and Record-Keeping:

Ensure all notes, images, and communications are properly documented in the project file.

Maintain transparency and accuracy to support any future audits or reviews.

Note: All actions should be performed promptly to maintain workflow efficiency and ensure clear communication among all parties involved.

Roof Inspection with Tarp in Place

Scope:

Applicable to inspectors when a tarp is on the roof.

On-Site Inspection Procedures:

- **Inspector:**

- Upon arrival, visually assess the roof from a safe vantage point.

- Identify the presence of a tarp covering any part of the roof.

- **Inquiry with the Insured/Point of Contact (POC):**

- Politely approach the insured or designated POC.

- Ask: *“Have you arranged for the removal of the tarp to enable clear imaging of the roof?”*

- **If the insured/POC has arranged for removal:**

- Confirm the tarp has been removed.

- Proceed with the inspection once the tarp is removed or when safe access is available.

- **If the insured/POC declines or has not arranged removal:**

- Document their response clearly in your feedback notes.

- Proceed with the inspection with the tarp in place, noting any limitations this may impose.

- If the insured/POC states they have photos of the Area(s) of interest under the tarp, ask them to contact their Desk Adjuster to obtain direction on how to provide the images to the carrier.

Safety and Conduct Guidelines:

Do **not** ask the insured/POC to climb onto the roof.

The inspector should **not** attempt to remove or disturb the tarp.

The inspector should maintain a safe distance and follow all safety protocols during the inspection.

Documentation and Feedback:

The inspector should take clear photographs of the roof, including the tarp and any visible Area(s) of interest or features.

The following information should be included in the inspector’s feedback:

Presence and condition of the tarp.

Any Area(s) of interest or anomalies visible through or around the tarp.

The insured/POC’s response regarding tarp removal.

Any limitations or considerations due to the tarp’s presence.

Note: Always prioritize safety and respectful communication. The presence of a tarp may limit visibility but does not preclude a thorough inspection within safety guidelines.

Submission of Additional Payment Requests for Job Assignments

Purpose:

This SOP outlines the process for inspectors to request additional payment for assigned inspections, including the necessary documentation and timelines.

Scope:

Applicable to all inspectors conducting inspections who seek additional compensation beyond the initial assignment.

Submitting the Request:

Complete the [Pay Adjustment Request Form](#). Provide detailed information based on the request:

Extended route details

Tolls incurred

Ferries used

Provide all relevant supporting documentation:

Paid receipts for tolls and ferries

Any additional evidence supporting the request

Submission Timeline:

Submit the request **within 1 week** of completing the inspection

Requests submitted after this period will not be considered

Submission Methods:

All requests must be submitted through the **Payment Adjustment Request Form**, with supporting documentation emailed to the project's assigned OM and copied to operations-manager@e360.eberls.com Subject Line: Job# - Pay Adjustment Request

Review and Approval:

All requests are subject to review and are **not guaranteed** approval

Requests must be approved by **Leadership**

The Operations Manager (OM) will:

Communicate with the inspector to gather any additional information or supporting documentation if needed

Relay the final decision – approval or decline – back to the inspector

Note:

Ensure all information and documentation are accurate and complete to facilitate review.

Maintain copies of all submissions and receipts for your records.

Approval is at the discretion of leadership and may involve further review.

Catastrophe (CAT) Deployment

Drone Inspector

Purpose

Provide clear, pilot-facing procedures for CAT event deployments, ensuring compliance, safety, and professional communication with insureds.

1. Deployment Criteria

- **Minimum Jobs:** The minimum number of jobs required for deployment will be determined by leadership at the time of the event.
- **Daily Job Quota:** Assignments will be made with the expectation that pilots complete a minimum of 10 jobs per day, unless adjusted by leadership due to unforeseen conditions.

2. Pilot Eligibility - To be eligible for CAT Deployment, a pilot must:

- Inspector must be an active member of the e360 Pilot Network with all compliance documents current and approved. Inspectors are responsible for maintaining compliance throughout their deployment. Failure to do so may result in immediate termination of the deployment.
- Be listed on the **CAT Deployment Roster** with updated:
 - Drone list and corresponding FAA registration numbers/dates.
 - Current emergency contact info.

Pilots missing compliance docs or roster status are not eligible for deployment.

3. Pre-Deployment

- Pilots are expected to complete currently assigned jobs before deployment.
 - Deployment Jobs may not be assigned until image review is completed on current jobs.

4. Travel, Housing & Personal Responsibility - During a CAT Deployment, inspectors are expected to be fully self-sufficient and prepared to operate in potentially challenging environments.

- **Travel & Transportation:**
 - Inspectors are responsible for providing their own **reliable transportation** to and from the deployment area, as well as between job sites.
 - Vehicles should be in good working condition and capable of handling long-distance travel and varying terrain.
- **Housing & Lodging:**
 - Inspectors must secure their own housing or lodging accommodations during deployment.
 - Lodging should be arranged in advance, when possible, to ensure availability near the affected area.

- **Meals & Water:**
 - Inspectors are responsible for their own food and water throughout the deployment.
 - It is recommended that inspectors carry sufficient supplies each day in case of limited access to restaurants or stores.
- **Preparedness:**
 - Inspectors should arrive on-site with all required equipment, personal protective gear, and backup supplies (including medications, batteries, and emergency items).
 - Inspectors should not assume that food, fuel, or housing will be available upon arrival in the deployment area.

Contractors who are not adequately prepared may not be considered for future assignments.

5. Compensation for Travel and Deployment

Contractors are compensated on a per assignment basis. Rates may vary based on assignment type, complexity, location or carrier requirements. If a contractor is deployed outside of their local coverage area that will be considered in setting rates. There is not a separate payment for travel, lodging, meals, or other deployment-related costs.

- **Rates for Deployments**
 - Rates for deployments may vary from the contractor's first batch of assignments to subsequent batches or assignments due to considerations such as location or assignment type.

6. Airspace Authorization

- **Automatic LAANC:** Pilots must secure their own approvals where available before flying.
- **Further Coordination / Emergency Authorization:** Managed by the e360 FAA Team (During CAT Deployment Only).
- **No-Fly Zones:** Jobs in permanent no-fly zones (e.g., DC FRZ, military/nuclear sites) will not be flown.
- **National Parks:** Flights requiring NPS permits will not proceed without approval. *E360 will attempt to obtain the proper permit prior to deployment.*

Contractors are solely responsible for ensuring they hold proper airspace authorization before flight.

7. Inspector Communication Requirements

- Assignments are issued with the expectation that insureds are contacted within 24 hours.
- If contact cannot be made within 48 hours, the contractor must update the job status in E360 Mobile App to remain eligible for continued assignments.
- Use the E360 Mobile App for call/text/email so communication is logged. If for any reason contractor is unable to use in-app tools, manually log all attempts in job via feedback option.
- Once scheduled, pilots must:
 - Enter ETA into the job's schedule.
 - Notify insured and E360 of any changes that prevent on-time arrival.

Failure to communicate promptly, arrive as scheduled, or represent e360 professionally may result in removal from deployment.

8. Job Incompletion Procedures

If unable to complete a job:

- **Denied Onsite:** Log as *Denied – Onsite* in E360 Mobile App with proof photos (*Selfie, and Address Verification*) to be taken within the app under the corresponding assignment.
- **Denied over the phone/text/email** - Make sure that it is documented (in detail) in the job notes and reach out to your assigned OC.
- **Safety/Hazard:** Log as *Safety Hazard* in E360 Mobile App with proof photo. (*Selfie, Address Verification, and an image of safety hazard(s) as other*) to be taken within the app under the corresponding assignment.

Contractors are required to provide documentation in E360 Mobile App for all denied or incomplete jobs to receive compensation.

9. Pilot Resources for CAT Deployment

Required for Assignment

The following items are conditions of assignment. Contractors must have these available to be eligible for CAT deployment:

- Minimum of 6 drone batteries
- Backup drone
- Supercharger or mobile charging capability
- Laptop for job management and uploads
- Extra SD cards
- Emergency radio
- Handheld aviation scanner (listen-only, e.g., Uniden Bearcat BC125AT)

 **Note:** Drone pilots cannot legally transmit on ATC/aviation frequencies (118–136 MHz) unless they hold the proper FCC license as a manned aircraft operator.

Recommended for Field Readiness

These items are not required but are strongly recommended to ensure self-sufficiency and efficiency in the field:

- Small generator or solar charging system
- Additional fuel (access may be limited)
- Adequate food and water supplies or daily meal planning
- Medications and a personal first aid kit
- Personal Protective Equipment (PPE) as appropriate

Resources

Pilots are encouraged to use the following tools for situational awareness:

Airspace Resources

- [Visualize It](#)
- [FAA TFR Map](#)
- [Aloft](#)

Weather Apps (Forecasting)

When it comes to the **best app for UAV (drone) weather forecasting**, these are the most trusted and widely used tools among the drone community — each excelling in different aspects of pre-flight planning:

- UAV Forecasting
- DroneForecast
- DroneWeather

Road conditions: <https://www.fhwa.dot.gov/trafficinfo/>

Steps to Join the Eberl360 CAT Response Roster

Review CAT Deployment Procedures

- a. All inspectors must carefully read and fully understand the entire *CAT Deployment Procedures for Drone Inspectors* above before proceeding.

Submit Interest Form

- a. Complete the [CAT Deployment Interest Form](#) to indicate your interest in joining the CAT Response Team.

Submitting this form expresses your interest in being considered for the CAT Response Roster. Completion of this form does not guarantee placement. If selected to move forward, you will be asked to complete the final CAT Pilot Form for roster inclusion.

Processing Period

- a. Please allow up to 2–3 weeks for processing.
- b. If selected you will then receive an email (check your junk/spam folders) requesting additional information, such as emergency contact details, FAA registration for each device, and other compliance items.

Roster Confirmation

- a. Once all required information is reviewed and approved, you will receive an email confirming that you have been added to the CAT Response Roster.
- b. Important: Being on the roster does not guarantee selection for every CAT event.

Roster Removal

- a. If you wish to be removed from the roster, you may email e360support@eberls.com to request removal at any time.

Ongoing Compliance Responsibility

- a. It is the inspector's responsibility to ensure all devices used during CAT events are properly registered and current with the FAA.
- b. Updated FAA registration numbers must be provided to the CAT Response Manager during deployments.

Communication Scripts

These scripts are provided as recommended templates to ensure consistency and professionalism

Phone Call Script

Hello **[Insured's Name]**, this is **[Your Name]**, an inspector with e360.

I've been assigned your claim for **[Insurance Company]** at **[Property Address]**.

I'd like to schedule a time to complete your inspection. Typically, inspections take **[X minutes/hours]**.

I plan to be in your area on **[Date]** at **[Time]** to complete your inspection at **[Property Address]**. Will this time work for you

Great, I'll confirm for you **[Date/Time]**. If anything changes on your end, please let me know- I will do the same. If you have any questions or concerns, please reach out to your Desk Adjuster, or your e360 coordinator whom you should have received a phone call or email from.

Text Message Script

Hello **[Insured's Name]**, this is **[Your Name]**, an inspector with e360. I've been assigned your claim for **[Insurance Company]**.

I plan to be in your area on **[Date]** at **[Time]** to complete your inspection at **[Property Address]**. Will this time work for you? Please feel free to call me or text me back at this number.

Email Script

Subject: Scheduling Your Inspection – **[Insurance Company]** Claim

Hello **[Insured's Name]**,

My name is **[Your Name]**, and I've been assigned as your inspector through e360 on behalf of **[Insurance Company]**. I'll be completing the inspection for your property at: **[Property Address]**

I plan to be in your area on **[Date]** at **[Time]** to complete your inspection at **[Property Address]**. Will this time work for you? Please feel free to call or text me directly at the number below.

Thank you, and I look forward to assisting you.

Best regards,

[Your Name]

e360 Inspector,

[Your Phone Number]

Inspector Complaint Handling Protocol

1. Purpose

This protocol provides inspectors with a clear and consistent process for handling complaints encountered in the field. It ensures that all concerns are addressed promptly, reported to the appropriate point of contact, and documented for follow-up. The goal is to resolve issues efficiently, maintain client trust, and support continuous improvement.

2. Receiving a Complaint

Inspectors may receive complaints in person, via phone, email, or other communication channels while in the field. When receiving a complaint, the inspector should:

- Listen actively and remain professional and calm.
- Avoid arguing or making promises outside of established guidelines.
- Collect the following information from the complainant:
 - Name and contact details
 - Description of the issue
 - Date, time, and location of the incident
 - Any supporting documentation or evidence

3. Immediate Actions

If the complaint involves urgent safety concerns, potential hazards, or issues that could escalate quickly, notify your OC (Operations Coordinator), OM (Operations Manager), or the designated Weekend Support contact immediately, or dial 911 for emergencies.

4. Documentation & Reporting

All complaints must be documented and reported as soon as possible. Inspectors should:

- Complete and submit [Field Complaint Form](#).
- For urgent matters immediately contact the assigned OC, OM, or Weekend Support after completing the form.

5. Follow-Up Process

The assigned contact (OC, OM, or Weekend Support) will coordinate the investigation, resolution, and communication back to the complainant. Inspectors should cooperate fully in providing any additional details or clarification needed.

6. Professional Conduct

Throughout the complaint process, inspectors must maintain professionalism, avoid placing blame, and ensure that communications remain respectful and solution focused.

7. Continuous Improvement

Feedback from complaints will be reviewed periodically to identify trends, training needs, and areas for operational improvement. Inspectors are encouraged to share observations and suggestions with their supervisors.

Inspector Incident & Accident Reporting Protocol

1. Purpose

This protocol provides inspectors with a clear and consistent process for reporting incidents and accidents in the field. It ensures immediate communication with Operations leadership, compliance with FAA reporting requirements, and proper documentation to support investigations and corrective actions.

2. Emergency Actions

If an incident involves an immediate threat to life, health, or property, dial 911 without delay. Provide assistance as appropriate until emergency services arrive. If possible, collect the following information:

- Police report or case number
- Names and contact information of responding emergency personnel

3. Immediate Notification

Inspectors must report all incidents or accidents to their OC (Operations Coordinator), OM (Operations Manager), or Weekend Support contact immediately after ensuring safety. In urgent cases, a phone call should be made first, followed by a text or email.

- Provide a brief summary of the incident
- Include the exact location and any known injuries or Area(s) of interests

4. Information to Gather

When safe to do so, collect the following details:

- Property contact name, role, and contact details
- Names and contact details for any witnesses
- Date, time, and location of the incident
- Clear, factual statement describing what happened
- Photos or videos of the scene and Area(s) of interests
- Insurance details for all involved parties (if applicable)

5. FAA Reporting Requirements <https://www.faa.gov/faq/when-do-i-need-report-accident>

Under FAA Part 107 regulations, any drone-related accident must be reported to the FAA within 10 calendar days if it involves:

- Serious injury or loss of consciousness
- Property Area(s) of interest (other than the drone) exceeding \$500 to repair or replace

Reports can be submitted electronically via FAADroneZone or by telephone to the nearest FAA Flight Standards District Office (FSDO). Inspectors must provide proof of submission to Operations leadership.

6. Documentation & Submission

Your assigned OC, OM or Weekend Support contact will complete the e360 Incident/Accident Report as soon as possible, including all gathered details and evidence. A copy of the report will be provided to you upon request. If FAA reporting is required, submit the FAA report within the deadline and share confirmation with Operations leadership.

7. Follow-Up

Operations leadership and/or HR will coordinate follow-up actions, including contacting the insured, initiating claims, and providing updates until the incident is closed. Inspectors may be contacted for additional information during the process.

E360 Procedure: Use of Visual Observers (VO) for Drone Inspections

Purpose:

To ensure safe, compliant, and efficient use of drones during insurance claims inspections while maintaining client property security and adherence to company policies regarding Visual Observers (VOs).

Scope:

This procedure applies to all 1099 contractors at E360 who are conducting drone inspections for insurance claims purposes.

Policy Overview:

1. Use of Visual Observers (VOs):

- Contractors are permitted to utilize a VO during drone operations to enhance safety and comply with FAA regulations.
- The VO's role is to assist the drone operator in maintaining visual line-of-sight with the drone and to observe the surrounding area for potential hazards.

2. VO Presence on Client Property:

- VOs are ****not allowed**** on client property unless they have undergone a proper background check that meets E360's standards.
- Contractors must coordinate with their VO to ensure that any assistance provided occurs from a public area or a location that does not require entry onto the client's property.

3. Responsibility for VO:

- Contractors are fully responsible for arranging and managing their own VO if one is deemed necessary for the inspection.
- E360 will ****not cover any costs**** associated with the use of a VO. This includes but is not limited to payment, transportation, and equipment for the VO.

4. Client Communication:

- Contractors must inform clients and assigned OC/OM in advance if a VO will be used during the inspection, including their role and the fact that they will not be on the client's property.
- Any concerns from the client regarding the presence or use of a VO must be communicated to E360 management immediately.

5. Compliance and Documentation:

- Contractors must ensure that all drone operations, including the use of a VO, comply with FAA regulations and any local laws or ordinances.
- Documentation of the inspection should include whether a VO was used and any relevant details regarding their location and role during the inspection.

Enforcement:

Failure to adhere to this procedure may result in termination of contract.



Frequently Asked Questions (FAQ) for Drone Pilots

1. Is e360/Eberl affiliated with Bees360 in any way?

No. While e360/Eberl acquired the claims inspection department from Bees360, e360/Eberl operates as an independent company with its own leadership, systems, and standards. There is no ongoing partnership, shared ownership, or operational connection between e360/Eberl and Bees360.

2. What are the standard pay rates, payment methods, and payout schedules?

Base Pay Rates

Service Type	Base Pay	Mileage (roundtrip)	Buildings	Interior Rooms
Exterior Only	\$75	1-50 miles	Up to 3 structures	N/A
With Interior	\$85	1-50 miles	Up to 3 structures	Up to 3-4 rooms

Mileage Tiers and Corresponding Pay

Distance Range (miles roundtrip)	Exterior Only	With Interior	Mileage Pay
0-50	\$75	\$85	Included in base
51-75	\$93	\$103	\$18 (included in rates displayed)
76-100	\$110	\$120	\$35 (included in rates displayed)
101-150	\$145	\$155	\$70 (included in rates displayed)
151-200	\$180	\$190	\$105 (included in rates displayed)
201-250	\$215	\$225	\$140 (included in rates displayed)

Payment Method & Schedule:

- Payments are issued via **direct deposit** each **Friday**.
- To be included in the **next Friday's** payout, all images must be submitted and QA approved, no later than 10:00 PM MST the Saturday prior.
 - For example, if images are submitted and QA approved by 10:00 PM MST on July 12, payment for that job will be issued on Friday, July 19.
- Statements are emailed each Thursday providing a list of each project to be paid on Friday.
 - For example, for Friday, July 19 payments, a statement will be emailed, Thursday, July 18.
- For multiple inspections within a single trip, each case will be evaluated individually to establish the price per inspection, taking into account batch inspections. (Ex: 3 inspections within 150 miles round trip, will consider mileage and base pay for a single inspection and base for the two remaining inspections.)

3. What platform or app will pilots use to receive and complete assignments?

Pilots will use the **e360 (Eberl360) App** that corresponds with their specific device and/or drone model. Below is a breakdown of platforms and installation methods based on device type:

Mobile Devices

- **iOS Devices** (iPhone/iPad):
 - Download the **e360 App** from the [App Store](#)
- **Android Devices:**
 - **360 App** on [Google Play](#)
 - **e360 M3 App** on [Google Play](#)

DJI Smart Controllers (Must support Third-Party Apps)

- **e360 M3 APK:** [Download Here](#)
- **e360 APK (standard):** [Download Here](#)
- **Chrome APK (required for login):** [Google Drive Link](#)

Important: If your third-party capable smart controller model (e.g. RC Pro, or RC Pro 2) does not already include a Chrome browser, you'll need to install the Chrome APK via SD card. When logging into the app and prompted with MFA (multi-factor authentication), select **Chrome** as your browser.

Drone Compatibility

- Only drones that DJI released the SDK for are compatible with the e360 and e360 M3 apps.
- DJI is *currently* the only drone manufacturer that our e360 apps are "compatible".
- You may use **non-compatible drones**, they will just require **manual image upload** via the web app.

Can I manually manual upload Images?

If your drone is not compatible with the e360 apps, you can upload inspection images manually using the **Eberl Pilot Web App**: using the same User and PWD that you use to sign-in to your e360 app.

 <https://app-360.eberls.com>

4. How can I stay informed on updates and helpful information?

All updates, announcements, and helpful tips are shared in the **newsletter section** of the **e360 (Eberl360) App**. Be sure to check the app regularly to stay informed on important changes, reminders, and process improvements.

5. Who should I reach out to for general assistance/support?

You can submit your questions/concerns via email to: e360support@eberls.com.

6. Who should I reach out to for job specific assistance/support?

You should reach out to your assigned Operations Coordinator (OC) and/or your assigned Operations Manager (OM) via phone, text or email. If you need immediate assistance, send a text to your OC/OM.

7. Who should I reach out to for payroll assistance/support?

You should contact payroll via email: payroll@eberls.com

8. Who should I reach out to for compliance assistance/support?

You should contact compliance via email: e360support@eberls.com

9. Where can I send payroll related documents (W9, EIN, voided check, etc.)?

You should email: directdepositdocs@eberls.com