Compliance & Quality Assurance Sheet

Purpose

This document outlines 413 Solution's compliance framework, quality assurance (QA) process, and inspector qualification standards. Our commitment to consistency, data integrity, and accuracy ensures every COPE inspection meets or exceeds carrier and broker requirements for underwriting and risk analysis.

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1. Compliance Overview

413 Solution operates within a controlled and auditable framework designed to protect client data, maintain operational consistency, and ensure compliance with all applicable regulations.

Core Compliance Principles - **Privacy and Confidentiality:** Adheres to GDPR, CCPA, and client-specific nondisclosure and data-handling agreements.
- **Standardization:** Field data collection and reporting processes follow uniform templates and validation protocols aligned with industry standards.
- **Regulatory Awareness:** All operations comply with federal, state, and local laws governing data collection, drone usage, and inspection activity.

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2. Quality Assurance Framework

Every inspection and dataset undergoes a structured three-phase quality control process before release to the client.

Phase 1 – Field-Level Validation

- Inspectors complete digital COPE forms that include real-time error checks and mandatory field completion.
- All data points are GPS-stamped, time-logged, and photo-verified for accuracy.
- Mobile submission prevents manual data loss and ensures immediate upload for centralized review.

Phase 2 – Internal QA Review

- Dedicated QA specialists review each report for completeness, clarity, and consistency across COPE categories.

- Automated scripts verify data formatting, coordinate accuracy, and proper field mapping to carrier templates.

- Reports are returned to the inspector for correction if any discrepancies or anomalies are found.

Phase 3 – Final Verification and Approval

- A senior QA reviewer signs off on all inspection packages before delivery.

- Random sampling of completed reports ensures ongoing adherence to data and image quality benchmarks.

- Approved reports are exported in client-specific formats (XLSX, PDF, or XML) and delivered through secure transmission channels.

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3. Inspector Qualifications

413 Solution's field network is composed of vetted professionals with diverse technical and operational backgrounds.

Qualifications and Requirements - Completion of 413 Solution's **COPE Data Collection and Verification Training Program.**
- Certification in drone operations where applicable (FAA Part 107 Remote Pilot Certificate).
- Adherence to safety and compliance protocols aligned with OSHA and FAA guidelines.
- Background checks, NDA compliance, and ongoing performance audits.

Ongoing Development - Continuous training on COPE data standards, hazard identification, and emerging risk factors.
- Regular QA feedback loops and refresher courses on technology platforms and reporting protocols.

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4. Verification Protocols

413 Solution employs standardized verification methods to ensure all data is accurate, verifiable, and insurer-ready.

Verification Methods - **Photo Verification:** Each COPE element is supported by at least one time-stamped and geo-referenced image.
- **GPS Verification:** Automated coordinate matching validates site location and inspection authenticity.
- **Cross-Field Validation:** Logical data checks ensure consistency (e.g., construction type aligned with roof system and occupancy type).

- **Secondary Review:** Randomized audits are performed weekly by senior QA staff to detect any systemic variances.

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5. Continuous Improvement

413 Solution maintains a culture of improvement built on data analysis, client feedback, and audit outcomes. QA performance metrics, defect trends, and turnaround times are tracked monthly to drive process refinements and maintain a 98%+ report accuracy rate.

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6. Summary

413 Solution's compliance and QA framework ensures that every inspection meets rigorous standards of precision, integrity, and reliability. Our verified COPE data supports confident underwriting, transparent risk evaluation, and consistent performance across national portfolios.