

Evidence & Professional Standards Handbook

Version 1.0 · Company Policy & Customer Information · Hertfordshire Pest Experts

1. Introduction

Hertfordshire Pest Experts is committed to providing a professional, transparent and accountable pest management service. Modern pest control requires more than simply completing a treatment. Accurate documentation, clear communication and reliable evidence help protect customers, technicians and the quality of our work. This handbook explains how we use evidence, communication systems and digital records throughout our service process.

2. Our Evidence-Led Approach

Every pest issue leaves evidence. Our approach is based on:

- Accurate inspections.
- Professional documentation.
- Clear treatment records.
- Before and after evidence.
- Transparent communication.

Evidence allows us to explain findings clearly, demonstrate completed work, support customers after treatment and resolve concerns fairly.

3. Body-Worn Camera Policy

Purpose

- Professional documentation.
- Technician protection.
- Customer protection.
- Accurate service records.
- Complaint resolution.

No covert recording

Hertfordshire Pest Experts does not use hidden recording equipment. Any recording equipment used will be clearly identifiable, used for legitimate business purposes, focused on the inspection or treatment, and operated professionally.

What may be recorded

- Photographs.
- Video recordings.
- Audio notes.
- Treatment procedures.
- Pest evidence.
- Property conditions relevant to the service.

What will not be recorded

- Personal documents.
- Private information.
- Unrelated conversations.

- Areas unrelated to the pest issue.

4. Customer Privacy & Transparency

Customers will be informed where recording is being used. Our aim is not surveillance — our aim is to professionally document our work and protect everyone involved. Customers may ask questions about evidence collection at any time.

5. Technician Body-Worn Camera Procedure

Before arrival

- Ensure equipment is operational.
- Confirm correct job details.
- Check storage availability.

Starting recording

- Before entering relevant areas.
- Before inspections requiring evidence.
- Before work begins.

Customer notification

"For your protection and ours, we may use photographs, video or audio evidence during today's visit to accurately document the inspection and work completed."

Prohibited use

- Secretly record customers.
- Record unrelated conversations.
- Use footage for personal purposes.
- Share footage outside approved systems.
- Upload footage to social media.

6. Photographic Evidence Standards

Before treatment

- Pest activity.
- Entry points.
- Damage.
- Affected areas.

During treatment

- Equipment placement.
- Treatment methods.
- Important observations.

After treatment

- Completed work.
- Proofing measures.
- Final condition.

7. Digital Job Records

Each job should contain:

- Customer details.
- Property information.
- Inspection notes.
- Treatment records.
- Photographs.
- Videos where applicable.
- Technician notes.
- Customer communications.

All evidence should be linked to the correct job record.

8. Communication Records

Hertfordshire Pest Experts may maintain records of appointment confirmations, technician updates, delay notifications, completion messages and review requests. These records help provide a complete service history.

9. Customer Journey Notifications

- **Booking confirmation** — appointment details and arrival window.
- **Technician en route** — notification that the technician is travelling.
- **Delay notification** — if a technician is delayed.
- **Completion message** — confirmation that the visit has been completed.

"We apologise for the delay. Your technician is currently completing a previous appointment and is expected at approximately [time]."

10. Review Request Automation

Initial request

Exactly 60 minutes after completion, the customer receives:

"Thank you for choosing Hertfordshire Pest Experts. We hope you were happy with today's service. We would appreciate your feedback." A link to leave a Google review is provided.

Reminder

Exactly 7 days later, if no review has been completed, one final reminder is sent. After this, the review workflow ends and no further automated reminders are sent.

11. Evidence Storage & Security

- Stored securely.
- Accessible only to authorised personnel.
- Linked to the correct job.
- Retained according to company procedures.

Evidence must not be stored permanently on personal devices.

12. Complaints & Dispute Resolution

If a complaint occurs, Hertfordshire Pest Experts will review job records, photographs, videos, technician notes and communication history. Evidence will be preserved and reviewed fairly.

13. Technician Responsibilities

- Maintain professionalism.
- Respect customer privacy.
- Record accurate information.
- Follow evidence procedures.
- Protect company equipment.

Customer Acknowledgement

I acknowledge that Hertfordshire Pest Experts may use photographs, video evidence, audio notes and digital records where appropriate to document inspection and treatment services.

Customer name: _____

Property address: _____

Date: _____

Signature: _____

Hertfordshire Pest Experts — Professional. Documented. Evidence-Led.