
Site Photo Documentation Standard

1.0 Objective & Scope

The objective of this procedure is to establish a consistent standard for site photo documentation during all field installations, deliveries, and site inspections. Proper photo documentation provides visual proof of pre-existing conditions, work progress, final completion, and site safety compliance. This SOP applies to all field technicians, installers, fleet drivers, and logistics personnel operating under Ryxen or its partners.

The Lead Installer or designated field representative is responsible for capturing all required photos using the SiteQueue mobile application and ensuring they are uploaded before closing the work order. Failure to comply may result in delayed payment, disputed claims, or rework.

2.0 Required Equipment & Tools

- Mobile tablet or smartphone with SiteQueue application installed and logged in
- Device with working camera (minimum 8 MP resolution) and flash enabled
- Fully charged battery or portable power bank
- Site-specific work order or job number for photo naming
- Optional: Wide-angle lens attachment for tight spaces
- Optional: Clipboard with paper backup forms and pen

3.0 Site Safety & Hazard Assessment

- Wear required PPE: hard hat, high-visibility vest, steel-toed boots, and safety glasses at all times on active sites.
- Before taking photos, scan the area for trip hazards, overhead obstructions, moving equipment, or uneven ground.
- Do not enter restricted zones or climb ladders/scaffolding without proper fall protection training and equipment.
- If photographing near traffic or active vehicle movement, use cones or barriers to create a safe zone.
- Ensure all personnel in photos are aware and consent to being photographed; avoid capturing faces unless required for sign-off.

4.0 Step-by-Step Execution Procedure

1. Open the SiteQueue application on your mobile device and navigate to the assigned work order for the site.
2. Review the photo checklist within the work order to confirm the required shots (e.g., pre-installation, in-progress, final, damage, sign-off).
3. Before any work begins, capture a minimum of three pre-installation photos: one wide shot of the entire work area, one medium shot of the specific installation zone, and one close-up of any existing damage or conditions.
4. Ensure each photo is well-lit, in focus, and includes a reference object (e.g., a tape measure, a standard tool, or a site marker) for scale and orientation.

5. During the installation or service work, capture at least two in-progress photos showing key steps such as material staging, equipment setup, or structural modifications.
6. Upon completion, take three final photos: a wide shot of the finished installation, a medium shot showing integration with existing structures, and a close-up of any labels, serial numbers, or final adjustments.
7. If any damage, defect, or safety issue is observed, photograph it immediately with a close-up and a wide shot showing its location relative to the site.
8. Use the SiteQueue photo annotation tool to add notes, arrows, or highlights directly on the image where clarification is needed.
9. Upload all photos to the work order in SiteQueue immediately after capture to prevent loss. Do not store photos locally on the device.
10. If cellular or Wi-Fi connectivity is unavailable, enable offline mode in SiteQueue to cache photos, then sync automatically when connectivity is restored.

5.0 Verification, Sign-off & Reporting

1. After uploading all photos, review the work order photo checklist in SiteQueue to ensure every required shot is present and correctly labeled.
2. Present the final photos to the client or site representative on the device screen for visual confirmation of work quality and completeness.
3. Obtain the client's digital signature in SiteQueue, confirming that the documented photos accurately represent the completed work and site conditions.
4. If the client identifies a discrepancy, capture additional photos as needed and update the work order notes before requesting a new signature.
5. Close the work order in SiteQueue only after all photos are uploaded, annotated if necessary, and the digital signature is captured.
6. If a supervisor or quality assurance review is required, flag the work order in SiteQueue for review and include a brief summary of any notable findings.

Regulatory Disclaimer: This document is a generic site management template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all field protocols against local site requirements.