

Drone Operations – Professional Compliance Statement

Marshall's Drone Services Ltd

Committed to Safety, Professionalism and Regulatory Compliance

At Marshall's Drone Services Ltd, safety, professionalism and regulatory compliance are fundamental to everything we do.

As a family-run drone services company based in Medway, Kent, we are committed to conducting our operations responsibly, safely and in accordance with current UK aviation legislation and Civil Aviation Authority (CAA) requirements.

Whether undertaking commercial drone surveys, property inspections, aerial photography or filming, we follow established procedures to protect our clients, members of the public and other airspace users.

1. UK Aviation Regulations

All our drone operations are conducted in accordance with applicable UK aviation legislation, including the Air Navigation Order 2016 (as amended), UK Regulation (EU) 2019/947 and relevant CAA guidance.

We assess the requirements of each operation, including airspace restrictions, operational limitations and any additional permissions necessary to undertake the work legally and safely.

2. CAA Operational Authorisation & Pilot Qualifications

Marshall's Drone Services Ltd holds a CAA Operational Authorisation under PDRA01, permitting specified drone operations within the conditions and limitations of that authorisation.

Our lead remote pilot holds a General Visual Line of Sight Certificate (GVC), demonstrating the required knowledge and practical flying competency.

We maintain the appropriate registrations, qualifications and operational documentation to support our activities.

3. Professional Insurance

We maintain appropriate commercial drone insurance, including third-party public liability cover, in accordance with applicable aviation insurance requirements.

This provides reassurance to clients that suitable insurance arrangements are in place for our professional operations, subject to the terms and conditions of our policy.

4. Risk Assessments & Flight Planning

Every project is assessed before operations commence.

Our planning procedures include consideration of:

Airspace restrictions and required permissions.

Site-specific risks and operating conditions.

Weather forecasts and environmental factors.

Public safety and uninvolved persons.

Emergency procedures and contingency planning.

Aircraft suitability and operational limitations.

Where necessary, we prepare detailed Risk Assessments and Method Statements (RAMS) to support safe operations.

5. Aircraft Maintenance & Equipment Inspections

Our drones and associated equipment undergo regular inspections, maintenance checks and firmware reviews.

We maintain equipment records and follow relevant manufacturer recommendations to help ensure our aircraft remain suitable for safe operation.

Pre-flight checks are conducted before deployment, with any identified defects addressed appropriately.

6. Flight Records & Operational Documentation

We maintain operational records in accordance with our CAA authorisation requirements.

These include flight logs, aircraft maintenance records, relevant site assessments and supporting operational documentation.

Maintaining accurate records supports accountability, operational oversight and continual improvement.

7. Compliance Monitoring & CAA Oversight

Marshall's Drone Services Ltd maintains an Operations Manual detailing our operational procedures and responsibilities.

We regularly review our documentation and operating practices to ensure they remain aligned with applicable regulatory requirements.

In August 2026, Marshall's Drone Services Ltd successfully completed a CAA compliance audit, demonstrating our commitment to maintaining appropriate professional operating standards.

8. Ongoing Training & Professional Development

We recognise that aviation regulations, technology and operational procedures continue to evolve.

We remain committed to maintaining pilot competency, reviewing regulatory updates and developing our professional knowledge.

This helps us continue delivering safe, efficient and reliable drone services.

Our Commitment

At Marshall's Drone Services Ltd, we believe professional drone operations involve considerably more than simply flying an aircraft.

From initial planning and risk assessment through to completing the project and maintaining operational records, safety and professionalism remain central to our approach.

Our clients can be confident that their projects are undertaken with careful preparation, appropriate qualifications and a commitment to responsible drone operations.

Marshall's Drone Services Ltd – Life From Above

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