

# Integrated Management System

## IMS policy statement

Fisher German, comprising Fisher German LLP and Fisher German Ltd, is an independent professional practice of Chartered Surveyors and specialist property consultants, offering services and support in all aspects of land and property management. We recognise our duties under current legislation and are committed to fulfilling all our compliance obligations, together with associated codes of practice relevant to our business activities.

We seek to enhance our environmental performance and minimise the environmental impact of our operations by preventing pollution, reducing energy consumption and implementing initiatives to reduce waste. We are committed to delivering a high quality of service that meets or exceeds the expectations of our clients and interested parties. We ensure a culture of client focus and undertake a number of client feedback initiatives to monitor and measure performance. To achieve this, we will:

- Establish quality and environmental objectives which reflect our core business objectives and strategy.
- Encourage colleagues to understand their role in meeting these objectives, and accept their responsibility to adhere to relevant policies and procedures.
- Ensure colleagues have access to the information and training required to confidently participate in achieving our objectives.
- Promote a culture of personal, team and firm-wide continual improvement, both in terms of business improvement and our Integrated Management System.
- Adopt a process approach based on sound risk-based thinking when developing and implementing the Integrated Management System.

The policy will be accessible to all colleagues and available to interested third parties on request.



This policy will be reviewed annually as a minimum for continuing suitability and is maintained as documented information within the IMS. Uncontrolled document when printed. Date of issue: 12 January 2021. Last revision date: 12 January 2021.

## Managing Partner's commitment

Quality and environmental best practice are integral parts of all that we do at Fisher German. As managing partner, I bear the responsibility for ensuring that all colleagues understand this policy and act in accordance with our statement.

Our Integrated Management System encompasses all that we do, how we do it, and how it is managed. This relates not only to the work we do for our clients, but for the relationships we have between our teams and offices.

Our vision is *to always add maximum value through understanding, creativity and excellence.*

This requires us to continually demonstrate robust procedures, supported by effective policies and relevant documentation to enable our colleagues to aspire to their best. We do this in line with our values: *Expert, Trust, Driven & Pioneering.*

Achieving our quality and environmental objectives requires us all to embed our vision and values into our daily work mentality.

A handwritten signature in black ink, appearing to read 'A. Bridge', written over a light grey background.

**Andrew Bridge**  
Managing Partner