

Integrated Management System Policy Statement

Fisher German LLP and Fisher German Ltd, collectively "Fisher German," is an independent professional practice of Chartered Surveyors and specialist property consultants, offering services and support in all aspects of land and property management.

Fisher German recognises its duties under current legislation and is 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.

Fisher German is committed to delivering a high quality of service that meets or exceeds the expectations of its clients and interested parties. We seek to ensure a culture of client focus and undertake a number of client feedback initiatives to monitor and measure performance.

To achieve this Fisher German will:

- Establish quality and environmental objectives and targets that are designed to drive strategic performance in support of our core business objectives and strategy.
- Ensure that all personnel understand their role in meeting our objectives and accept their responsibilities by adhering to all policies and procedures through the provision of appropriate information, training and supervision.
- Promote a culture in which all personnel engage in a process of continual improvement of both its Integrated Management System and business performance.
- Adopt a process approach based on sound risk based thinking when developing and implementing its Integrated Management System.
- The policy is available to all personnel via the intranet and notice boards and forms part of induction training.
- The policy is available to all relevant interested parties on request.

The Managing Partner has overall responsibility and authority for ensuring that this policy is understood, implemented and maintained and will ensure that the necessary resources are allocated to carry this out effectively.

We will operate our Integrated Management System in accordance with the requirements of the relevant ISO Standards.

This Policy will be reviewed annually as a minimum for continuing suitability and is maintained as documented information within the Integrated Management System.



Andrew Jackson FRICS FAAV
Managing Partner
27 February 2018