

## Business Management Systems

including Quality & Environmental (IMS) and Information Security (ISMS)

### Policy statement

At Fisher German, we are committed to delivering a high quality of service that meets or exceeds the expectations of our clients and interested parties. Our culture is client focused and we continually monitor and measure performance against client feedback. As part of this commitment we:

- Seek to minimise the environmental impact of our operations.
- Recognise our duties under current legislation and are committed to meeting all our compliance obligations, including all applicable statutory and regulatory requirements.
- Understand the importance of information and, as one of our most valuable assets, safeguarding this information is essential to our operational effectiveness and to protect client and colleague data.
- Recognise climate change as a relevant factor impacting our operations and stakeholders, and commit to integrating climate considerations into our decision-making, risk management, and continual improvement processes.
- Improve energy efficiency, and adopt sustainable practices across our operations and supply chain.

To achieve this, we will:

- ✓ Establish quality, environmental and information security 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 and understand their responsibilities.
- ✓ Promote a culture of personal, team and firm-wide continual improvement.
- ✓ Adopt a process approach based on sound risk-based thinking when developing and implementing our Business Management Systems.
- ✓ Set objectives to address climate-related risks and opportunities, including reducing carbon footprint and enhancing resilience to climate impacts.
- ✓ Monitor and review climate-related regulatory changes and stakeholder expectations as part of our management review.
- ✓ Protect and preserve the confidentiality, integrity and availability of information security assets via robust information security risk management.

*This policy will be accessible to all colleagues and available to interested third parties on request. We will review the policy annually as a minimum for continuing suitability. Document ref: IMSD 7: Date of issue: 25 November 2022: Last reviewed: 16 April 2026*

### Managing Partner's commitment

As Managing Partner, I bear the responsibility for ensuring that all colleagues understand this policy and act in accordance with our statement.

Our Business Management Systems encompass 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, offices and divisions.

Every year we review the certifications available to us and adopt, in line with international standards, those which are most appropriate to our business and which add value to our clients. This will ensure we continually strengthen our IMS and additional Business Management Systems over time.

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 be their best. We do this in line with our values: **Expert, Trust, Driven and Pioneering**.

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



**Andrew Bridge**  
Managing Partner