

Business management systems

including Quality & Environmental (IMS) and Information Security

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 enhance our **environmental performance** and minimise the environmental impact of our operations by preventing pollution, reducing energy consumption and reducing waste.
- ❖ 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.

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, both in terms of business improvement and our business Management Systems.
- **Adopt** a process approach based on sound risk-based thinking when developing and implementing our business Management Systems.
- **Protect** and preserve the confidentiality, integrity and availability of information security assets via robust information security risk management.

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