



## Fisher's Typical Client Process

### What to Expect

...it starts with a phone call.

Give us a call with some questions if you like. If you are just interested in the approximate timeframes of our key services, we list these on a table on our website (Link).

However, we are always happy to speak with you about your project and there is no obligation. If you are interested in a bit more information... then the process begins.

#### The Process

1. Usually we start with a call and **arrange a face-to-face meeting**. It is about getting to know you, your concerns, your desires, your timing and the potential problems you may be facing.

Often we arrange the meeting at the property or building in question, so that we can get a sense of the site as we talk.

2. We will **draft up an estimation for the scope of work** and discuss the details involved, depending on the nature of the project.

Certain types of projects are streamlined, such as a Phase 1 Environmental Assessment. Other projects may require a site investigation prior to establishing solutions. Some projects are very specialized.

3. We always **offer you the best advice for your needs and budget**. We share our thoughts on government legislation related to your property, or due diligence disclosures, and practices for property value and sale. We are well versed and always attempt to give you

solutions with options.

4. **If you move ahead with us**, we will **set timelines to begin work and estimate completion times**.
5. A specific **project manager** is normally assigned to a to you, based on the overall need, such as environmental assessments, air quality or geotechnical issues. This may also be the person with whom you began the initial estimation process.
6. With **multi-faceted projects we will initiate an entire Fisher team**. Some of these people you may meet onsite doing certain tests, collecting samples, site inspections, or drilling.

**We aim to work with minimal disruption to your activities where applicable.**

#### From Project Concept to Completion

Your prime contact/project manager will coordinate most of the activities on your behalf, address any new concerns, and work with the financial/invoicing requirements. You can **reach out to your project manager at any time for questions**.

*You are part of the Fisher family and we want you to always have that personal connection – about anything!*

Upon completion, we hope that you were happy with our service and would consider us again for future projects. A referral is always appreciated. **We aim to improve our services and will ask you to fill out a short questionnaire.**

You'll find us at: [fishereng.com](http://fishereng.com).