

Environmental, Social and Governance Manifesto 2024.





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Working hard to reduce our impact on society and the environment.

Certified





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Redefining places.
Brands.
Cultures.
Mindsets.
The way we work.
Our industry.



About us.

Agilité is an international commercial interiors specialist helping ambitious organisations enter, relocate, or expand throughout Europe. With teams in France, Italy, Germany, Belgium, Luxembourg, The Netherlands and the UK, we speak your language. Literally.

Established to redefine the spaces we work in – Agilité also recognises that our industry needs to evolve as well. Which is why we’re trying to integrate more sustainable working practices in all that we do.

The difference is in the name; lean, fresh, flexible and technically focused. We’re a proactive partner that will drive projects forwards and go the extra mile to deliver, while working hard to reduce our impact on society and the environment, too.

Whether the brief is to help with expansion into a central, easy-to-reach European city or a completely new site in an obscure location – we apply the same quality-led principles to every job.

A multi-cultural and multi-lingual firm with decades of combined industry experience,

we encourage colleagues to invest in their continued professional development (CPD), remain abreast of industry trends and proactively recommend community-based and charitable initiatives for Agilité to support.

However, we don’t profess to be experts in everything.

So, if the project will benefit from an engineering services partner with local knowledge, or a construction specialist with a niche skillset, we’ll hand-select the best team for the job, irrespective of geography. Alongside our B Corp certified status, we are proud to be ISO certified for 9001:2015 quality, 14001:2015 environmental and 45001:2018 occupational health and safety standards.



Our commitment.

We exist to optimise our customer experience.



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Our purpose.

Minimise our environmental impact.



Our principles.

The values that underpin our culture.

Our vision comes to life through four key principles – established to focus on delivering value to our customers and bringing projects to life as intended.

01/ Be proactive.

Working with purpose to make things happen.

We tackle projects head on and are tenacious in our delivery – moving fast when we can to maintain the highest quality. Experience allows us to anticipate the challenges and set expectations, while being agile enough to adapt to the shifting demands of each project.

03/ Be genuine.

Doing what we say we will do.

Our business sees no borders or barriers; we are truly international. We believe in people and the power of an honest culture where mutual respect and inclusion allows us to speak openly – but not before we listen first.

02/ Be solutions focused.

Focusing on the opportunities.

By seeing the solution, not the problem, we create a seamless customer experience – although we don't always follow conventional methods to get there. Collectively, we encourage new ideas and ways of working – driven with genuine enthusiasm – because standing still is not an option.

04/ Be sustainable.

Make an impact on customers, not on the environment.

Our industry has a big impact on the environment, so our business is committed to reducing its global footprint and increasing its social value. We're dedicated to setting a positive example, by achieving high, sustainable standards and striving for continuous improvement.

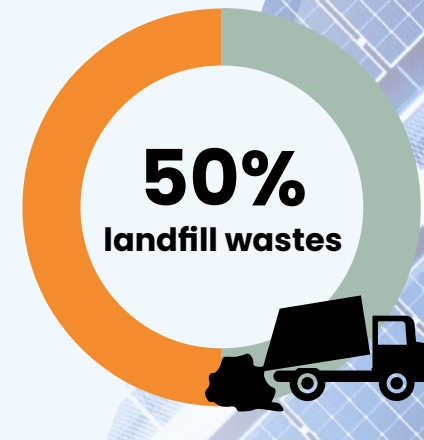
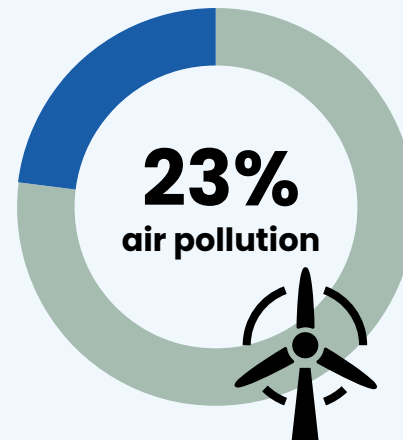
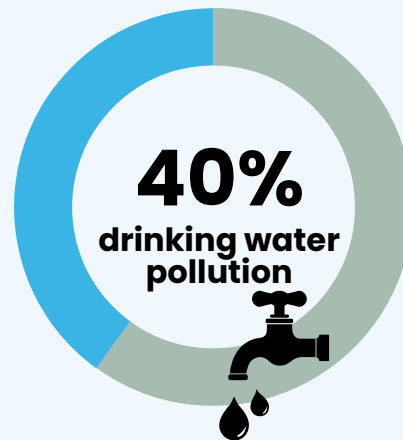
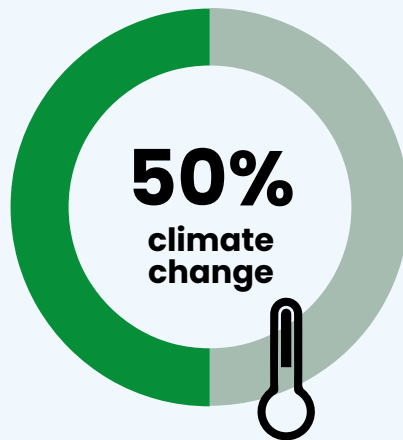


Our responsibility.

“According to research by Bimhow, the construction sector is thought to contribute to 50 percent of climatic change, 40 percent of drinking water pollution, 23 percent of air pollution and 50 percent of landfill wastes. Our industry’s collective vision should be for a sustainable built environment that mitigates and adapts to change – and there’s no better time to start.”

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Daniel Hunt, UK country head, Agilité.





Agilité is committed to aligning our purpose with our actions by making an ongoing effort to operate ethically and sustainably – from reducing our carbon footprint to supporting local communities, we are dedicated to making a tangible difference.

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As a certified B Corp, we belong to a community of for-profit companies committed to redefining success in business. Our certification recognises that we are meeting high standards of social and environmental impact and leading a global movement for an inclusive, equitable and regenerative economy.

In practice.

Since 2021, we have been collaborating with a range of external consultants – including A Beautiful Green, Neutral Carbon Zone and Waste to Wonder – to define and implement Agilité’s European ESG strategy.

We wanted to follow universally-recognised ESG guidance and benchmarked our credentials using the B Impact Assessment in 2021 – initially scoring 60 points, with the B Corp Certification threshold being 80 points.

Knowing ‘where we were’ provided a starting point to measure, manage and improve positive impact performance throughout Agilité’s social and environmental performance, accountability and transparency.

We spent the next two years working to align Agilité’s long-term vision and values with our outward actions. Changes were made on both a micro and macro level; including building and implementing a responsible purchasing policy, supplier code of conduct as well as

a pre-qualification questionnaire for all suppliers – with key suppliers assessed against B Corp standards.

We’ve been working to understand our carbon emissions, and how to mitigate against them, as well as spending time developing and introducing governance documents such as a code of ethics and whistleblower policy, while also surveying colleagues regularly, to understand their needs and satisfaction levels.

In December 2023, we became B Corp Certified, but the work doesn’t stop there.

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“We are proud to be leading the way as a certified B Corp within the contracting and building sector in Europe. Together, we have a great opportunity to keep shaping our sector for the better.”

Kirsty Shearer, Agilité’s operational excellence director and ESG lead.

Agilité is B Corp™ certified.

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Certified



Corporation



AGILITÉ

REDEFINING SPACES

“Our most challenging problems cannot be solved by governments and nonprofits alone. By harnessing the power of business, B Corps commit to positively impact all stakeholders – workers, communities, customers and our planet.”

B Corporation





Based on a vision of creating a community of for-profit companies that are committed to redefining success in business, Agilité's B Corp certification furthers our collective obligation toward operating as a force for good and normalising sustainable business practices in all we do.

Setting an example to European contracting and building firms, this certification isn't the culmination of our efforts, it's a stepping stone toward continual improvement – reaffirming our dedication to aligning our purpose with our actions and underscoring our pledge to contribute meaningfully to society, while minimising any adverse impact we might have.

As we continue on our journey, we're taking a closer look about the amount of waste generated by our projects and ways to reduce it – particularly through reuse and recycle initiatives. We're also improving our construction practices by exploring ways to increase the number of LEED projects in the pipeline, improving air quality and working closely with designers and architects to embed sustainable solutions into the project from the offset.

Measuring success in 2024.

Over the coming year, we're looking to increase our B Impact Score, and have aligned our 2024 business objectives with the five B Corp Impact Area Pillars.

Agilité overall impact score
84.7



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Environment

- **Improve our B Corp score:** Achieve NCZ Gold Status. Reuse and recycle as much as we can. Evaluate the amount of waste generated by our projects. Think creatively and innovatively around new ideas.



OVERALL IMPACT SCORE 32.6

QUESTIONS ANSWERED 53/53



Customers

- **Win strategy:** Improve win ratio 1:2. Less tendering more negotiating. New geographies. Foster stronger relationships with our peers.
- **Quality:** Capture client satisfaction. Establish our Net Promoter Score (NPS). No snagging on completion. Reduce time to obtain snagging completion certificate.



OVERALL IMPACT SCORE 1.9

QUESTIONS ANSWERED 6/6





Community

- **Supply chain:** Strategic review of our supply chain. Three bids per package. Evaluate the sustainability credentials of our suppliers (current and prospective).



OVERALL IMPACT SCORE 14.2

QUESTIONS ANSWERED 36/36



Governance

- **Reduce commercial risk.** Improve our commercial management. Implement corporate structure (where needed).



OVERALL IMPACT SCORE 16.1

QUESTIONS ANSWERED 25/25



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Workers

- **Growth planning (people and innovation):** Recruitment, retention and engagement. Personal and professional development. Investment in technology.
- **Health and safety:** Recording incidents and near misses. Developing a holistic management solution for health and safety initiatives. Implementing cross-border best practice.



OVERALL IMPACT SCORE 19.8

QUESTIONS ANSWERED 48/48





Working towards carbon neutrality.



We've been working with Neutral Carbon Zone (NCZ) to monitor, report on and reduce emissions through our entire value chain. We're currently a silver certified member of the NCZ Certification Programme and we are working towards gold.

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Through meticulous examination alongside our metrics from 2022, we established a baseline and can offset for the emissions generated by our business through carbon offset credits which are used as a force for good, such as a wind farm project in Turkey.

By understanding how much CO2 is omitted through our existence, we can work towards setting and meeting carbon reduction targets. For example, by knowing the exact carbon calculation for a 10mm section of drywall, we can begin to understand how much carbon we've 'spent' per project.

We are also mindful of the removal of materials from site which could be re-used – rather than disposed of – such as donated to a school project or local community building through organisations such as Waste to Wonder. Alternatively, they can be sent for recycling when a new use cannot be found. Any 'remaining' carbon can then be offset via other activities, such as investing in the nourishment and protection of mangroves.

<p>Gold certification To be an NCZ Gold certified company you will have met Silver certification criteria plus:</p> <ul style="list-style-type: none"> • Quantified and reported on all operational (service related) emissions 	
<p>Silver certification To be an NCZ Silver certified company you will have:</p> <ul style="list-style-type: none"> • Quantified and reported on all organisational scope 1, 2 and 3 emissions to ISO 14064 compliance requirements 	

Intensity metrics

Emissions	Annual Figure
Total footprint (kg CO2e)	654,657.95
Floor area m2	350.00
Revenue (EUR)	40,000,000.00
Total footprint /FTE	19,838.12
Total footprint /m2	1,870.45
Total footprint / million revenue	16.366.45



**ncz
certified
silver**

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Now that we have a baseline to work from and to maintain momentum, we plan to establish a working group in each office, hold informative team workshops on a regular basis and systematically complete the assessments for all projects in 2024 – with the first already underway with a retail client in London.

Our internal champions will play a key role in ensuring that, as part of our supply chain evaluation, we explore new materials – collaborating with trusted architects to identify new solutions and approaches, which can form part of the specification process with clients, suppliers and manufacturers.

It's often said that sustainability in a construction project is only ever as good as the clients' own commitments, but by being sophisticated in our approach, it will be possible to offer 'green' alternatives – even at tender stage.



Case study: Retail client, London

The client needed to demonstrate best practice in four areas:



Materials:

Adherence to the UK Government Timber Procurement Policy.

Agilité required the provision of 'Category A' evidence from our supply chain of compliance with FSA, PEFC or FLEGT policy as part of its contractual agreement. There is also a full 'chain of custody' from acceptable certification schemes.



Water:

Minimisation of water demand and maximise opportunities for reduction on site.

Agilité used metered supplies to monitor amount, added water-saving percussion taps on supplies and provided bottled water refill stations. Elsewhere (not on this project), solutions available include aerated sensor taps and buckets rather than hoses.



Waste:

A clear and auditable Waste Management Plan in operation.

Pre-qualification of waste management partners with the best waste management plans, as well as examples of previous audits were undertaken.



Carbon:

Opportunities to reduce operation carbon use by design.

Reduction in use by the client is difficult to influence, however best practice was noted and shared with the client, as well as on other projects.

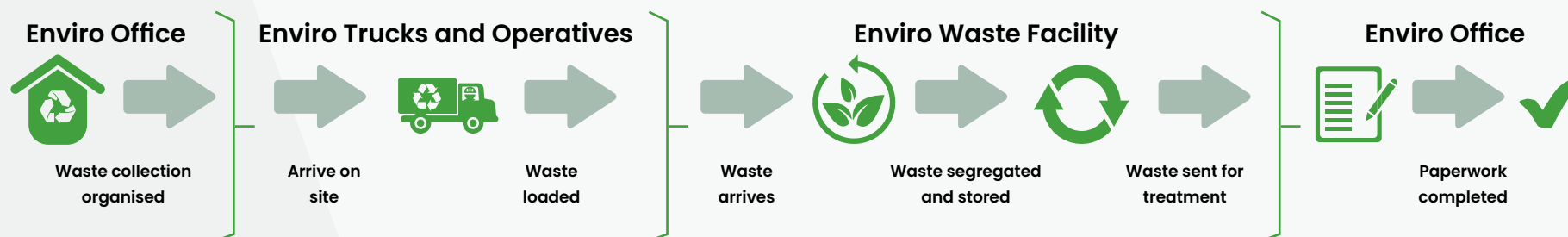


“The nature of Agilité’s business is to redefine the spaces we work in, but we recognise that our industry needs to evolve as well. We firmly believe the construction sector’s collective vision should be for a sustainable built environment – in every sense.

“When it comes to creating any office, retail, or hospitality space, we need to consider not just how something looks, but the longevity of the materials used, where they come from, how they are transported and the impact they might have on the people who use the space – long after we’ve packed up our tools.”

Neil Coales, founder of Agilité.

Example waste management process developed with our partners:





Building a sustainable supply chain.

Building a sustainable supply chain is incredibly important to us. Regulations, procedures, sustainability ambitions and cultures vary, sometimes even on a state-to-state level. Although we're experienced in every element of general contracting, our turnkey projects are often bolstered by the input of others.

Agilité's responsible purchasing program seeks to build a supply chain which understands and shares our long-term guiding principles. Sustainable procurement is about working with our partners to ensure lasting benefits to the economy, communities and environment, while delivering best value for our customers.

In a bid to offset our travel impact, across all our operations, we walk, cycle or use public transport, wherever possible. We expect that our suppliers, as a minimum, follow our environmental values when conducting their own business – and this is the starting point for entering into and maintaining a business relationship with Agilité.





Local procurement.

We may work internationally, but we understand the positive impact giving work to local companies can have. That's why, where possible, we aim to use local suppliers and give back to the communities in which we work.

Agilité aims to procure materials and workforce for our construction sites locally whenever we can, to minimise our carbon footprint and have a positive social impact on the neighbouring community – providing jobs and feeding back into the local economy.

As such, the following materials are typically always procured locally:

- / Plasterboard
- / Paint
- / Mechanical, electrical and plumbing services
- / And any other standard items

If the project requires bespoke materials sourced elsewhere, we seek to have these installed by a local workforce, where possible, to minimise the transport of people, and support the immediate labour market.

Our supply chain in each area is carefully selected and forming a partnership with our suppliers and sub-contractors is important to us. We regularly check that the appropriate documentation – covering elements such as insurance and labour regulations – is in place, including before the start of each project.

Implementing an environmental policy.

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REDUCE



REUSE









RECYCLE



Agilité's management team understands the role of ESG as an essential component of business management – and we try to 'reduce, reuse, and recycle' as much as we can.

When it comes to protecting our planet, we are committed to continually improving our environmental performance through the following:

-  Reviewing and assessing the effects of business activities and actively pursuing practices with a reduced environmental impact where possible.
-  Minimising the risk to the general public and employees from operations and activities undertaken by the business and any contractors working for us.
-  Establishing environmental objectives, primarily related to:
 - / minimising the production of waste
 - / minimising materials wastage
 - / minimising energy wastage
 - / promoting the use of recyclable and renewable materials.

-  Educating our colleagues on environmental issues – and how to overcome/reduce them.
-  Reducing and/or limiting the production of pollutants to water, land and air.
-  Controlling noise emissions from operations.

Where possible, we will attempt to positively influence others who also have an impact on the environment too, namely suppliers and sub-contractors. In 2024, we are continuing our partnership with GreenPerk – TravelPerk's carbon-neutral business travel program – to offset any carbon generated as a result of business travel.



A human-centred approach.



As an organisation which is driven by the shared ambition of all colleagues, the Agilité team is truly international. We make it a priority to employ rounded individuals who are open-minded about bringing something new to the table and truly embrace the opportunity to push the envelope while driving positive change.

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We strive to foster a diverse and inclusive team of experts – with 32% of our full-time colleagues being female – that will seek to understand and reflect on what matters to our customers – the people who occupy the spaces we create, as well as those who might be affected by the work we do, directly or indirectly.

Recruitment.

On a practical level, we have established the skills and competency levels needed for each role within our rapidly evolving business. We evaluate the candidates' work ethic and commitment to deliver excellence and consider this alongside profession-specific experience, education, training, qualifications and achievements to determine their competence for the role.

Once appointed, our induction process also includes deep dive training session into our policies that govern ESG. A probationary period and quarterly feedback sessions are in place so that colleagues are continually able to discuss their performance.



Employee engagement.

The health and wellbeing of our colleagues is incredibly important to us. Each has access to the CMIE (Centre Medical Interentreprises Europe) which allows them to speak with occupational health doctors, as well as other specialists such as psychiatrists for mental health and ergonomics experts for workplace setup.

The international nature of our organisation calls for a robust employee engagement and internal communications strategy. Some of the ways we encourage collaboration, team building and information sharing across the business is through a monthly 'Town Hall' which provides management updates, regular staff newsletters, an optional team WhatsApp group – where we share project progress pictures and positive shout outs for colleagues – monthly 'socials' and an annual ski trip – with 2024 featuring a summer break, too.

We encourage colleagues to join initiatives outside of their day jobs; from acting as one of our ESG champions and driving forwards local charity programmes to upskilling on the use of Procore – which links to the wider development of staff.

Control.

We regularly bring together our local teams in France, Germany, Italy, Luxembourg, Belgium, the Netherlands and the UK, as well as hosting company-wide events twice a year where colleagues can discuss development desires – from which training and competence needs are identified as a result.

A 'qualifications and training' matrix is in place to ensure we maintain an accurate record of the qualifications and training individual staff have completed, when renewals are due and any gaps that are emerging.

Further compliance sessions are held throughout the year, in line with changes in industry standards or revised legal and regulatory changes.





Health and safety.

Health and safety sit at the core of everything we do. Ingrained in the project planning phase, monitored during delivery, and reflected on during handover – Agilité’s health and safety specialists work with clients to mitigate risk at every stage.

We ensure all colleagues are aware of our health and safety procedures and the risk assessments relevant to their role during their induction. Further steps are taken to ensure that all employees are competent in their role.

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To mitigate against further risk, arrangements are in place for Agilité colleagues to be kept up to date with any relevant legislation changes and updates to industry guidance/best practice, through the HSQE manager and project managers.

Occupational health and safety is continually monitored and reviewed during regular management/team meetings with the HSQE lead reporting on the findings of risk assessments, the cause of any accidents/incidents or concerns raised by staff. The outcome is fed back to colleagues on the ground.

In addition to these regular meetings, proactive measurement is carried out through informal workplace observations and internal audits. Reactive measurement is primarily based on any accident/incident or near miss reports, staff absences and looking at any concerns raised by colleagues.

Control measures relating to risks are checked/reviewed at appropriate intervals to ensure they continue to control the risk sufficiently. Frequency depends on the type of control and nature and level of the risk. Control measures include users carrying out basic visual checks of equipment prior to use as well as formal, recorded inspections/servicing of equipment.






“For Agilité, health and safety is part of our culture – with every individual looking out for each others’ safety and wellbeing. This awareness extends beyond the physical wellbeing of our colleagues and contractors, to cover mental wellness too – a core component of a sustainable, and healthy workforce.”

Galia Minkara, Agilité operations director.

Protecting the world's water.

We know the knock-on impact construction can have on the oceans and our planet's water isn't something that can be left unchecked. That's why we're proactively working towards reducing this negative impact through our own operations and services. We've also committed to donating a percentage of our profits each year to support projects which we believe can help the building industry to be more sustainable. Some of our chosen beneficiaries include:

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703 million people don't have clean, safe water to drink.

That's nearly 1 in 10 people around the world.



charity: water



The construction industry consumes a lot of water and we firmly believe everyone should have access to a clean source. charity: water is a non-profit organisation bringing safe drinking water to people in low- and middle-income countries.

charity: water.



Agilité Solutions staff fund

We're also keen to support charities, projects or initiatives that matter to our colleagues and have ringfenced a pot of money to back their philanthropic interests, too – with no caveat around the type of support we provide. The support doesn't solely need to be financial, – we will dedicate time to distributing supplies, supporting youth learning, backing clean-up campaigns or any other in-kind initiatives that matter to our team.



There are more than 5.25 trillion macro and micro pieces of plastic in the oceans.

THE OCEAN CLEANUP



We know that our sector contributes to landfill. Therefore, it was important for us to support an initiative helping to put that right. This non-profit organisation is developing and scaling technologies to rid the world's oceans of plastic.

The Ocean Cleanup.



Article 25

Article 25 manages sustainable architecture projects in areas of extreme poverty. Through its work, more children can complete their education, healthcare is within reach of more communities and people have safer homes that can withstand a changing climate.

Article 25.



Construction creates a vast amount of CO₂, of which mangroves are a significant absorber. The Mangrove Action Project exists to preserve, conserve and restore this vital ecosystem. We are fascinated by the organisation's grassroots, bottom-up approach to mangrove conservation and restoration issues.

Mangrove Action Project.

Sustainable development goals.

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3 GOOD HEALTH AND WELL-BEING



Exploration of The Wellbeing Charter and Investors in People schemes.



5 GENDER EQUALITY



42 percent of our full-time workforce is female – across all levels of the business – from the senior leadership team to designers and project manager.

Meet the Agilité team.



charity: water
SUPPORTER

6 CLEAN WATER AND SANITATION



Our projects consume a lot of water, and we firmly believe everyone should have access to a clean resource. charity: water is a non-profit organisation bringing safe drinking water to people in developing countries – and we're supporting one of its projects in Madagascar.

Visit Charity Water website.



8 DECENT WORK AND ECONOMIC GROWTH



On every project, we seek to appoint the optimum combination of suppliers – whose own vision align with our overarching commitment to socio-economic and net zero factors – particularly across design, materials, manufacture, logistics, construction, and disposal.

Find out how we worked with A Beautiful Green.



11 SUSTAINABLE CITIES AND COMMUNITIES



We offset 100% of all business travel via GreenPerk – a carbon-neutral business travel program which allows us to compensate our CO² emissions on a per-trip basis, helping to reduce the carbon footprint of Agilité business travel to zero. We also work with communities close to our projects, to ‘give back’ to society, as we did with QBE.

[Discover Green Perk.](#)



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



During the strip-out phase of our projects, we make a point of looking for opportunities to reuse, recycle, or donate any fixings and furniture that are still in fine working order. Waste to Wonder removes and redistributes redundant furniture – saving disposal costs and reducing environmental impact.

[Visit Waste to Wonder website.](#)



13 CLIMATE ACTION



We’ve been working with Neutral Carbon Zone (NCZ) to measure our organisational carbon footprint. Through meticulous examination, we established a baseline using our metrics from 2022.

[Visit the Neutral Carbon Zone website.](#)



14 LIFE BELOW WATER



As a business, we know that we contribute to landfill. Therefore, it was important for us to support an initiative which is helping to put that right. This non-profit organisation is developing and scaling technologies to rid the world’s oceans of plastic.

[Visit The Ocean Cleanup website.](#)



15 LIFE ON LAND



Construction creates a vast amount of CO², of which mangroves are a significant consumer – and the Mangrove Action Project exists to preserve, conserve, and restore this vital ecosystem. We were impressed by the organisation’s grassroots, bottom-up approach to mangrove conservation and restoration issues.

[Visit Mangrove Action Project website.](#)

Contact us.

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