



AGILITÉ
A PARELLA COMPANY

Quality policy.

Delivering high-quality projects, on time and within budget – every time.

Version history.

Version	Date	Name	Details
1.0	12/02/2024	Management	Creation of policy.
2.0	21/07/2025	Ruth Harrison-Davies	Review and update of content. Adoption of template's redesign.
3.0	31/07/2026	Naomi Felix	Annual review. No updates.



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Delivering high-quality projects, on time and within budget – every time.

At Agilité, quality is at the heart of everything we do. Our clients trust us to deliver spaces that work for them – on time, within budget, and to the highest standard – but quality doesn't end with the spaces we produce, it's how we work, the approach we take and the way we conduct business. Our approach is guided by our Integrated Management System (IMS), which meets the requirements of BS EN ISO 9001:2015. This covers all areas of our work, including:

- / General contracting
- / Project management
- / Space planning recommendations
- / Cost planning
- / Design development
- / Procurement advice
- / On-site management and other services

Our commitment to quality means that we will:

- / Comply with all relevant laws and regulations in every country we work in
- / Continually improve our IMS to ensure it stays effective
- / Keep client satisfaction at the centre of our decision-making
- / Understand and meet client needs and expectations at every stage of the project
- / Hold regular on-site meetings to maintain high standards
- / Communicate clearly with colleagues about the importance of meeting client and regulatory requirements
- / Review this policy at least once per year to keep it relevant and up to date
- / Set measurable quality objectives and review them – along with annual audit reports in our management review meetings
- / Make sure we have the resources we need to maintain high quality standards.

The structure of the Quality Management System is defined in our quality manual.

How we make it happen.

Agilité constantly monitors quality performance in order to make improvements whenever they are needed. Our operational excellence director, Kirsty Shearer has overall responsibility for quality, with day-to-day management handled by the relevant country head.

All employees are made aware of this quality policy and the quality manual and understand the importance of following both. Key findings from the management review meetings and updates resulting from continuous improvement discussions are shared with colleagues during our monthly Town Halls, so everyone is kept informed of progress and developments.

Signature:  Name: **Neil Coales** Date: **31/07/2026**



Next review – July 2027.