

#### **Core Values**

Care with your whole heart

Make a positive impact with every word and every action you take.



Strive for more than good enough

Always exceed expectations and deliver outstanding results.



Grow at least 1% every day

Embrace continuous improvement and stay open to new approaches.



Say what you'll do, and do what you say

Communicate your commitments, and over deliver on your promises.



Aim for "wow" with every interaction

Go the extra mile to provide an exceptional experience.



Challenge everything for the better

Question the status quo to find better solutions and stay ahead.



Kindness is the ultimate superpower

Nothing will get you further than basic decency and respect.





#### Our Agile family comes together around the belief that we all need care.

We live by our word, knowing it's our bond that holds us together.

Our mission isn't just to hear the words of our partners and patients. It's to listen to their hearts, to truly understand.

# We're more than a team. We're a support system, standing by each other day or night.

We bring our unique expertise to the table, and we're not just smart in our craft - we're passionate about the people we interact with.

Our hunger for growth never rests. We're always learning, training, and innovating.

# It's not just about building a better agency. It's about providing unparalleled care to our partners.

Together, we're shaping a future where compassion meets expertise, every single day.

#### Recruitment team

Our recruitment team, the lifeblood of Agile, is nothing short of remarkable. We've achieved a staggering 99% fill rate for all positions, a testament to their efficiency and proactive approach. They're not just recruiters. They're anticipators who foresee our clients' needs with precision.

Each day, they have a hot list brimming with talented professionals, ready for deployment within minutes. Our talent pool spans all positions, and our recruiters maintain daily contact with every candidate, ensuring they're informed and available.

When clients reach out, we're lightning-fast:

**Last-minute shifts** are filled within 10-15 minutes

**Future shifts within 24 hours** are filled within 15 minutes

Shifts beyond 24 hours are filled within 30-60 minutes

Our recruitment team doesn't just match candidates. They know them inside out, keeping tabs on schedules and readiness. So, when clients call with requirements, it's not a question of "if," but simply a confirmation away.

Clients adore the consistency, reliability, and, most importantly, the care we provide. To achieve this level of excellence, we've grown our recruitment team to a formidable force of 15 dedicated professionals.



# Marketing + Sales



We've become an industry cornerstone with a steady stream of clients who rely on us for top-tier service.

Finding new clients has become second nature. Our marketing team generates a continuous flow of fresh leads while our existing clients entrust us with more job orders than ever before.

Our rockstar marketing team has not only positioned AHS as a thought leader but also crafted robust communication channels via email.

We're delivering consistent value through engaging content, insightful client interviews, and captivating video ads.

The dynamic synergy between marketing and sales has birthed a lead generation process that's nothing short of extraordinary.

Warm leads flow seamlessly to our dedicated sales team, ensuring a well-oiled and efficient system.

Most importantly, our unwavering commitment to enhancing the partner experience shines through.

We consistently express our gratitude to partners with heartfelt gifts and tokens of appreciation, and regular feedback from clients fuels our continuous improvement.





## Step into our Toronto offices, and you'll immediately sense the vibrant atmosphere.

It's a place where hard work and enjoyment merge seamlessly. Visitors are welcomed with warm smiles, instantly feeling the positive energy that permeates the space.

## The moment you walk in, you're immersed in the Agile brand - a symbol of reliability and consistency in the industry.

Our bold blue hues and custom brand art cover the walls. Abundant natural light fills the room, and sleek glass walls partition the space. Every inch is meticulously designed, mirroring the precision and care we bring to our client service.

#### The office is a bustling hub.

Phones are constantly ringing. Candidates are dropping in for registrations and interviews. And our recruitment teams are collaborating, brainstorming, and celebrating victories — like filling a challenging position in record time.

# Our workstations are optimized for productivity and comfort, promoting team unity.

And while we're serious about filling shifts, we're equally serious about having a good time, cracking jokes, and sharing team lunches. It's a space where work meets play.



#### **Media & Awards**

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You can find Agile gracing the pages of prestigious publications across Toronto, lauded as a premier staffing partner. Glassdoor and Forbes have crowned us as one of the GTA's top 10 "companies to work for." We've received countless awards for our exceptional customer service and unwavering commitment to the partners we serve.

It's a thrilling ride, but the ultimate reward is the genuine happiness and passion radiating from our team. We've fostered a winning culture, where keeping our word is a point of pride, and that's recognition that truly matters.

#### **Financials**

Our profitability not only empowers us to reward our exceptional staff with more, but also fuels our expansion efforts. Currently, we're the trusted partners of over 100 esteemed facilities, and we're clocking an impressive 5,000 weekly hours in billings. Our team's dedication shines through, with a retention rate exceeding 98% and a fill rate exceeding 99%.



I have a profound respect for healthcare and social service workers. The way they tend to and support their patients never fails to inspire me.

When my mother was in the hospital during her final year with us, I had the privilege to cross paths with numerous nurses and PSWs. I was blown away by their compassion and, naturally curious about their outlooks. I started asking them questions like, "What led you to this career? What's your story? What drives you?" Time and again, I found their motivations rooted in a genuine concern for others. Many were moved by their own parents' selfless caregiving for in-laws or grandparents, which inspired them to step into a field where they, too, could make a difference.

Through these daily interactions over many weeks and months, my understanding of this field deepened, and my admiration for these exceptional individuals grew even stronger. I kept thinking how truly meaningful it would be to contribute to their efforts.

And that's what led to the birth of Agile Healthcare Solutions. Our company came into existence because each member of our team, including myself, has experienced the immense impact of caregivers who don't just hear the words people speak but listen to their hearts as well. This understanding inspired us to create something more than just another staffing agency.

This understanding inspired us to create something more than just another staffing agency. And it's why we're committed to delivering the same reliable and unwavering care that we would want for our own loved ones, ensuring that the heart is always at the center of our service.

Sajid Khan

Chief Executive Officer
Agile Healthcare Services



We all need care.