



PUZZLE PARTNERS

CORPORATE SOCIAL RESPONSIBILITY POLICY STATEMENT



We're passionate about
changing the world, one
workplace at a time

OUR COMMITMENT

Puzzle Partners is committed to operating in a way that considers, manages and balances the financial, social and environmental impacts of its business activities in a positive, responsible and ethical manner.

We know that the choices and decisions we make today will impact on what happens tomorrow. As a result, we're committed to using our expertise, design thinking, creativity and innovation to changing the world, one workplace at a time.

We are committed to understanding and professionally servicing the needs of our clients and enhancing value to all stakeholders.

For us, social responsibility goes beyond what we do in our offices. It's a commitment we consistently deliver through quality work, acting honestly and fairly in all our dealings and working to improve the quality of life for our people, our clients and the communities in which we operate.

ETHICS AND CONDUCT

Puzzle Partners is committed to conducting itself in a legal, ethical and trustworthy manner. Our reputation depends on the skills, experience and conduct of our people and we expect our employees and contractors to conduct themselves professionally and with integrity at all times.

The company is an equal opportunity employer and does not tolerate harassment, discrimination, bullying or unprofessional behaviour in the workplace.

OUR STAKEHOLDERS

Puzzle Partners strives to discover solutions that help our partners find new ways of working and create amazing catalysts at work.

We recognise that we are just one piece of a complex project puzzle, with other project partners relying on our expertise and quality management, including designers, construction partners, facilities management, clients and their internal teams.

By doing our job extremely well and supporting our partners, we make everyone involved in the project look good. We do this by understanding and drawing on the comprehensive processes, tools and systems that we have developed and tested over half a century and more than 900 projects.

We pride ourselves on the relationships we build with our clients and to ensure that they want to use us again in the future.

OUR EMPLOYEES

At Puzzle Partners, we come together as a creative team to achieve common goals. This means bringing diverse skill sets together to solve problems, generate new approaches and improve our ideas.

Puzzle Partners has established a culture and environment which attracts and retains reliable, professional and ethical employees. We are really proud to have built and developed an incredibly capable team who are committed to exceeding our clients' expectations.

The company treat all employees with dignity and respect and follow all applicable laws and legislation related to labour and human rights.

We encourage learning and development opportunities which support our people to become leaders in our industry and view developing our people as our most important strategic goal.

Puzzle Partners encourages teamwork, provides fair remuneration, is an equal opportunity employer and advocates mutual respect between employees and management.

We aim to empower our people, consult with them on key matters, and always encourage open, respectful, two-way communication.

SAFETY AND WELLBEING

At Puzzle Partners our workplace health and safety (WHS) environment is based on a belief that the wellbeing of people at work or people affected by our work is a major priority and must be considered during all work performed on our behalf.

A comprehensive WHS & Injury Management system is in place and employees are encouraged to report hazards and raise WHS issues in accordance with our WHS Policy.

We are committed to preventing injury and illness through providing a safe and health working environment and providing for the welfare of our employees. We recognise the importance of supporting employees in returning to work after experiencing injury or illness in the workplace and have established Rehabilitation Procedures in place.

COMMUNITY AND SOCIAL ENGAGEMENT

Puzzle Partners encourages its employees to involve themselves in public and charitable service if that's important to them. We provide the ability for employees to work flexibly, which among other things, allows them to undertake volunteering work during standard business hours if need be and/or to meet their parental or carer responsibilities.

The company provides community service leave to employees for temporary absence from work either because of voluntary emergency management activities (e.g. SES, Army Reserve etc.) or in relation to Jury service.

Puzzle Partners focuses on partnerships with organisations in our supply chain and through membership of industry associations aims to maintain or raise standards in the industry.

We also seek to engage with suppliers who adhere to socially responsible business practices.

THE ENVIRONMENT

Puzzle recognises that we have a shared responsibility to protect our planet. Although our facilities and operations have a small ecological footprint, we continuously strive to reduce the environmental impact of our business through our approach to sustainability and preservation, conservation, and waste reduction practices.

RELATED POLICIES AND PROCEDURES

Underlying our corporate social responsibility program is a set of core policies and procedures that outline our approach and guide our activities:

- Code of Conduct
- Workplace Discrimination, Harassment and Bullying Policy
- OH&S Management Manual
- Work Arrangements Policy

We are individually and collectively accountable for upholding our corporate social responsibility commitments and encourage participation across our organisation.