



Precious
to us



Sustainability

Factbook 2024

Dear readers,

Welcome to our Sustainability Factbook 2024, which details the progress in our journey to become the most responsible gold and silver refining and manufacturing company.

Precious metals play an important role in our society. They are widely used in various industries and have a diverse range of applications. Platinum group metals are used in many chemical processes, while gold and silver are essential to the global electronics industry and key for green energy from photovoltaics. They are also a backbone of the global financial sector, provide people with a sense of financial security and trust in times of uncertainty, and can serve as a symbol of love and appreciation when used in jewelry.

On the other hand, the precious metals sector is indeed characterized by major climate, environmental and social challenges. We believe we can play a key role in addressing these challenges and want to lead by example. We aim to create the vital link between upstream and downstream actors in the precious metals value chain and foster positive dialogue with all stakeholders. All this can help to promote a more responsible precious metals sector.

As a part of Heraeus Precious Metals, we belong to one of the world’s leading and most renowned companies in the precious metals industry. With a shared vision of striving for excellence, innovation, and responsibility every day, together, we are committed to playing a fundamental role in shaping the future of our industry.

In 2024, we continued our journey and reached important milestones. We continued to reduce our impact in terms of generated emissions and consumed resources. We worked on projects and initiatives with topics as diverse as energy efficiency, biodiversity, workforce safety, leadership development, social development, citizenship engagement, traceability, and much more. Overall, we tried our best to make sure that the positive impact of our activities would largely prevail over more challenging ones. Challenges are of course part of every journey and thus are also part of this report.

The future of our industry relies on a transparent dialogue and strong collaboration with all stakeholders in the precious metals value chain, as well as the broader civil society. We are strongly convinced this is a key condition for success. As we describe in this factbook, the work we do with all our stakeholders is fundamental to reaching our vision as well as improving our industry. We would thus like to take this opportunity to extend our gratitude to all those who are working with us toward a more responsible precious metals sector. Your commitment and support are invaluable.

Robin Kolvenbach
Co-CEO
Argor-Heraeus

Hans-Jürgen Deutsch
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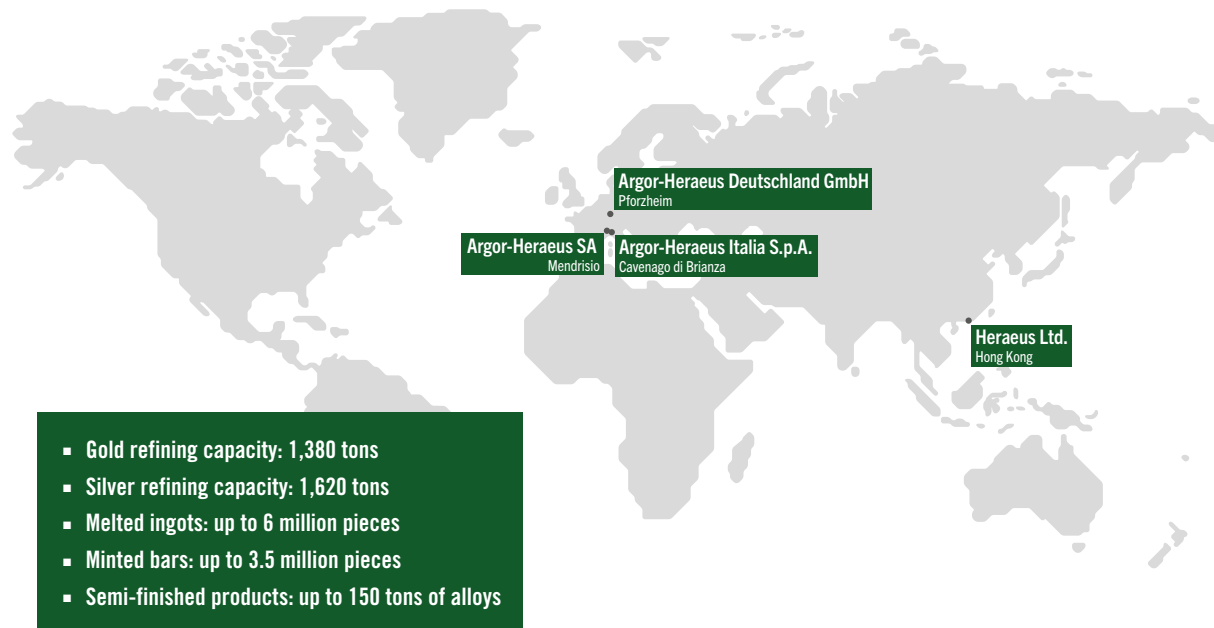
About us

Founded in 1951, Argor-Heraeus is among the first precious metals refineries in Switzerland, historically one of the global centers for the precious metals industry.

Argor-Heraeus

With over 600 employees in Switzerland, Italy, Germany, and Hong Kong, the company refines and transforms precious metals for customers in over 60 countries worldwide. Our principal sites in Mendrisio and Hong Kong are supplemented by our facilities in Pforzheim, Germany, and Cavenago di Brianza, Italy.

Argor-Heraeus provides highly customized solutions in terms of products and services, with particular attention to the quality and responsibility of the metals processed. Our scalable and flexible production capacity allows us to offer our customers products and services based on their individual needs.



Heraeus Precious Metals

Argor-Heraeus is part of Heraeus Precious Metals, a company within the Heraeus Group.

Heraeus is a globally active, family-owned technology group. Based in Hanau, Germany, the company comprises 15 operating companies whose products and services span the Business Areas of Metals & Recycling, Healthcare, Semiconductor & Electronics, and Industrials. In fiscal year 2024, Heraeus generated revenues of €29.4 billion and employed roughly 15,200 people across 40 countries. This makes Heraeus one of the top ten largest family-owned enterprises in Germany.

Heraeus Precious Metals is a global leader in precious metals and covers the entire value chain from refining, to trading, to innovative precious metals products, to recycling end-of-life materials. With more than 3,000 employees at 17 sites worldwide¹, Heraeus Precious Metals offers a broad portfolio of products that are essential for many industries, including but not limited to the automotive, chemicals, semiconductor, pharmaceutical, hydrogen, and jewelry industries.



- Expertise in all platinum group metals as well as gold and silver
- 17 sites worldwide¹
- Headquarters in Hanau, Germany
- More than 3,000 employees worldwide¹

¹ Incl. joint ventures.



Precious to us

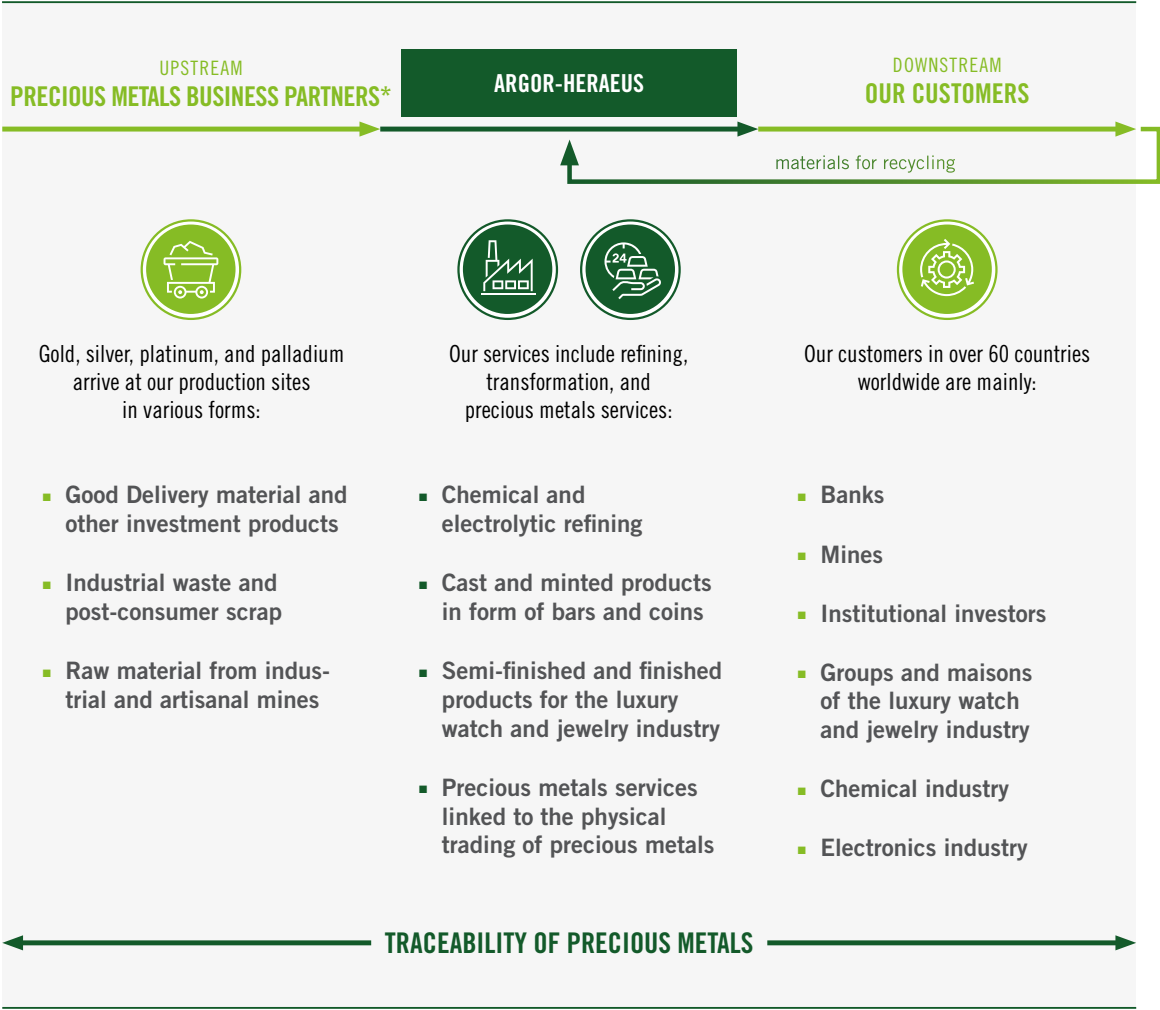
Responsibility is at the core of everything we do.
Behaving responsibly toward people, the environment, and all our
stakeholders is an integral part of our culture.
We are convinced that this will also have a decisive influence
on our success in the future.

Our pledge to responsibility



Our value chain and stakeholders

While our position at the center of the precious metals value chain makes us uniquely suited for addressing the sector's key challenges, we are aware that we cannot achieve the transition toward a responsible precious metals industry on our own. That is why we cultivate long-term relationships based on respect, transparency, dialogue, and mutual trust with all our stakeholders.



*Precious metals business partners are all those who deliver precious metals for a refining service, regardless of whether we purchase the precious metals or not.

Engaging with stakeholders

Our goal is to set an example by sharing the importance of responsibility in our business practices with all our stakeholders. We contribute our expertise and vision and work together with the aim of improving the sector. Open and transparent dialogue on topics of mutual interest plays a key role in this. For instance, we regularly engage with NGOs to jointly address the key challenges in our supply chain.

We have established a Sounding Board, composed of representatives from the corporate, academic, and NGO sectors whose names and roles can be found on our [website](#). Together, we discuss issues in sustainability and responsibility, with the aim of fine-tuning our practices and ensuring continuous effort toward excellence in our business conduct, meeting not only the requirements of relevant rules and regulations, but also the expectations of the general public.

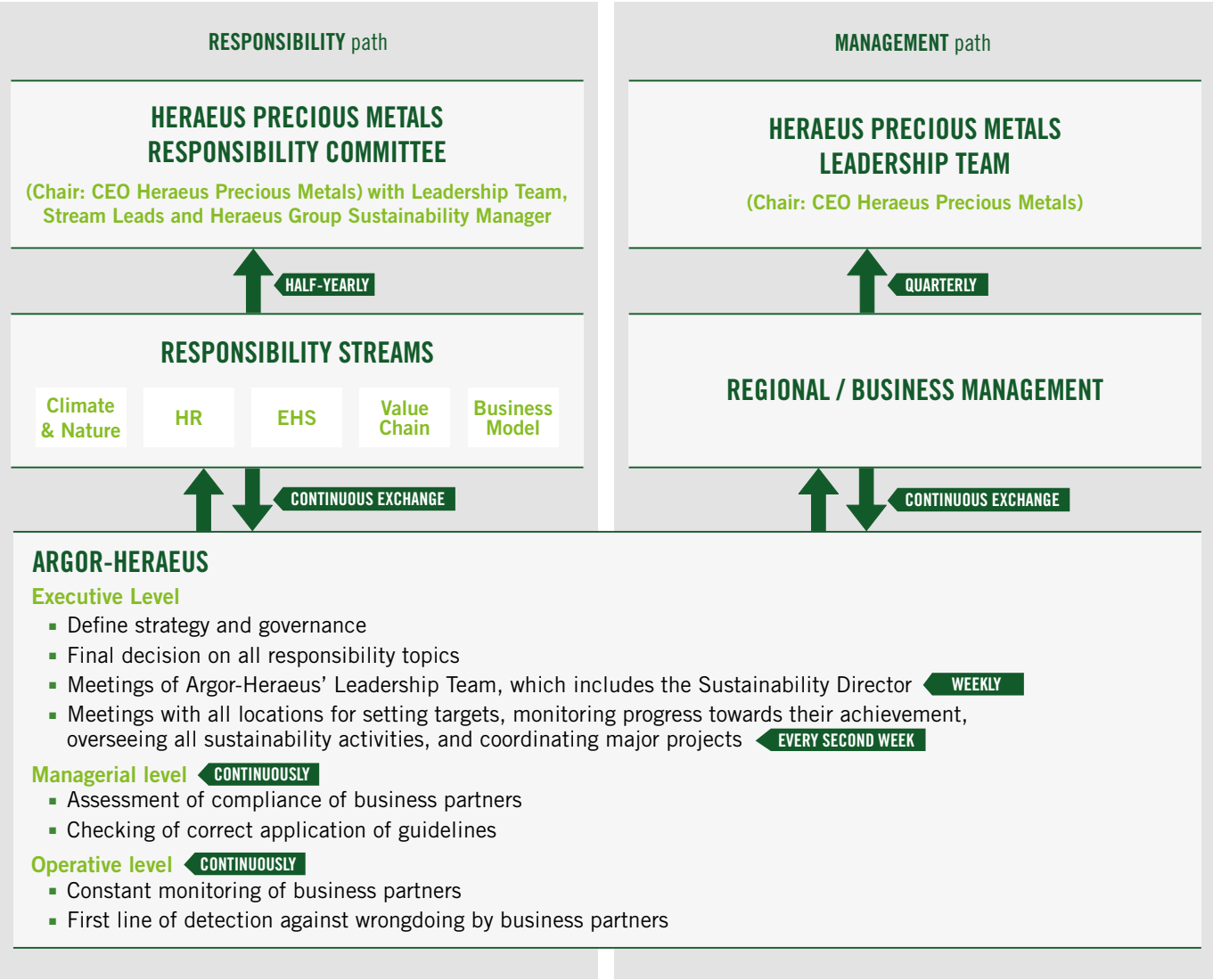


We are aware of our significant role as a major industry within the Mendrisio region, and we believe in giving back to the community that hosts us. For this reason we engage in a range of projects on sustainability and local charities.

STAKEHOLDERS	TOPICS OF INTEREST	ENGAGEMENT EXAMPLES
Associations and working groups	- Economic performance - Ethics and integrity	- Projects on Artisanal and Small-scale Mining (ASM) - Membership and/or presence in the boards of sector associations
Civil society representatives and NGOs	- Accreditations and certifications - Environmental impact - Ethics and integrity - Management of supply chain	- Sounding Board - Optimized grievance mechanism
Competitors	- Ethics and integrity - Collective action for improvements within the value chain - Partnerships on topics related to the sector	Joint work within the national Swiss Association of Manufacturers and Traders in Precious Metals (ASFCMP)
Customers and suppliers	- Compliance - Engagement in environmental protection and responsible use of resources - Ethics and integrity - Quality of products and services - Traceability of precious metals	- Traceability solutions and traceable product lines - Project with the Zurich University of Applied Sciences (ZHAW) supported by Innosuisse to monitor mining activities
Employees	- Diverse and inclusive workplaces - Engagement in environmental protection and responsible use of resources - Fair working conditions and wages - Safe and healthy work environment	- Task Force Energy - Precious Ideas contest - Subsidies for public transport - Leadership training - Employee Engagement survey
Institutions, public services, and general population	- Tax payment - Community activities - Environmental impact - Ethics and integrity - Relationship with institutions - Working and living conditions	- Together Sounds Better project - Donations to selected organizations
Workers and communities in our value chain	- Community activities - Environmental impact - Ethics and integrity - Relationship with institutions - Working and living conditions	- Fairtrade, Fairmined, and Swiss Better Gold Association (SBGA) partnerships - Solidarity fund to support development projects in countries where gold is extracted

Sustainability Governance

Sustainability topics are embedded in our existing management structures and are integrated into our decision-making processes. This reflects the importance that we attach to sustainability, ensuring it receives the necessary visibility as is the case with other topics, such as earnings performance and financial situation. We have a dedicated governance set up for sustainability overseen by the Heraeus Precious Metals Responsibility Committee—as described in the Responsibility path in the image on the side.



Sustainable Development Goals (SDGs)

The 17 Sustainable Development Goals developed by the United Nations as part of the 2030 Agenda are a universal call to action. The aim is to preserve the planet and improve the lives of all people.

In particular, we support the highlighted SDGs through our business and responsibility initiatives:

1NO
POVERTY

2ZERO
HUNGER

3GOOD HEALTH
AND WELL-BEING

4QUALITY
EDUCATION

5GENDER
EQUALITY

6CLEAN WATER
AND SANITATION

7AFFORDABLE AND
CLEAN ENERGY

8DECENT WORK AND
ECONOMIC GROWTH

9INDUSTRY, INNOVATION
AND INFRASTRUCTURE

10REDUCED
INEQUALITIES

11SUSTAINABLE CITIES
AND COMMUNITIES

12RESPONSIBLE
CONSUMPTION
AND PRODUCTION

13CLIMATE
ACTION

14LIFE
BELOW WATER

15LIFE
ON LAND

16PEACE, JUSTICE
AND STRONG
INSTITUTIONS

17PARTNERSHIPS
FOR THE GOALS

19



At our headquarters in Mendrisio, Switzerland, most rooftops are equipped with photovoltaic modules.

Climate is precious to us

Climate protection is one of humankind's biggest challenges. Rising sea levels, forest fires, water shortages, severe weather events, and loss of biodiversity are just a few of the adverse impacts of climate change.

Our business activities result in carbon emissions at our company and along our value chain. We pledge to our responsibility by putting a high priority on a significant and timely reduction of our carbon footprint.

Targets and KPIs



Net-zero

0.0

BY 2033, SCOPE 1+2

We aim to reach net zero in our own operations by reducing our Scope 1 and 2 emissions by at least 90% compared to 2019 and neutralizing residual emissions.

As a milestone target for 2025², we aim to shift to 100% green electricity and reduce our absolute energy consumption by 20% compared to 2019.



-50%

INDIRECT CARBON EMISSIONS BY 2033, SCOPE 3³

We will reduce carbon emissions along our value chain, for example by engaging with mining partners to support their decarbonization efforts and by increasing the proportion of secondary metals in our products.

² In our factbooks 2022 and 2023, we communicated our aim to become carbon-neutral by 2025 through a combination of reducing emissions as much as possible and the purchase of carbon credits to offset remaining emissions. While we continue to pursue the energy consumption reduction and green electricity targets set for 2025, we have decided to refrain from offsetting. Public opinion and international standards are cautious about carbon credits, and value reducing emissions at the source more than offsetting. Our mission remains unchanged: We strive to make genuine efforts in reducing our greenhouse gas emissions.

³ Compared to our emissions in the 2020 baseline year.

Emissions

The Greenhouse Gas Protocol has defined three “scopes” of greenhouse gas (GHG) emissions:

SCOPE 1

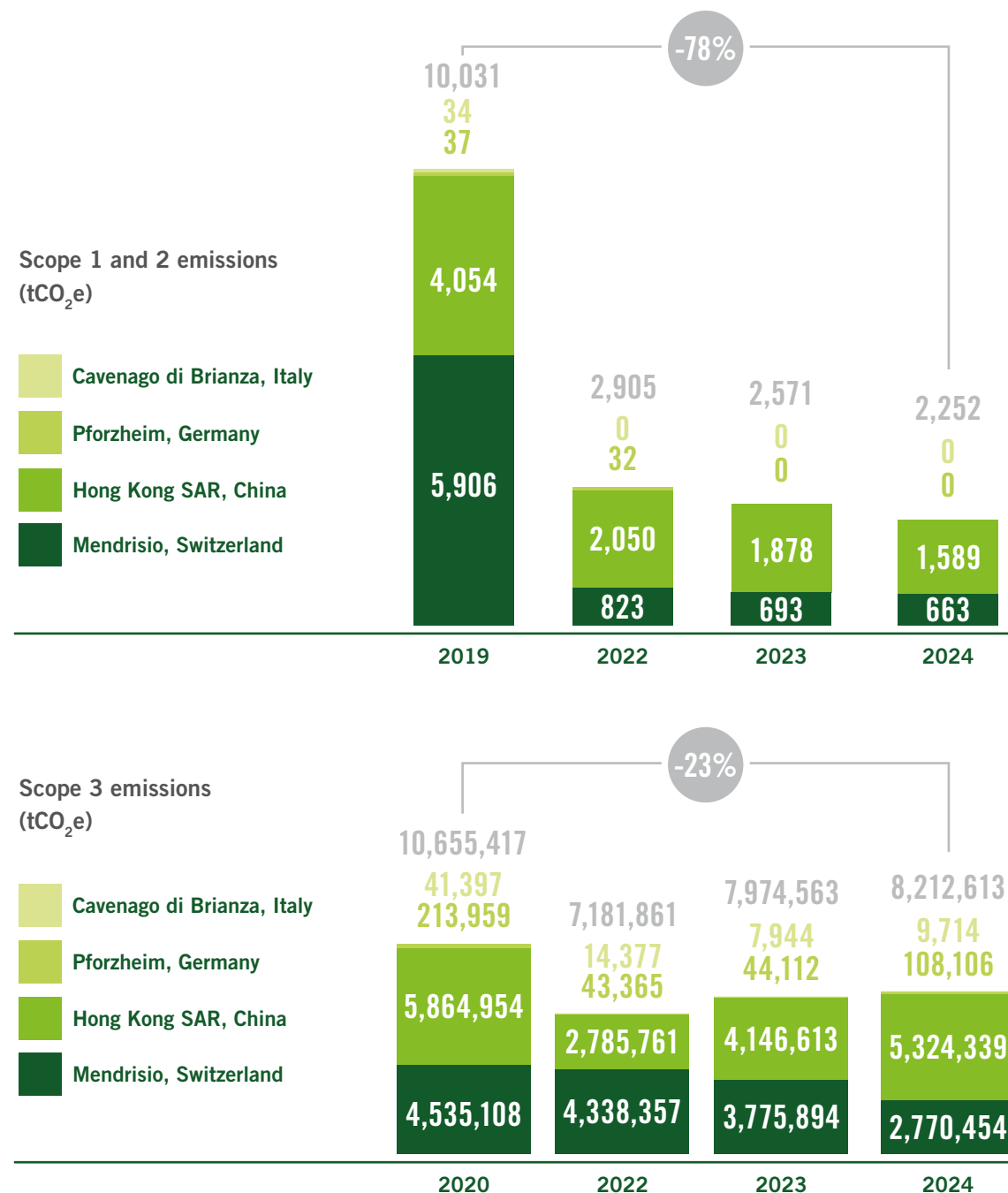
GHG emissions generated directly by the company’s activity

SCOPE 2

GHG emissions from the generation of purchased energy consumed by the company

SCOPE 3

GHG emissions occurring in the company’s value chain



Where we stand

In 2024, following a multi-year trend, we made significant progress in emission reduction. We reduced our Scope 1 and 2 emissions by 12% compared to 2023 and if we extend the comparison to the baseline year 2019, we reduced our emissions by 78%.

The achievement of the 12% reduction of Scope 1 and 2 emissions in 2024 breaks down to:

- A 4% reduction in our direct GHG emissions (Scope 1) at our headquarters in **Mendrisio**. We have already eliminated GHG emissions deriving from the purchase of energy (Scope 2) since 2022, as we purchase electricity generated from 100% renewable sources⁴ and produce our own through the photovoltaic system on all of our buildings.
- A significant 15% reduction (Scope 1 and 2) at our production site in **Hong Kong**, thanks to measures to improve the efficiency of production activities.

Our sites in Pforzheim, Germany, and Cavenago di Brianza, Italy, have always maintained minimal

GHG emissions. In any case, thanks to the efforts mainly related to the purchase of renewable electricity, we managed to reduce our emissions to zero at these locations as well.

Overall, we have achieved very positive results in reducing Scope 1 and 2 emissions.

However, the key challenge is to reduce Scope 3 emissions. In 2024, these accounted for 99.97% of our total emissions, with more than 99% originating from the purchase of precious metals. We recognize that in order to reduce emissions along the value chain, we need to work together with our mining partners.

In 2024, our Scope 3 emissions increased by 3%. This was mainly due to an increase in purchased gold. We acknowledge that volatile and cyclical market demands, especially for gold, will continue to be a challenge. Yet we are confident that our planned actions will enable us to reach our set targets. Compared to our 2020 base year, our Scope 3 emissions reduced by 23%.

⁴ In the form of energy attribute certificates that comply with RE100's high quality standards.



The processing of precious metals is very energy intensive. We work to electrify our processes and develop technologies that are not based on fossil fuels.

Energy consumption

We rely on three main sources of energy for our production and business activities and to heat or cool our buildings:

ELECTRICITY

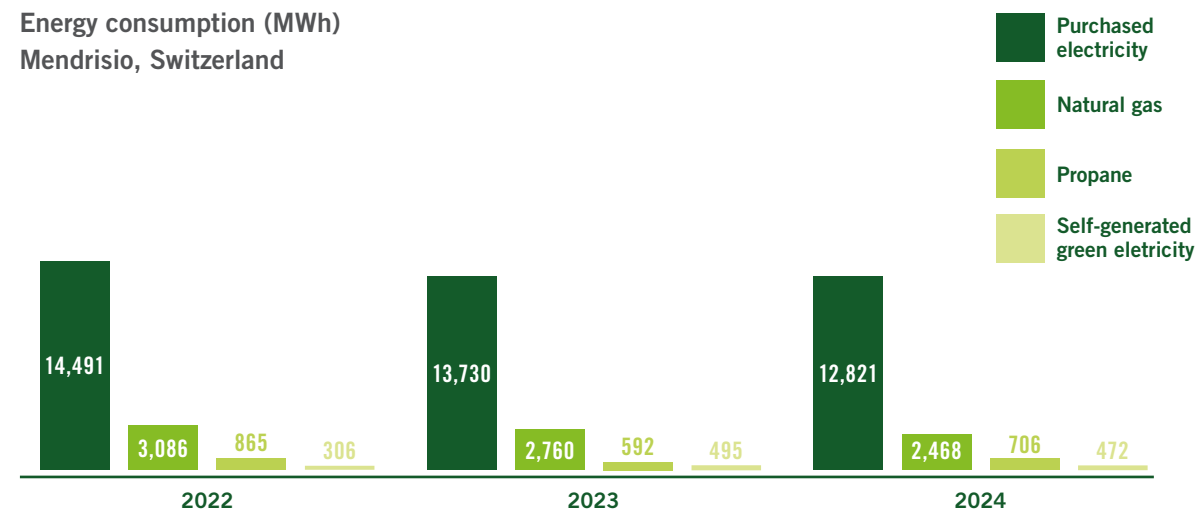
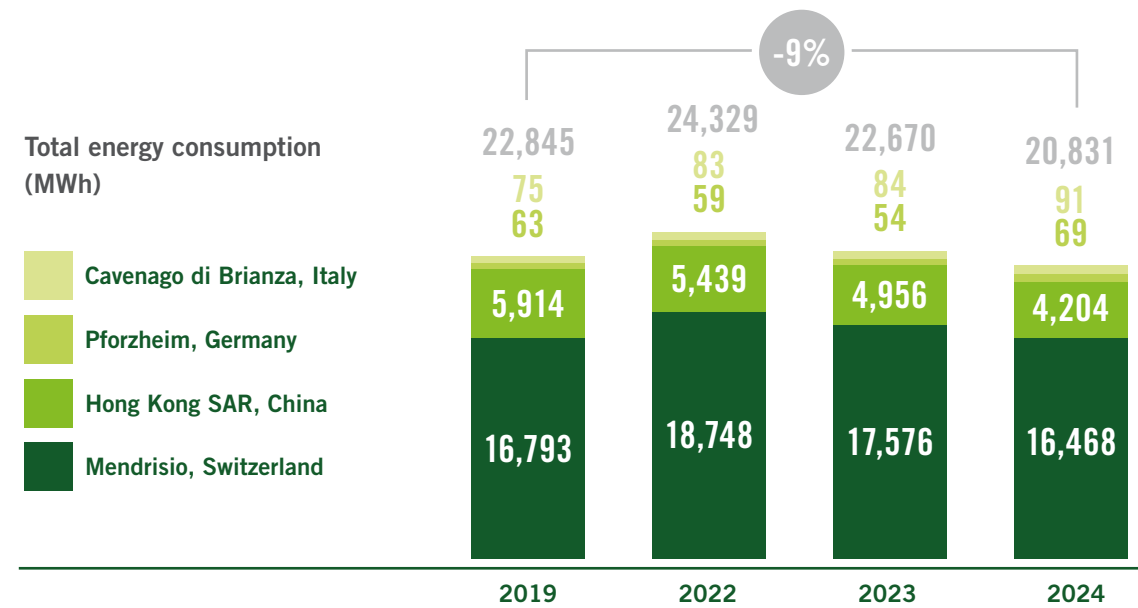
Electricity accounts for the majority of our energy consumption. In addition to purchasing electricity, we operate solar panels on our production buildings.

NATURAL GAS

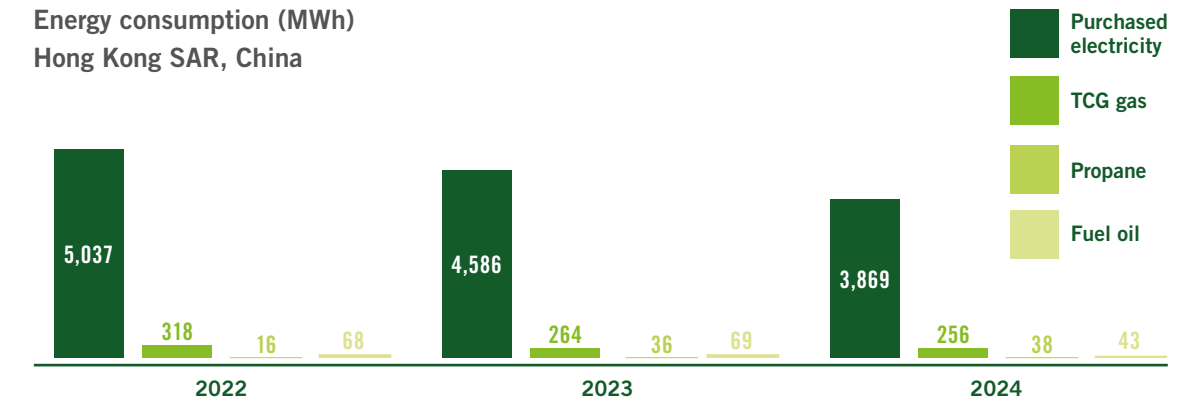
Natural gas is mainly used for heating buildings and for production processes. Consumption is therefore linked to weather conditions and refining volumes.

PROPANE

In the foundries we use propane to create the protective atmosphere necessary for the gold and silver casting processes. Consumption is highly correlated to the quantities of gold and silver bars produced.



Energy consumption (MWh) Hong Kong SAR, China



Where we stand

We continued to work to reduce energy consumption in line with our commitment. We made significant progress at all our sites. In total, we reduced our energy consumption by 8% compared to 2023 and by 9% overall compared to our 2019 base year. At the same time, since 2019, our business has grown by more than 80%.

While we may not be able to reach our target of reducing energy consumption by 20% by 2025, we remain fully committed to maximizing our efforts and continue to implement measures to improve energy efficiency across our operations with the aim of getting as close as possible to the stated target.

In **Mendrisio**, we achieved an overall reduction of 6% in energy consumption in 2024. We reduced the consumption of natural gas by 11% compared to 2023, thanks to the continuous optimization

in the technology and management of heating and cooling systems, as further described in the “Projects and initiatives” section. Furthermore, we reduced the consumption of electricity by 7% in the same timeframe, thanks to more careful usage of all electrical machinery and other efficiency measures.

In **Hong Kong**, we continued to implement up-to-date technologies and efficiency measures in all areas leading to a 15% reduction in energy consumption in 2024.

Our sites in Pforzheim, Germany, and in Cavenago di Brianza, Italy, consume only a minimum of energy in the form of purchased electricity compared to our Mendrisio and Hong Kong sites. These locations account for less than 1% of our total energy consumption.

Projects and initiatives



Optimizing the use of energy

We are committed to reducing energy consumption by improving the efficiency of our operations. In 2024, we continued this effort by implementing several upgrades at our Mendrisio site, including the installation of high-efficiency ventilation motors, more efficient cooling pumps, and other improvements. These measures are expected to save approximately 650 MWh annually.

At our Hong Kong site, we replaced older equipment with new, higher-efficiency units. For example, an upgrade to an old chiller leads to an estimated annual energy saving of 170 MWh, representing a 50% reduction in energy use compared to the previous systems.



New energy meters

Efficiency relies not only on adopting the latest technologies, but also on closely monitoring how energy is used. To support this, we installed 60 new energy meters across our production departments in Mendrisio, equipped with dedicated monitors for individual departments. Thanks to these monitors all employees can “visualize” energy consumption in real time. Energy meters will also be installed in the Hong Kong site in the coming months. This initiative will help us better understand our energy consumption patterns and identify new opportunities to improve efficiency.



STOP Propane Project

Propane is used in gold and silver production to maintain an inert atmosphere during melting and casting processes. However, the use of propane generates direct CO₂ emissions. We are in the process of eliminating the CO₂ emissions related to propane incineration by substituting it with nitrogen. Avoiding propane incineration with an open flame will also have positive side effects in terms of production process safety. In 2023, in Mendrisio, we documented a decrease in propane usage by 32%. In 2024, despite the stepwise propane substitution, the usage increased by 24% due to an increase in bar production volumes. This does not detract from our aim and efforts to eliminate propane usage completely going forward.

Resources are precious to us

According to UNICEF, 3.3 times the earth would be needed to keep up with consumption levels of the OECD and EU countries. This rate of resource use is clearly unsustainable. Moreover, the extraction, processing, and disposal of natural resources can have significant environmental impacts.

Our business activities rely on precious resources. We live up to our responsibility by improving our processes and products so that they require fewer and fewer resources and by adopting circular approaches wherever possible. This includes responsible waste management and disposal, and an environmentally conscious use of resources. Our commitment to conserving resources is reinforced by our recycling efforts, which help to keep precious metals within the cycle of use.

Targets and KPIs

18%
SHARE OF RECYCLED
GOLD IN OUR PLANTS
IN 2024

18% of the gold volume processed in our plants came from secondary material. We have established the new target of raising absolute intake volumes of secondary gold compared to the base year 2024. In future reporting, we will express the target achievement as a percentage value compared against the base year.⁵

UP TO
99%⁶
LOWER CARBON FOOTPRINT
OF RECYCLED VS. PRIMARY
PRECIOUS METALS

Many of our precious metals products are returned to us at the end of their lifetime. By making new products out of recycled fine metal, we are continuously keeping recovered precious metals in the loop.

⁵ In our factbooks 2022 and 2023, we communicated the target of continuously increasing the proportion of secondary precious metals that we process. The development of our secondary share is strongly dependent on our yearly primary intake volumes. These can fluctuate depending on volatile precious metals prices and market developments. Due to the nature of our business model, we have decided to adjust the target to a continuous yearly increase in our absolute secondary intake volume.

⁶ Based on data from "The Life Cycle Assessment of Platinum Group Metals" by the International Platinum Group Metals Association (IPA), Reference Year 2022.

Circular economy

We are committed to adopting a circular approach whenever possible. We consistently improve and expand our processes for recovering precious metals and keeping them in the loop. This includes implementing responsible waste management and disposal practices, along with promoting the environmentally conscious and efficient use of resources.

Circular economy

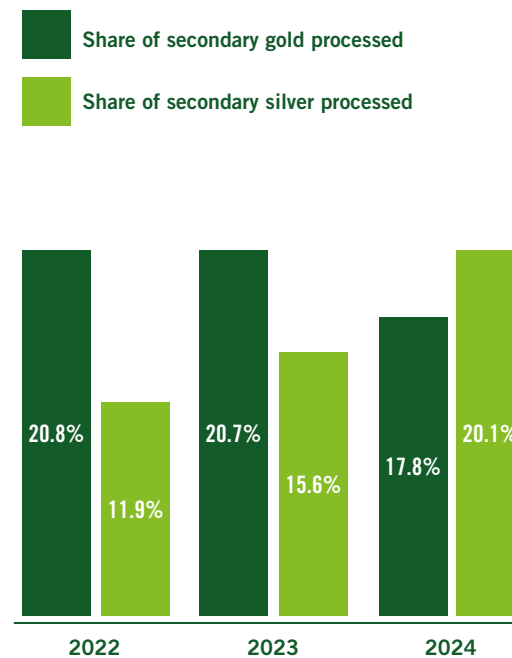


Recycling precious metals

The recycling of precious metals requires a high level of technological expertise, including the ability to work with materials with different compositions to ensure an efficient recovery of precious metals without causing environmental harm.

As part of our commitment to sustainable practices, we continue to promote a circular approach among our clients. We are constantly improving our production processes to maximize the retention of precious metals content. In cases where we are unable to process certain materials, we send them to certified third parties for recovery, thus ensuring that no precious metals are wasted.

Share of secondary precious metals



Waste and other materials

At Argor-Heraeus, we acknowledge the importance of responsible waste management. Once materials have served their purpose, we adhere to strict standards and procedures for their disposal. Our waste management practices are setup to comply with rigorous legal requirements, ensuring safe and responsible waste disposal.

We have implemented strict procedures to ensure the responsible disposal of various categories of waste. The reduction of waste by 7% achieved in 2024 shows that these efforts pay off.

We generate two main types of waste: hazardous waste and non-hazardous waste. Our hazardous waste comprises various materials, including exhausted chemical solutions, wastewater, and oils. It therefore requires special disposal procedures. Our non-hazardous waste comes primarily from day-to-day operations and the packaging materials that accompany our goods, and includes materials such as PET, wood, ferrous waste, and general waste.

In Switzerland, we follow the regulations of the Federal Department of the Environment, Transport, Energy and Communications (DETEC). In Hong Kong, our disposal processes follow the

guidelines set by the Environmental Protection Department (EPD). These regulatory bodies play a critical role in ensuring that hazardous waste is handled and disposed of safely and in accordance with the highest environmental standards.

Waste (tons), Mendrisio, Switzerland and Hong Kong SAR, China





Water

Water plays a central role in our production: For example, it is needed in the chemical and electrolytic reactions during precious metals refining and is indispensable for cooling the machinery. Accordingly, we have established processes to comply with all applicable laws and regulations for managing and handling water and wastewater.

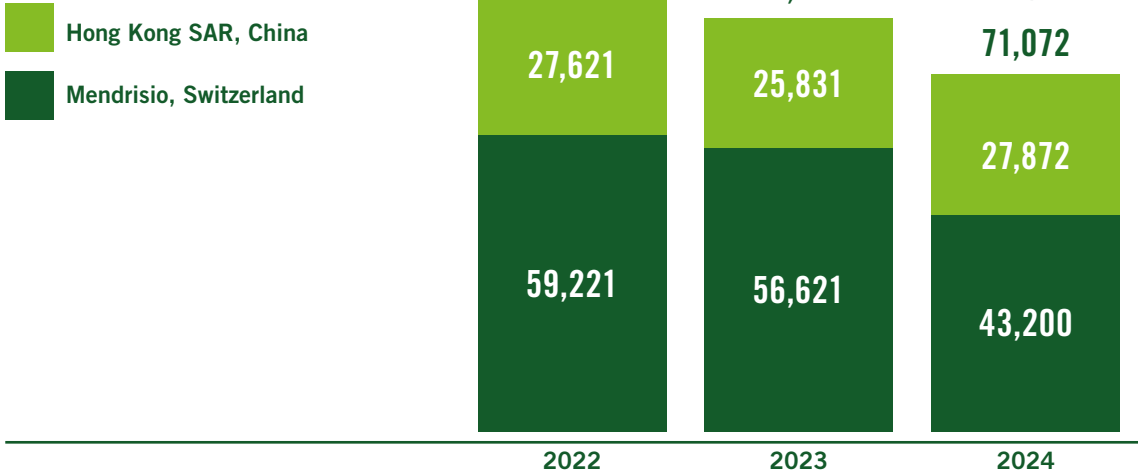
Where we stand



In 2024, we conducted a detailed analysis of the water use at our site in Mendrisio, which accounts for the largest share of our water withdrawal. By the end of 2026, we will standardize the reporting approach for global operations to close identified gaps. Water withdrawal is highly dependent on the quantities and quality of the metal that we process. At the same time, we always try to work on optimizing the quantities of water that we use in our production activity. In 2023, we started to work on establishing clear and measurable targets to reduce water use. As a pilot project, we had set the target of reducing water withdrawal at our **Mendrisio** site by 10% in 2024 compared to 2023.

In 2024, we reduced our overall water withdrawal by 14% compared to the previous year. Thanks to strengthened monitoring and attention, our **Mendrisio** site registered a decrease of 24% in water withdrawal. Water withdrawal at our **Hong Kong** site increased by 8%, after two years of reduction. This was mostly due to the increased throughput of refining material.

Water withdrawal (m³)



Water usage in our value chain

The largest share of our water footprint comes from our upstream value chain. Hence, qualitative assessments of our mining partners' water management systems, aligned with the strict LBMA standards, have long since been part of all our regular on-site assessments. In 2024 we continued to gather quantitative data on water usage from our mining partners.

As we gain more transparency, we will assess our mining partners regarding water and engage with them on reducing their impacts.

Biodiversity

Healthy, well-functioning ecosystems are the foundation of all life on our planet.

Both our own operations and our upstream value chain can impact the surrounding environment and its biodiversity. This is why, for us, responsible sourcing and use of precious metals also means paying close attention to these potential impacts and minimizing them where possible.

Where we stand



In 2024, we conducted a biodiversity impact assessment for all our production and recycling sites. We used the ENCORE⁷ tool to support the analysis, which helped us to identify the drivers of biodiversity loss that are most relevant to us. In 2024, we furthermore conducted a proximity analysis to identify biodiversity-sensitive areas near our sites. It confirmed that none of our sites are located in a protected area. However, our sites in Mendrisio, Hong Kong, and Pforzheim, are within a five-kilometer radius of such areas.

In accordance with the results of our analysis, our biodiversity approach for our own operations prioritizes GHG emissions, waste, and water use. As biodiversity is closely connected to other environmental matters, there is an overlap with

already existing sustainability strategies, targets, and measures described in the other chapters of this factbook. Additionally, we work on site-specific measures described in this chapter, targeting relevant areas of biodiversity at each location as necessary.

For our upstream value chain, the biodiversity impact analysis is still ongoing. However, we have already taken actions and focus on further gaining transparency on mine-specific sustainability information.

There are also many examples showing that the precious metals mining industry is aware of its impacts and is taking measures to address and reduce them. We encourage our mining partners in their ongoing efforts to steadily become more sustainable and to promote the global ambitions of halting and reversing biodiversity loss.

⁷ ENCORE: Exploring Natural Capital Opportunities, Risks, and Exposure (<https://encorenature.org/en>).

Projects and initiatives

Restoring 30% of the Mendrisio site’s biodiversity-degraded area by 2030

In 2024, our Mendrisio site planned to regenerate 30% of its degraded area to land use of a higher biodiversity value by 2030. Measures will include planting native species both on and off site. Ultimately, the site intends to restore an area equivalent to 100% of its degraded area. First on-site measures already took place in early 2025.

The initiative is a response to the Global Biodiversity Framework’s target and follows a scientific approach. In the first step, we analyzed the Mean Species Abundance (MSA) land use score of the site by relating it to undisturbed ecosystems. The planned measures aim to improve this score to contribute to enhancing biodiversity. Using MSA analysis is part of the site’s experiments with different ways of measuring and improving biodiversity impacts as a pilot for further engagement with stakeholders in the future.

An innovative way of recovering platinum from wastewater

In 2024, Argor-Heraeus partnered with Elmerý—a company specializing in recovery solutions for precious metals—to implement an innovative and sustainable solution for recovering even higher quantities of platinum from refining solutions. Leveraging Elmerý’s patented technology, the project aimed to achieve maximum recovery rates while reducing both environmental impact and operational costs. The new system enables an even more efficient and reliable recovery of platinum—minimizing the use of chemicals and contributing to a lower CO₂ footprint as well. The installation at our site in Mendrisio enhanced also workplace safety.

Reduction of nitrate content in wastewater

In 2022, we installed new equipment at our Mendrisio plant to transform wastewater from our processes into sodium nitrate by evaporation. In 2023, we were able to double our capacity and can now produce up to 450 tons of sodium nitrate per year. This transformation not only significantly reduces the amount of waste we produce, it also makes the sodium nitrate reusable as a valuable raw material for the cement and glass industries. Our stated goal was to reduce the nitrate content in wastewater by 85% by the end of 2024 compared to 2019. Because of some technical issues, at the end of 2024 we are at a level of 50%, but we will pursue our measures to ensure further reductions.

Collaboration with our mining partners on sustainability

Precious-metals-related organizations such as LBMA, LPPM, and RMI established strict standards a long time ago and are continuously improving them. We take all possible steps to meet or surpass these standards when we source precious metals. For instance, we conduct on-site assessments on our complete mine portfolio through either our own staff or external companies.

Our initiative includes collecting mine-specific data on various sustainability-relevant topics and developing a model to compare this data. Initially, we are focusing on achieving transparency in data and targets related to GHG emissions, water, and biodiversity. These efforts are aligned with our goal to ensure that 100% of our mining partners have sustainability-related targets and measures in place and track their progress and target achievement.

In this context, with the support of Innosuisse (the Swiss Innovation Agency) we have also initiated a joint project with the Zurich University of Applied Sciences (ZHAW) to monitor and identify potential actions to reduce the impact of mining activities. The project aims to implement data-driven methods for assessing and monitoring gold mines. The collaboration brings a new synergy of technology and expertise to tackle the persistent challenge of measuring and monitoring the impacts of gold mines, among other parameters. The project is ongoing and will likely be completed by 2026.





People are precious to us

People are at the heart of everything. We are convinced that the human element is what creates impact, drives innovation, and fosters strong partnerships. These are essential for growth and sustainable transformation.

We prioritize the well-being and interests of the people in our company, in nearby communities, and along our value chain. This especially includes ensuring respect for human rights, fair working conditions, a safe and healthy work environment, living wages, and diverse and inclusive workplaces.

Targets and KPIs



40% WOMEN
IN THE MANAGEMENT
TEAM BY 2025

Diversity begins at the top. By 2025, the Global Management Team of Heraeus Precious Metals, including Argor-Heraeus, will consist of at least 40% women.⁸



REDUCE LOST TIME
INCIDENTS TO
ZERO

Our ultimate objective is zero work-related lost time incidents. To achieve this target, we have numerous measures in place.



100%
OF OUR MINING PARTNERS WITH
TARGETS, MEASURES, AND PROGRESS

We are expanding our activities from the workers in our value chain to include surrounding communities and environment. Our aim is to ensure that all our mining partners define sustainability-related targets and measures and make progress.

⁸While Heraeus Precious Metals fully stands behind its approach to diversity, it also aims to comply with local regulations. Heraeus Precious Metals therefore does not apply diversity quotas in its employment practices at its sites in the USA from 2025. Argor-Heraeus does not operate sites in the USA.

Diversity

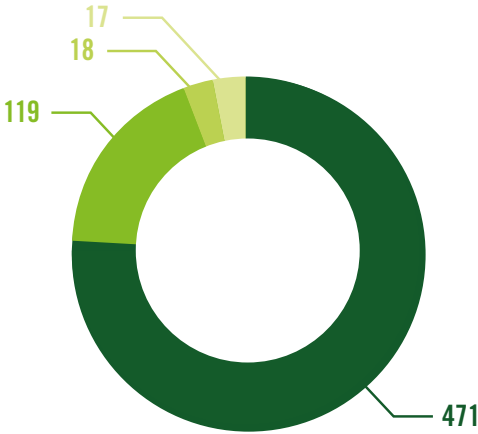
Diversity is essential to our identity and culture. We actively encourage different perspectives, put together diverse teams, provide equal opportunities, and insist on real cultural change toward a truly inclusive work environment. We believe that diversity makes us better—better at understanding our markets and customers, at generating business opportunities, and at being innovative. Consequently, we have made diversity a top strategic issue.

Where we stand

Our workforce is spread across multiple locations. Our **Mendrisio** headquarters, where the majority of production takes place, employs a total of 471 people. We employ a further 119 people in **Hong Kong**, 17 in **Pforzheim**, Germany, and 18 in **Cavenago di Brianza**, Italy.

In addition to the total of 625 employees, we employ a total of 60 temporary workers who support us during peak production periods.

Employees

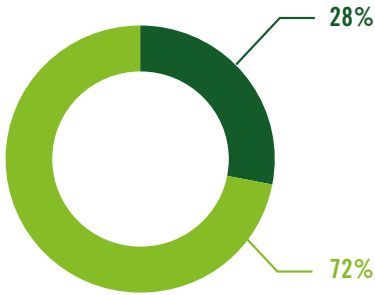
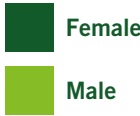


We recognize the importance of diversity and gender equality in our industry and place particular emphasis on achieving a better gender balance. Globally, 28% of our employees are women. Although our sector is traditionally male-dominated, we actively promote female careers and ensure equal pay for all our employees.

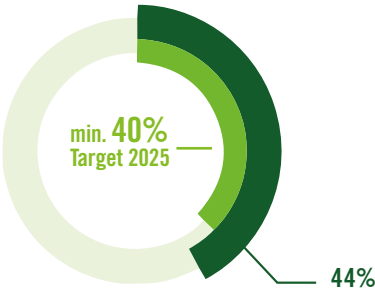
In line with Heraeus Precious Metals we have given ourselves the target of having 40% women in the Global Management Team by the end of 2025.

In 2024, 16 managers from Argor-Heraeus were part of Heraeus Precious Metals' Global Management Team. 44% of these Argor-Heraeus managers were women.

Employees by gender



Share of women in the management team of Argor-Heraeus within the Global Management Team



Diversity also has a qualitative aspect that cannot be measured by KPIs: atmosphere and culture. We therefore address the topic from several angles. We promote individual



initiative, communication, respect, and diversity—because we are convinced that they represent added value for the success of our company.

Working conditions and people development

Our employees worldwide are our most important asset. Their skills, knowledge, and dedication as well as their diverse experience and personalities shape our company and its success. We strive to offer attractive salaries as well as opportunities for development and are committed to providing a modern work environment in which all employees feel appreciated and can realize their full potential.

Where we stand

We actively work on fostering a shared culture and shared values within our company, which are outlined in our guiding principles. This is reflected in and influenced by the tenure of our employees. We closely monitor two key indicators: tenure and turnover rate—i.e., the proportion of employees leaving our organization compared to the total workforce.

ON AVERAGE, OUR
EMPLOYEES STAY
WITH US FOR 9 YEARS

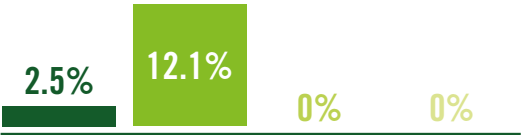
Regarding the turnover we also highlight voluntary turnover, in order to gain a clear understanding of how many employees decide to leave the company on a voluntary basis, providing a useful additional indicator of employees' satisfaction. Overall, the average tenure in our company is 9 years, the total turnover rate 8%, and the voluntary turnover rate 4%.

We are committed to offering our employees attractive working conditions. At our **Mendrisio** site in Switzerland, for example, we provide a

range of benefits including 50% coverage of non-occupational accident insurance, maximum contributions to the pension fund with all risk and administrative costs covered by the company, and fully paid sick leave for up to one month of absence. The **Hong Kong** Team benefits for example from Group Life Insurance, an Employee Assistance program that covers mental health consultations, and Group Medical Insurance offering comprehensive group medical coverage.

Voluntary turnover

- Mendrisio, Switzerland
- Hong Kong SAR, China
- Pforzheim, Germany
- Cavenago di Brianza, Italy



Professional development opportunities are also important for us to make the workplace more attractive and foster a shared culture. We invest in our future workforce by offering apprenticeship and work study programs, addressing individual needs, and working together to identify development opportunities throughout each employee’s career. These initiatives are complemented by our long-standing talent programs, which are designed to enable talented employees to take on more responsibility and to fill key positions internally.

We are also actively encouraging our employees to choose greener modes of transport such as public transportation and carpooling, by offering appropriate incentives. In **Mendrisio**, in 2024, we registered 55 carpooling groups involving 131 employees and subsidized 60 public transport passes. In **Hong Kong**, we subsidize public transport usage and offer corporate shuttle buses, resulting in more than 95% of employees relying on public or shared models with significantly lower CO₂ emissions than private transport.

Occupational health and safety

The health and safety of our employees are our top priority. At the end of the workday, we want them to leave at least as healthy as they came to work. Therefore, we apply high safety standards all around the world. With a sound health and safety management system in place, we are continuously working to maintain and improve safe work environments for all employees.

Where we stand

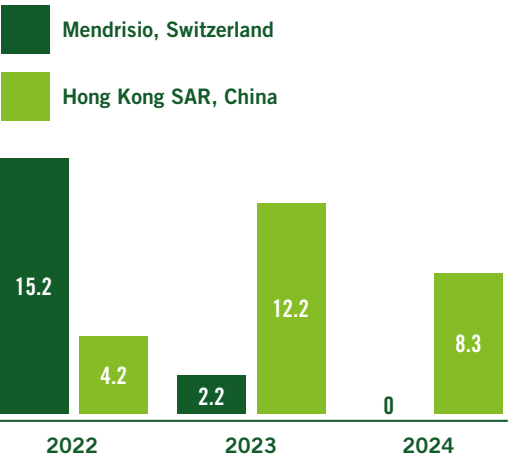
Providing a safe working environment is the responsibility of everyone working in our company. In order to enable constant improvement, we continuously monitor key health and safety (H&S) indicators. Our dedicated H&S managers and working groups are responsible for implementing strategies to create a safe and healthy work environment. As a member of various associations, we regularly engage with our industry peers and share best practices. To ensure that we stay up to date with the most relevant topics, we also actively collaborate with external bodies and institutions such as fire departments, ambulance services, and the police.

We are certified according to ISO 45001 (Mendrisio), ISO 14001 (Mendrisio and Hong Kong), and ISO 9001 (Mendrisio and Hong Kong) and are accredited according to ISO 17025 (Mendrisio, Hong Kong, and Cavenago di Brianza). These certifications reflect our commitment to effective management of safety, health, environment, and quality in the workplace.

All H&S incidents, including injuries, work-related ill health, process safety incidents, unsafe situations, and near misses are reported, analyzed, and addressed, with corrective measures implemented to prevent similar occurrences. All developments are reviewed on a regular basis with the senior management.

Among the safety-related key performance indicators which we monitor, we pay particular attention to the Lost Time Incident Rate (LTIR), which measures the number of incidents that lead to at least one lost day per 1,000,000 hours worked. We measure such indicators for all of our own workforce—employees and temporary workers. The LTIR for **Mendrisio** improved significantly as we did not have any accidents, achieving more than 650 days without a work-related LTI by the end of 2024. The LTIR in **Hong Kong** improved significantly compared to the year before, also thanks to the increased involvement in safety measures such as more EHS training, stronger leadership commitment to building a safety culture, and clearer step-by-step instructions for operators.

Lost Time Incident Rate (LTIR)



People in our value chain

Respect for human rights, protection of the environment, ethical practices, and transparency have been and will always be non-negotiable core values of our company. We are aware of the significant impact our business has on people along our value chain and recognize our responsibility for their welfare. We systematically assess our precious metals business partners' social and environmental actions, particularly regarding the protection of human rights, and engage with them to foster improvements.

Due diligence

Human rights due diligence is an integral part of our general due diligence process. By fostering meaningful collaborations and taking concrete action, we strive to make a positive and lasting impact on the lives of individuals within our value chain.

Our commitment to safeguarding human rights encompasses a range of measures:



We conduct thorough due diligence processes to ensure compliance with human rights standards throughout our operations and value chain.



We do not work with companies linked to child and forced labor or other violations of human rights according to the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work (ILO, No 182).



Monitoring the adherence to human rights principles is crucial to us. We actively monitor and assess human rights practices along our value chain to ensure that ethical standards are upheld at all stages of it.



In line with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (CAHRA), we immediately seek for clarification with a precious metals business partner at the first sign of suspicion. If the suspicion cannot be clarified within a reasonable timeframe, we suspend the business relationship until the clarification has been completed. If there is neither the possibility nor the will to take corrective action, we terminate the business relationship with zero tolerance.



We conduct regular risk-based on-site assessments and, on this basis, define corrective action plans wherever issues are identified. We subsequently monitor the implementation of the agreed action plans.



We provide accessible channels for everyone to raise concerns, encouraging transparency and ensuring their voices are heard and addressed.



Through meaningful engagement with stakeholders in the industry, we actively contribute to creating a responsible work environment, particularly in artisanal and small-scale mining.

Our efforts to protect human rights along our value chain are underpinned by internationally recognized industry standards such as the Responsible Gold Guidance of the LBMA. We supplement these with our own stringent guidelines.

Collaborating with our mining partners

At Argor-Heraeus, we believe that our mining partners themselves have the greatest potential to continue improving the conditions for their workers and nearby communities. We firmly believe that collaboration is essential to creating a positive and lasting impact. With this in mind, we have developed a roadmap that sets milestones for transparency, improvement, and the evaluation of progress for our mining partnerships.

By the end of 2024, we successfully completed the first milestone and obtained transparency on where our mining partners stand in their ESG journey. We are now working toward the next milestone: that by the end of 2026, 80% of our mining partners will have sustainability-related targets in place. Our ultimate aim is that 100% of our mining partners have sustainability-related targets and measures in place and to track their progress and target achievement.

Timeline



Artisanal and small-scale mines

We actively engage with the most vulnerable part of the precious metals supply chain: artisanal and small-scale mining (ASM).

ASM in the gold sector remains largely informal, making its workers particularly vulnerable. They often lack access to guidance or resources for proper chemicals management, safety procedures, environmental management, labor rights, and social protection.

ASM accounts for approximately 20% of the annual gold extracted worldwide and employs approximately 40 million miners. In total, it is estimated that the income and lives of around 100 million people depend on ASM⁹. It is inevitable that gold from ASM mines will end up in the supply chain. This is why it is crucial to ensure responsible practices for secure and sustainable social development in artisanal mining communities.

Argor-Heraeus only sources gold from responsible ASM certified by Swiss Better Gold, Fairmined, or Fairtrade. By engaging with ASM with certification schemes, we support responsible practices to ensure secure working conditions and promote sustainable social development in artisanal mining communities. We understand the complexities of formalizing ASM and we are dedicated to our responsibilities. We believe that enabling artisanal miners to access the international precious metals market is essential. We are a founding member of the Swiss Better Gold Association and we support the ASM sector by offering our customers gold from Swiss Better Gold, Fairmined, and from Fairtrade. In addition, we actively engage with these initiatives to help mines to phase out the use of mercury and improve working and living conditions, through the payment of a premium.

⁹ International Institute for Sustainable Development, 2017.

People in our communities

We are committed to cultivating relationships within our communities, fostering a positive reputation, and supporting economic growth. Our contribution is a conscious choice to support local businesses and initiatives in various forms.

Our contribution to the community

Argor-Heraeus is committed to being a responsible citizen in the communities in which we operate. This responsibility can take many forms, from paying taxes to providing employment opportunities, and from working with local organizations to contributing to education. The common denominator is the development of long-term relationships with our stakeholders based on mutual trust, benefit, and growth.

Our philosophy is to prioritize competitive local business partners and suppliers. We always start the search for partners and suppliers at the local level and expand outwards, respecting environmental and sustainability considerations. This approach allows us to support local development and to build long-term relationships with partners covering a range of services such as catering, chemicals, packaging tools, printing supplies, tools, and equipment.

We support local groups and organizations through contributions, sponsorship, donations, and ad hoc collaborations. This value cannot

be expressed in monetary terms, as it often involves the investment of time and the sharing of knowledge. Each year we receive numerous requests for sponsorship or support from a wide range of organizations. We evaluate these requests annually based on their alignment with our internal sponsorship guidelines.

We also support the development of young talent. Since 1978, we have been recognized as a “Training Company” by the Canton of Ticino, contributing to the training of many young individuals pursuing careers in the industry.

For nearly 20 years, we have been collaborating with the University of Applied Sciences and Arts of Southern Switzerland (SUPSI), to support educational development, and provide valuable mentorship. For instance, as testament to our commitment, we award a prize of 3,000 Swiss francs each year to the student who produces the best thesis in sustainable engineering.

Projects and initiatives



Leadership training for our employees

In 2024, we launched a dedicated leadership training program for all line managers, with the goal of supporting their personal and professional development. The training focuses on key skills essential for effective team leadership, including strategic problem-solving, project management fundamentals, time management, and tools for data analysis. A specific module was also dedicated to meeting management, offering best practices for planning and conducting efficient and results-oriented meetings. By strengthening these competencies, we aim to empower our line managers to lead with greater confidence, clarity, and impact.

We also conducted training for all production operators focusing on safety leadership, to make sure that all have updated knowledge of best practices related to safety inside the company.



Employee Engagement Survey

Following the edition of 2023, we also conducted an Employee Engagement Survey in 2024 to better understand employee sentiment and continue to identify areas for improvement. By fostering positive existing aspects as well as addressing concerns, we strive to enhance the satisfaction of our employees and thus increase our productivity and effectiveness. Among other aspects, the survey also included the Employee Net Promotor Score, measuring how likely our employees are to recommend the company as a great place to work to a friend. We are aware that the survey is only effective if we translate the results into clear actions. We have therefore defined a strict follow-up process for the entire organization: The results were shared with our Global Management Team and then carried into the organization by our managers and team leads. Where appropriate, measures were defined with the teams.



Installation of dispensers for personal protection equipment

In 2023, we launched the initiative “Precious Ideas”, a contest inviting all employees to provide ideas to improve our company in terms of CO₂ emissions and improvements for employee health & safety. The contest was very successful, and the preparation of a new edition is underway. One of the ideas implemented in 2024 was the installation of automated dispensers for personal protective equipment (PPE), such as safety glasses, gloves, or protection masks. While PPE has always been available, these machines ensure easier and faster access to up-to-date equipment, enable more efficient and controlled distribution, and ultimately enhance overall employee safety.



Together Sounds Better

Argor-Heraeus has always invested significant resources in activities that benefit the communities in which we operate. One of the most recent projects of this kind was launched in 2023. The project, called "Together Sounds Better", involves Argor-Heraeus supporting the Conservatorio della Svizzera italiana in providing music lessons to children and adults from the Provvida Madre Foundation, which supports the development of children and adults with disabilities. In 2024 and 2025, the collaboration culminated in a small public concert which was held, thanks to the support of the City of Mendrisio, at the community center “LaFilanda”. More than 100 people attended these events, to the great satisfaction of all parties involved and the public.



Supporting social development projects within artisanal and small-scale mining (ASM) communities

To foster positive change within the gold supply chain, Argor-Heraeus introduced “Traceable Gold” in 2019, in collaboration with a Swiss bank. This investment product allows customers to trace each piece to its mine of origin. The product is sold at a premium, and the profits are accumulated in a fund dedicated to financing social development projects in countries of gold extraction. The allocation of these funds is decided upon by a sounding board made up of seven independent experts from various sectors of society.

In 2023, the sounding board awarded the “Emprende Pallaquera” initiative in Peru. “Pallaqueras” are women who manually sort gold in Peru’s ASM communities. Emprende Pallaquera strives to promote gender equality by supporting the economic independence of these women. It equips them with essential business skills and knowledge to launch their own microenterprises. This initiative is made possible by the non-profit organizations Solidaridad and FUNDES. Thanks to the program, three microenterprises driven by 28 “Pallaqueras” took up business in 2024. Four more microenterprises with 25 women involved will go to market in 2025.

We are currently in alignment on the next social development project to be supported by the funds.



The initiative “Emprende Pallaquera” is supporting women to launch their own microenterprises.



Guided by integrity

Our compliance and transparency standards are the foundation on which the trust from our employees, customers, and other stakeholders is built. Earning and maintaining this trust is the basis for our success. It requires an unwavering commitment to integrity and good business practices.

We value long-term relationships over short-term profits and have always ensured that processes are transparent and auditable. Our approach to compliance has three aspects: prevent, detect, and respond. Our highest priority by far is prevention.

Our approach



At Argor-Heraeus, we believe in the power of strong and accountable governance to drive our company forward. Our governance framework, policies, and guidelines meet or surpass the requirements of the law. Our corporate policies and procedures serve as clear guidelines for our employees. With a strong focus on transparency and responsibility, these policies ensure that we collaborate solely with partners who share our commitment to responsible business conduct.

It is essential for us to maintain a high standard of operation, which is why we hold certifications from prominent national and international organizations. Our supply chain management system undergoes rigorous internal and external audits conducted by expert professionals to ensure compliance with rules and standards.



Our Guiding Principles

Our Guiding Principles are the cornerstone of our corporate culture. They serve as a general orientation and guide as to how we conduct our business. These principles define behaviors and mindsets that are essential for successful cooperation with our partners, customers, and within our company.

We expect all employees worldwide to bring our guiding principles to life and therefore work continuously to ensure their implementation and ongoing development.

ARGOR-HERAEUS GUIDING PRINCIPLES

INTEGRITY

We stand for honesty, transparency, and ethical conduct.

CUSTOMER FOCUS

We concentrate on our customers' needs.

CONTINUOUS IMPROVEMENT

We continuously want to get better.

OWNERSHIP

We own our tasks and follow through.

CLEAR LANGUAGE & RESPECT

We communicate clearly and respect each other.

DIVERSITY

We foster different perspectives and diverse teams.

RESPONSIBILITY

We care about people and our planet.

INNOVATION

We lead through new ideas.

Company policies and rules

Our company policies and rules play a key role in facilitating the daily decision-making of all employees. We regularly update these documents and ensure that our employees receive necessary training on them.

Code of Conduct

- Respect for human rights
- Environmental and product safety
- Ensuring fair competition
- Preventing and combating corruption, money laundering, and terrorist financing
- Compliance with national, international, and supranational regulations
- Avoidance of conflicts of interest
- Creating and maintaining safe and fair working conditions
- Data protection
- Prevention of discrimination

Corporate Climate Policy

- Commitment to climate change mitigation targets and action
- Regular assessment of climate resilience across the Heraeus Group

Grievance and Whistleblowing Policy

- Available channels for submitting grievances
- Anonymous reporting and whistleblower protection
- Processing of grievances

Human Rights Policy

- Prohibition of child labor and forced labor
- Non-discrimination
- Freedom of association and collective bargaining
- Workplace safety
- Human rights due diligence in the supply chain

Policy of Compliance and Ethics

- Compliance with applicable laws and ethical principles
- Prohibition of engaging in business that arises from or is associated with criminal or illegal activities
- Compliance with responsible sourcing and business practices such as RJC and LBMA

Precious Metals Resource Use and Circularity Policy

- Commitment to driving a circular economy for precious metals
- Responsible sourcing and operation of recycling facilities in compliance with applicable regulations
- Encouraging sustainable development of mining partners

QEHS Policy (quality, environment, health, and safety)

- Integration of quality, environment, health, and safety in all processes
- Continuous improvement of performance in QEHS areas
- Prevention of pollution and minimization of environmental impacts
- Protection of health and safety of all employees and stakeholders
- Involvement and responsibility of all employees in achieving QEHS objectives

Supply Chain Due Diligence Policy

- Due diligence process to identify, assess, and manage risks in the supply chain
- No tolerance regarding human rights violations, harmful contamination of the environment, corruption, or other illegal activities
- Additional principles and processes for sourcing of precious metals

Supplier Code of Conduct

- Requiring suppliers to comply with the principles laid down in the Supply Chain Due Diligence Policy
- Responsibility to apply the Code to sub-suppliers and allow compliance audits

All policies are publicly available on the [Argor-Heraeus](#) and/or [Heraeus Group](#) websites.

Accreditations and certifications

Accreditations and certifications are an external and impartial testimony of the quality of the work we carry out every day, and of our responsible business conduct. We are certified by the major schemes in the sector for work and product quality, processes, and specific topics such as management of the value chain, environment, and safety.

Among others, we:

- are a founding member of the [Swiss Better Gold Association](#);
- support the [Fairmined](#) and [Fairtrade](#) initiatives, to continuously help the development of artisanal and small-scale mining. To reinforce our commitment toward the ASM sector, our Co-CEO Robin Kolvenbach joined the board of the [Alliance for Responsible Mining](#), the organization behind the Fairmined initiative, in 2023;
- are a member of [London Bullion Market Association](#). In 2024, our Co-CEO Robin Kolvenbach was appointed as a member of the Board of the Association, underscoring our commitment to transparency and responsibility;
- are a member of the [Responsible Jewellery Council](#), with a seat in the standards committee;
- have held a Melter & Assayer license to guarantee the authenticity, purity, and origin of precious metals since 1952. The assayers report directly to the Swiss Central Office for Precious Metals Control to ensure their independence.

We hold accreditations and certifications from the following bodies and are active members of several industry associations:

- Alliance for Responsible Mining (ARM)
- Fairmined
- Fairtrade
- International Platinum Group Metals Association (IPA)
- International Precious Metals Institute (IPMI)
- ISO (45001, 19001, 14001, 17025)
- London Bullion Market Association (LBMA)
- London Platinum and Palladium Market (LPPM)
- Precious Metals Control Office (PMCO)
- Responsible Jewellery Council (RJC)
- Responsible Minerals Initiative (RMI)
- Swiss Association of Manufacturers and Traders in Precious Metals (ASFCMP)
- Swiss Better Gold Association
- Watch and Jewellery Initiative 2030

Verification of business partners

We thoroughly investigate each and every potential partner before entering into a business relationship.

Our company prioritizes the rigorous protocols known as “know your...” (customer, customer’s customer, business partner etc.), which apply to all potential partners and customers. These protocols include a comprehensive evaluation of economic, environmental, and social criteria to ensure high standards of integrity and responsibility. Factors we evaluate include the absence of corruption, respect for human rights, no tolerance for child or forced labor, a commitment to the well-being of affected communities, and social and environmental practices.

To uphold our stringent standards, we have numerous measures in place. These include:

- Extensive checks before entering a new business relationship
- Regular on-site mine assessments conducted by us or a third party, typically every three years (depending on risk rating)
- Incident-based ad-hoc mine assessments
- Screening all information for irregularities, for example regarding ownership, general plausibility, and origin of metals
- Determination and assessment of the origins

of delivered precious metals

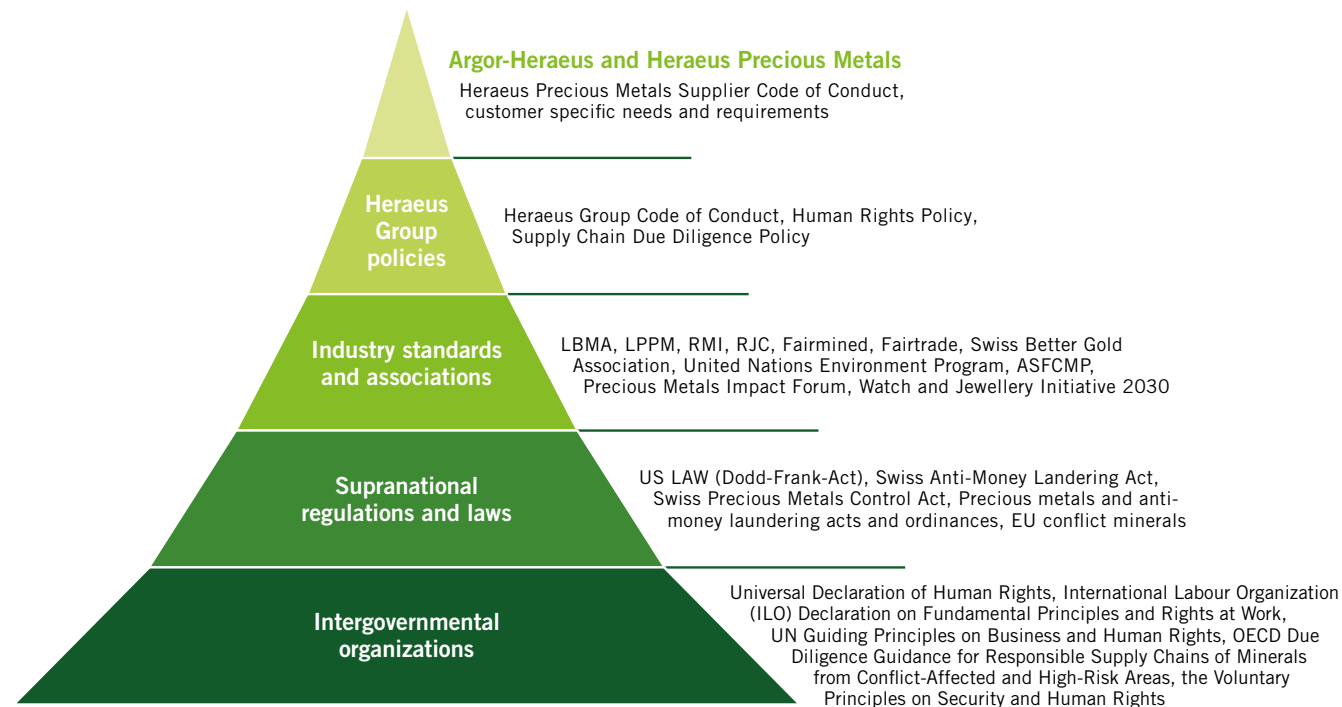
- Independent assurance reports for intermediate refineries or collectors as per OECD Guideline
- Screening for sanctions and adverse media publications to verify partners’ compliance with human rights laws
- Engaging with legislators, NGOs, industry associations, unions, communities, and local governments

If precious metals business partners do not meet our standards, we refuse to enter into a business relationship with them. We terminate existing relationships if violations are detected that cannot be resolved or corrected. These stringent controls and evaluations are applied universally across all our global offices and operations.

Our system for responsible precious metals sourcing is certified by all major responsible precious metals sourcing frameworks such as LBMA, RJC, RMI, and LPPM. In addition, we have developed our own policies and processes that go beyond these frameworks. We aim to encourage their widespread adoption throughout our supply chain and across the industry.

By collaborating closely with our supply chain partners, we strive to mitigate any potential negative effects, ensuring that the precious metals we receive for refining meet responsible business principles, and intend to contribute positively to the well-being of all involved.

By partnering with supranational bodies, governments, and sector associations, we actively contribute to finding solutions to the challenges we face. We participate in working groups, committees, associations, and task forces to enhance the integrity and transparency of our sector. Together, we work to define new guidelines, regulations, and best practices that will shape the future of our industry.



Reporting a concern

Argor-Heraeus takes suspected violations of human rights, criminal law, environmental law, other laws and regulations, and our even stricter internal guidelines very seriously. We therefore encourage whistle-blowers to report suspected violations and concerns via our external ombudsman or our compliance channel Heraeus SpeakUp. Heraeus SpeakUp offers the possibility to report a compliance violation via internet, app, or by phone in more than 60 local languages and allows anonymous communication between the whistleblower and the person handling the incident. These channels are available to everyone inside and outside of our organization. Heraeus strictly prohibits any retaliation against whistleblowers who report compliance violations in good faith, even if the report is later found to be unfounded. More information under: www.heraeus.com/speakup

Grievances related to workers and affected communities in our value chain

In 2024, no new grievance cases were reported to us, while we continued to process two cases reported in 2023.

In the first case, we were approached by the NGO Fastenaktion with regard to alleged negative impacts of activities at a Colombian mine. After a detailed exchange, Fastenaktion corrected their analysis and reported publicly in 2024. The major aspect of the grievance case was thereby withdrawn. We continue to maintain open dialogue to resolve the remaining aspects.

In the second case, representatives from communities in the Dominican Republic raised informal concerns about alleged negative impacts of a mine's activities on nearby communities. After communication with involved NGOs, the mine, and affected communities and a thorough investigation of local developments, the allegation of the grievance could not be confirmed.

Projects and initiatives

Further improving the traceability of gold

Knowing the origin of the metals we source and confirming they are not associated with conflict is not only relevant for ourselves. Our customers as well as their customers also seek confirmation of the responsible nature of the precious metals they buy.

Argor-Heraeus has taken significant steps to ensure the traceability of gold from primary sources, providing customers with proof of origin. For all primary gold entering our gold refining site in Mendrisio, Switzerland, we conduct a thorough geoforensic analysis including X-ray fluorescence (XRF) scanning to measure the characteristic composition. This allows us to make an exact assignment to its origin.

To enable the retrieval of the origin data, we partnered with Alitheon in 2022, a US-based company that specializes in artificial intelligence to identify physical products. The optical software generates digital fingerprints of gold bars that make them identifiable and traceable even if their

stamps or serial numbers are lost. This will allow buyers or investors to identify these bars by photo. It is also possible to provide further information such as their place of origin or carbon footprint.

In addition, we have entered a partnership with the Swiss start-up aXedras, a provider of distributed ledger technology (DLT) specialized in the gold supply chain. DLT enables to save and transfer data from business transactions decentrally and unchangeably. The aim of this collaboration is to create a digital documentation from mine origin to consumer product while guaranteeing data integrity. In the long term, this approach will help us to trace even secondary gold back to its mine of origin, which has been almost impossible until now.

In 2025, we will work on aggregating information from the different methods into one seamless customer platform, which will provide customers of traceable gold product lines with information about the production date and provenance of the gold that their bar is made of.



Two new traceable gold products

At the beginning of 2025, Argor-Heraeus introduced two traceable gold product lines under our own branding. The “Small Craft” gold product line only includes gold from ASM mines accredited by the leading ASM-focused programs. The “Origin Traced” gold product line only contains gold from large-scale mines selected on the basis of their best-in-class commitment to responsible conduct, working conditions, and environmental welfare.

More information can be found on [our website](#).

About this factbook

Scope of reporting

In this factbook, Argor-Heraeus reports voluntarily on its sustainability targets and progress. The factbook includes information about Argor-Heraeus and its subsidiaries:

- Argor-Heraeus SA, Switzerland
- Argor-Heraeus Deutschland GmbH, Germany
- Argor-Heraeus Italia S.p.A., Italy
- Heraeus Ltd., Hong Kong SAR, China

The following partially owned subsidiary of Argor-Heraeus is not included in this document:

- Argor-Aljba SA (50% shareholding)

Reference period

The data reported in this document covers the period from 1 January to 31 December 2024. Previous reports and factbooks can be found on [our website](#).

Discrepancies in totals may be caused by rounding in reported data.

Validations

In the past three years, the Corporate Carbon Footprint of Heraeus Precious Metals, including Argor-Heraeus, was verified by TÜV SÜD Industrie Service GmbH in accordance with DIN EN ISO 14064-3 on the basis of the Corporate Carbon Footprint Reports for financial years 2020, 2021, 2022, and 2023. The annual verification has certified a high level of quality in our calculations. Moving forward, we plan to merge processes for external verification of our non-financial reporting with the overall verification processes of the Heraeus Group. Due to delays and changes concerning the European reporting standards, this step is still pending, with details to be decided in the course of 2025.



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Swiss Better Gold Association / Argor-Heraeus (page: 85)
Solidaridad (page: 69)

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