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# ***Independent Practitioner's Limited Assurance Report***

Heraeus Precious Metals GmbH & Co. KG  
Hanau

Limited assurance engagement on the LPPM Refiner's Compliance  
Report of Heraeus PGM SA (Pty) Ltd., Port Elizabeth (South Africa)  
for the period 1 January to 31 December 2023

Engagement: DEE00113974.1.1





## **Independent Practitioner's Limited Assurance Report**

To Heraeus Precious Metals GmbH & Co. KG, Hanau

We have been engaged to perform a limited assurance engagement on the accompanying Refiner's Compliance Report prepared by Heraeus Precious Metals GmbH & Co. KG, Hanau (Germany), ("Heraeus Deutschland") for the business group Heraeus PGM SA (Pty) Ltd., Port Elizabeth (South Africa) (the "Refiner") as defined in the Compliance Report for the period 1 January 2023 to 31 December 2023 (the "Refiner's Compliance Report").

### **Management's Responsibility for the Refiner's Compliance Report**

The Management of Heraeus Precious Metals GmbH & Co. KG, Hanau (Germany) ("Heraeus Deutschland") is responsible for the preparation and presentation of the Refiner's Compliance Report in accordance with the LPPM Responsible Platinum/Palladium Guidance (version 4) as of November 2022 the "Guidance".

This responsibility includes establishing appropriate risk management and internal controls from which the reported information is derived. The criteria identified by management as relevant for demonstrating compliance with the Guidance are the activities described in the Refiner's Compliance Report. Furthermore, the responsibility includes designing, implementing and maintaining systems and processes relevant to the proper preparation and presentation of the Refiner's Compliance Report, which is free of material misstatements due to intentional or unintentional errors.

### **Audit Firm's Independence and Quality Control**

We have complied with the German professional provisions regarding independence as well as other ethical requirements.

Our audit firm applies the national legal requirements and professional standards – in particular the Professional Code for German Public Auditors and German Chartered Auditors ("Berufssatzung für Wirtschaftsprüfer und vereidigte Buchprüfer": "BS WP/vBP") as well as the Standard on Quality Management 1 published by the Institut der Wirtschaftsprüfer (Institute of Public Auditors in Germany; IDW): Requirements to quality management for audit firms (IDW Qualitätsmanagementstandard 1: Anforderungen an das Qualitätsmanagement in der Wirtschaftsprüferpraxis - IDW QMS 1 (09.2022), which requires the audit firm to design, implement and operate a system of quality management that complies with the applicable legal requirements and professional standards.

### **Practitioner's Responsibility**

Our responsibility is to express a limited assurance conclusion on the Refiner's Compliance Report based on our work performed. Within the scope of our engagement, we did not perform an audit on external sources of information or expert opinions, referred to in the Refiner's Compliance Report.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): "Assurance Engagements other than Audits or Reviews of Historical Financial Information" published by IAASB and the supplementary guidance set out in the LPPM Responsible Sourcing Programme – Third Party Audit Guidance (version 4) as of November 2022. This Audit Guidance requires that we plan and perform the assurance engagement to obtain limited assurance whether any matters come to our attention that cause us to believe that the Refiner's Compliance Report, prepared by Heraeus Deutschland for the business group Heraeus PGM SA (Pty) Ltd., Port Elizabeth (South Africa) for the period 1 January 2023 to 31 December 2023, in all material aspects, does not describe fairly the activities undertaken during the year to demonstrate

compliance, and management's overall conclusion contained therein in accordance with the Guidance.

In a limited assurance engagement, the evidence-gathering procedures are more limited than for a reasonable assurance engagement, and therefore less assurance is obtained than in a reasonable assurance engagement. The procedures selected depend on the practitioner's judgment, including the assessment of the risks of material misstatement of the Refiner's Compliance Report with the Guidance. Within the scope of our work we performed amongst others the following procedures:

- Interviews with the compliance officers in charge of the preparation of the Refiner's Compliance Report;
- Interviews with management and employees of departments in charge of compliance, customer service, purchasing, material management and trading;
- Inspection of relevant corporate and local guidelines and documents describing the management systems, due diligence and risk management approach towards a responsible supply chain;
- Inspection of documents managed in underlying due diligence IT system (Know Your Customer - KYC);
- Review of documentation of requirements on the group-wide processes for collecting, analyzing and aggregating data on the supply chain of platinum and palladium;
- Performance of onsite visits at the Refiner's location in Port Elizabeth (South Africa) as part of the inspection of relevant systems, processes and controls; including process walkthroughs from supplier selection to materials receipt and lot processing as well as a physical tour of the production site;
- Evaluation of the consistency of the statements provided in the Refiner's Compliance Report with the findings obtained during our engagement.

### **Inherent limitations**

Non-financial information, such as that included in the Refiner's Compliance Report, is subject to more inherent limitations than financial information, given the more qualitative characteristics of the subject matter and the methods used for determining such information. The methods used by the Refiner to comply with the Guidance may differ. It is important to read the Refiner's conflict minerals supply chain policy available in the download section on Refiner's website:

<https://www.heraeus.com>

### **Conclusion**

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that, in all material aspects, the Refiner's Compliance Report, prepared by Heraeus Deutschland, for the business group Heraeus PGM SA (Pty) Ltd., Port Elizabeth (South Africa) for the period 1 January 2023 to 31 December 2023, does not describe fairly the activities undertaken during the year to demonstrate compliance, and management's overall conclusion contained therein in accordance with the Guidance.

**Restriction on Use and Distribution**

We issue this report on the basis of the engagement agreed with Heraeus Deutschland. The audit has been performed for purposes of Heraeus Deutschland and is solely intended to inform Heraeus Deutschland about the results of the audit. The report is not intended for any third parties to base any (financial) decision thereon. We do not assume any responsibility towards third parties.

We refer to the fact that the Refiner's Compliance Report subject to our assurance engagement comprises the Annex "List of countries of origin of mined platinum and palladium" and the treatment of the Refiner. According to the LPPM Responsible Platinum/Palladium Guidance (version 4) as of November 2022, this Annex detailing the countries of origin of mined platinum and palladium has to be submitted to LPPM Executive only and does not need to be disclosed publicly.

Cologne, 23 April 2024

PricewaterhouseCoopers GmbH  
Wirtschaftsprüfungsgesellschaft



Theres Schäfer  
Wirtschaftsprüferin  
(German Public Auditor)



ppa. Theresia Trommer



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Allgemeine Auftragsbedingungen für Wirtschaftsprüfer und Wirtschaftsprüfungsgesellschaften  
vom 1. Januar 2017

General Engagement Terms for Wirtschaftsprüfer and Wirtschaftsprüfungsgesellschaften [German  
Public Auditors and Public Audit Firms] as of January 1, 2017





## Refiner's Compliance Report FY 2023

### **Heraeus PGM SA (Pty) Ltd., Port Elisabeth South Africa**

01.01.2023 – 31.12.2023

London Platinum and Palladium Market

LPPM

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### Introduction

The Heraeus Group is a broadly diversified and globally leading family-owned technology company, headquartered in Hanau, Germany. The company's roots go back to a family pharmacy started in 1660. Today, Heraeus bundles diverse activities in the Business Platforms Metals and Recycling, Healthcare, Semiconductor and Electronics as well as Industrials. Customers benefit from innovative technologies and solutions based on broad materials expertise and technological leadership.

More information is found under: [www.heraeus.com](http://www.heraeus.com)

In the 2022 financial year, the group generated revenues of €29.1 billion (US\$30.6 billion<sup>1</sup>) with approximately 17,200 employees in 40 countries. Heraeus is one of the top 10 family-owned companies in Germany and holds a leading position in its global markets.

The precious metal refining, trading and product business is bundled in the Operational Company Heraeus Precious Metals, also Headquartered in Hanau. Heraeus Precious Metals (referred to in the following text as either Heraeus or HPM)<sup>2</sup> currently operates good delivery refiners at the following sites:

**Table 1: Heraeus Precious Metals with his worldwide sites**

▪ Heraeus Precious Metals GmbH & Co. KG	Hanau	Germany
▪ Heraeus Limited, Hong Kong (China)	Fanling	Hongkong
▪ Heraeus Precious Metals North America	Santa Fe Springs	USA
▪ Heraeus Precious Metals Technology (China) Co., Ltd.	Nanjing	China
▪ Heraeus PGM SA (Pty) Ltd., Port Elisabeth, South Africa	Gqeberha	South Africa
▪ Argor-Heraeus	Mendrisio	Switzerland <sup>3</sup>
▪ Choksi-Heraeus	Udaipur	India <sup>4</sup>
▪ Ravindra-Heraeus	Udaipur	India <sup>4</sup>

Heraeus<sup>2</sup> ensures that all precious metals, Gold, Iridium, Palladium, Platinum, Rhenium, Rhodium, Ruthenium, Silver, and Osmium, are transformed into > 99.95 percent pure and determinable form with the highest precision and a multitude of precisely coordinated melting, chemical and mechanical work steps. Heraeus<sup>2</sup> produces a wide variety of different products like conductive inks, precious metals containing pastes, active pharmaceutical ingredients and much more. A uniform compliance system applies to the sites, which process precious metal containing material and are operated by Heraeus<sup>2</sup> worldwide. Heraeus<sup>2</sup> therefore applies the measures equally to all precious metals. The compliance process is overseen centrally from the headquarter in Hanau, Germany, supplemented by local compliance officers and regulations as required by local legislation.

<sup>1</sup> calculated with 2022 average exchange rate, 1€ = 1.0530 US\$

<sup>2</sup> To simplify readability, we will contribute to Heraeus Precious Metals, because we do not differentiate between measures and/ or a single precious metal. We include all sites worldwide as mentioned in Table 1.

<sup>3</sup> 100 % affiliate of Heraeus Precious Metals, Germany

<sup>4</sup> 50 % - 50 % joint venture of Heraeus Precious Metals, Germany

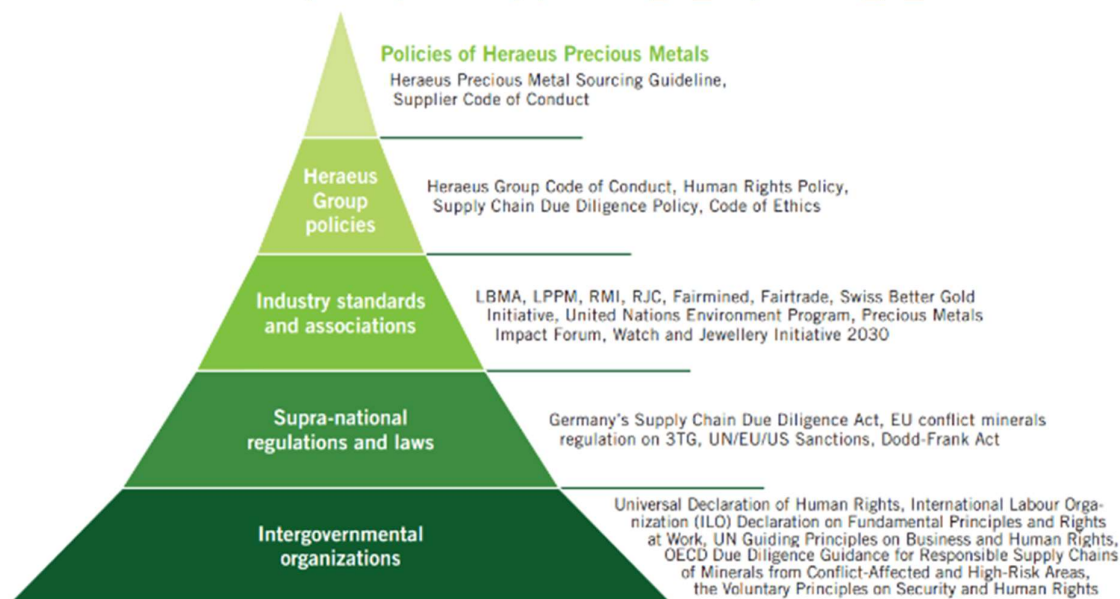
### Scheme 1: current versions of Guidance's: NGO-organizations for precious metals compliance guidelines with current versions of guidances

Heraeus' work and management system is design with respect to the following "organizations"<sup>5</sup>:

- OECD for Economic Co-operation and Development (OECD)
  - OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, 3<sup>rd</sup> edition, 2016
- Responsible Mineral initiative Guidance (RMI)
  - Responsible Minerals Assurance Process, Gold Refiner Standard, Version 7, February 2020
- London Bullion Market Association (LBMA)
  - Responsible Gold Guidance (RGG9); Version 9, November 2021
  - Responsible Silver Guidance, Version 1, September 2017
- London Platinum and Palladium Market (LPPM)
  - Responsible Platinum/Palladium Guidance, Version 4, November 2022
- Responsible Jewellery Council (RJC)
  - Code of Practices (COP) Version 1.3, June 2023
- Fairtrade
  - Fairtrade Standard, Version 1.2, November 2018

The system was developed in such a way that the prerequisites for the organizations above and their appropriate guidelines<sup>6</sup>, were connected with national and international laws and requirements. Further information about our sustainability efforts can found in our current sustainability report, publicly available on our web site:

[www.heraeus.com/en/hpm/responsibility/precious\\_to\\_us/precious\\_to\\_us](http://www.heraeus.com/en/hpm/responsibility/precious_to_us/precious_to_us)



<sup>5</sup> To simplify readability, the term "organizations" is used in the remainder of the text, standing for the organizations mentioned in Scheme 1

<sup>6</sup> Current versions see Scheme 1



The following scheme 2 shows the Heraeus<sup>2</sup> sites and their certification by the organizations<sup>5</sup>:

### Scheme 2: certifications by site and precious metal

		LBMA		LPPM		RMI	RJC	Fairtrade
		Au	Ag	Pd	Pt	Au		
Hanau,	Germany		X	X	X	X		
Hong Kong,	China	X	X	X	X		X	
Santa Fe Springs,	USA			X	X			
Nanjing,	China			X	X			
Gqeberha,	South Africa			X	X			
Mendrisio,	Switzerland	X	X	X	X		X	X
Udaipur – Choksi,	India		X					
Udaipur – Ravindra,	India			X	X			

Furthermore, the processes, guidelines and policies are applied to all precious metals mentioned above. While our system is designed to support all applicable standards, we apply a risk-based differentiated approach where necessary. This refers to specific material and metal risks, which may need a differentiated analysis depending on the metal in question. Heraeus<sup>2</sup> products and services include the refining of precious metals, as well as the production of (investment) bars for banks, traders, and a wide variety of different precious metals containing products like conductive inks, active pharmaceutical ingredients and much more.

Heraeus<sup>2</sup> processes precious metals that come from different sources like:

- material already certified as “Good Delivery”
  - recycling material, such as returned material from industrial activities or old / scrap jewelry, spent und unused catalysator
- and
- primary mine material / by-product.

Highly industrialized mines are Heraeus<sup>2</sup> main cooperation partners.

Since the annual demand for precious metals exceeds the capacity of primary production and the negative impact of primary mine material for the environment is huge, recycling becomes more and more important as alternative source.

The sources of recycled material are of most varied nature: in addition to industrial returned material and old jewelry, the so called “post-consumer precious metals” for recycling can also come from other sources like spent catalysator, alloys and other, in principle any precious metal containing products.

Heraeus<sup>2</sup> is continuously committed to creating sustainable and transparent value for all partners along the entire value chain.

National governments, international organizations and industry associations are working on rules and regulations to ensure that the chain from the extraction of the raw material to the final customer is sustainable, compliant with all legal requirements and in accordance with ethical standards. The mixture of “soft” and “hard” laws, in which Heraeus<sup>2</sup> operates and contributes, has evolved significantly in the past years. Heraeus<sup>2</sup> is committed to continue so in the future within the scope of continuous improvement.

All organisations<sup>5</sup> applicable to all the Good Delivery Refiners, in addition to the measures to combat money laundering, terrorist financing and human rights abuses globally, have extended their scope to Environmental, Social and Governance (ESG) responsibilities.

Heraeus<sup>2</sup> commitments, including ESG aspects, are reflected in our policies published on the website:

[www.heraeus.com/en/hpm/responsibility/precious to us/precious to us](http://www.heraeus.com/en/hpm/responsibility/precious%20to%20us/precious%20to%20us)

### Summary of activities undertaken to demonstrate compliance:

This report includes information on all Heraeus<sup>2</sup> refining sites worldwide. All systems, measures, and statements refer to Heraeus<sup>2</sup> and their precious metals sourcing principles. Hence, the report also includes references to non-local Heraeus<sup>2</sup> officers and committees, which provides an additional layer of compliance management systems.

This report represents a summary of measures/actions/processes in place at Heraeus<sup>2</sup> to comply with guidances of the “organizations”<sup>5</sup>, currently:

## 1 Step 1: Company management systems

We have fully complied with Step 1: Established strong company management systems.

### 1.1 Has the Refiner adopted a supply chain policy regarding due diligence for supply chains of precious metals?

#### Compliance Statement with Requirement:

Heraeus<sup>2</sup> has adopted a strong policy regarding due diligence for supply chains of Precious Metals.

In 2004, we started and completed applying the first Gold-certification based on the introduction of the Policy of Compliance and Ethics. This policy has been and is constantly being improved, adapted and revised. This results in the above-mentioned certification of the individual Heraeus<sup>2</sup> sites<sup>Scheme 2</sup>. The Supply Chain Due Diligence Process (KYC-process) is fully compliant with Annex II of the OECD Due Diligence Guidance and grow up with the requirements of the organizations<sup>5</sup>. Therefore, the KYC-process includes requirements on:

- Compliance with Applicable Law
- Prevention of Money Laundering



- Combating of financing terrorism
- Prohibition of Corruption and Bribery
- Respect of the Fundamental Rights of Employees
- fight human rights abuses associated with extraction, transportation, and trade of precious metals
- Prohibition of Child Labor
- Employee Health Safety
- Environmental Protection

Regarding the latter, the policy sets out our full commitment to:

KYC-Process as well as other relevant policies and processes, are approved, regularly reviewed, and updated, when required, by the Heraeus<sup>2</sup> senior Management as well as by the Heraeus<sup>2</sup> Precious Metals management and the respective committees. Policies on local and Heraeus group level are made available on the respective websites:

[www.heraeus.com/en/hpm/responsibility/compliance\\_hpm/compliance.html](http://www.heraeus.com/en/hpm/responsibility/compliance_hpm/compliance.html)

With that policy, Heraeus<sup>2</sup> emphasizes to reasonably ensure that the precious metals in its supply chain originate from legal and ethical sources, that the precious metals are not associated with “illegal actions” like crimes, armed conflicts, or human rights abuses and that they will not be used for money laundering, financing terrorism, tax evasion, fraud, or any other crime.

The following graphic summarizes the various sources and criteria (Governance, Human Rights and Conflicts) we use to define our own CAHRA list (short for Conflict affect and high-risk area), following the guidelines of the organizations<sup>5</sup>. Then enhanced KYC check is necessary. Further tools have been implemented to monitor transactions for irregularities.

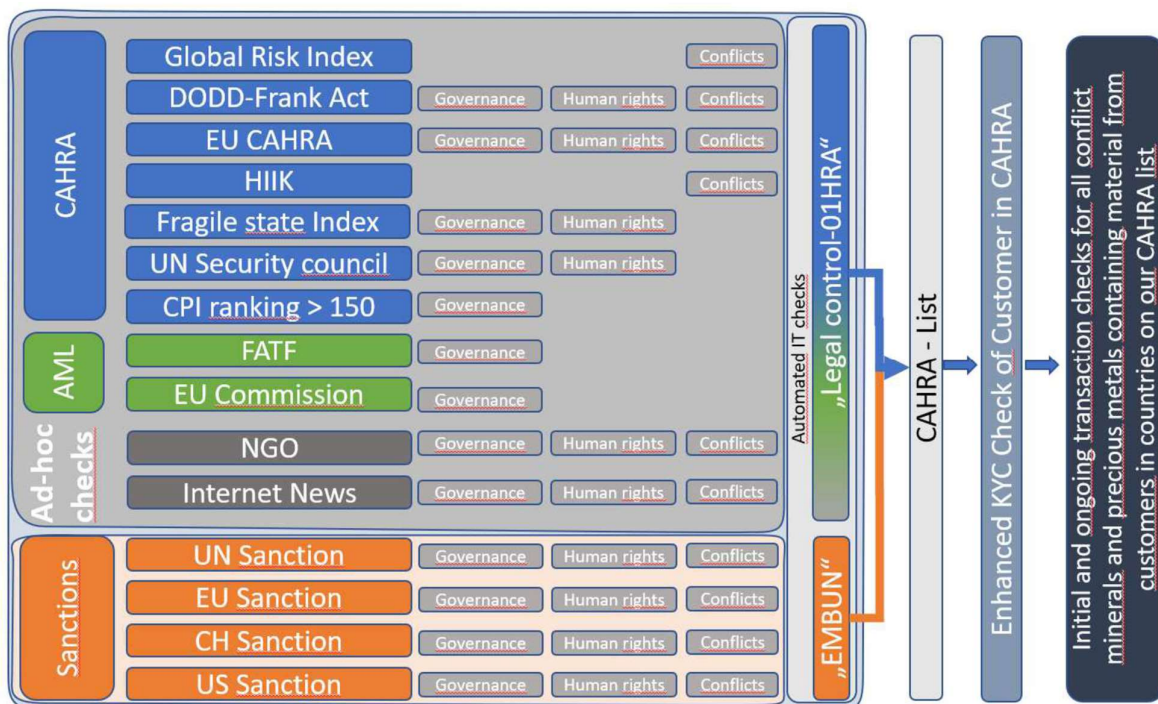


Figure 2: Process to define a CAHRA-country

**1.2 Has the Refiner set up an internal management structure to support supply chain due diligence?**

Heraeus<sup>2</sup> has set up an internal management structure to support supply chain due diligence.

**Internal Compliance Management System**

An efficient internal Compliance Management System (CMS) is an integral part of Heraeus<sup>2</sup> world-wide overall management system. CMS’s main effort is to embed the supply chain due diligence into every single structure and process and to define the governance, roles, responsibilities, internal assessment, and communication.

Within Heraeus<sup>2</sup>, the CMS has the task of identifying, evaluating, managing, and removing inherent compliance risks within the company. In principle, various internal risk categories can be defined as follows:

- Risk regarding legal and regulatory requirements
- Risk regarding regulations of trade and industry associations, professional and association rules, and guidelines
- Litigation risk
- Risk of financial losses (country risk, counterparty risk, business, and transaction risk).
- Reputational Risk

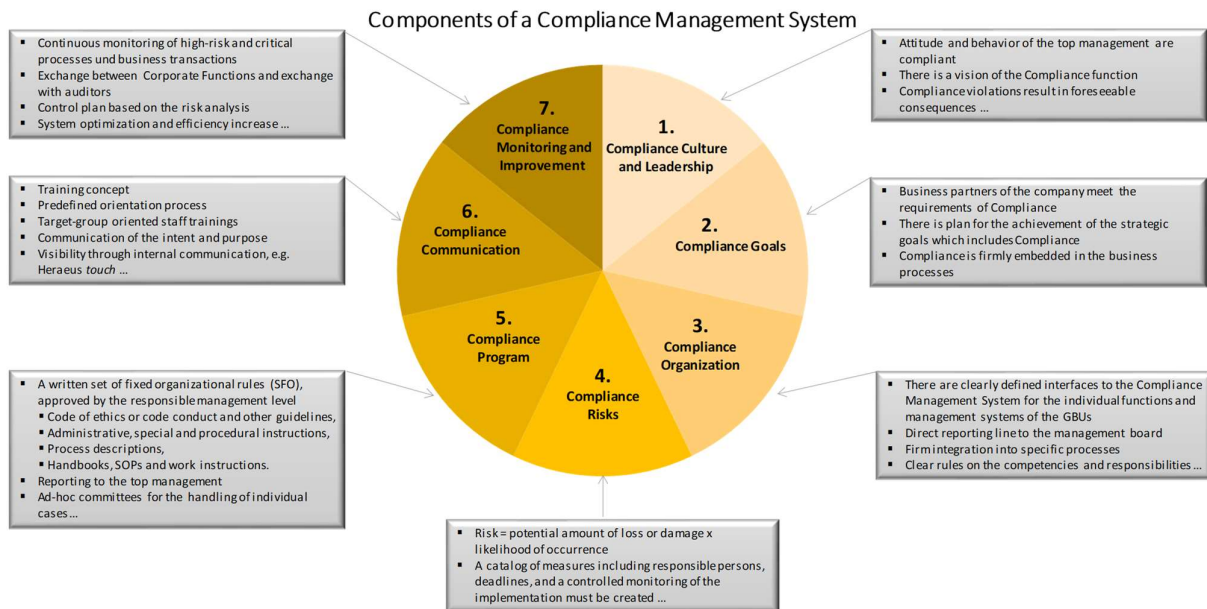


Figure 3: Components of the Heraeus<sup>2</sup> Compliance Management System

The CMS is therefore effective within Heraeus<sup>2</sup>, Argor-Heraeus, as well as Choksi- and Ravindra-Heraeus.

## Structure of the Heraeus’<sup>2</sup> Internal CMS

A central component of the CMS is our “Know your customer” approach, which is continuously used to check the legitimacy of potential and existing business partners based on legal and sector specific requirements.

The Human Rights Impact Assessment also ensures that human rights issues are a decisive part of risk management.

The ESG Impact Assessment also covers the protection of biodiversity in the supply chain. To this end Heraeus<sup>2</sup> continuously collaborates with the competent stakeholders on elaboration and application of the best applicable standards on responsible sourcing.

## Compliance Function

The management of the due diligence process is clearly defined. The Compliance Officer is assigned with the right competence and knowledge to take responsibility for the implementation of the supply chain due diligence processes and to report to the general management.

For the efficient implementation of the CMS at Heraeus<sup>2</sup>, clear decision-making powers and reporting channels were defined. The system is based on three elements:

- Clear allocation of responsibilities
- Strict separation of competencies in compliance with the dual control principle
- A clear set of rules and transparent processes

Reporting channels and accountability for control and decision-making:

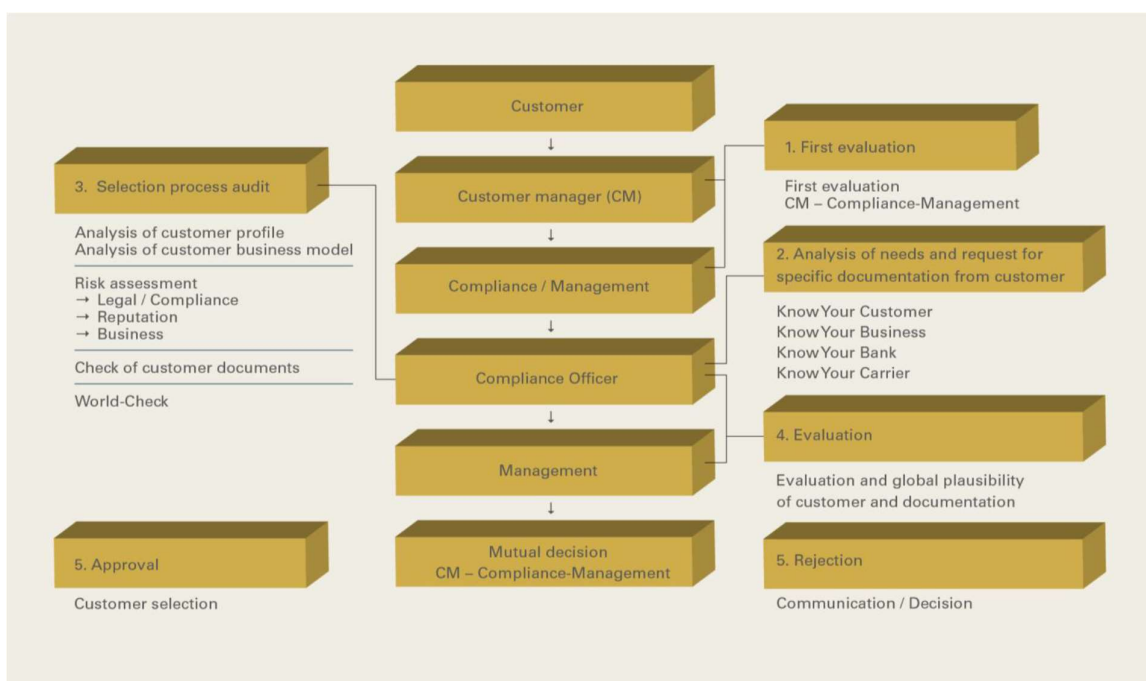


Figure 3: accountability for control and decision-making

The Compliance Officer is responsible for dealing with non-high-risk business relationships. The decision-making power over high-risk partners, in turn, lies with our management committees. The general management and its associated boards both locally (Risk Committee) and on Group level (Sourcing Committee) review major decisions. At the same time the global Compliance Officer oversees local decisions continuously. Part of the committee meetings is also transparency and training to foster transparency for all senior committee members.

At least annually, <sup>2</sup> conducts internal training to all the relevant employees on Compliance, Anti-Money Laundering, Responsible Sourcing, and other pertinent topics. In the year 2023 we trained in sum 568 employees for the whole Heraeus<sup>2</sup> group, with regards to Heraeus PGM SA (Pty) Ltd., we trained 8 employees (100 % of assigned employees).

In addition to this worldwide training, local compliance trainings were conducted at the different Heraeus<sup>2</sup> sites.

The Internal Compliance Management System is continuously subject to updates as per applicable legislation, regulations, and internal standards within the scope of continuous improvement.

### **1.3 Has the Refiner established a strong internal system of due diligence, controls, and transparency over precious metal supply chain, including traceability and identification of other supply chain actors?**

Heraeus<sup>2</sup> has established a strong internal system of due diligence, controls, and transparency over Precious Metal supply chain, including traceability and identification of other supply chain actors.

Heraeus<sup>2</sup> Compliance Function responsibility includes evaluation, monitoring and plausibility checks of existing and potential business relationships upstream and downstream, as well as checking the economic background of its business activities and, if necessary, also their partners along the value chain and to assess them.

Central elements of the evaluation process are:

- Identification and verification of the business partner, the acting persons, their partners, and suppliers (operating licenses, tax compliance, etc.)
- Determination and examination of the economic grounds as well as the shareholder and controlling person/s
- Determination and plausibility check of the intended business activity (assessment of economic sense, volume check)
- Determination and assessment of the origin of the material including respect of human rights, ESG factors and other relevant criteria as per the organization's guidance and other relevant standards
- On site assessments: ideally before or within the first six months after start of a business relationship.

New suppliers must sign our “CODE OF CONDUCT MATERIAL QUESTIONNAIRE FOR PRECIOUS METAL SUPPLIERS OF HERAEUS” before we are entering into a new business relationship or provide their own Code of Conduct covering the same messages as ours. We further sharpened-up our documentation requirements in our updated business partner check SOP and have addressed that for the rating of new or existing customers. The Material Questionnaire is thereby fully aligned with the LPPM Questionnaires.

We are renewing our due diligence checks for all our suppliers in one, two- or three-years intervals based on the risk assessment we conducted in our KYC workflow and the results are archived in a database. We maintain many long-standing relationships with most of our supplying partners which are typically industry heavy weight organizations with similar due diligence requirements as Heraeus<sup>2</sup>. Furthermore, there are numerous smaller customers, like small jewelry manufactures.

As per the above summary, we have established a strong internal system of due diligence, controls, and transparency over Precious Metal supply chain, including traceability and identification of other supply chain actors.

We have adopted a robust Precious Metals incoming receipts process: specific documents must be received, and transactional details entered before we process the precious metal-bearing material.

Particularly, within our traceability system, for each lot, based on the type of the material, we collect the following information/documents:

- Confirmation of the mining origin of the material (if applicable).
- Type of the material received.
- Weight and assay.
- Shipping and transportation documents.
- A unique reference number assigned to each input and output order.
- Date of arrival and date of assay finalization.

Each lot received is accurately registered in our transactional system. Specific controls are carried out before processing the material as outlined in our internal guidelines. All transactions are monitored within the EPR-System. Heraeus<sup>2</sup> organizes regular training for the employees involved in the process to make sure the guidelines are followed and respected. Any form of non-conformity is unacceptable and must be reported, which proceeds with internal clarifications, and application of the respective processes.

#### **1.4 Has the Refiner strengthened company engagement with precious metal supplying counterparties, and where possible, assisted precious metals supplying counterparties in building due diligence capabilities?**

Heraeus<sup>2</sup> has strengthened its engagement with precious metals supplying counterparties, and where possible, assisted precious metals supplying counterparties in building due diligence capabilities.

We have also modified our supplier agreements to stay fully compliant with the guidelines of the organizations<sup>5</sup>.



On a regular basis, we conduct assessments of our mining partners which are used to share Heraeus<sup>2</sup> values and standards and to assess their alignment with the requirements stated in our supply chain guidelines, with special focus on Child labor, Human rights and ESG issues. Proposals for possible optimizations of processes and documentations are discussed and document with our partners during on-site assessments and are followed up upon in future assessments. In principle, we expect all counterparties to adhere to OECD standards and submit respective assurance. Where mine assessments are conducted by Heraeus<sup>2</sup>, documentation and agenda are at a minimum followed along the most recent versions of the LPPM questionnaires for mine sites. In 2023 Heraeus<sup>2</sup>-Group conducted programmed on-site assessments to its mining and recycled material suppliers. Regarding mining customers, there were completed 14 on-site assessments.

### **1.5 Has the Refiner established a company-wide confidential grievance mechanism?**

Heraeus<sup>2</sup> has established a company-wide communication mechanism to promote broad-based employee participation and risk identification to management.

We have implemented the Grievance Policy, which is accessible to any interested party, in person or anonymously, to voice concerns regarding the circumstances of precious metals extraction, trade, handling and export in a conflict-affected or high-risk area. Reports can be made via different methods: by phone, web-app, e-mail, by post and face to face. The contacts are accessible external and internal:

[www.heraeus-group.com/en/corporate-responsibility/compliance/](http://www.heraeus-group.com/en/corporate-responsibility/compliance/)

In addition to the measures already in place such as trainings, portal posts and presentations during management meetings, we constantly enhance our processes and organization. In 2023, we continued on a stronger engagement with our affiliate companies to profit from all staff experience. Management oversight was strengthened beyond the legal entity CEOs to a Heraeus<sup>2</sup> Precious Metals (HPM) Group level. Here, quarterly meetings of the sourcing committee with Heraeus<sup>2</sup> Precious Metals - CEO, CFO, Compliance, Business Line Heads, and local CEOs foster discussions, decisions and awareness of risk assessments, processes, and organization.

In 2023 Heraeus<sup>2</sup> did not receive relevant grievances through the proposed reporting channels.

## **2 Step 2: Identify and assess risks in the supply chain**

### **Compliance Statement with Requirement:**

We have fully complied with Step 2: identify and assess risks in the supply chain.

### **2.1 Does the Refiner have a process to identify risks in the supply chain?**

Heraeus<sup>2</sup> has a process to identify risks in the supply chain.

We identify and assess risks in the supply chain. For every supplier, we have established a client database and allocated a risk profile according to our risk profile criteria. The process is a formal requirement before entering any business relationship with a supplying counterparty. Our due diligence process is carried out on a risk-oriented approach.

In particular, the time interval between checks on existing upstream business partners depends on whether the business partner is classified as high-risk or a low-high risk. The frequency of the reviews is once a year for high-risk customers, two years for medium-risk and every three years for low-risk ones.

We use proper modelling techniques to map our KYC (Know Your Customer) process which are used as a reference to identify possible risks in our supply chain and are also ideal training tools. The Compliance Officer takes care of the risk assessments and continuous monitoring based on the information received internally or from the relevant tools. KYC screening tools include different commercial and open sources.

## 2.2 How does the Refiner classify identified risks in light of the standards of its due diligence system?

### Comments and Demonstrations of Compliance:

Heraeus<sup>2</sup> does assess risks in light of the standards of their due diligence system.

Heraeus<sup>2</sup> performs its Supply Chain Due Diligence in line with all measures required by organizations<sup>5</sup> and other applicable standards before entering into a business relationship with any precious metal counterparties. We constantly monitor all transactions which take place through the course of the entire business relationship, and we conduct appropriate scrutiny and monitoring of the counterparts on a regular basis. Identified risks that require further investigation are managed by applying a strong risk-based approach.

The criteria for high-risk business relationships and transactions are regularly reviewed and updated, when required. These are based mainly on the organisation<sup>5</sup> guidance.

Supply chain Due Diligence risk-based approach includes the risk categories based on the identification of the customer, on the origin of the material and on the country of origin. These include (non-exhaustive list): Politically Exposed Persons; nationality, domicile of the customer, banking details, ultimate beneficial owner, legal representatives in high-risk countries; complex structures; presence in international sanctions lists; location of the operations in the high-risk area; origin of the material from CAHRA, World Heritage Site, protected area; transportation of precious metals via CAHRA; human rights and ESG negative impacts including mercury use (which is not tolerated); artisanal small-scale mining; money-laundering and terrorism financing risks and others.

High-risk assessment is performed by Compliance Officer with the use of external reliable sources and indexes such as Heidelberg barometer, FATF lists, SECO and International Sanctions lists, UNICEF workplace Index; EU CAHRA List, Dodd Frank's 1502, NGO Reports, others. Supporting instruments are also platforms like Orbis, FACTIVA and RepRisk.

For existing customers, in case of identification of risks as per internal management strategies and processes, internal clarifications are performed. Based on their results, the business relationship will be terminated, suspended, continued with improvement plan, or continued regularly, if potential risks are not confirmed or are mitigated. In cases of known instances and founded suspicion it is mandatory to proceed with communication to the relevant authorities and organizations.

### 2.3 Has the Refiner undertaken EDD measures for identified high-risk supply chains?

Heraeus<sup>2</sup> undertakes the EDD (extended due diligence) measures based on the type of the precious metals bearing material. These include (non-exhaustive list): identification of all the participants of high-risk supply chain until the origin of the material, understanding of the risk of human rights violations, compliance with environmental standards, nature of security services provided in the mine, support to illegitimate non-state armed groups, compliance with tax requirements, assessment of due diligence processes for the recycling customer supply chain.

One of our EDD measures for high-risk customers is the on-site assessment. For such an assessment our main guidance regarding documentation and some help to set the agenda is the mine assessment questionnaire. Based on the questionnaires of LPPM, we developed our internal questionnaire to meet the challenge of the individual precious metals. Assessments are undertaken by experienced inhouse staff from Heraeus<sup>2</sup> or from our subsidiary ARGOR-Heraeus, trained on the job over time by other experts. Results are checked via four-eye principle and documented as described. Additionally, external consultants can be engaged due to capacity reasons, travel restrictions or specific expertise. Basic assessment contents and documentation expectance does not change though. Furthermore, two external and one internal assessment should be carried out over a period of approx. 10 years, resulting in a so-called 6-eyes principle. We aim to achieve 3 years between assessments with much shorter periods as needed. Exceptions from the above may apply based on risk reducing factors such as, type of mine, country of mine, and other available external certifications of the site.

Deviations from the standard (e.g., Covid travel restrictions) are mitigated by a constant transparency note to the Sourcing Committee about outstanding assessments, priorities, and the scheduled roadmap to full policy compliance.

In our partnership with intermediate refiners, in addition to our internal due diligence requirements and the independent assurance report on compliance with the OECD aligned responsible standard, we require additional information/documents which help us to understand and identify red flags on the Intermediate refiner supply chain. These additional requirements can be represented by, but not limited to, policies and procedures and work with our partners on roadmaps to receive independent assurance reports on the communicated policies. This process - where needed – is currently ongoing and progress is reported to the management.

Furthermore, we pro-actively engage with partners offering pre-melted materials to Heraeus<sup>2</sup>. While melting processes may have operative advantages on our customers site,



we encourage all partners to send original materials. In 2023, our efforts to reduce this risk resulted in 40 partners of Heraeus<sup>2</sup> refraining from sending melted materials switching to original material only. For those partners, where this is not an option, we require full transparency and documentation on melting, compliance and transaction processes or an appropriate independence assurance report.

As the overall environment regarding organized crime in the PGM industry is getting more critical, Heraeus<sup>2</sup> is constantly reflecting this situation also in its due diligence. The theft of scraps in other refineries and the ongoing theft of spent, in-use and fresh catalytic converters is a challenge of our industry. Consequently, we do not accept such materials from traders and collectors without appropriate source confirmations or assurance reports. Fortunately, the vast majority of our partners provide us with closed loop materials or end-of use specialized chemical products in a direct relationship. These products and partners are mostly easy to check with the partners business activities and produce a reasonable picture. In 2023 we declined 10 business partner.

#### **2.4 Does the Refiner report risk assessments to the designated manager?**

Heraeus<sup>2</sup> reports risk assessment to general management.

The Compliance Officer verifies the potential risks in line with the internal codes of organizations<sup>5</sup> as well as the OECD guidelines and the FATF-Rules. All new high-risk suppliers must be approved by HPM<sup>2</sup>s PMCE<sup>7</sup>. Quarterly an internal risk review is conducted, and its outcome presented to the HPM<sup>2</sup> Sourcing Committee.

### **3 Step 3: Risk management**

#### **Compliance Statement with Requirement:**

We have fully complied with Step 3: Design and implement a management system to respond to identified risks.

#### **3.1 Does the Refiner have a process to respond to the identified risks by either (i) mitigating the risk while continuing to trade, (ii) mitigating the risk while suspending trade or (iii) disengagement from the risk?**

Heraeus<sup>2</sup> has adopted an automated screening of all business partners to identify risks in the supply chain. The screening allows us to manage risk through a rigorous risk assessment of all business partners and transactions through a regular re-assessment. In addition, identified risks are brought up from Compliance or business or any other stakeholder to the Heraeus<sup>2</sup> Sourcing Committee which after a careful analysis decides how to proceed and what kind of action/ measures must be taken.

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<sup>7</sup> PMCE: Heraeus Precious Metals Compliance Experts; responsible sourcing team and its management

The results of the risk management strategy adopted are the following, to identify the risk by either (i) mitigation of the risk while continuing to trade,

(ii) mitigation of the risk while suspending trade or

(iii) disengagement from the risk, reporting accordingly.

**3.2 Where a management strategy of risk mitigation is undertaken, it should include measurable steps to be taken and achieved, monitoring of performance, periodic reassessment of risk and regular reporting to designated senior management.**

Corresponding procedures are in place and are applied accordingly. In case our risk assessment identifies high risk criteria, we actively approach our supplier to receive further information. If we cannot mitigate our risk assessment, the decision of closing the business relationship could be taken. Preferably, we engage our existing partners with requests for a long-term roadmap commitment, where short-term actions are not feasible. With this approach, we ensure ongoing and productive cooperation and retain measurable next steps. A clear commitment to specified steps and goals however is mandatory for a continuation of business.

Heraeus<sup>2</sup> continuously cooperates with the relevant stakeholders including national, international authorities, associations, NGO's. Constructive and efficient cooperation is a necessary step to a transparent and responsible supply chain.

**4 Step 4: Arrange for an independent third-party audit of the supply chain due diligence**

**Compliance Statement with Requirement:**

We have fully complied with Step 4: Arrange for an independent third-party assessment of the supply chain due diligence.

**Comments and Demonstration of Compliance:**

Heraeus<sup>2</sup> engaged the services of the assurance provider PricewaterhouseCoopers GmbH, and their independent limited assurance report can be viewed as soon as available on:

[www.heraeus.com/en/hpm/responsibility/compliance\\_hpm/compliance.html](http://www.heraeus.com/en/hpm/responsibility/compliance_hpm/compliance.html)

PwC has been chosen as a trusted, independent, and accredited global LPPM partner.

## 5 Step 5: Report on supply chain due diligence

### Compliance Statement with Requirement:

We have fully complied with Step 5: Report on supply chain due diligence.

Further information and specific details of how Heraeus<sup>2</sup> systems, procedures, processes, and controls have been implemented to align to the specific requirements have been set out in our supply chain policy, which is available on our company website.

Refiner's details	
Refiner's name	Heraeus PGM SA (Pty) Ltd., Port Elisabeth, South Africa
Location	6-7 Oddy Place, Perseverance, Gqeberha, 6000 South Africa
Reporting year-end	01.01.2023 – 31.12.2023
Date of Report	04.04.2024
Senior management responsible for this report	Kirsti Kuhn (kirsti.kuhn@heraeus.com)
Company website: <a href="https://www.heraeus.com/en/hpm/hpm_home/heraeus_precious_metals.html">https://www.heraeus.com/en/hpm/hpm_home/heraeus_precious_metals.html</a>	

## 6 Management conclusion

### 6.1 Is the Refiner in compliance with the requirements of the Platinum and Palladium Guidance – Version 4 - November 2022 for the reporting period?

Yes, Heraeus<sup>2</sup> is in compliance with the requirements of the LPPM.

In conclusion, Heraeus<sup>2</sup> implemented effective management systems, procedures, processes, and practices to conform to the requirements of the

LPPM Platinum and Palladium Guidance – Version 4 - November 2022

as explained above in the “Summary of the activities undertaken to demonstrate compliance”, for the reporting year ended 31<sup>st</sup> December 2023. Heraeus<sup>2</sup> is committed to continuous improvement, and any corrective actions identified will be monitored internally on a regular basis.

### 7 Other report comments

If users of this report wish to provide any feedback to Heraeus<sup>2</sup> with respect to this report, they can contact corporate relations on the compliance officer Dr. Patrick Henritzi. [patrick.henritzi@heraeus.com](mailto:patrick.henritzi@heraeus.com).

**Kirsti Kuhn**  
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Dr. Patrick Henritzi  
Compliance Officer / Head of PMCE

Note:

Annex on Page 19 is listing the countries of origin of Palladium and Platinum, mined and recycled, and amount received from each country, for the assessment period as requested by the LPPM (current version, see <sup>Scheme 1</sup>). This information is only communicated to LPPM and not disclosed to the public.

Heraeus PGM SA (Pty) Ltd., Port Elizabeth, South Africa

Country of origin for Palladium and Platinum, mined and recycled\*

**Confidential - for LPPM reference only – not to be published!**

HG = high grade

LG = low grade

\*To avoid any confusion about units of measurement we use 1.000 kg = 1000 kg = one thousand kilogramm

A value of "0,0" indicates that we received less than 50 g (< 0,05 kg)

"no figure" means, no quantity settled in 2023.

Minor differences in the totals are possible due to rounding.