



philoro
MELTING & REFINING

DUE DILIGENCE REPORT

2024



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STATEMENT OF MANAGEMENT

Dear Business Partners,

The precious metals industry today faces a wide range of challenges: increasing regulatory requirements, growing pressure for transparency and traceability throughout the supply chain, as well as the urgent need to further strengthen environmental and social standards. At philoro, we not only take these challenges seriously – we see them as an opportunity to demonstrate our responsibility actively and credibly.

With the opening of our own refinery in Korneuburg, we have set a decisive milestone: from dealer to producer with the philoro refinery „GOLDWERK“.

Here we integrate the entire value chain within the precious-metals cycle – from production to sales in our branches – and have the opportunity to put our innovative ideas into practice. Our state-of-the-art high-security vault for gold and precious metals sets new standards, elevating our commitment to sustainability, top-tier quality and security to a new level and stands as an example of our ambition to combine sustainable business practices with technological innovation.

As part of this development, we are also actively advancing our digitalisation projects to further increase efficiency, enhance transparency to meet the growing requirements for compliance and traceability.

To meet our clear commitment to due diligence obligations and continuous improvement, we consistently align our operations with the highest international standards – such as the OECD Guidelines, the LBMA Responsible Gold Guidance and the requirements of the Responsible Jewellery Council.

Our management system is continuously enhanced, with our risk-analysis processes further refined during the past financial year. We place great importance on close cooperation with our suppliers while strengthening our internal control mechanisms. An effective complaints mechanism and our whistleblowing system further safeguard the integrity of our business relationships.

Our responsibility goes beyond legal compliance. We are convinced that trust – among our customers, partners and the public – can only be built through a holistic and sustainable perspective.

We sincerely thank you for your trust and support and look forward to continuing our joint efforts to shape the future of the precious metals industry responsibly.



Rudolf Brenner
Managing Director & Partner

René Brückler
Managing Director & Partner

ABOUT US

THE COMPANY

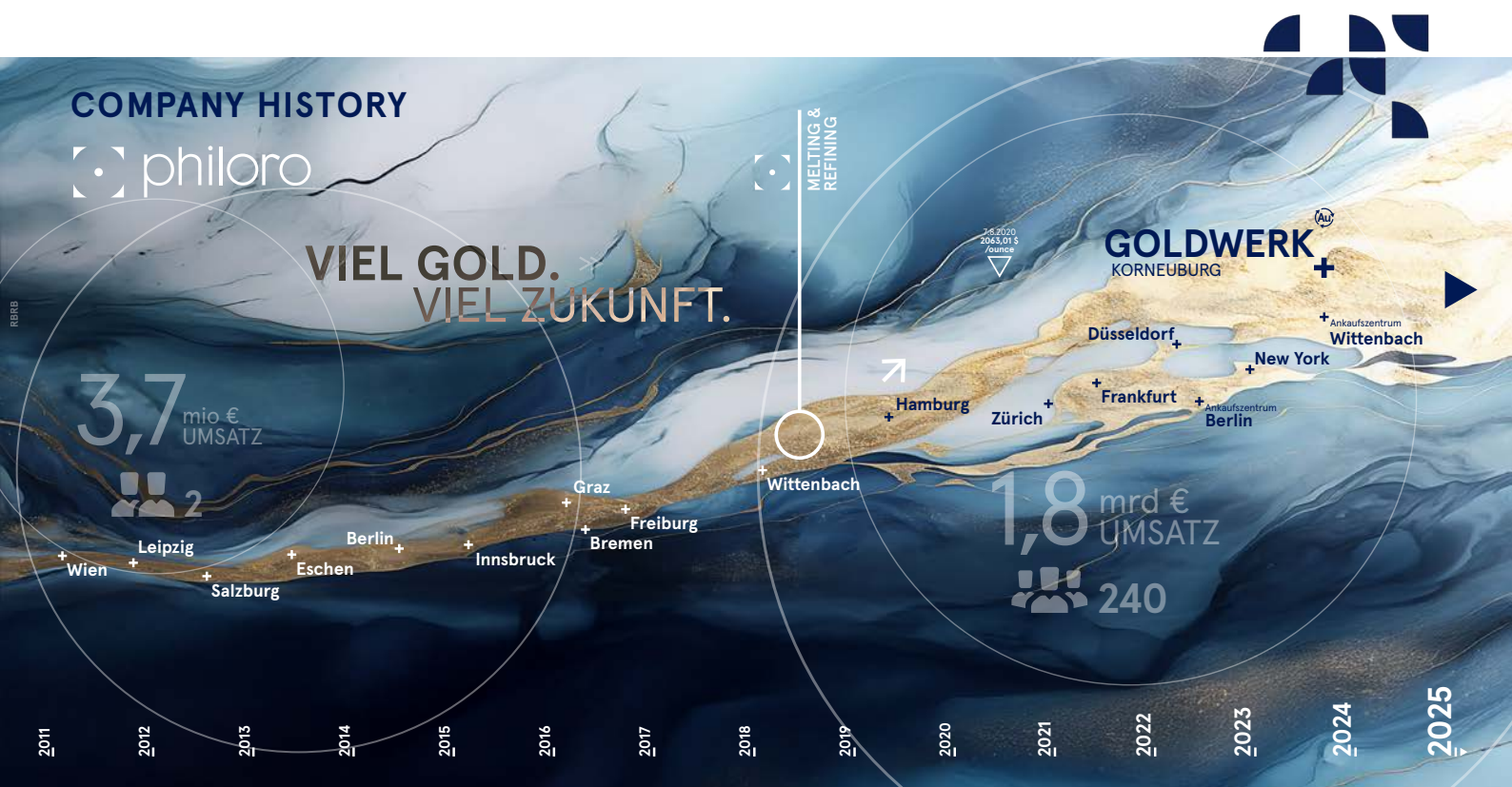
Founders

Rudolf Brenner, the founder of philoro PRECIOUS METALS GmbH, is a true friend of gold. His passion for precious metals, coupled with his dream of building his own company, laid the foundation for philoro. He found a highly

motivated companion in René Brückler, who embarked on the venture with him to bring a new and modern shine to gold and silver investment.

The name „philoro“

„philoro“ derives from the combination of the Greek word „philos“ meaning „friend“ and the Italian word „oro“ representing gold. The name symbolizes our deep appreciation for the precious metal and our commitment to fostering enduring relationships with our clients.



FOR A GOLDEN FUTURE.

For more than a decade, this has been philoro's guiding claim. Founded in March 2011 in Vienna, as an independent precious metals trading company, philoro has experienced strong and continuous growth over the past decade.

With the establishment of philoro MELTING & REFINING GmbH in 2018, we laid the foundation for the launch of

our state-of-the-art refinery near Vienna in December 2023, turning our vision into reality: to offer the entire value chain - from sourcing to processing to recycling - while maintaining the highest standards of quality and security. Since then, the company has consistently stood by its guiding principle:

WE RECYCLE VALUES.

CORPORATE MISSION STATEMENT

philoros represents a long-standing family tradition that is deeply rooted in the precious metals business. Discretion, quality, service, security and transparency have been among our core values for many years.

Customer satisfaction is our motivation and with our sustainable corporate philosophy we aim to create lasting values for future generations.

MISSION

Our mission is to enable our customers to secure sustainable prosperity and preserve value through our products. We offer transparent, fair and up-to-date pricing. Our uncompromising quality standards – in both our products and services – have made the company one of the leading precious-metal retailers in Europe.

VISION

Our vision is to further strengthen and expand our position as a complete service provider in the field of precious metals trading.

SUSTAINABILITY AND SOCIAL RESPONSIBILITY

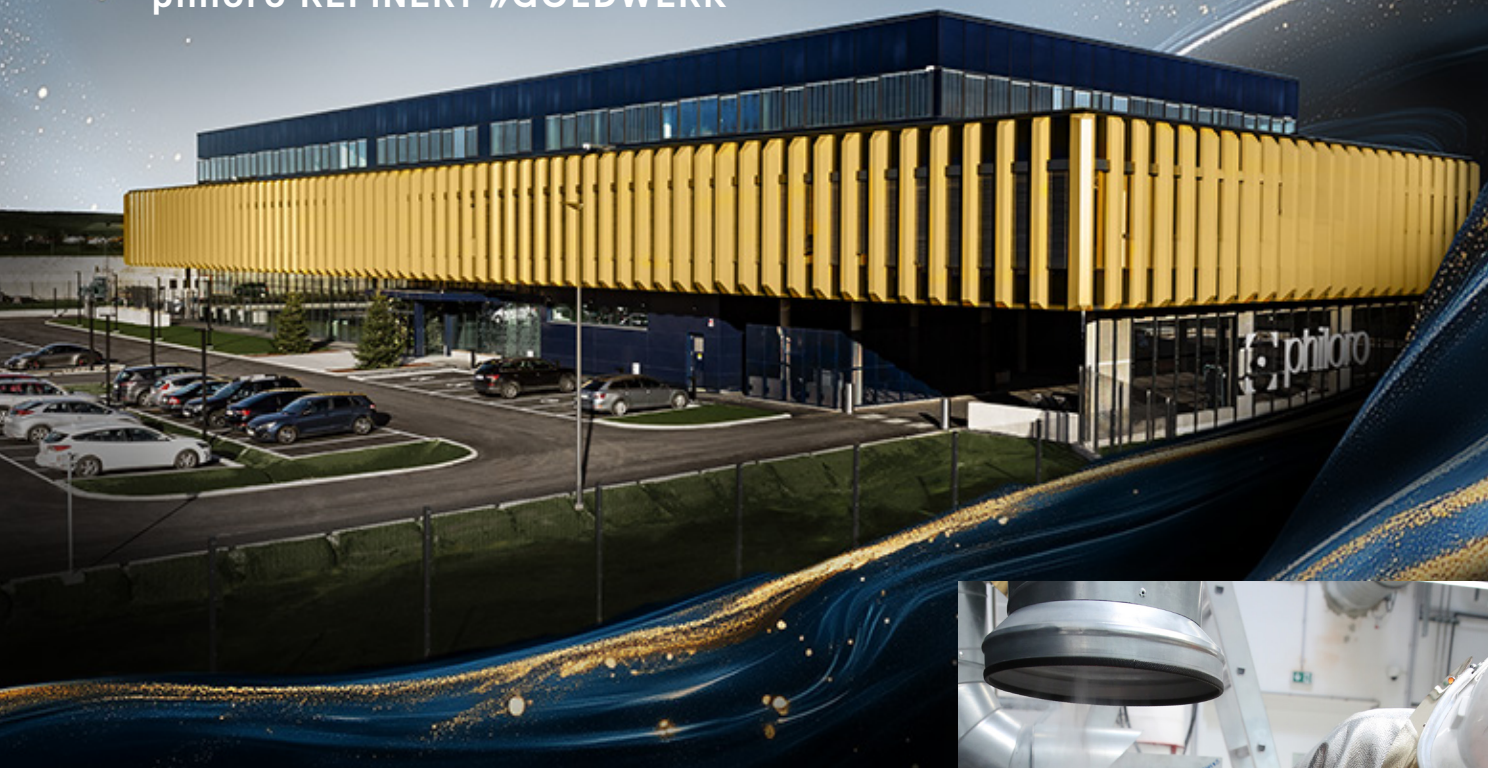
Social responsibility toward the environment and society – a topic that presents both a significant challenge and an important opportunity for companies – is taken very seriously at philoro. philoro stands for „Sustainable Gold“, meaning that the extraction of precious metals is reviewed and documented with regard to ethically sound conditions. Our products and services comply with the OECD Due Diligence Guidance.

OCCUPATIONAL HEALTH AND SAFETY

philoros places great importance on the safety and health protection of our employees. Our commitment is reflected in our corporate values and principles. We follow a comprehensive strategy to continuously improve working conditions, minimise risks and foster a strong safety culture throughout the organisation.



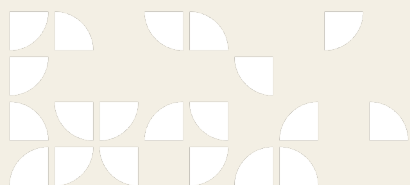
philoro REFINERY „GOLDWERK“



The philoro REFINERY „GOLDWERK“ in Korneuburg is a state-of-the-art production facility for precious metals. Through advanced technology, efficient processes and strict quality, environmental and safety standards, we ensure responsible refining and metal recovery.

Focused on „Made in Austria“ production and a strong commitment to quality and compliance, the refinery strengthens regional value creation in Austria and underscores our dedication to transparency and sustainability.

With an annual production capacity of 120 tonnes of gold and 140 tonnes of silver, the facility makes a significant contribution to the local economy.



GOVERNANCE & COMPLIANCE

INTEGRATED MANAGEMENT SYSTEM & CONTINUOUS IMPROVEMENT

philorio MELTING & REFINING GmbH has implemented an Integrated Management System (IMS), representing a strategic approach to customer orientation, continuous improvement and legal compliance.

Adherence to all binding obligations and the further development of our system are ensured by our IMS and Legal & Compliance functions. As part of the annual management review, the system's suitability is evaluated and adjusted where necessary.

COMPLIANCE AND REGULATORY ALIGNMENT

We are committed to full compliance with all regulations relevant to our business - including laws, ordinances, guidelines and recommendations - as well as internal policies and work instructions based on our corporate policy.

We do not engage in any business linked to criminal or terrorist groups or that could be used to finance such activities. We condemn human-rights abuses of any kind and pursue relationships only with partners who share our values.

Particular emphasis is placed on our responsibility regarding the entire supply chain. We follow the OECD Due Diligence Guidance and promote responsible sourcing practices.



GOVERNANCE – RESPONSIBILITIES

Responsibility for implementing and upholding our policies lies at the highest level of management. Responsibilities are clearly defined to ensure that ethical, social and environmental standards are embedded in all business processes.

A transparent governance structure and regular reviews of our management systems ensure that integrity and responsible corporate management are embedded in daily operations.

OUR CERTIFICATIONS

philoro MELTING & REFINING GmbH places great importance on quality, environmental responsibility and occupational health and safety. Our certifications - ISO 9001, ISO 14001, ISO 45001 and the RJC Code of Practices - confirm our consistent commitment to structuring all business processes to the highest standards and continuously improving them. They reflect our dedication to transparency, integrity and sustainable practices towards employees, customers and business partners.



philoro GUIDELINES

philoro MELTING & REFINING GmbH follows clear guidelines to ensure compliance, integrity and sustainability across all business activities. Our approach is guided by the OECD Due Diligence Guidance as well as internationally recognised industry standards, such as the Responsible Jewellery Council (RJC) Code of Practices and Chain of Custody Standard, the London Bullion Market Association (LBMA) Responsible Gold Guidance, the London Platinum and Palladium Market (LPPM) Responsible Platinum and Palladium Guidance and the Responsible Minerals Assurance Process (RMAP) of the Responsible Minerals Initiative (RMI).

CODE OF CONDUCT

We are committed to ethical, lawful and responsible behaviour. Integrity, transparency, respect, sustainability and strict compliance with laws and internal regulations are at the core of our actions. We take pride in upholding these values.

SUSTAINABILITY AND RESPONSIBLE BUSINESS PRACTICES

This policy defines binding standards for sustainability, human rights and responsible conduct throughout the entire supply chain and applies to all employees and business partners.





ANTI-MONEY LAUNDERING (AML) AND KNOW YOUR COUNTERPARTY (KYC)

We have implemented comprehensive anti-money-laundering and KYC procedures to verify the identity of customers and business partners, detect unusual or suspicious transactions, and comply with national and international requirements. Regular reviews and training ensure the effectiveness of our programme.

ANTI-CORRUPTION AND ANTI-BRIBERY POLICY & PROCEDURES

We pursue a zero-tolerance policy towards corruption and bribery. All employees and representatives are obliged to avoid improper advantages or conflicts of interest. Violations are consistently investigated and sanctioned.

WHISTLEBLOWING AND GRIEVANCE MECHANISM

Responsibility towards our employees and society is a key element of our corporate culture. Integrity, transparency and compliance are fundamental principles of our conduct. To support this, philoro offers the possibility to report internal misconduct, illegal activities or unethical behaviour anonymously and confidentially – via our website, by e-mail or by post.

The whistleblowing system is integrated into our management system. It supports early risk detection, continuous improvement and strengthening of integrity and trust within the company.

Core Principles

Confidentiality, protection of all parties involved, objectivity, traceability and a learning-oriented evaluation process

Reporting Channels

Online form, e-mail to tellus@philoro.com or postal mail – reports submitted through the channels mentioned above may be made in German or English

Procedure

Incoming reports are documented, assessed and investigated. Findings and resulting measures are recorded confidentially and – where possible – communicated back to the reporting party. All measures derived from investigations are incorporated into the continuous improvement process to systematically enhance processes and workflows.

Objectives

- Promote an open and responsible corporate culture
- Strengthen trust and employee satisfaction
- Prevent and detect misconduct

No reports were submitted through our whistleblowing system in the 2024 reporting year.

TRANSPARENCY IN THE MANAGEMENT SYSTEM

REPORTING OBLIGATIONS AND DISCLOSURE

Transparency is a guiding principle of our management system. We ensure that relevant information on business processes, compliance and supply chains is systematically recorded, disclosed and documented in a traceable manner. This includes statutory reporting obligations as well as voluntary disclosures to stakeholders.

MONITORING, AUDITS AND CONTINUOUS IMPROVEMENT

Regular internal and external audits review compliance with our standards and identify opportunities for improvement. The insights gained feed into the enhancement of our processes and are monitored through our continuous improvement process to ensure ongoing effectiveness.

RESPONSIBLE SOURCING

RESPONSIBLE SOURCING OF PRECIOUS METALS FROM CONFLICT-FREE SOURCES

philloro MELTING & REFINING GmbH is committed to the responsible sourcing of precious metals from conflict-free sources. In line with the OECD Due Diligence Guidance and the requirements of the RJC standards, we have established a comprehensive supply chain policy as part of our Public Policy and ensure its implementation through our integrated management system.

DUE DILIGENCE IN THE SUPPLY CHAIN

Our organisational structure ensures effective risk management within the supply chain and compliance with all relevant legal and industry-specific standards. Responsibilities are clearly defined. The Compliance Officer is responsible for implementing the KYC process, conducting risk assessments and providing regular reports to management.

The due diligence process includes the systematic review of new and existing business partners. This comprises the initiation of the KYC process, the execution of due diligence, the decision on entering a business relationship and ongoing monitoring.

Business partners are informed about our Public Policy during the KYC onboarding process and – by signing it – commit to adhering to its principles. This ensures transparency, compliance and responsible conduct throughout the entire supply chain.

RISK MANAGEMENT

The precious-metals supply chain involves both risks and opportunities. Operating responsibly requires a solid system for the continuous identification, assessment and management of risks. Careful review and risk identification are therefore an essential part of our corporate culture.

Our risk management approach considers process-related, strategic, legal, social and environmental aspects. Particular focus is placed on risks related to business conduct, community and reputation, human rights, occupational health and safety, legal compliance, supply chain integrity and sustainability.



RISK-BASED CATEGORISATION OF SUPPLIERS

As part of our due diligence system, we assess all business partners based on clearly defined risk criteria. This assessment takes into account, among other factors, the geographical origin, ownership structure, nature of the business activity and additional indicators that may point to potential risks related to human rights, the environment, ethics or the financing of conflict. Based on this analysis, a risk-based classification is carried out to ensure an appropriate level of review and ongoing monitoring.

Business partners identified as a higher risk are subject to enhanced due diligence and strengthened monitoring. Where necessary, additional verification measures are implemented to confirm or clarify potential risks.

Our due diligence system is regularly reviewed and adapted to new regulatory and industry developments to ensure the effectiveness of our measures to prevent and mitigate risks.



ONGOING MONITORING

The supply chain is continuously monitored and regularly reassessed. During the reporting period, no red flags or irregularities were identified in relation to human rights, environmental impacts, working conditions, business ethics or the origin of materials.

CONFLICT-AFFECTED AND HIGH-RISK AREAS (CAHRAS)

As part of our due diligence process, we also consider potential risks associated with Conflict-Affected and High-Risk Areas (CAHRAs). The classification is based on the CAHRAs overview published by the European Union at www.cahraslist.net.

philoro MELTING & REFINING does not source any materials from origins associated with conflict, human-rights violations or unethical practices.

TRANSPARENT SUPPLY CHAIN

For every transaction, comprehensive records are maintained documenting all relevant information regarding the origin, type, quantity and assay results of the materials as well as the suppliers involved and the transportation routes used. This ensures full transparency and traceability throughout the supply chain.

OUR CUSTOMERS AND PARTNERS

We consistently place our customers at the centre of our activities and safeguard their interests as well as their personal data. With experience and dedication, we strive to meet their needs and foster long-term, partnership-based relationships built on trust and responsible business practices.

To this end, we work in close collaboration with refineries, recycling facilities, precious-metals dealers, pawnshops, jewellers, goldsmiths, jewellery retailers and wedding-ring manufacturers.

SUSTAINABILITY AND SOCIAL RESPONSIBILITY

ENVIRONMENTAL RESPONSIBILITY

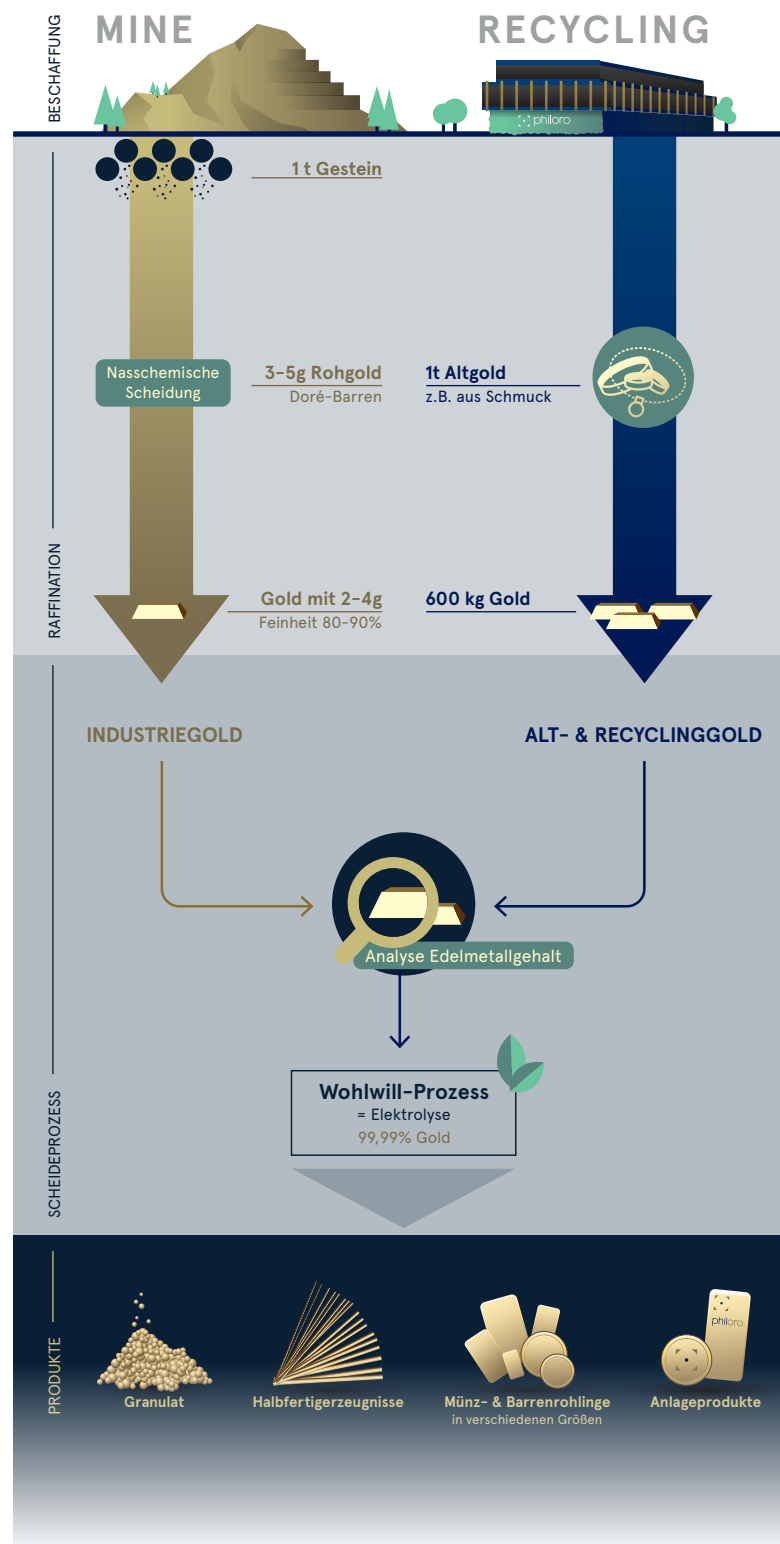
At philoro, the responsible use of valuable resources is a central priority. To fulfill this commitment, we have implemented an environmental management system in accordance with ISO 14001:2015 and have committed ourselves to the continuous improvement of our environmental performance, compliance with all legal obligations and resource-efficient production.

This includes responsible handling of all waste and emissions to air, water and soil, the implementation of measures to increase energy and water efficiency and ensuring the sustainable and efficient use of natural resources.

Based on our corporate policy, we conducted a context analysis followed by a risk assessment and subsequently developed an environmental programme. During the reporting year, we implemented a sustainability dashboard and its results will be reflected in the expanded ESG reporting next year.

REFINERY „GOLDWERK“ KORNEUBURG - SUSTAINABLE CONSTRUCTION

The philoro refinery „GOLDWERK“ Korneuburg, opened in December 2023, sets new standards in sustainability and resource efficiency. We use advanced technologies to minimise energy consumption and environmental impact. Heating and cooling are provided exclusively through renewable energy sources, supported by a photovoltaic system for on-site electricity generation. Water, lighting and shading systems are managed through smart controls. The site also features electric-mobility infrastructure that supports sustainable transportation solutions.





SUSTAINABLE. VALUABLE.

FOCUS ON RECYCLING

The recovery of secondary gold is one of our core competencies, returning valuable metals to the economic cycle in a sustainable manner. The entire process is designed to conserve resources and minimise the ecological footprint.

ENERGY

A central aspect of sustainability at the refinery is the use of solar energy, generated through a large-scale photovoltaic system. This measure significantly reduces CO₂ emissions and supports a sustainable energy supply.

WATER

Another key element of our sustainability strategy is the implementation of a closed water cycle. This system enables the treatment and repeated use of the water required in the production process, significantly reducing consumption and minimising environmental impact.

AIR EMISSIONS

To minimise environmental impacts and comply with all legal requirements, we rely on modern exhaust-air purification and filtration systems, supported by regular inspections and continuous monitoring of measurement results.





SOCIAL RESPONSIBILITY AND FAIR LABOUR PRACTICES

philloro MELTING & REFINING is committed to respecting human rights, avoiding any contribution to the financing of conflict and complying with all relevant UN sanctions, resolutions and laws.

We foster a working environment characterised by respect and the protection of human rights. We are committed to mutual responsibility and trust. As a team - regardless of individual strength - we achieve more together.

Our Team is built on equal opportunities for all. We recruit and select employees based on merit, independent of race, ethnicity, gender, national origin, age, sexual orientation, religion, marital or family status, pregnancy, disability or any other characteristic protected by law. Our employees are one of our greatest strengths.

We value the diversity of people, perspectives, opinions and expertise. For this reason, we work closely with colleagues inside and outside our departments to achieve shared goals. We are committed to maintaining a safe workplace and comply with all applicable occupational safety regulations.

OCCUPATIONAL HEALTH AND SAFETY

We place great importance on the safety and health of our employees. As part of our ISO 45001:2023 certification, we pursue a comprehensive strategy to continuously improve working conditions, minimise risks and strengthen a proactive safety culture.

Responsibilities are clearly defined within our occupational health and safety structure. Based on the

annual planning, measures to improve workplace safety and health protection are implemented.

To promote an active safety culture, employees receive regular training on safety- and health-related topics and contribute actively to ongoing improvements through our internal idea management system.



COMMUNICATION, TRAINING AND AWARENESS

Promoting responsibility and awareness of sustainable business practices, environmental protection and occupational safety is a central priority for us. We ensure that all employees receive regular training to meet relevant regulatory requirements, legal obligations and internal standards.

Moreover, we place great importance on the personal and professional development of our employees, which we support through our internal philoro ACADEMY as well as targeted external training opportunities.

OUR SOCIAL CONTRIBUTION

Social responsibility is one of our core values. Our ambition is not only to achieve business success but also to generate a positive and meaningful impact on regional value creation and society as a whole. We actively support social and charitable projects and aim to further strengthen and expand this engagement in the future. During the reporting year, philoro MELTING & REFINING supported the organisation „SOS-Kinderdorf“ as well as a children’s festival benefiting cancer research.



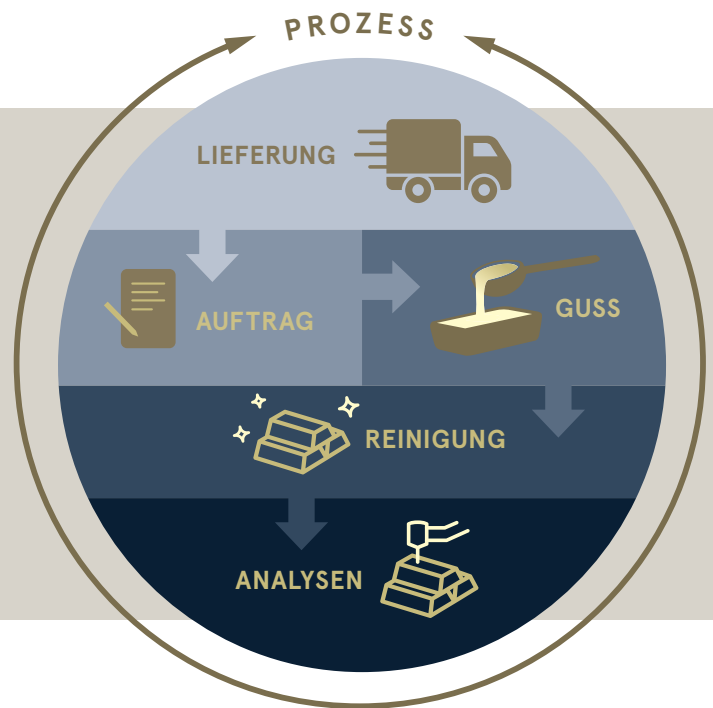
PRODUCTS & SERVICES

REAL VALUES – philoro's PASSION

The responsible use of valuable resources is at the heart of philoro's operations. Through the recycling of precious metals, we are able to recover high-quality raw materials from secondary gold and return them to the value cycle. In doing so, we combine our passion for real value with a commitment to sustainability.

TRANSPARENT. FLEXIBLE. RECYCLING - THE PROCESS

- Collection and consultation
- Order registration and incoming goods inspection
- Homogenisation and bar casting
- Surface cleaning
- Assaying



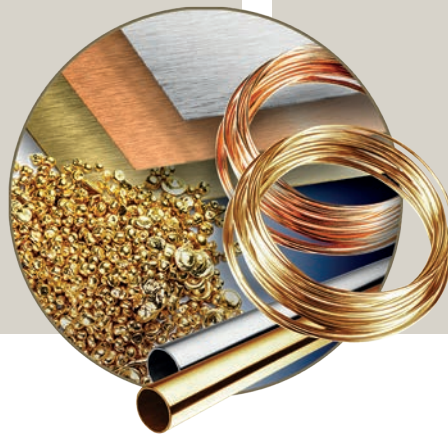
MATERIALS WE PROCESS

- Gold and silver jewellery
- Coins and bars
- Table silver and silverware
- Sweeps and dental gold



OUR SERVICES

- Precious metal recycling
- Production of investment bars
- Sale of semi-finished products
- Production of granules
- Purchase and sale of investment coins and bars
- Personal and individual consultation on-site or online
- Various storage options



OUR PRODUCTS

- Cast bars
- Mint bars
- Gold & white metals
- Semi-finished products



SAMOA SILVER COIN BARS

In the 2024 reporting year, philoro MELTING & REFINING began producing the Samoa silver coin bars. Each bar consists of 999 fine silver, weighs 1000g and is recognised as legal tender in Samoa. The design features the coat of arms of Samoa and a sea turtle, symbolising the rich marine life of the island nation.

Through the Samoa Silver Coin Bar project, the philoro GROUP supports the WWF's sea turtle conservation efforts.



CONTACT AND FEEDBACK

philoro MELTING & REFINING GmbH

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