

# Corporate policy

Our business is based on precious metals, which we collect on the secondary market, recover in our internal recycling process or purchase in customary form. From these precious metals we produce semi-finished products, components, powders and ingots. Combined with perfect service and process flows, we aspire to generate added value for our customers through technological advances.

To achieve this aspiration, we deploy management systems according to

- DIN EN ISO 9001
- DIN EN ISO 13485 with EU Regulation 2017/745
- DIN EN ISO/IEC 17025
- LBMA Responsible Gold Guidance
- LPPM Responsible Platinum/Palladium Guidance
- RJC Code of Practices and Chain of Custody

and commit to implement and maintain them.

## Our company

C.HAFNER was founded in 1850 and is still actively managed by family members in the 5th generation. From the very beginning, the basis of the business was the recovery of precious metals from waste containing precious metals (recycling). This basis has remained unchanged until today.

From the precious metals obtained, preliminary products (alloys) and semi-finished products were produced and offered for the jewellery and watch industry. Later, precious metal products for the production of dentures were added to the portfolio. Over time, and especially in the last few years, the technological standard for products and processes has been further advanced at C.HAFNER. Significant milestones here were the development of electroforming for the dental industry, the introduction of CNC technology and the implementation of powder production and additive manufacturing with associated application expertise.

This development and the high quality standards led, among other things, to the accreditation of our laboratory in accordance with DIN EN ISO/IEC 17025, whose impartiality is regulated in such a way that no commercial, financial or other pressure on the staff arises which could endanger impartiality.

## Our philosophy – Values

As a family business, C.HAFNER thinks long-term in generations. Sustainable action provides the basis for this. Action is sustainable if the impact of economic activities on all interested parties (stakeholders) is taken into account. Naturally, the fulfilment of customer requirements is prioritised, as it ensures the economic survival and independence of C.HAFNER. This customer focus must not be at the expense of third parties, e.g. employees, neighbours, the environment or upstream activities (supply chains). C.HAFNER therefore continuously strives to identify these dependencies, to estimate the effects of its activities and to eliminate or at least minimise possible disadvantages.

C.HAFNER is fully committed to complying with all applicable laws and regulations in all countries in which we operate. We place the highest value on integrity, ethical conduct and the fulfilment of legal obligations. At C.HAFNER, special attention is given to the responsibility of the company in the context of the entire supply chain.

The company hereby follows the specifications of the OECD Due Diligence Guidance for Promoting Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, which is externally audited and implemented through the Responsible Jewellery Council (RJC), London Bullion Market Association (LBMA) and London Platinum & Palladium Market's process requirements.

Since C.HAFNER purchases gold in commercial form from Union importers of 3TG at irregular intervals, we are indirectly affected by the EU Regulation 2017/821, laying down supply chain due diligence obligations. The company follows due diligence obligations described in Articles 4 to 7 of the Regulation 2017/821.

Particularly noteworthy are the transparency concerning the behaviour of all parties involved and our obvious refusal to engage in transactions that are the result of criminal activity or the activities of criminal or terrorist groups, or that are used to fund criminal or terrorist activities. We also condemn human rights abuses of any kind and promote business relationships based on like-minded values.

Internally, our code of conduct serves as a guideline for implementing these values. For the supply chain we are committed to our Supply Chain Policy.

In addition, C.HAFNER is also committed to playing a leading role in compliance with occupational safety, environmental protection, resource management and product safety standards for our medical products.

## Our strategy

Our strategy is the result of a systematic planning process. At C.HAFNER, the strategy is jointly developed by the executives to ensure the greatest possible identifiability. The starting point for strategy development is always the expectation of the customers and how the value-adding processes of C.HAFNER are geared towards these expectations.

When developing the strategy, emphasis is placed on:

- Maintaining focus, i.e. not too many projects at once
- Holism, i.e. involvement of all internal and external parties
- Sustainability, i.e. commitment of parties to efficient implementation of measures

Considering the risks and restrictions during implementation is a matter of course. For this purpose, we are setting up a coordinated risk management system for our medical devices in accordance with DIN EN ISO 13485, and are monitoring and minimising the risks related to purchasing scrap gold which could come from dubious origins with an integrated, digitalised system.


A holistic approach is the best way to take these topics into account. In addition to considering risks and restrictions, it is important to learn over time. This means that the strategy and its implementation is a continuous process that needs to be constantly reassessed and adapted as necessary.

## Our aim

Our ultimate goal is to ensure the survival of the company. This goal presupposes economic success, but at the same time must take into account risks that could endanger survival. Unsere Unternehmenspolitik basiert auf einer Null-Defekt-Vision und einem hohen Qualitätsanspruch. Wir streben konsequent danach, Fehler zu vermeiden und herausragende Qualität in all unseren Produkten und Dienstleistungen sicherzustellen.

Economic success is achieved if, by promoting the knowledge of the employees, the potential for improvement in the processes is recognised and implemented through measures so that customer requirements are optimally fulfilled, i.e. customers attach value to the services of C.HAFNER for which they are willing to pay. C.HAFNER endeavours to work in partnership with its customers and strives for long-term collaboration. Value is also placed on sustainable action in the context of the customer relations.

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