

Responsible Jewellery Council

CASE STUDY



REFINER

Allgemeine Gold-und Silberscheideanstalt AG

Refiner

The Business

Allgemeine Gold- und Silberscheideanstalt AG was founded in 1891 as a joint stock company in Pforzheim, at the hub of the German jewellery and watchmaking industry. For over a century the company has specialised in the recovery of precious metals and in manufacturing precious metal products. Allgemeine-group is represented in Europe and in Asia and has subsidiaries in Germany, Austria, the Netherlands, Thailand and China, and is part of the Umicore Group. In cooperation with its Umicore-partners within the Umicore-group of companies, Allgemeine is also active in Great Britain, Italy and Canada.

The Story

Allgemeine is the first German precious metals refinery to successfully complete the RJC certification process, and they were granted RJC Member Certification in January 2012. As a global company, they found that it is crucial to have the same standards and practices in all the business unit facilities over the world, thus facilitating processes and decisions considerably.

As a refiner, it has always been important for Allgemeine to check certain requirements for new customers as part of a Know Your Customer approach. For Allgemeine itself, RJC Member Certification has verified that Allgemeine's procedures are robust. As confidence and sustainability are one of their core values, it is important to continually meet the customers' high demands.

In reflecting on the certification process, Allgemeine urges other companies to keep their documentation on any processes complete, concise, clear and central. It also recommends to make every employee aware of the Code of Conduct of their company. The process of achieving Certification has encouraged Allgemeine to further pursue their attitude of transparency and to continue working on improving their systems in greater detail.

Allgemeine 

'As confidence and sustainability are one of our core values, it is important to continually meet the customers' high demands'

– Jens Ziegler, Senior Sales Manager Lifestyle Products

The main benefit Allgemeine sees from RJC Certification is that their commitment to responsible practices is now clearly visible for their customers. As consumers pay more and more attention to sustainability, fair competition and eco-friendly aspects, being a certified RJC Member enables Allgemeine to answer fully and with confidence the many enquiries the company receives. The company is now striving to obtain further certifications in this line, including RJC Chain-of-Custody, LBMA Responsible Gold Guidance and the EICC Conflict-Free Smelter programme, as it will prove to be in their and their customers' advantage to monitor all related business activities.



Allgemeine Gold- und Silberscheideanstalt AG, Pforzheim

Lessons learned

- Keep documentation on any process complete, concise, clear and central

Impacts

- Provides a sound foundation for monitoring business activities

Benefits from obtaining RJC Member Certification

- Increased customer confidence through certification assurance
- Better able to respond to questions about their practices

