



Johnson Matthey

Chemicals Division

Your precious metal partner





Johnson Matthey

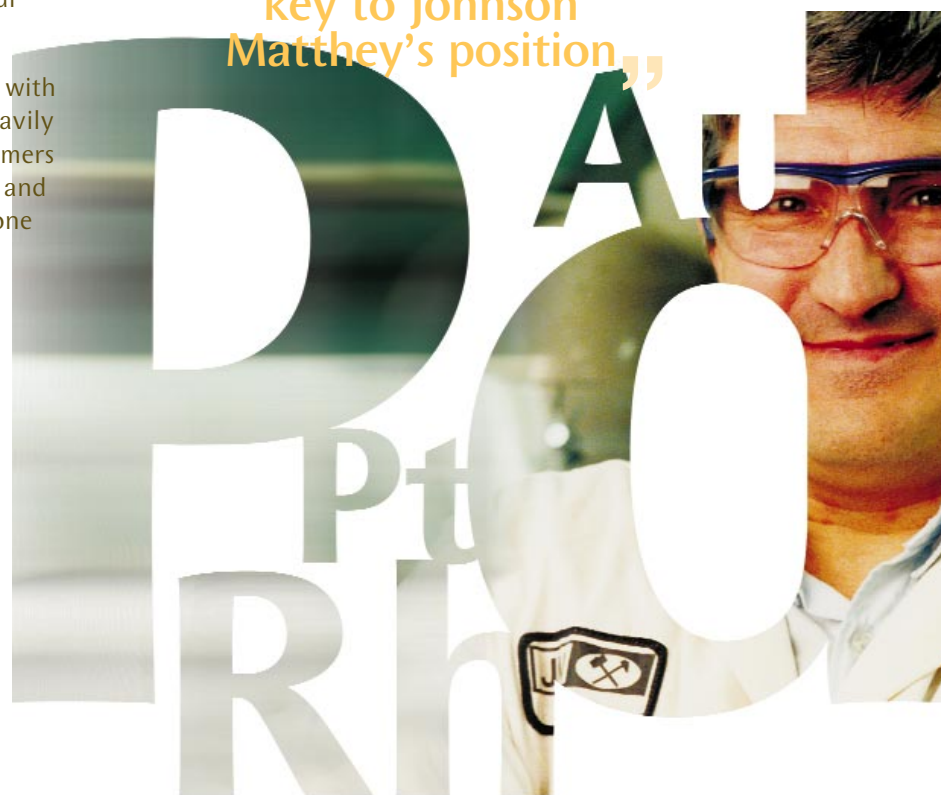
Chemicals Division

Johnson Matthey was established in 1817. Since then, we have been working hard to continually improve the service we offer to our customers.

Our appointment as official assayers to the Bank of England in 1852 endorses our commitment to quality, integrity and customer care, which has remained with us for over 150 years. Successful long-term partnerships are key to our position today.

In order to continue moving forward with our customers, we have invested heavily in our business, providing our customers around the world with the facilities and support required from the number one precious metal partner.

“Successful long-term partnerships are key to Johnson Matthey’s position.”



Established in 1817

service

(listening to our customers)

In a competitive market, we recognise the importance of continuous development and meeting all ongoing customer requirements.

Many aspects of our service have been shaped as a direct result of understanding our customers:

- Building long term business partnerships
- Complete refining package to satisfy all possible customer needs
- Sampling procedures tailored to customer preferences
- Full collection and shipping service
- Assistance with transfrontier documentation
- Proactive customer support teams
- Open site policy to all of our customers

The refining process

customer enquiry

competitive quotation

- Pre-shipment analytical services to evaluate precious metal and non-precious metal content
- Helps to determine best processing route
- Quotation includes refining charges, metal return and metal lead times



collections and shipment



In addition, Johnson Matthey customers benefit from:

- Our long standing reputation for integrity and expertise in the refining industry
- Our size and financial status, giving you the comfort that your metal is in safe hands
- Reliability and continuity of service
- Integrity which creates a strong sense of trust
- Competitive terms and metal lead times adding value to our customers' business
- Global coverage

Johnson Matthey are licensed to receive and refine compounds containing precious metal. We aim to simplify the shipping process, providing assistance with:

- Packaging, labelling, environmental guidelines
- Assistance with transport regulations
- Advice on the compilation of Material Safety Data Sheets (MSDS)
- Help in collections and shipments

receipt processing

We inspect the condition of your containers after transit. Any discrepancies are reported to you immediately.

Each lot is assigned a tracking number in the form of a barcode. This is then easily tracked through each step of the process, which allows for real-time updates on the status of your lots.

Johnson Matthey welcomes you to observe the weighing and sampling of your material. A representative sample can be made available for your own analysis.



people

(our biggest asset)

Our investment in the business includes new plant, processes, technologies and most importantly, our people.

Our people are a key factor which differentiates Johnson Matthey. Structured training, long term planning and experience equips them with the wide range of skills and expertise to ensure we are able to build successful long term partnerships with our Customers. Our aim is to fulfil customer requirements and exceed expectations in terms of service, quality and care of the environment.

Johnson Matthey, UK have achieved the following accreditations: Investors in People, ISO 9001, ISO 14001, UKAS.

security

Our customers are confident in the knowledge that their metal is secure with us. We have tight security procedures in place, with 24 hour surveillance - seven days per week, identification card access, restricted areas, metal free policy and a 100% search policy.

Our metal free policy for employees and visitors alike, ensures that only authorised metal is released. The systems we have in place mean that all material can be traced wherever it is within the process.

Analysis

Careful sampling and analysis (assaying) of your material are essential in accurately determining the precious metal content. Our advanced sampling methods and experienced analytical chemists guarantee precise precious metal analysis.

Our analysis goes one step further. We use independent labs around the world to analyse controlled samples. The results are compared and "audited" against government standards.

settlement & metal credit

Johnson Matthey offers varying metal outturn options. Your metal value can be:

- Held in your Johnson Matthey account for current and future purchases
- Sold at current market value, for direct payment to you
- Returned to you as physical metal
- Transferred electronically to another account

The Johnson Matthey stamp is accepted, even preferred, throughout the world as a guarantee of purity



Metal accounts are available to customers to assist in the management of their metal stocks. We can provide information on PGM market trends, a variety of options for buying and selling metal from account or re-supplying your metal as product for use in your process.

Our account executives excel in assisting customers with managing their precious metal requirements, tracking trends and analysing accounts to provide valuable metal management information.

For more information call our account team:

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For information on the refining service, or any of Johnson Matthey's related products, contact your local representative or our regional operations in:

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