



Key Questions to Ask your Precious Metals Refiner

Does your refiner have a pristine track record and industry reputation for fairness and honesty?

Does your refiner have an "open door" policy in all areas?

Does your refiner treat the smaller customer with the same excellence and preference that it does the larger?

Does your refiner have a long history and background in precious metals refining?

Does your refiner have the financial stability of a large corporation?

Does your refiner have expedited turnaround and payment times?

Does your refiner have state of the art processing equipment?

Does your refiner have a modern, well-equipped laboratory in house for quick and accurate analysis?

Does your refiner have the technologies to safely process hazardous wastes containing silver, cadmium, beryllium or other "troublesome" metals?

Does your refiner process everything in house or does it outsource some scrap?

Does your refiner provide secure destruction of sensitive proprietary and/or military goods?

Is your refiner a full-service precious metals facility, or just a broker who sends your scrap to a third party for processing?

Does your refiner provide manned and electronic security for the safety of your materials after arrival at its facility?

Are the salespeople and operations staff at your refiner highly knowledgeable about metallurgy and different types of metals? -- **OR --**

Does your refiner's representative have a solid understanding of your materials and answer your questions to your satisfaction?

Does your refiner provide evidence of its permitting, including air emission and waste permits, hazardous waste generation, registration and regulatory compliance history?

Does your refiner provide downstream accountability for the ultimate destination of 100% of your precious metal scrap?



Does your refiner provide copies of its environment, health and safety policies, and practices—including emergency response plans, employee training plans and records, fire prevention and security plans?

Does your refiner provide proof of insurance, including pollution liability insurance?

Does your refiner provide you with a certificate of recycling?

Does your refiner provide evidence that suitable management systems are in place to ensure that applicable employee health and safety laws, regulations and standards are enforced?

Does your refiner operate a "zero-discharge" facility – one that produces no effluent or hazardous waste byproducts?

Does your refiner welcome facility audits and visits for witnessing?

Is your refiner a member of any governing organizations?

Is your refiner proactive in looking for additional sources of revenue and improvements to your recycling program?

Does your refiner offer other services such as free drums and containers, LTL freight and hazardous waste transportation manifesting?

Sims Recycling Solutions Precious Metals division can answer all of these questions affirmatively.

Contact us at (800) 323-1574—we will put together a recovery program with the objective of showing measured improvement over your present returns.

Check us out on the web at www.simsrs-na.com