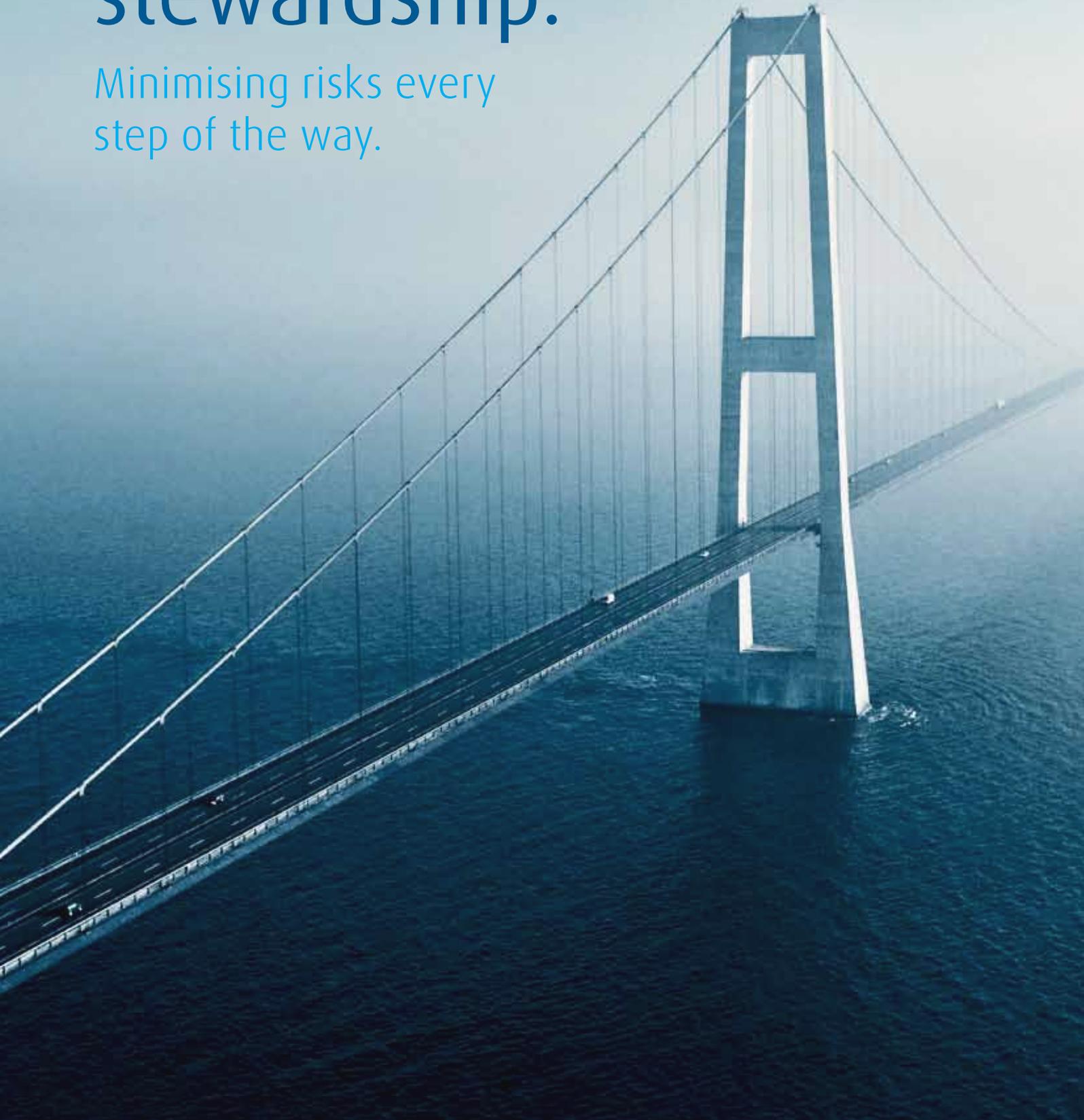


THE LINDE GROUP

*Linde*

# Living product stewardship.

Minimising risks every step of the way.

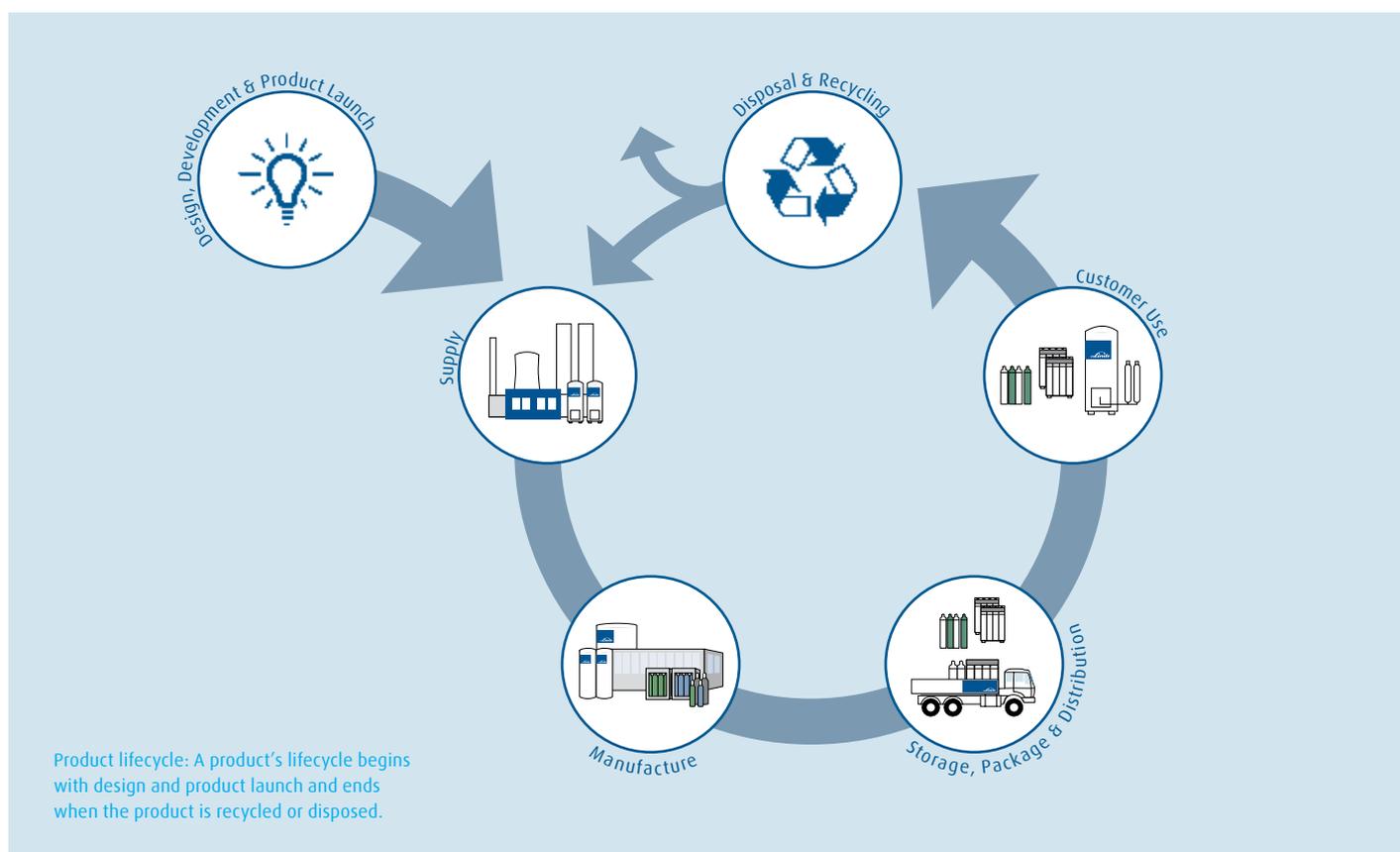




## Product stewardship.

Product stewardship refers to the responsible and ethical management of products and their packaging at all stages of the lifecycle with a view to minimising their health, safety, environmental and social impacts.

At Linde, we take a holistic view of product stewardship, encouraging all stakeholders in the extended lifecycle of our products to take shared responsibility for minimising impacts associated with the production, delivery, use and end-of-life disposal of our products.



## Product legislation and minimum requirements

There are many laws to protect people, the environment and property against the potential hazards of a product. At all steps in the lifecycle of our products, we comply with international and local regulatory requirements, internationally recognised standards and our voluntary global standards.

## Product stewardship at Linde

At Linde, we aim to go beyond legislative obligations and minimise risks even further through the responsible care of our products across the entire lifecycle. We actively support the Responsible Care® initiative in various geographies. Responsible Care is a unique global initiative adopted by chemical companies to demonstrate their commitment to continuous improvement in health, safety and environmental performance, together with open and transparent communication with stakeholders.

## Management of product lifecycle risks

We systematically identify the hazards and assess the relevant potential risks:

- of our existing product portfolio
- of new products under development
- of an existing product in a new application or customer scenario.

To ensure responsible product stewardship, we assess and minimise risks every step of the way – starting with the design and marketing of our products, continuing through manufacture, packaging and distribution and extending up to use, recycling and disposal.



## From product responsibility to corporate responsibility.

### Increasing importance of product stewardship

Stricter legislation, growing pressure from media and other non-government organisations and rising community and customer expectations mean that manufacturing companies are challenged to continuously improve the safety, health and environmental performance of their products. Our product stewardship programme defines various processes that enable us to meet or exceed these expectations.

### Corporate responsibility policy

We undertake to behave responsibly towards our shareholders, customers, business partners, employees, society and the environment – in every one of our business areas, regions and locations across the globe. We are committed to technologies and products that unite the goals of customer value and sustainable development. In addition, we secure our future by investing in staff, research & development and by tackling the challenges facing the world today.



# Customers, suppliers and the community.

## Partnerships with our suppliers and customers

Effective product stewardship extends beyond company walls. To achieve this, we work closely with:

- our suppliers – to ensure they understand the safety, health, environmental and quality issues relating to the materials and products they deliver to us
- our customers – to ensure they understand the safety, health and environmental issues related to the use of our products
- our business partners along the supply chain (e.g. distributors, waste contractors) – to ensure they understand the safety, health and environmental issues associated with the handling of our products

## Benefits to our customers

Our effective product stewardship programme benefits our customers by providing:

- products which are safer and more environmentally sustainable
- product information, training, support and help in meeting their own obligations to manage the risks associated with their products

## Benefits to the community

Our effective product stewardship programme benefits our local communities by:

- reducing the risk of harm to both people and the environment
- encouraging a higher level of safety and environmental performance from our suppliers and our customers
- minimising the risk of a defective product finding its way to the marketplace

# Product lifecycle.

## Design, development & product launch

We assess lifecycle risks at the design and development stage of new products so we can factor safety, health and environmental considerations into the design.

## Supply

We evaluate and carefully select suppliers to ensure that all raw materials and products in our supply chain are of the highest standard and are packaged and delivered to us safely. In addition, we may appraise how suppliers manage their safety, health and environmental risks to support our product stewardship programme.

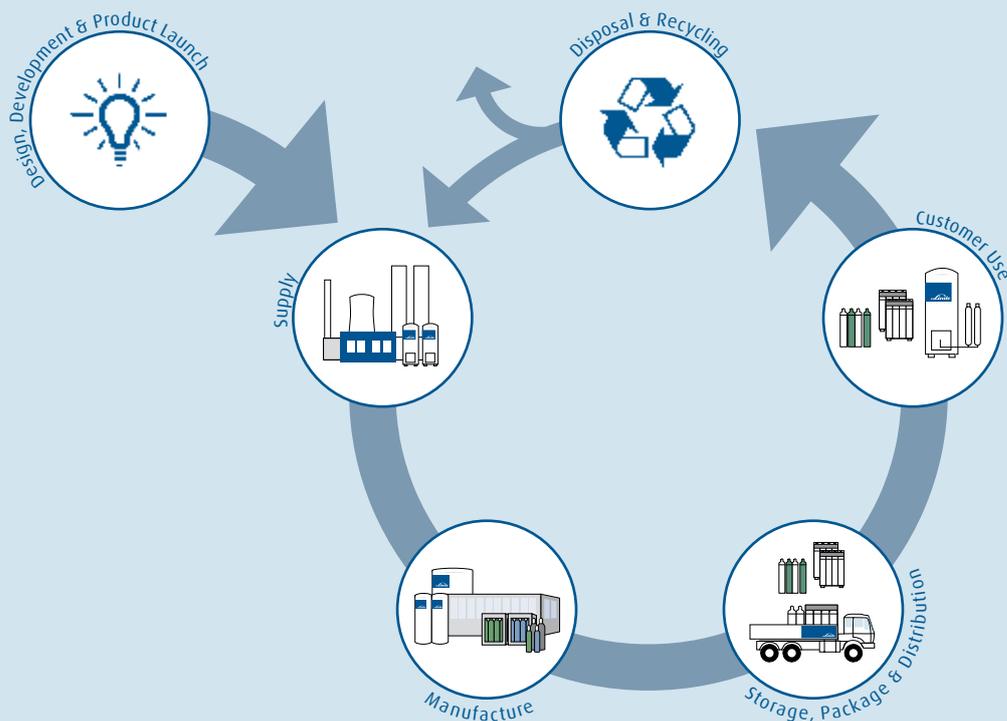
## Manufacture

The safety, health and environmental impacts associated with our production sites call for detailed, carefully planned safety systems and processes in order to minimise potential problems during production and post-production phases. Our management systems and processes are well documented and cover the:

- safety, health and environmental hazards and controls associated with our manufacturing processes
- product specifications and quality control requirements
- minimum requirements and best operating practice – our procedures and processes reflect current global or regional practices and continuously move towards globally consistent standards
- implementation of safety, health, environmental and quality systems, for example according to recognised international standards

## Storage, packaging & distribution

Our product and package labelling systems comply with international and local regulatory requirements, internationally recognised standards and our global standards. Packages are always clearly identified and all hazards are properly highlighted.



## Customer use

### Product information and support

When our customers use our products, they encounter many of the same safety, health and environmental issues that we face when manufacturing, storing and transporting the same products.

We provide support, advice and information to help customers understand our products and comply with high standards of safety, health and environmental performance. We make every effort to ensure that all the advice we give our customers is both accurate and up to date by continuously assessing all new information and data.

We comply with the vast body of international, regional and national laws/regulations that apply to the provision of product information (e.g. safety data sheets).

### Training

We offer specific safety training packages covering the properties, hazards and precautions of gases.

### Sensitive chemicals

We have put processes in place to ensure that sensitive chemicals are used for legitimate purposes.

### Emergency response

An effective emergency response service reflects our commitment to the safety of employees, customers, the public and the environment.

## Disposal & recycling

Our aim is to create safe and environmentally friendly products designed to avoid or minimise waste and facilitate recycling or re-use wherever possible.

We work closely with customers and trade associations to maximise the recycling capabilities of our products and ensure that unavoidable waste is disposed of responsibly and in accordance with applicable regulatory requirements.

# Getting ahead through innovation.

With its innovative concepts, Linde is playing a pioneering role in the global market. As a technology leader, it is our task to constantly raise the bar. Traditionally driven by entrepreneurship, we are working steadily on new high-quality products and innovative processes.

Linde offers more. We create added value, clearly discernible competitive advantages, and greater profitability. Each concept is tailored specifically to meet our customers' requirements – offering standardised as well as customised solutions. This applies to all industries and all companies regardless of their size.

If you want to keep pace with tomorrow's competition, you need a partner by your side for whom top quality, process optimisation, and enhanced productivity are part of daily business. However, we define partnership not merely as being there for you but being with you. After all, joint activities form the core of commercial success.

**Linde – ideas become solutions.**

## **Linde AG**

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