

# Quality Policy.

**'We do it right consistently, the first time. We do it better continuously.'**

At Linde we comply with product and service quality based on requirements determined by our customers\*, our own quality standards and by regulatory authorities.

LeadIng.

  
THE LINDE GROUP

## Quality vision

- Linde is considered the industry leader for product and service quality.
- Guided by customer requirements, and by means of appropriate quality, we create value for our customers and for Linde.
- Quality is core to everything we do, every day.
- All Linde employees and contractors are required, engaged, equipped and empowered to deliver Quality Excellence.

## Quality principles

- Quality is everyone's responsibility ... 100 % adherence to this quality policy and our procedures is expected.
- Know, understand and efficiently meet customers' requirements.
- Continuously improve processes and systems to deliver better quality sustainably and efficiently.
- Facilitate continuous learning through replication and sharing of best practice.
- Research, develop and promote technologies, products and services that sustainably enhance quality and product safety.

## Our quality commitment

We commit to:

- Comply with regulatory requirements as defined by governments and industry.
- Provide a framework for establishing and reviewing quality objectives.
- Visibly measure the efficiency and effectiveness of our quality performance in relation to our customers' requirements and drive continuous improvement.
- Reduce business risk through transparent and effective management of technological, transactional and service processes.
- Develop suppliers and maintain mutually beneficial relationships while ensuring their consistent compliance to our requirements.
- Provide training, coaching, support and an infrastructure to ensure adherence to this policy.
- Make sure that managers at all levels visibly lead and ensure this policy is appropriately communicated and applied to all, and understood by all.

\*Customer is used in its broadest definition and includes patients.



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