



# Global Quality Policy

At Linde, we are all committed to:

Value our customers and fulfill our company mission of making our world more productive

Design, produce and deliver safe, reliable products and services that meet customer expectations

Drive operational excellence with a culture of continuous improvement

Comply with applicable laws, regulations and internal requirements

Maintain an effective management system

Linde's Management Committee and global leadership are committed to the full implementation of this Quality policy.



## Linde Engineering's Quality Charter and Principles Our quality defines us as the leader in process plants



We stay close to our customers – and we care what they think:  
We help customers in case of problems.  
We “see it, own it, solve it”.



Our suppliers and contractors shall deliver the same quality performance as we do.



We do things right the first time.



Our work is quality-driven ...  
... via the ‘4 eyes’ principle.  
... and quality is anchored in our processes.



We improve continuously,  
we learn from deviations and  
we reuse what works.

