



Open dialogue with our stakeholders

The trust our stakeholders place in us is one of our greatest assets, and we strive to justify and strengthen this trust through open dialogue.

First stakeholder survey

We conducted our first stakeholder survey on the subject of corporate responsibility in 2006. The results of this survey continue to give us valuable pointers.

The participants came from the following areas: Business (business partners and other companies), Capital markets (analysts and investors), Science and research, Non-government organisations, Lobbyists (trade associations and other organisations), Politics (governmental organisations, politicians) and other stakeholders not assigned to a specific group.

The following is brief overview of the resulting long-term recommendations expressed by our stakeholders:

- Establish more transparency and increased public commitment to key community issues such as climate change
- Align certain instruments, such as the Code of Ethics, more strongly with international standards
- Ensure targeted, sustainable product development
- Report on dilemmas and challenges
- Ensure that voluntary commitment to society is closely tied to Linde's core business

Overall, stakeholders felt that Linde had a good chance of achieving higher ratings in SRI indexes and funds. And their confidence has been borne out in many instances with an upgrading of our ratings.

The results are displayed and evaluated in more detail in the Linde Corporate Responsibility Report 2007 on page 015 and pages 028 to 031.

Stakeholder dialogue during the period under review

During the period under review, we intensified dialogue with our customers in particular. Across the widest range of industries – from chemicals through glass to beverages – interest is growing in our corporate responsibility activities. Not only are our customers keen to mitigate risks along their own value chains, they are also asking what technologies Linde can deliver to help them achieve their climate protection goals, for example.

At the same time, we have been working more closely with analysts specialised in socially responsible investments. They are looking for increasingly detailed information about our sustainability performance.

See Corporate Responsibility at linde.com for an overview of our involvement in associations and organisations committed to social responsibility.

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