

January 28, 2009

/// The Linde Corporate Responsibility Report 2008 - Solutions Beyond Tomorrow



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/// Travel: Re-using those cancelled nonrefundable airline tickets



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Reminder: RBU NA Business Performance Review - Feb 3

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Linde news archives for North America

[Insight Weekly news archive](#) ↗

[News archive up to Sept. 2007](#) ↗



Solutions Beyond Tomorrow - The Linde Corporate Responsibility Report 2008

How can a global company such as Linde continually improve as a corporate citizen of planet Earth and make a difference to the world?

The answers are contained in a new 88-page report. The report outlines how the company is taking concrete, measurable steps to use less energy, reduce emissions and develop new products and services. These ongoing efforts will help the planet, the company's customers and the Linde bottom line.

The report, "Solutions Beyond Tomorrow. The Linde Corporate Responsibility Report 2008," outlines in detail the progress the company is making and the plans it has to make even more progress in the years to come.

As outlined in the report, the Linde approach to corporate responsibility takes on many shapes and sizes. When seen in aggregate, Linde's progress is ambitious and impressive. Initiatives include developing:

- alternative fuels for industrial applications from renewable resources
- practical technology to use hydrogen as an automobile fuel
- techniques to recover more natural gas from fields that are running dry
- methods to make batteries and solar power more efficient and practical
- new processes for more efficient and greener industrial gas production
- new approaches to community outreach and support
- programs for education, science and research
- programs to enhance safety in the workplace,
- sophisticated tools to measure progress in all of the above areas

The list of Linde sustainable growth projects is enormous. A partial listing includes eco-friendly freezers; tap water carbonation systems that will cut down on the pollution associated with buying bottled water; chemical-free swimming pools; eco-friendly clothes cleaning systems; developing new products in healthcare that could save lives and reduce environmental impact; converting landfill waste gas into fuel for garbage trucks; and recycling CO2 to help plants grow.

The report notes that while much work remains, much progress has been made, adding: "At first glance, corporate responsibility seems to be adding layers of complexity to our business. A closer look, however, reveals that it adds value to all players."

If you interact directly with Linde customers, partners, shareholders or neighbors, and you would like to provide them with a copy of Solutions Beyond Tomorrow printed for external use, please contact Marlene O'Hare via email or at 908-771-1275.

Employees can access the PDF version of Solutions Beyond Tomorrow on the Linde intranet by clicking on the link below

[Solutions Beyond Tomorrow - The Linde Corporate Responsibility Report 2008](#)

Linde Employee Credit Union expands its reach in the U.S.

What's multilingual and dispenses cash? A rich relative from the old country? Maybe... but a financial transaction with your grand uncle from overseas is often followed by a long speech and a potential guilt trip. Thank goodness there are automated teller machines (ATMs). Insert your card, punch a few buttons and voila!.. money!

Employees at Linde's Spectra Gases facility in Alpha, New Jersey will soon be exclaiming "voila!" as well, when the Linde Employee Federal Credit Union installs its newest ATM onsite. Members of the Credit Union will be able to withdraw cash from their accounts 24 hours a day for free. Non-members will incur a \$2.00 charge.

"It adds a dimension of convenience for our members and it's just good business," says Credit Union manager Jerry Libertelli. "It's important that we continually expand our field of membership. Providing a service such as onsite cash dispensing improves the Credit Union's visibility."

Despite the dismal economy, the Credit Union is experiencing a period of "excess liquidity" and is very eager to make loans to qualified borrowers. Libertelli hopes that the increased visibility generated by the three cash machines in his fleet (Murray Hill, Bethlehem and Alpha) will remind all Linde employees that the Credit Union is here and available to serve them.

Re-use of cancelled nonrefundable airline tickets

Effective this month, Linde Travel is initiating a new communication to travelers who may have either a partial or fully unused nonrefundable ticket that is about to expire.

Below is an example of that email, it will also include the ticket details and expiration date.

Dear Linde Traveler,

The information below represents a full or partly unused airline ticket that is due to expire. Please do all possible to use the amount towards any planned business trip(s) prior to the expiration date shown.

1. If the ticket was originally booked online, you can simply book your new trip online and the amount will be automatically applied.
2. If the ticket was originally booked over the telephone, you must call to book your new trip and advise that you have an unused ticket to apply. American Express should have the information on your travel profile, however it is best to reconfirm with the agent before booking your arrangements.

This is an important part of our travel cost savings initiatives and we will continue to work with our travel company on maximizing these credits.

Thank you in advance for your support.

These emails have already generated some questions, below are some guidelines. As always, please contact our travel professionals with any questions.

1. Can my ticket be used by someone else in the company?

-The ticket must be used by the traveler whose name appears on the ticket.

2. What should I do to hold the value of the ticket?

- Generally, if you book a new reservation and exchange the ticket value before the expiration date on the ticket, the new ticket will be good for one year from that date of issue. However, rules and restrictions can vary by airline and fare basis. Reminder, all penalties and change fees apply.

3. Since the original ticket has been expensed and my corporate card paid, how do I expense this new ticket?

- The invoice issued by American Express for the new ticket will reflect the exchange value, penalties, fees, and the actual amount paid for the new ticket. In this case, you would expense only that portion which is charged at that time.

PJ Scala
Procurement, North America

Reminder! New process for acquiring temporary resources in the U.S. is in effect

By this time, everyone should be aware of the new process for acquiring temporary resources in the U.S. and all existing temporary resources should have been entered into the new TempNet tool by January 23, 2009. If you have not already done so, please comply with our new process as soon as possible.

Procurement, IS and Human Resources rolled out a new process to acquire temporary resources in the U.S. which went live January 15, 2009.

TempNet is a Lotus Notes based on line approval system which will allow for the administration of a single

process for acquiring and managing temporary labor across the country and will directly interface with Linde's preferred temporary labor providers.

As of January 15th, all new requests for temporary resources are required to be routed through TempNet to allow Linde a consistent process for acquiring and managing temporary labor by providing:

- Online management system for managers to request temporary worker
- Consistent policy, governance and enforcement related to temporary labor
- Management of risk through centralized visibility, control, and policy administration
- Ability to manage cost and drive savings

Training has been offered to assist in the rollout of this new tool. Everyone who is associated with the procurement of temporary labor should have attended this training. If you have not attended training, please contact [Valerie Egan](#) and additional training sessions will be arranged.

The link to accessing TempNet and the associated assisting documents can be found on the home page of the [Procurement website](#), the Linde home page and the HR home page:

Please refer to the FAQs for additional information. Based upon feedback, we have been adding questions and answers to assist in the process.

You may contact [Pat Gaffney](#) (Procurement) at 908-771-1390 or [Valerie Egan](#) (HR) at 908-771-1915 for questions regarding the system.

Valerie Egan
Human Resources, NA

RBU NA Business Performance Review - Feb 3

The RBU North America business performance review update will be held on Tuesday, February 3 at 11:00 a.m. eastern time.

Learning and Development is offering new workshops!

It is a new year, a great time to focus on building your professional skills. Learning and Development has a great lineup of workshops in store for anyone interested in renewing themselves.

In the "Leadership and Management" curriculum, there are sessions of Relationship Management (for individual contributors), Frontline Situational Management (for first-in-line managers) and Influential Manager (for middle managers and senior individual contributors).

For Professional Skills development, there are new sessions in Coaching Skills, Negotiation Fundamentals, Presentation Skills and Project Management.

These workshops are scheduled to be held in Murray Hill. Please use the link below to see detailed descriptions of the programs and to register.

[HR Intranet website - Learning & Development](#)

Remember to check with your manager before signing up. If you would like to schedule a session for your intact team at another location or if you have any questions, please email Training.Registration.lg.us@linde.com

Linde North America's Buffalo plant receives Responsible Care Certification

Plant supplies industrial gases to customers throughout U.S. Northeast and Canada

Murray Hill, New Jersey, U.S., January 27, 2009 – Linde North America has received certification of its Buffalo, New York, air separation plant under the American Chemistry Council's Responsible Care® program.

Linde North America, Inc. is a member of The Linde Group, a world-leading gases and engineering company. The ACC is an association of producers, manufacturers and suppliers of chemical products.

The Buffalo plant, in operation since 1989, separates air cryogenically to produce 220 tons per day of oxygen, 550 tons of nitrogen and 20 tons of argon. These products are liquefied and trucked to hospitals, food processors, metal fabricators, industrial gas distributors, and military installations, as well as to steel, glass and glass fiber manufacturers in New York, Ohio, Pennsylvania, and Ontario, Canada. The plant employs 40 people.

Responsible Care is a globally recognized management system aimed at helping companies improve performance in areas such as safety, health, environment and security. Certification is mandatory for all ACC member companies, which must undergo headquarter and facility audits by an independent, accredited auditor to verify that they have a structure and system in place that manages and measures performance. Lloyd's Register Quality Assurance (LRQA) is Linde's independent auditor.

The Buffalo plant joins six other Linde production locations certified in 2008 under the Responsible Care® program. The others are: Cartersville, Georgia; South Bend, Indiana; Kittery, Maine; Toledo, Ohio; Nashville, Tennessee; and Vancouver, Washington. Linde's corporate headquarters in Murray Hill, NJ, also was certified.

Buffalo cluster manager, Jack Pederson, said, "This certification validates that when employees focus on safety, truly operate as a team, perform their jobs professionally and pay attention to detail, they are able to demonstrate to all stakeholders what a world-class organization they are part of. All members of the team did a great job in achieving this recognition and should be very proud of their efforts."

The Responsible Care management system offers an integrated, structured approach for driving continual improvement in seven key areas: community awareness and emergency response; security; distribution; employee health and safety; pollution prevention; process safety and product stewardship.

Implementing the Responsible Care system is a multi-step process. Companies must first plan – identify, assess and evaluate potential hazards and risks associated with their products, processes and operations – and establish goals and objectives to address any significant hazards or risks. Next, they must do what they have planned, checking their progress along the way to measure performance and take necessary corrective actions. Communicating with employees and other stakeholders, including neighbors and customers, along the way also is essential.

R. J. Frame, head of risk, process safety and product stewardship for Linde, said, "Congratulations to the management team and its staff at our Buffalo plant for the great effort they've given to meet the rigorous requirements for this award. This accomplishment – combined with those of the other locations that have received certification – confirms that we have best in class processes in safety, health, environment and security which are being well executed at the plant level."

Eco-Snow Systems™ introduces new technology for cleaning image sensors

CO2-based system removes up to twice as many small particles

LIVERMORE, CALIFORNIA, U.S., January 26, 2009 – Eco-Snow Systems™, an affiliate of The Linde Group, has introduced a new, automated technology for cleaning image sensors.

Eco-Snow Systems is the leading supplier of automated, carbon dioxide (CO2) snow based cleaning tools and processes to the micro-electronics industry.

During the manufacturing process for these sensors, which are used in camera phones, PC cameras and, of course, video and still cameras, microscopic particles can settle on the lens, impacting picture quality. And as pixel size continues to decrease in order to achieve higher image resolution, the size of problematic particles on these lenses also continues to shrink.

The Eco-Snow Precision Clean 1000 uses CO2 snow to clean the sensors, removing up to twice as many small particles than competing technologies from the sensor or cover glass, without damaging delicate wire bonds. This efficiency results in significantly higher yield – a key consideration for manufacturers of high volume consumer products such as camera phones.

Joe Clark, general manager, Eco-Snow Systems, said, "Particle contamination is one of the biggest issues manufacturers face and is the biggest cause of yield loss. To ensure successful camera function, manufacturers now must remove particles as small as 1 micron in diameter. One way they can quickly and easily achieve this is by integrating the Eco-Snow Precision Clean technology into their production line."

"Since installing the technology at their sites, our customers have realized yield improvement that is between 2 to 5 percent better than competing technologies, such as air blow, water and solvent-based cleaning. The Eco-Snow Systems process injects CO2 snow under high velocity and pressure onto the sensor's surface, removing the particles more effectively and efficiently than alternate methods. Customers also value the more consistent yield rate the Precision Clean 1000 delivers," Clark said.

Consumers around the globe are driving demand for imaging technology, demanding increasingly higher quality while expecting flat or even lower purchase prices.

The Precision Clean system offers manufacturers the flexibility of choosing an in-line module for continuous

production or as a standalone tool for batch production. The standalone unit also offers load and unload capability for magazines, which reduces labor handling costs and contamination risk and delivering more consistent product yield. Both systems include CO2 delivery systems, high-purity CO2 supply, equipment commissioning and ongoing maintenance services.

As a leading innovator of dry CO2 technology, with over 100 tools installed, Eco-Snow Systems sets the standard for quality dry process cleaning solutions. Eco-Snow, based in Livermore, California, holds over 20 U.S. patents and has R&D clean room facilities to conduct process qualification and testing for customer application development.

For more information visit the Eco-Snow Systems' website at www.eco-snow.com

FedEx Billing Online training

Procurement would like to thank everyone who has given their patient feedback as part of the short-notice transition from DHL to FedEx. To ensure that no locations were left without a way to ship, many accounts were initially set up as "credit card" accounts which charged each shipment individually to the associated Pcard.

To reduce the administrative time associated with reconciling the FedEx charges to your Pcard, all existing credit card accounts have now been converted to weekly invoicing. Instead of charging your card for each shipment, charges for the week will be presented on a consolidated invoice. For the first cycle you may receive a paper bill. Managing and paying the account online is available through FedEx Billing Online.

Whether your account was a converted credit card account or a new account set up centrally, FedEx's Billing Online will allow you to dispute bills, print invoices, manage, and pay your account online.

Training webinars to cover managing and paying your account online are available. Click on the link below to register.

FedEx Billing Online Training

[Jan 29, Thursday 1:00 EST - Click here.](#) ↗

[Feb 3, Tuesday 1:00 EST - Click here.](#) ↗

[Feb 10, Tuesday 1:00 EST - Click here.](#) ↗

If your account was billing each shipment to your Pcard, you may have trouble seeing charges for the shipments that occurred prior to the conversion to weekly billing. The details needed to provide backup for your Pcard can be obtained in a spreadsheet from FedEx Reporting online. Click here for detailed instructions.

[How to download a FedEx Shipping Activity Report.](#)

Erica Breiterman
Logistics Buyer

Linde InSight Weekly is the electronic newsletter of Linde North America, publishing every Wednesday. Contributions are due the Monday prior to publishing.

If you have any questions regarding Linde InSight Weekly contact Bill Sahner in Corporate Communications, Murray Hill, at 908-771-4740.

The information in Linde InSight Weekly is company confidential and strictly for internal use only