

# Business Responsibility Report 2021.

## Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company:  
L40200WB1935PLC008184
- Name of the Company: Linde India Limited
- Registered address: Oxygen House, P-43 Taratala Road,  
Kolkata 700 088, India
- Website: www.linde.in
- E-mail id: contact.lg.in@linde.com
- Financial Year reported: 1 January 2021 – 31 December 2021

- Sector(s) that the Company is engaged in (industrial activity code-wise): Industrial Activity Code:

Division	Group	Class	Description
20	201	2011	Manufacturing of basic chemicals
21	210	2100	Manufacturing of pharmaceutical and medicinal chemical
42	422	4220	Construction of utility projects

- List three key products/services that the Company manufactures/ provides (as in balance sheet)

- Oxygen
- Nitrogen
- Argon

The Company also has a Project Engineering Division which is engaged in manufacture of Air Separation Units and other plants related to industrial gases.

- Total number of locations where business activity is undertaken by the Company

- Number of International Locations (Provide details of major 5):  
Nil
- Number of National Locations: 38

- Markets served by the Company – Local/State/National/International:  
National and International.

Linde India has a presence pan- India and also supplies products, plants and equipment in Bangladesh, Malaysia, Indonesia, etc.

## Section B: Financial Details of the Company

- Paid up Capital (INR): Rs. 852.84 million
- Total Turnover (INR): Rs. 21,119.58 million
- Total profit after taxes (INR): Rs. 5,139.44 million

- Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): 0.63%

- List of activities in which expenditure in 4 above has been incurred: Please refer to Annexure-5 to the Directors' Report for the year 2021.

## Section C: Other Details

- Does the Company have any Subsidiary Company/ Companies?

No

- Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

Not Applicable (NA)

- Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

The Linde plc Group has several global policies and guidelines applicable to our company and all business partners. This includes, among others, the principles of the International Bill of Human Rights enacted by the United Nations as outlined in the Code of Business Integrity and the Supplier Code of Conduct which covers basic requirements to meet its standards with respect to health and safety, protecting the environment, labour standards, etc. The Company thus complies with all applicable laws and regulations with respect to upholding human rights and protecting the environment in its own operations as well as in relation to its business partners including suppliers and expects them to meet these standards.

## Section D: BR Information

- Details of Director/Directors responsible for BR

- Details of the Director/Directors responsible for implementation of the BR policy/policies

- DIN Number: 08456907
- Name: Mr. Abhijit Banerjee
- Designation: Managing Director (MD)

- Details of the BR head

No.	Particulars	Details
1.	DIN Number	08456907
2.	Name	Mr. Abhijit Banerjee
3.	Designation	Managing Director (MD)
4.	Telephone No.	+91-33-2401 4746
5.	Email ID	abhijit.banerjee@linde.com

2. Principle-wise (as per NVGs) BR Policy/policies  
(a) Details of compliance (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG- SEE) notified by the Ministry of Corporate Affairs, Govt. of India, provide the following nine principles:-

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Ethics and Transparency	Product Responsibility	Well-being of Employees	Responsiveness to Stakeholders	Human Rights	Environmental Responsibility	Public Policy Advocacy	CSR- Support Inclusive Growth	Engagement with Customers
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify. (50 words)	Y Note 1	Y Note 1	Y Note 1	Y Note 1	Y Note 1	Y Note 1	Y Note 1	Y Note 1	Y Note 1
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Code of Business Integrity: <a href="http://www.linde.in/en/images/4-17166-Code%20of%20business%20integrity-6_tcm1326-514550_tcm523-569012.pdf">http://www.linde.in/en/images/4-17166-Code%20of%20business%20integrity-6_tcm1326-514550_tcm523-569012.pdf</a> Global Quality Policy: <a href="https://www.linde.com/about-linde/safety-and-environment/quality-policy">https://www.linde.com/about-linde/safety-and-environment/quality-policy</a> Global Responsible Care Policy: <a href="https://www.linde.com/-/media/linde/merger/documents/safety/responsible-care-policy.pdf?rev=fe12227535f44a4c97c73b09a81c6d5a">https://www.linde.com/-/media/linde/merger/documents/safety/responsible-care-policy.pdf?rev=fe12227535f44a4c97c73b09a81c6d5a</a> Human Rights Policy: <a href="https://www.linde.com/sustainable-development/policies-and-position-statements/human-rights-policy#:~:text=%20Linde%20Human%20Rights%20Policy%20%201%20Fair,compulsory%20or%20forced%20labor%20at%20our...%20More%20">https://www.linde.com/sustainable-development/policies-and-position-statements/human-rights-policy#:~:text=%20Linde%20Human%20Rights%20Policy%20%201%20Fair,compulsory%20or%20forced%20labor%20at%20our...%20More%20</a> Health, Safety & Environment Policy: <a href="https://www.linde.com/about-linde/safety-and-environment/safety-health-environment-policies/health-safety-environment-hse-policy">https://www.linde.com/about-linde/safety-and-environment/safety-health-environment-policies/health-safety-environment-hse-policy</a> Water Position Statement: <a href="https://www.linde.com/sustainable-development/policies-and-position-statements/water-position-statement">https://www.linde.com/sustainable-development/policies-and-position-statements/water-position-statement</a> Suppliers Code of conduct: <a href="https://www.linde.com/-/media/linde/merger/documents/global-procurement/linde_global_supplier_code_of_conduct.pdf?la=en">https://www.linde.com/-/media/linde/merger/documents/global-procurement/linde_global_supplier_code_of_conduct.pdf?la=en</a> CSR Policy: <a href="https://www.linde.in/en/images/TLG_CR%20Policy_051207_2_tcm523-9458.pdf">https://www.linde.in/en/images/TLG_CR%20Policy_051207_2_tcm523-9458.pdf</a> All other policies are available on the Company's internal network. The aforesaid policies are issued by Linde plc, the ultimate holding company of Linde India Ltd., which apply to all its operations globally including Linde India Ltd.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes. The Company's policy and procedures are supported by internal controls in our operating systems. These controls are also subject to internal and/or external audits.								

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	The company does not have financial or manpower resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	It is planned to be done within next 6 Months	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	It is planned to be done within the next 1 year	NA	NA	NA	NA	NA	NA	NA	NA	NA
6	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note 1: As a standalone company, we comply with applicable standards laid down by Bureau of Indian Standards in Project Engineering Division, Indian Pharmacopoeia 2018 for medical oxygen, Legal Metrology (Packaged Commodities) Rules, 2011, the provisions of the Companies Act, 2013 on CSR, Indian Accounting Standards for accounting, other applicable laws/enactments in India, etc.

Linde plc Group's Code of Business Integrity, which applies to Linde India as well, includes commitments to adhere to high standards for diversity and inclusion; safety; health; care for the environment and quality; human rights; corporate citizenship and the prevention of bribery and corruption. Linde plc in its Sustainable Development Report 2020 confirms that it also has guidelines and policies governing its response to important broad public policy issues in the areas of corporate social responsibility and corporate citizenship.

### 3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year

The BR performance of the Company is reviewed annually by the Board of Directors of the Company/Managing Director. The CSR Committee reviews the implementation of the projects/initiatives/activities to be undertaken by the Company in the field of CSR. The Director- Corporate Affairs and Company Secretary co-ordinates with other functionals heads on periodic basis to assess the BR performance of the Company.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company publishes the information on BR under the Business Responsibility Report, which forms part of the Annual Report of the Company. The Business Responsibility Report is accessible at the Company's website on [https://www.linde.in/en/investor\\_relations/business\\_responsibility/index.html](https://www.linde.in/en/investor_relations/business_responsibility/index.html)

Linde plc, of which the Company is a part, has published in 2021 a Sustainable Development Report 2020 covering the ten principles of the United Nations Global Compact and their impact on issues such as human rights, climate change, etc. in the manner required for GRI reporting.

## Section E: Principle-wise Performance

### Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs /Others?

Linde India Limited has adopted the Linde plc Group's Code of Business Integrity, as its Code of Conduct, which inter alia, covers issues such as Ethics, Bribery, Corruption, which also extends to dealing with customers, suppliers, shareholders, employees, government, communities and public at large. The Company also has strict Business Partner Compliance Guide (BPCG) guidelines for those suppliers who represent Linde as business partner to third parties.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

During the year, the Company received two anonymous complaints involving an employee, which comes within the purview of this principle. The complaint/issue is under investigation and would be dealt with in accordance with the framework of the Code of Conduct of the Company.

## Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Listed below are products, in the Gases Business Segment, whose manufacturing process incorporates environment and safety risks/concerns:

- (a) Oxygen
- (b) Nitrogen
- (c) Argon

Besides, the Company has a Project Engineering Division, which manufactures Cold Boxes for small ASUs and Nitrogen Plants, Modular PPU skids for Nitrogen Plants and Water/Steam Bath vaporizers at its Plant Manufacturing Works at Kolkata, where the mitigation of safety risk is better addressed as compared to construction sites.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional):

Efficient use of resources enables us to reduce our environmental impact and cut costs. Air is the most important raw material we use in the production of oxygen, nitrogen and argon. LNG is also a feedstock in one of the Company's plant in Aurangabad in India. Our other principal input involved in the manufacturing process is energy. Along with purchased electricity for the operations, diesel is also combusted at some of the Company's operating sites for back up of the street lighting. The main packaging material used is gas cylinders, which have a long lifespan and are filled several times in a year. The Project Engineering Division uses steel and aluminium for manufacture of components in construction of plants. Water is largely used for cooling in plants, which is mostly recycled in the system.

The manufacturing of complete cold boxes for small ASUs and Nitrogen plants, modular PPU skids for Nitrogen Plants and vaporizers at the Plant Manufacturing Works has been resulting in considerable saving in use of energy, water and manpower as compared to construction at the sites. The Water/Steam Bath vaporizers manufactured by the Company are compact, which deliver 5-6 times volumes of gas as compared to ambient vaporizers, which results in savings in raw materials and space required for installation at the site.

- (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

A substantial part of gases sold by the Company in 2021 was derived from the natural raw material – air, which does not lead to any scarcity of this resource. As an energy intensive company, we require a reliable and competitively priced energy supply and necessary actions are being taken on an

ongoing basis to conserve and optimise the energy used in our manufacturing process. During the year 2021, productivity initiatives were implemented at various air separation units for reducing energy consumption. Besides, optimization of plant operations was continued with a view to reduce specific power at these plants. Waste nitrogen purity reduction at Rourkela, MAC inter-cooler replacement at Talaja, reduction of plant outage due to power failure at Selaqui ASU by shifting to reliable power supply, etc. are some of the examples of such optimization of plant operations leading to savings in energy consumption. Further, reduction in use of resources was achieved through sourcing of liquid products from product swap agreement within the group companies, which has resulted in improved efficiency and reduced distribution cost. During the year, the Company continued its focus on improving efficiency of the distribution function by grounding low capacity old VITTS and reducing the fleet size and maintenance of VITTS to reduce loss. The introduction of CNG vehicles in package operations has also resulted in savings of fossil fuel and emission. With the help of several innovative efficiency programs, we could improve delivered quantity per trip by about 3%, reducing product loss in distribution by about 1% and reducing return of undelivered products by about 1%. The Company has replaced diesel operated forklift trucks with battery operated forklift trucks at most of the PGP sites to reduce emission. More details of these measures are covered in Annexure- 6 to the Directors' Report.

We use water as efficiently as possible and substantial part of our water consumption is used in cooling processes, which is mostly recycled into the water system. Water is also used for drinking purposes in our offices and plants and for gardening. As a part of our commitment to environment protection, initiatives like rain-water harvesting, recycling of waste water, etc. is done at most of the plants.

- (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The Company's application based technologies across diverse industry segments viz., steel making, glass, ferrous metal processing, refinery, chemicals and energy, cement, etc. support customers to reduce fuel consumption and improve process efficiency, thereby help in reducing environmental impact of their own processes.

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

When selecting suppliers, apart from commercial considerations such as quality, price and availability, we also consider aspects such as safety and the environment. Our global Code of Conduct for Suppliers sets out minimum requirements for safety, environmental protection, human rights and corporate integrity while selecting vendors.

The Company has initiatives to induct CNG vehicles in the PGP business to replace vehicles running on diesel, route optimization to reduce round trip distance and total kilometers run to reduce energy cost and its environmental impact.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

As an ongoing process, efforts are made by the Company to procure goods and services from MSME vendors. Efforts are also made to use the local service providers for availing certain services at our various plants and offices spread across the country, which has a positive impact on the local communities. Appropriate on the job training including on safety are imparted to people at the plants and offices to increase awareness and capability on these matters.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The Company has set up water recycling and rain-water harvesting facilities at a number of its operating plants. Similarly, gas cylinders of the Company are re-used for supply of gases over a life span of 20-30 years. Residual product returned by customers in cylinders at the time of refilling was earlier vented out. The Company has fitted residual pressure valves in cylinders to prevent contamination of residual product with a view to prevent venting and reduce avoidable loss of product.

The Company endeavours to keep consumption of resources as low as possible to minimise waste. Our common waste products are lube oil, transformer oil, water chemicals and other waste, which include metal including condemned cylinders. Oil and water treatment chemicals waste, which cannot be recycled in environmentally sound manner is disposed of through the agencies approved by the Central/ State Pollution Control Board(s). We comply with local regulations for classifying and disposal of waste as hazardous and non-hazardous substances.

### Principle 3

1. Please indicate the total number of employees.

Linde India had 242 employees on its pay rolls as on 31 December 2021.

2. Please indicate the total number of employees hired on temporary/contractual/casual basis.

Linde India had 705 temporary/contractual employees as on 31 December 2021.

3. Please indicate the number of permanent women employees.

Linde India had 18 permanent women employees as on 31 December 2021.

4. Please indicate the number of permanent employees with disabilities.

Although Linde India follows policy of no discrimination in recruitment as on 31 December 2021, there were no permanent employees with disabilities.

5. Do you have an employee association that is recognized by management?

Yes, Linde India has recognised workers' union. There are two such unions, one in West Bengal and one at Jamshedpur, Jharkhand.

6. What percentage of your permanent employees is members of this recognized employee association?

About 19.42%. Through continual dialogue with the employee associations, the Company strives to maintain cordial relationship with employees and works towards their welfare.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- (a) Permanent Employees  
(b) Permanent Women Employees  
(c) Casual/Temporary/Contractual Employees  
(d) Employees with Disabilities

No.	Category	Safety (% of employees covered during the year 2021)	Skills Development (% of employees covered during the year 2021)
1	Permanent employees*	4.13%	4.96%
2	Permanent women employees*	11.11%	22.22%
3	Casual/Temporary/ Contractual Employees	100%	35%
4	Employees with Disabilities	NA	NA

\* The Company has a continuous process of covering all its employees in its training programmes relating to safety and skill development.

#### Principle 4

##### 1. Has the company mapped its internal and external stakeholders?

Yes

##### 2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes

##### 3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

Yes. Linde India is committed to improve the communities in which it operates through its CSR initiatives and employees' volunteerism. "Community" is one of the core values of Linde Plc. Linde India sites therefore, maintain a strong community engagement program. The Company encourages contribution of employee hours to such programs and initiatives. During the year, 1,374 employee hours were contributed towards community engagement as part of several CSR projects/ initiatives of the Company. Our Corporate Social Responsibility programme reaches out to different sections of the disadvantaged, vulnerable and marginalized members of the community to make positive impact on their lives in various ways. The details of the programmes/ projects undertaken by the Company during the year 2021 are provided in Annexure 5 to the Directors' Report for the year 2021.

#### Principle 5

##### 1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

As a member of the Linde plc Group, your Company is committed to respect and support the protection of human rights set out in United

Nation Universal Declaration of Human Rights, the ten principles of UN Global Compact, etc. The respect for people is enshrined in the Code of Integrity and the Linde values. The Company complies with applicable laws and regulations governing occupational health and safety, applies principles of equal opportunity, fair treatment and zero tolerance for any form of unlawful discrimination or harassment of employees. The Company also encourages its suppliers and other business partners, etc. to share its commitment in this regard and the Company's Suppliers Code of Conduct sets the minimum requirements on human rights and labour standards to be complied by all suppliers/ contractors etc.

##### 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

NIL

#### Principle 6

##### 1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

Linde plc, which is the ultimate holding company of Linde India Limited has a Health, Safety and Environment (HSE) Policy, which is committed to ensure that no harm comes from our actions to people, the environment or the communities in which we operate. The Policy extends to the Joint Ventures and business partners. The Company is committed to work with its business partners including suppliers, contractors, etc. to promote and enforce compliance with this policy.

##### 2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Linde plc, of which the Company is a part, has strategy to address environmental issues such as global warming and carbon footprint. Linde India also addresses issues such as these at its various operating sites in India which are caused mainly by emission of Green House Gases from Air Separation Plants, other sources of Green House Gases (nitrous oxide) and from driving. The weblink of Linde Plc's HSE Policy is given in Section D of this report which is adopted by the Company for all the operating sites in India. In line with the strategy of Linde plc, the Company has taken initiatives to address the relevant environmental issues. The details of some of the initiatives taken during the year are included in Annexure 6 to the Director's Report.

During the year, the Company also continued its focus on improving efficiency of the distribution function, for improving delivered quantity per trip, reducing product loss in distribution and reducing return of undelivered products which also has a positive impact on environmental issues.

3. Does the company identify and assess potential environmental risks? Y/N

Yes. The potential environmental risks are being identified through ASPECT and IMPACT register from each of the operating ASU sites of the Company. Evaluation of environmental risk is being done by the ISO 14001 external auditors in their yearly audit.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

No, the Company does not presently have any project related to Clean Development Mechanism (CDM). Although, CDM has shown its ability to incentivize investment in emission reduction and development projects, Linde India's application technology installations such as REBOX® which help reduce NOx and carbon footprint by oxyfuel combustion in steel processing industries and other installations have not yet been brought into the purview of CDM.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

The Company has initiated sourcing of renewable energy on short term basis at some of its plants for the operations of the facilities and improving the energy efficiency. As a major step in sourcing of renewable energy, the Company has an approved plan for an investment of Rs. 287 million for sourcing of renewal power (solar/wind) on long term basis for the merchant Air Separation Units owned/operated by it at Taloja Dahej and Sri City. The Company has been taking certain initiatives on an ongoing basis towards conservation of energy and improving energy efficiency at its various plants. The brief details of these initiatives are contained in Annexure-6 to the Directors' Report for the year 2021.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

The emissions and waste generated by the Company are within the permissible limits as prescribed by Central and State Pollution Control Boards and yearly report is submitted to the respective authorities.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

Principle 7

1. Is your company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with:

Yes, the Company is a member of the following trade or chamber associations:

- (a) Confederation of Indian Industries (CII)
- (b) Indo-German Chamber of Commerce (IGCC)
- (c) The Bengal Chamber of Commerce and Industry (BCCI)
- (d) Gas Industries Association (GIA)
- (e) All India Industrial Gases Manufacturers' Association (AIIGMA)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)

The Company makes efforts to leverage its membership with Trade and Industry Associations to further contribute on specific sustainable business issues, such as ethics, safety, governance, etc. The Company also conducts annual safety seminars through Gas Industries Association (GIA), which are aimed at creating awareness on safety for best practices for its customers, vendors and public at large.

Principle 8

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Linde India Limited is committed to behave responsibly towards people, society and the environment for inclusive growth of the society where it operates and to conserve natural resources. The Company's Corporate Social Responsibility projects and initiatives reach out to different sections of the disadvantaged, underprivileged or differently abled members of the community to make positive impact on their lives in various ways. During the year 2021, these projects and initiatives were in thematic areas such as Education, Health, Livelihood (Skill Development), Environment, and Others (Disaster Relief). The details of the specific CSR projects/initiatives are given in Annual Report on Corporate Social Responsibility annexed to the Directors' Report by way of Annexure-5.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

Linde India undertakes CSR projects both directly and through external implementing agencies, NGOs and/or Government bodies.

**3. Have you done any impact assessment of your initiative?**

Efforts are made to make a general assessment of impact of some of the initiatives. However, no structured impact assessment is put in place at present as the Company's CSR initiatives were not liable for impact assessment during the year 2021.

**4. What is your company's direct contribution to community development projects- amount in INR and the details of the projects undertaken?**

During the year, the Company spent Rs. 32.58 million towards various CSR initiatives and projects. The details of the same are given in the Annual Report on CSR, which is annexed as Annexure- 5 to the Directors' Report.

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

It is the Company's endeavors to plan CSR projects and initiatives with the objective of sustainable community development. The project is identified and developed as a facilitator within the CSR Policy framework and presented to the CSR Committee for its review, guidance and approval. The Company endeavours to support the CSR projects/ initiatives over a period of time to make them sustainable. The Company works with the NGOs and implementing agencies of the projects to ensure proper and meaningful adoption of these initiatives among the target community. The Company also encourages volunteering of services by employees in the CSR initiatives/ projects taken up by the Company.

**Principle 9**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?**

The Company has a Customer Service Centre (CSC) in the Gases business, which processes the customer indents, queries and complaints both on a toll-free number and through email. During the year 2021, CSC received and logged a total of 470 customer complaints, out of which, 468 complaints were closed within the year. A total number of 2 open complaints which worked out to 0.42% of the total complaints were pending at the end of the financial year 2021 and are being worked upon for resolution within the Target Resolution timeline.

During the year, the Plant Manufacturing Works of the Company received 4 customer complaints, which related to materials and services. All the Customer Complaints were resolved as on 31 December 2021 and were audited by ISO 9001:2015 external auditors.

**2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A. /Remarks (additional information)**

Linde India manufactures and supplies various gases such as oxygen, nitrogen, argon categorised under the segments of Industrial Products, Special Products & Chemicals and Medical gases. The product labels comply with the statutory requisites contained in the Gas Cylinder Rules, 2016 and The Legal Metrology (Packaged Commodities) Rules, 2011. Additionally, the Company also complies with Indian Pharmacopoeia, 2018 for medical gases. In addition to meeting the requirements of these statutory compliances, the Company also includes a brief pictorial representation of the Gas Cylinder Rules, 2016. A crisp note on the safe handling of the cylinder valve for Industrial and medical gases and precaution for use is also pasted on the body of the cylinders over and above the Statutory guidelines.

During the year, the Company continued its focus on its LIV<sup>®</sup> and ENTONOX<sup>®</sup> product lines in medical gases. The instructions for safe handling of the LIV<sup>™</sup> cylinder are displayed on the cylinder sleeve, which is laminated. For Special gases, given the vast range of gas mixtures handled based on specific customer requirements, the gas composition of these mixtures is stencilled on the body of the cylinder. Considering the varied nature and properties of these gas mixtures, a label containing extensive information on the safe handling of the cylinder and precautions for use is also pasted on the body of the cylinder.

The company also supplies oxygen, nitrogen, argon and medical oxygen in cryogenic liquid form to large sized customers. These liquid products are transported in cryogenic form in Vacuum Insulated Transport Tankers (VITs) bearing the Linde logo. These tankers follow compliances including safety labelling under Static & Mobile Pressure Vessel (SMPV) Rules and are licensed to operate by the Department of Explosives (CCOE).

**3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.**

No cases were filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti- competitive behaviour during the last five years.

**4. Did your company carry out any consumer survey/ consumer satisfaction trends?**

Linde India believes that understanding customer's perception is vital for any business entity at various touchpoints of a customer's journey. As a critical step in that initiative, the company measures process KPIs for query/complaint resolution process and impact of the CX program by taking customer feedback via Customer survey for various CX metrics. In 2021, the company conducted a pan-India Customer Experience Survey across its gases business to measure Customer Experience metrics. The Net Promoter Score of the company was recorded as +43, which is considered very good in the Gases industry and the Customer Effort Score was 4.0 on a scale of 5. With a view to address concerns of dissatisfied customers, any low score (1 & 2) received in the survey is looked into by the Customer Service Center.