

THE LINDE GROUP

Linde

Linde and BOC.

Two great companies coming together.



Your Local Expert With Global Strength. Linde is the premier supplier of gases, welding and cutting equipment, and safety products.



Linde and BOC

Linde AG's acquisition of The BOC Group, Inc. in September 2006 created The Linde Group, a world-leading industrial gases and engineering company with more than two million customers in 70 countries, sales of \$18 billion (Cdn) and 49,000 employees worldwide. Both companies have a proud history stretching back more than 100 years, and their paths have crossed many times before. Together as Linde, we are a world market leader, offering all the benefits of a true global player combined with local expertise and personalized service.

In Canada, Linde is the premier supplier of gases, welding equipment and safety products with 69 stores, a fleet of trucks and drivers, and dedicated customer service and sales teams. Our 1,000+ expertly trained and dedicated employees are dedicated to safely supplying a full range of liquid and compressed industrial and specialty gases, welding, cutting and scientific equipment, and safety products and accessories.

Industrial Gases and Equipment and Safety Products

Linde has almost 60 years of expertise in gas and equipment for use in welding, cutting and heating, and is especially well known for innovations in advanced welding shielding gases. Our Industrial business reliably delivers welding, safety equipment and trade tools to such industries as mining, automotive, chemical, transport and construction. Linde's safety capabilities include the supply of PPE, risk and hazard identification, loss prevention, and safety audits to help our customers comply with occupational health and safety (OH&S) legislation. We have an extensive selection of welding and cutting equipment and related consumables; and a complete offering of innovative safety products for personal protection. Our quality Linde brand products have been developed to exceed industry expectations and include welding and cutting torches, regulators, filler metals, welding accessories and safety products.

Bulk Gases

Bulk gas supply is one of the most economical and reliable methods of industrial gas supply. We have extensive experience working with leading research establishments to create market leadership in the understanding and use of industrial gases. Our team can provide you with the information required, for a cost-effective solution.



Specialty Gases

We offer the most comprehensive range of specialty gases, gas mixtures, and related gas handling equipment in Canada. From the smallest lecture bottle to bulk supply, Linde Scientific can tailor pure gases and custom-made mixtures to meet your operational and research requirements. We are a leading supplier in such industries as educational research and testing, laboratories, environmental air quality and automotive engine test monitoring, as well as petrochemical, chemical pharmaceutical and pulp and paper sectors. Our products are used from process control and raw material analysis to emissions measurement, air quality certified diving gas, and leak testing and detection requirements.

Medical Gases

We have been an integral part of the healthcare industry for many years. We carry out rigorous and regular testing to ensure the purity and quality of every cubic meter of gas we deliver meets USP and NF grades. Homecare industries, hospitals, ambulance services and in-home patients rely on us to provide them with the most technologically advanced medical gases and cylinder solutions. Our team of sales staff is dedicated to servicing various customers and providing support and training on a range of issues, from helping risk assessments to how to use our products.



Hospitality Gases

Sureserve offers a complete range of beverage gases, balloon gases and food packaging gases. We meet all the needs of the hospitality industry including supply, deliveries, cylinder connections, stock monitoring, dispense equipment, and safety and technical advice. Product purity, market leading technology and 24-hour national support ensures hassle-free management of your business.

Refrigerant Gases

We supply refrigerant gases and packaged chemicals to the automotive air conditioning and commercial markets. We work with dealerships and small repair shops to improve productivity and reduce operating costs. We offer refrigerant recovery and reclamation to reduce operation costs and ensure compliance with local and international standards, legislation and protocols.

Cryospeed

Our Cryospeed business has worked for over 30 years with leading research establishments to spearhead a greater understanding and more widespread use of cryogenic gases. This long-term and ongoing initiative has led to Cryospeed's ability to provide an added-value, cost-effective solution to a wide range of cryogenic and gas processes.

What Linde Sells. Linde sells a wide range of gas products, systems and services, but we know that we also sell peace of mind.

Our customers use our goods and services in their own work, and so they rely on us to help create quality results. We don't take this responsibility lightly.

Linde offers:

- A wide selection of industrial, medical, hospitality, refrigerant and special gases
- Coverage of our customers' safety and personal protective equipment (ppe) requirements
- A full range of supply options
- A world-leading delivery system
- Comprehensive geographical coverage
- Equipment supply and maintenance solutions
- A comprehensive selection of other services

At the leading edge of new technologies, and underpinned by a culture of innovation, flexibility and customer responsiveness, Linde adds value to customer processes by providing practical and custom-tailored products and solutions.

Linde provides the majority of its gas products in cylinders, and owns and manages almost one million actively circulating cylinders. Linde's cylinders are found on construction sites, in factories and workshops, at mining sites, in hospitals and laboratories, in hotels, on farms and in workshops across the country. These entities look to Linde for products, service and expertise that help them safely streamline their processes while reducing overall costs.

Our Customers' Industries

Industries touched by our products and services include:

- Agriculture
- Automotive
- Chemicals
- Consumer Goods and Retail
- Defence and Aerospace
- Electronics and Electronics Packaging
- Energy
- Environment, Water and Waste
- Fibre Optics and Glass
- Hospitality, Food and Beverage
- General Fabrication and Shipbuilding
- Healthcare and Pharmaceutical
- Heat Treatment
- Iron and Steel and Non-Ferrous Metals
- Laboratories and Research
- Oil and Gas

Our Customers' Purchases

We supply a wide variety of different gases, gas mixtures and equipment. The major product groups are:

- Shielding Gases
- Cutting and Fuel Gases
- Pure Gases
- Laser Gases
- Balloon Gas
- Food and Beverage Gases
- Electronics Gases
- Medical Gases
- Refrigerant Gases
- Packaged Chemicals
- Scientific Gases
- Gas equipment
- Process equipment
- Vacuum equipment
- Safety equipment

Our Customers' Applications

Our customers use our gases and equipment for a wide variety of applications including:

- Air Conditioning and Refrigeration
- Beverage Dispensing and Packaging
- Coating
- Combustion
- Cryogenic Chilling and Freezing
- Emission Testing and Control
- Food Storage and Distribution
- Health and Safety
- Heat Treatment
- Heating and Cooking
- Laser
- Life Support and Medical Diagnosis
- Metal Melting and Refining
- Nanotechnology
- Oil and Gas Production and Recovery
- Packaging
- Purging and Inerting
- Reaction Feedstock and Enhancements
- Semiconductor Applications
- Transport Fuel
- Water and Waste Treatment
- Welding and Cutting

How Linde Operates. Linde is committed to excellence in safety, health and environmental management.

There are no higher priorities for us than the health and safety of our colleagues, contractors, suppliers, customers and local communities, and the protection of the environment. We also comply fully with all external regulations and our own Code of Conduct.

Our Employees are World-Class

Linde fosters a culture of responsibility and accountability that prompts them to be responsive, knowledgeable and focused on providing service and timely solutions to customers' needs. Our world-leading systems enable us to deliver solutions safely and in full, on time and on spec.

Linde employees are committed to delivering superior customer service, working together to embrace change and diversity, and focusing on growth and innovation.

SHEQ Overview

Central to Linde's work culture is SHEQ, a collection of areas of focus that guides and enhances employee behaviour in terms of Safety, Health, the Environment and Quality of product and service.

Safety

Safety is Linde's number one priority. Linde is an industry leader in terms of safety performance, and our goal is that "no one gets hurt at Linde." In line with that goal – and as a result of achieving and maintaining our high standards of safety and our advanced safety management systems and improvement programs – injury rates in Linde have dropped by over 80 per cent since 1995.

The importance of safety is reflected in our key principles:

- Safety is 100 per cent of our behaviour, 100 per cent of the time.
- All injuries and incidents can be prevented and Linde is committed to a goal of zero.
- Safety is a prerequisite to any business Linde undertakes
- Safety is the personal responsibility of all employees.
- Safe behaviour is a condition of continued employment in Linde.

Health

Aligned with our safety priority is our concern for employee health. Linde aims to protect the health of its employees at all times, by promoting a healthy lifestyle at all levels of the organization.

Environment

Linde works hard to ensure that its operations and policies respect and protect the environment, in accordance with both applicable regulations and its own internal policies.

Many of Linde's products and services help improve the environmental performance of other organizations, and therefore contribute to an improved quality of life for many in their communities. An independent assessment by KPMG found that the implementation of Linde's Integrated Management Systems and Standards is fully aligned with the environmental management system requirements of ISO 14001.

Quality

Linde is committed to quality in its operations and, as a member of The Linde Group, implements the specifications established under the global Linde Group Quality Assurance system standards. The quality system implementation utilizes ISO 9000 Quality Standards as an independent assessment of quality systems established by Linde.

Linde was the first major industrial gas company in Canada to receive ISO 9002 registration for the production and distribution of cylinder gases from the Quality Management Institute (QMI), a division of the Standards Council of Canada. The registration is for the quality management system used in the production and distribution of industrial, welding, medical and food-grade gases at the Linde filling facilities in Toronto, Montreal and Nisku, Alberta, and stands as a testament to Linde's commitment to quality.

Customer Service at Linde.

Linde has access to a global pool of highly skilled people with specialist expertise and innovative ideas. We collaborate globally to bring you the best the market has to offer, wherever you are.

The benefits of working with Linde include:

- Our safety capabilities, which enhance business processes;
- Access to Linde's complete range of gases and gas-related equipment;
- Safe working practices in all our business dealings, thus reducing the potential of harm to people or the environment; and
- Cost-effective, nationwide delivery and supply options.

Customer Service

Our culture values the strengths that our people bring daily to the workplace, and we all strive to exceed our customers' (and our own) expectations. Customers rely on us, and our responsibilities stretch widely through the communities in which we earn our livings.

For all these reasons, excellent customer service is about maintaining meaningful contact with the people who matter most.

Pick-up or Delivery: The Customer's Choice

Pick-up: Customers of all sizes and from any locations can pick up, buy or exchange cylinders at their local Gas & Gear centre or from a wide range of gas agents found across Canada.

Delivery: No matter where our customers are, Linde is there. We provide our customers with an extensive range of safe delivery and supply options, delivering gas cost-effectively and efficiently, either in bulk or onsite supply, via cylinder delivery or pick-up.

Our Commitment to Transparent Pricing

We give our customers the opportunity to manage costs in response to their business needs, by helping them understand:

- Product costs
- Delivery charges
- Cylinder rentals
- Environmental fees

Production Costs

Use our pricing structure to your advantage. All suppliers incur costs associated with gas supply, production, distribution, environmental compliance and investment in cylinders, irrespective of how they structure their charges. Linde chooses to break out these elements to give greater transparency to our charges

Cylinder Rentals

Let Linde supply the cylinder gas you need, safely and efficiently, through a convenient monthly or periodic lease payment.

Delivery Charges

Everyone knows that delivery charges reflect such costs as fuel and personnel. Our delivery charges also fairly reflect the fact that the safe and timely transport of gases is subject to many regulations, and requires a specialized delivery fleet and highly-trained staff.

Environmental Fees

As a major Canadian supplier of industrial, medical, special, hospitality gases, along with welding and scientific equipment, Linde takes seriously its responsibilities regarding safety, the environment and other factors in meeting regulatory compliance within our industry.



Contact Us.

E-mail or Toll-free Phone.

To contact us, please e-mail us at info@lindecanada.com or call us toll-free at 1-888-256-7359 to be connected to your local store.

Through the Web Site.

The Contact Us section at www.lindecana.com gives you a variety of ways to reach us.

Our Stores Across Canada.

Our 69 stores across the country serve a variety of customers. Our stores are open Monday to Friday, during normal business hours.

BRITISH COLUMBIA

Campbell River (250) 286-1455
Fort St. John (250) 261-6660
Kitimat (250) 639-9188
Langley (604) 882-7642
Nanaimo (250) 741-1713
Vancouver (604) 255-6531
Victoria (250) 383-4041

ALBERTA

Calgary (403) 279-7581
Edmonton (780) 989-5995
Fort McMurray (780) 743-8622
Grande Prairie (780) 538-8200
Nisku (780) 955-2269

SASKATCHEWAN

Lloydminster (306) 825-2222
Regina (306) 525-6176
Saskatoon (306) 934-1183

MANITOBA

Winnipeg (204) 987-7800

ONTARIO

Barrie (705) 734-1337
Belleville (613) 962-3481
Bracebridge (705) 645-8761
Brampton (905) 790-3679

Brockville (613) 342-3974
Cambridge (519) 740-1740
Chatham (519) 351-9241
Concord (905) 669-1871
Cornwall (613) 933-3380
Etobicoke (416) 251-6505
Guelph (519) 822-6490
Kingston (613) 548-4242
London (519) 686-2931
Midland (705) 526-3704
North Bay (705) 472-6430
Oakville (905) 469-9680
Ottawa (613) 745-9455
Owen Sound (519) 376-4087
Pembroke (613) 732-3561
Peterborough (705) 743-0292
Sarnia (519) 336-2239
St. Catharines (905) 684-2364
Stoney Creek (905) 643-6999
Stratford (519) 271-2882
Sudbury (705) 566-3660
Timmins (705) 268-6466
Waterloo (519) 884-1320
Whitby (905) 668-6877
Windsor (519) 948-6666

QUÉBEC

Amos (819) 732-7585
Chicoutimi (418) 545-6630

Drummondville (819) 478-4216
Granby (450) 378-5930
Hull (819) 777-7375
Joliette (450) 759-7878
Laval (450) 663-5570
Québec (418) 688-0150
Québec – ESQ (418) 780-3838
Rivière-du-Loup (418) 867-2737
Rouyn-Noranda (819) 764-6103
Sherbrooke (819) 564-7877
St-Georges-de-Beauce (418) 228-3272
St-Hubert (450) 676-6224
St-Jean-sur-Richelieu (450) 347-5394
St-Laurent (514) 335-0455
St-Léonard (514) 323-4110
St-Patrick (514) 933-8113
Terrebonne (450) 686-0202
Trois-Rivières (819) 373-1017
Val d'Or (819) 825-6011

NEW BRUNSWICK

Bathurst (506) 548-9842
Moncton (506) 858-0306

NOVA SCOTIA

Halifax (902) 468-6595

Linde

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