

Safety, Health, Environment & Quality (SHEQ)

Customer Information Pack



1. Purpose:	4
2. BOC General Information	4
2.1 Introduction to BOC	5
2.2 Financial Information	6
2.3 Legal information	6
2.4 BOC Insurance Details	6
2.5 Human Resources	7
2.6 Company Organisational Structure	7
2.7 References	7
3. Safety Health Environment & Quality (SHEQ)	7
3.1 Management System	8
3.2 SHEQ Responsibilities in BOC	8
3.3 Training at BOC	9
3.4 Incident Investigations	9
3.5 SHEQ KPI Information	10
3.6 SHEQ Communications	10
3.7 Management of Change	10
3.8 Suppliers	11
3.9 Sub-Contractors Working on BOC's Customers' Sites	11
3.10 Calibration of SHEQ Critical Measuring Equipment	12
3.11 Internal Audits	12
3.12 Management Reviews	12
3.13 Third Party SHEQ Qualifications	12
3.14 Trade Association Memberships	12
4. Safety	13
4.1 Safe Systems of Work	13
5. Product stewardship	14
6. Security	14
7. Health	15
8. Environment	16
8.1 BOC's Environmental Vision	16
8.2 Zero Waste Agenda	16
8.3 Climate change	17

8.4 Energy Management	17
9. Quality	17
10. Corporate Responsibility, Sustainability, Diversity & Inclusion and Compliance:.....	18
10.1 Business Ethics & Integrity	18
10.2 Sustainability.....	18
10.3 Community Engagement.....	18
10.4 Diversity & Inclusion.....	18
10.5 Education.....	19
10.6 Gender Pay Gap.....	19
10.7 Modern Slavery Policy Statement	19
10.8 Conflict Minerals.....	20
10.9 Competition Law.....	20
10.10 Trade Compliance	20
10.11 Anti-Bribery and Anti-Corruption.....	20
10.12 Data Protection.....	20
10.13 Cyber Security	21
11 Appendices List	22
12 Document Information	22
13 Change History	22

1. Purpose

BOC receives many questionnaires from customers who are interested in various aspects of BOC's activities. Many of these relate to Safety, Health, Environment and Quality (SHEQ).

This pack along with the appendices and internet-links has been designed to answer the vast majority of these questionnaires.

All products, services and work carried out on a customer site is in adherence with processes and documents outlined in this pack.

To maintain compliance with the General Data Protection Regulation 2018 (GDPR) and customer confidentiality the pack does not include personal information in the relation to training, CVs or customer-specific details. Any relevant qualifications to carry out work on a customer site for individual employees will be provided, on request, before work commences by the relevant BOC project manager.

Where further information is required, then please contact your BOC account manager with your specific enquiry. Provision of additional information may attract charges, particularly if outside of contractual, supply or quality agreements and considered to be inconsistent or disproportionate to products/services purchased.

Where additional information or supporting documents are required then a non-disclosure agreement (NDA) may be required.

2. BOC General Information (Address, Bank Details, Registration etc)

United Kingdom Company Details	
Company Name	BOC Limited
Registered Office Address	Forge, 43 Church Street West, Woking, Surrey, GU21 6HT, United Kingdom
General Contact numbers:	0800 111 333
General Email:	custserv@boc.com
Address for general communications	Priestley Road, Worsley, Manchester, M28 2UT
Web Page Address	BOC UK
Trading Status of the organisation	Public Limited Company
Company registration number	337663
Registered VAT number:	226556555
Unique Tax Reference number	8294070581
Bank	HSBC, 139 Chorley Road, Swinton, Manchester, M27 2AE
Bank Account Name	BOC Ltd
Account Number	11407201
Sort Code	40-02-50

Swift Code	GB49MIDL 40025011407201
Email for remittance	advice: remit.advice@boc.com

Republic of Ireland Company Details	
Company Name	BOC Gases Ireland Ltd
Registered Office Address	John F Kennedy Drive, Bluebell, Dublin 12, D12 PP63
Telephone Number:	+353 1 4091800
General Contact numbers:	1890 355 255
General Email:	irelandsales@boc.com
Address for general communications	John F Kennedy Drive, Bluebell, Dublin 12, D12 PP63
Web Page Address	BOC Ireland
Trading Status of the organisation	Public Limited Company
Company registration number	8982
Registered VAT number:	IE 8Z52202
Unique Tax Reference number	0661349J
Bank	HSBC Bank PLC
Bank Account Name	BOC Ltd
Account Number	35341139
Sort Code	99-02-31
Swift Code	HSBCIE2D
IBAN:	IE63 HSBC 9902 3135 3411 39

2.1 Introduction to BOC

BOC has produced industrial gases since 1886, since which has developed into a major global business. In September 2006, it joined with Linde, another major industrial gases business, to form The Linde Group and in 2018 joined with Praxair to form Linde PLC.

Linde plc is a global leading industrial gas and engineering company with sales of \$33 billion. The company employs approximately 80,000 people globally, circa 2,800 in the UK and Ireland, and serves customers in more than 100 countries worldwide. Linde plc delivers innovative and sustainable solutions to its customers and creates long-term value for all stakeholders. The company is making our world more productive by providing products, technologies and services that help customers improve their economic and environmental performance in a connected world.

BOC is the largest provider of industrial, medical, and special gases in the UK and Ireland, enabling a managed next day delivery service to 90% of our customers nationally with unparalleled security and quality of supply. As well as atmospheric gases, we supply thousands of different types of gas, and gas mixtures to more than 400,000 customers in an enormous range of industries.

To accomplish this level of service BOC has a dedicated customer online portal, which can be used to manage your account and orders along with a Customer Support Centre (CSC), Bulk Delivery Planning Centre (DPC) and Central Engineering Services (CES). BOC also ensures that all customers have access to our emergency response services for out of hours gas supplies or equipment failures, including medical emergencies, available 24 hours a day, 7 days a week, all year round.

With a network of major production facilities, distribution centres and retail stores across the UK and Ireland, BOC supplies compressed, bulk and pipeline gases, chemicals, engineering solutions and associated equipment. BOC prides itself in working with our customers to produce engineering solutions to meet their current and future needs, contributing to advances in many industries and aspects of everyday life, including steelmaking, refining, chemical processing, environmental protection, wastewater treatment, welding and cutting, food processing and distribution, glass production, electronics, and healthcare. For further information on BOC's products and services please refer to please refer to BOC's websites [BOC Online UK](#) or [BOC Online Ireland](#)

2.2 Financial Information

Due to financial reporting restrictions sales figures are not available for BOC but for Linde audited accounts please visit [Financial](#)

[Reports \(Linde.com\)](#)

BOC accounts details can be found at [company house](#).

2.3 Legal information

BOC Limited and BOC Gases Ireland Limited are subsidiaries of Linde UK Holdings Limited and the BOC Group Limited.

Terms and Conditions:

In all cases BOC supplies goods and services subject to BOC's General Terms and Conditions a copy of which can be made available upon request.

[Contact and support](#)

[Doing business with BOC](#)

[Terms and condition of purchase](#)

Details of prosecutions, prohibition notices and improvement notices have been included in the appendices (appendix 1).

2.4 BOC Insurance Details

BOC has separate insurance policies for the following, all of which are renewed on an annual basis, they are available to download at:

BOC Insurance certificates (boconline uk)

[Certificate of Employers' Liability Insurance](#)

[Certificate of Motor Insurance](#)

[Professional Indemnity Certificate](#)

[Public & Products Liability Insurance Certificate](#)

[Public, Products, Financial Loss, Professional Indemnity and EU Environmental Liability Policy](#)

BOC Insurance Certificates (boconline.ie)

[Public, Products & Environmental Liability](#)

[Employers' & Public/Products Liability, and Professional Indemnity · Certificate of Motor Insurance](#)

2.5 Human Resources

The Linde Group is a World leading industrial gas and engineering company with approximately 80,000 employees working in 100 countries Worldwide, with c. 2.800 people employed by BOC in the UK and Ireland. However, with this very high number of staff and geographical spread this data is difficult for us to break down into specific formats requested by individual customers.

There are five differing teams within HR in the UK and Ireland which provide contact for employees and managers with wide range of people policies, procedures, training, advice, supporting major change programmes, TU agreements, pay positions, employee benefit programmes, UK employment legislation and payroll. These teams including The Employee Service team, the Central Support team, the HR Generalist team, Learning and Development and the Reward Team.

All employees have access to the intranet where the HR area is accessible. Employees can find information such as policies, forms, and letters – discipline and grievance, leave and absent, pay and benefits, recruitment, management check lists and learning and development.

BOC HR policies and procedures include equality and diversity, anti-Harassment and bullying, substance misuse, and sickness/absence.

2.6 Company Organisational Structure

Details of the UK & Ireland management structure and SHEQ organisation have been included in the appendices (see appendix 2 & 3).

2.7 References

Due to customer confidentiality BOC are not able to disclose information regarding client approvals, but BOC supply a variety of industries including food, medical and pharmaceutical companies and some of our customers are world renowned brand names spending £1 million+.

3. Safety Health Environment & Quality (SHEQ)

All companies and employees that are part of the Linde group MUST follow the Linde global policies, it is the ethos of Linde and BOC that SHEQ is integral, non-negotiable and key to the working practices in our companies.

We have separate policies for HSE and Quality which are available at:

[Health, Safety and Environmental \(HSE\)
Quality](#)

All employees take a personal responsibility for SHEQ with visible leadership being demonstrated at every level of the management structure. This approach is applied in our day-to-day behaviours and decision making to ensure that SHEQ is 100% of our behaviour 100% of the time. BOC strives to be a leading organisation in SHEQ, to achieve zero incidents and zero harm to the communities in which we do business, as well as to supply safe, compliant and environmentally responsible products and services, and prevent pollution to the environment. We will use natural resources responsibly and invest in research programmes for sustainable products and services, at the same time satisfying customer needs and expectations.

3.1 Management System

To implement all our policies and legislative duties BOC has an Integrated Management System to address all relevant areas of Safety, Health, Environment and Quality (SHEQ) management.

BOC has a process that uses Technical Authorities, competent in specific subject matter, to interpret industry guidance and legislation and produce the internal standards and processes that BOC works to. The documents are internally peer reviewed. Technical Authorities follow a strict application process, which includes personal development plans to ensure that they stay current with subject matter they are approved to give technical advice on.

All management system documents are accessible to all employees on our intranet.

These documents fulfil the requirement for BOC gasses Ireland Limited to have Safety Statements as per section 20 of Safety, Health and Welfare Act 2005 for the Republic of Ireland, a copy of which can be made available upon request.

In addition to the SHEQ management system, operational procedures are accessed as part of the broader online Management System which gives a direct relationship between standards, training material and internal audit question sets. This system gives benefits of:

- Ensuring documentation is consistent in its scope and content across the organisation.
- Capturing and documenting the vast pool of specialist knowledge in a highly accessible, single location.
- Documenting and communicating best practice to all employees.
- Ensuring employees are consistently trained and kept up to date on best practices and are properly skilled and competent in their roles.
- Internal audits check compliance against all requirements.

3.2 SHEQ Responsibilities in BOC

BOC strongly believes that SHEQ is part of everyone's role. This is a top-down approach and the responsibilities for applying the SHEQ standards and systems are integrated into the company structure. The SHEQ Department in BOC is independent of other functions so that it can offer unbiased support and governance of how we operate.

The following principles apply to all areas of BOC's operations.

- Leadership has a crucial role in creating a safe and healthy working environment and products/services are supplied to agreed specification and on time. Managers have the accountability to ensure that the right people, processes and equipment are available and in place to conduct all tasks and activities in compliance with SHEQ requirements.

- Line managers ensure that all people working with and for us, are able to conduct their work in conditions and in a way that is as safe as possible, without unacceptable risk to their health and safety or quality. This includes our own employees, our contractors and other personnel from our business partners that are working with us.
- Line managers ensure that risk assessments are carried out to identify all unsafe or unhealthy working conditions and threats to being able to supply expected products and services. The assessments identify and ensure appropriate control measures are implemented, or the work does not proceed.
- Line managers ensure that all our employees have the skills and training necessary for them to carry out their duties safely, to the correct standard and that we have the resources to train people effectively.
- Individual employees and contractors are responsible for their own safety and the safety of those working around them. Our behaviours and actions can have an impact on the safety of our colleagues.
- We expect all people working for, and with, BOC or Linde to behave and conduct themselves in a manner that demonstrates the highest SHEQ behaviour all of the time; in every task we perform, in every activity we take part in, in every investment or recruitment decision, in every meeting, journey and site visit.

3.3 Training at BOC

All job roles have a training matrix and this along with an individual's individual development plan identifies their training needs combining online internal training material and content provided by external courses.

[A sample training matrix is available in the appendices \(see appendix 8\).](#)

Training in BOC is provided using two methods, theory-based learning and practical competence assessment. Training needs analysis is performed for all BOC individuals covering SHEQ competencies as well as technical and commercial competencies. Theory training is managed using a computer-based learning tool which directly accesses the necessary training material from our online management system and operational procedures and also includes a monitoring system for external courses that are required of the employee.

For critical activities online training is further validated via practical competency assessments that provides confirmation that the person can demonstrate correct practices in the workplace. Assessment is achieved using competent and authorised assessors.

Line managers routinely monitor completion status of their teams training against their training needs profiles to ensure they have the required competencies to safely and effectively carryout their roles.

BOC employees that work in the Engineering Projects Department for design/installation of equipment on customers' sites have Suitably Qualified Experienced Persons Pack (SQEP Packs), which clearly summarises a person's training, but also further demonstrates competency of BOC employees in line with the new Engineering Industry standard for demonstrating competency in the Nuclear Industry. These documents are available for viewing if a SQEP pack is required for BOC employees to carry out work at a customer site.

BOC sites have a well-established site induction programme which highlights the SHEQ behaviour expected from visitors and contractors.

3.4 Incident Investigations

BOC requires all SHEQ incidents involving BOC personnel, equipment, or products to be investigated whether they occur at a BOC sites, customer premises or in the public domain.

BOC expects its employees to immediately report any event involving a person, environmental release, quality issue, property damage or security incident must be reported to a line manager. BOC will actively speak to our customers on all incidents that involve the supply of our products or services.

Incidents, actual or near-miss, are recorded on a web based electronic reporting system and individual sites/functions are responsible for investigating incidents to determine causes as well as implementing appropriate actions to contain, correct and prevent re-occurrence.

Depending on the nature and severity of the incident the SHEQ function may provide additional support. All major events and injuries are reviewed by senior management and discussed with the site SHEQ Committee or customer before closure of the incident report.

BOC actively works with the regulatory authorities, the BCGA and EIGA so that industry best practice is also developed from incidents in the Industrial gases industry.

BOC has an open policy with our customers and employees about incident reporting and regulatory improvement notices or prosecutions.

[Please refer to the appendices for current data \(see appendix 1\).](#)

3.5 SHEQ KPI Information

BOC regularly reviews what SHEQ KPI's are required to ensure that we have appropriate leading and lagging indicators to monitor our performance and make improvements. Core performance data on Incident rates, Incident case closeout, internal audits completed, corrective actions raised, closed or overdue are monitored by all levels of the business from senior management to team leaders. This is further supported by targeted monitoring for example standards and procedures review dates, injury statistics by type or cause, manual handling incidents, complaints performance, health surveillance completion, SHEQ plan progress.

A yearly SHEQ plan is produced, based on the Plan, Do, Check, Act approach to drive improvements identified from SHEQ KPI information and other business needs. This plan is designed to focus resources in areas that are of highest risk or biggest opportunity that will give the greatest impact on improving Safety, Health, Environmental or Quality performance. The plan details targeted programs, initiatives and communication programs for the upcoming year and is one of the main KPI's the business uses to drive SHEQ improvements.

3.6 SHEQ Communications

Employees are informed and have an active input to SHEQ related issues using various media including, SHEQ committees, internal online communications, monthly briefs, toolbox talks, as well as through local site signage and notice boards positioned in appropriate areas.

Within BOC's intranet site which is available to all BOC employees there is a section on SHEQ. This contains information on SHEQ contacts, regulatory authorities, strategy and plans, training, monthly update (including accident statistics), meetings, and separate sections on Safety, Health, Environment, Quality.

3.7 Management of Change

Management of change is a key control in Safety, Health, Environment and Quality performance and without good controls BOC recognises that it can have the potential to have significant adverse effects on our business, our employees and our customers. For this reason, BOC has three separate standards to manage change, one looking after changes to

organisational structure and responsibility, one covering changes to product specifications and introduction of new products and the third focusing on changes to plant/equipment and operational/product testing methods.

The management of change processes require risk assessments, technical reviews, action plans, and confirmation that the intent of changes are met. All changes must follow a strict documented approval process from the Technical Authorities and duty holders, that have moral, financial and legal responsibilities for the change.

Any formal change notification agreement in place with a customer will be identified as part of the change planning activity. Dependent upon the nature of the change and the content of the agreement this may require customer approval where the planned change can be made or notification as soon as possible if the change is emergency in nature.

3.8 Suppliers

Suppliers are extensively used for a variety of purposes including the supply of raw materials, product packaging materials, plant and equipment, services to maintain our plant and equipment as well as in some cases supply of finished products for BOC sale to our customers.

All new suppliers are assessed and those that supply raw materials, equipment or services that are deemed to be SHEQ critical undergo an initial evaluation which could be desk-top or involve a remote or onsite audit before they are approved and allowed to supply to BOC. Subsequently and dependent upon the level of assessed risk, (Based on risk exposure to supply chain and their historical performance), suppliers may undergo ongoing assessment by the SHEQ function. The frequency and type (desk-top or audit) are determined by associated risk levels.

3.9 Sub-Contractors Working on BOC's Customers' Sites

In some situations BOC uses 3rd party specialist contractors for conducting work on behalf of BOC on customers' sites, as well as for specialist maintenance activities on BOC sites.

The first step of approval is managed at the procurement stage. BOC uses the Supplier Evaluation, Selection and Performance Appraisals Process. This process was developed by BOC to ensure that the selected supplier best matches our precise business needs. Those suppliers, who attain qualification, will be identified as 'preferred' or 'nominated' suppliers to BOC, depending on their overall score.

All contractors are monitored and tracked on BOC's online contractor system. This tracking system not only monitors the contracts and work on going and complete, but it also keeps a record of insurance dates, values, liability and a safety record.

BOC expects certain minimum standards of performance, business behaviour and legal and ethical compliance. The standard requirements are stated on BOC's ethical purchasing policy.

The broad expectations we have of our subcontractors are given in more detail at [Requirements of a supplier to BOC \(boconline\)](#).

Once a supplier or contractor has been approved, BOC has a strict system for their engagement. Only persons trained and approved to manage contractors may carry out this process. The process includes all the steps required for Construction Design Management Regulations 2015 (CDMR), including appointing duties under CDMR, construction phase plans, safety pack information, communication protocols, supervision requirements, risk assessment and method statement reviews. Each step needs approval from a contractor coordinator and the customer as required by their approval systems.

[Please see appendix 4 for an example construction phase plan.](#)

3.10 Calibration of SHEQ Critical Measuring Equipment

Any measuring or monitoring equipment that is relied upon to ensure the quality or delivered quantity of our products, employees and customers' safety or health, or to protect the environment is covered by our calibration procedures. These require calibrations to be conducted by competent personnel against defined protocols using reference standards traceable back to national standards at set frequencies. Where "as found" results are outside of specified acceptable values then expected actions include consideration of previously released product and actions to ensure the equipment remains within its acceptance limits in the future.

3.11 Internal Audits

A wide range of internal audits are carried out across the business, all by employees who are independent to the activity/part of the business they are auditing and have been trained and signed off as an approved internal auditor or lead auditor. Audits have varying breadth of scope and duration, from covering the entirety of the SHEQ management system or Operations on a Site, both of which could involve up to 10 days of auditor time on site to specific focused audits on a specific topic which may involve 1 auditor for a couple of hours.

Audits are managed via an annual plan and are compliance based, checking on the expected application of internal management system standards and operating procedures. Audit findings and their subsequent management are recorded and managed via an online tool.

3.12 Management Reviews

Documented management reviews are conducted on an annual basis to understand the effectiveness of the business to meet the current and future needs of BOC and its customers. There are different levels of reviews with varying scopes and to different depths with an overall business review being conducted by the senior management team facilitated by a member of the SHEQ leadership team.

3.13 Third Party SHEQ Qualifications

BOC has been approved by the following organisations. They each have strict membership criteria and auditing processes. These approvals confirm that BOC has procedures and processes in place that meet Health, Safety, Environmental and Quality legislation, and standards. Certificates are on [BOC Website Safety, Health, Environment & Quality \(SHEQ\) Policies](#)

- Achilles
- CHAS
- [FORS Bronze](#)
- RISQS (Railway Industry Supplier Qualification Scheme)
- [Safe Contractor Certificate](#)
- [Safe Contractor Safe PQO](#)
- SEDEX

3.14 Trade Association Memberships

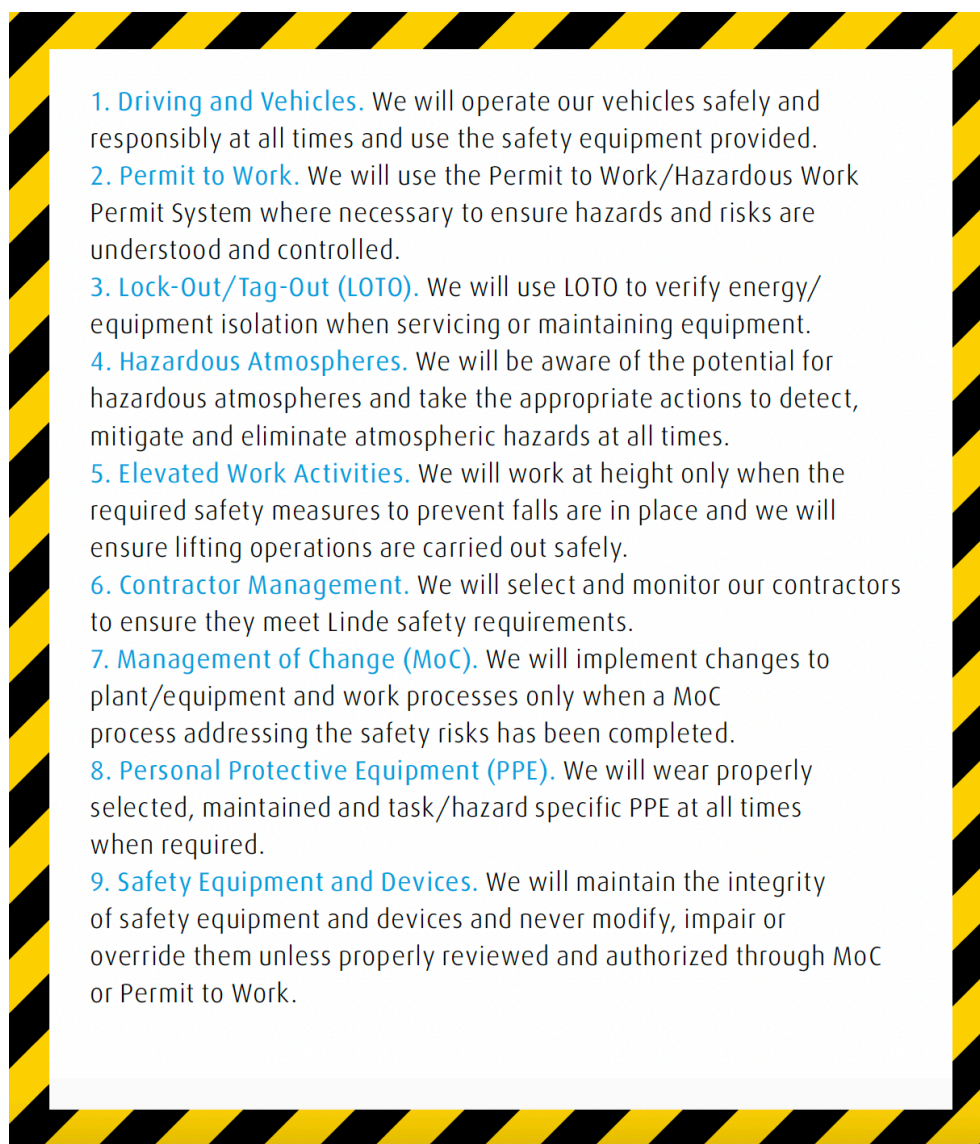
BOC is a member of some the following associations. These associations define the guidance that BOC and their other members work to:

- British Compressed Gas Association (BCGA)
- European Industrial Gases Association (EIGA)
- Freight Transport Association (FTA)

- Logistics UK
- The Engineering Equipment and Materials Users Association (EEMUA)

4. Safety

BOC operates in accordance with following Linde Life Saving Rules, which are also mandatory for BOC contractors:



BOC has a strict stop work policy in relation to SHEQ issues that applies to everyone we employ including contractors or customers and is covered in our HSE policy and our life saving rules

4.1 Safe Systems of Work

BOC runs an extensive risk assessment programme covering work conducted on and off BOC sites and all its functions e.g. operations, transport, projects, office, sales. Working procedures are reviewed against the risk assessments and all relevant standards to being carried out. Work is either carried out from a procedure, a suite of standard method statements that must be adjusted to meet site or customer specific hazards or a bespoke method statement that is produced for unique tasks

that we may perform. All method statements must have an accompanying risk assessment.

An example method statement and risk assessment for work on a customer site is included in the appendices (see appendix 5 and 6).

BOC has a comprehensive suite of standards relating to permit to work that must be followed on a BOC site and if a customer requires support in this area BOC are happy to use our systems by agreement to manage our work on their site.

BOC appreciates the requirement to share risk assessments for activities being performed on customer sites by BOC service personnel, and will provide the necessary information, so that BOC can follow the customer's own Permit to Work systems or support other safe system of work assessments that they may wish to perform.

BOC also has a project safety review programme which requires formal HAZOP proportionate to the risk.

5. Product stewardship

Product Stewardship is concerned with all safety, health, environmental and quality aspects of products throughout their life cycle from supply (including manufacture or import), its use, and ultimately through to disposal.

There are two main pieces of legislation designed to ensure safe use of a wide variety of substances and products will have a significant influence on our own products and services.

The first of these is UK REACH, the Brexit equivalent of EU REACH (Registration, Evaluation, Authorisation of Chemicals) which will require most products to be registered with the European Chemicals Agency as well as changes to the layout and content of Safety Data Sheets.

The second is the Classification, Labelling and Packaging Regulations which requires all substances to be reclassified and relabelled to align with the GHS (Global Harmonised System for the Classification and Labelling of Substances) requirements.

As these two pieces of legislation overlap and require both new labels and data sheets, the opportunity has been taken to introduce a new safety data sheet (SDS) system to account for these required changes.

The new SDS system will follow industry best practice and will provide a common SDS, generated from a common platform for The Linde Group.

For more information on BOC SDS and to find a SDS for a specific BOC product use the following link: [Safety data sheets \(boconline.co.uk\)](https://boconline.co.uk/safety-data-sheets)

6. Security

Security management within BOC extends well beyond the traditional area of site security to personnel, information, and supply chain security.

Robust rules and standards are in place to ensure our people feel safe to work, products cannot be tampered with, and the information we produce is protected.

Emergency preparedness and business continuity are also vitally important for all our stakeholders, including our employees, our customers, and the communities within which we operate, and are reflected in documented plans.

We work closely with relevant government agencies (e.g. HSE/HSA for COMAH/SEVESO sites, and national security agencies for threat management) and in accordance with particular government guidelines for specific topics, e.g. pandemic planning.

Further information on security planning is available on request and will only be disclosed if deemed appropriate.

7. Health

BOC recognises that good health is necessary for good business and thus several health and wellbeing programmes are provided for staff. These underpin our commitment to prevent harm and to protect and maintain the health of employees. As part of our efforts to ensure the health and wellbeing of all our staff, we:

- Recognise, control, and monitor health hazards at work to ensure safe and healthy working environments, which includes Control of Substances Hazardous to Health (CoSHH) risk assessments. [\(see appendix 7 for an example\)](#)
- Provide appropriate health assessments.
- Support staff on sick leave and those returning to work.
- Provide health information and education on relevant public health topics e.g. mental health.
- Set standards and provide input for training on safe working practices.
- Provide comprehensive occupational health resources.

BOC's health comprehensive support system consists of an Occupational Health Manager, regional SHEQ Advisors, and departmental Health Champions; the team all have the relevant qualifications for their roles. BOC also has partnered with a national occupational health providers in UK & Ireland who provide management referral services and support our health surveillance programs.

The remit of the occupational health service is to provide confidential, impartial and specialist advice to the business that is relevant to the workplace hazards and issues. Our occupational health partner also monitors the statistics of long-term sickness and work-related ill health cases reporting any issues back to the BOC leadership team.

[Please refer to the Health and Safety statistics in the appendices \(see appendix 1\).](#)

In addition to Occupational Health case management support for long term sickness and workplace reported ill health, we also offer the following to look after the health and wellbeing of employees:

- Pre employment health checks
- Health surveillance to monitor for health risks such as noise (hearing test); skin irritants (skin surveillance); vibration (HAVs check)
- Health screening to ensure employees are fit for specific tasks such as entry into confined spaces and wearing breathing apparatus.
- Referral to private physiotherapy for Musculo-skeletal problems
- Eye care scheme for computer users
- Short term counselling for mental health issues if required.
- Health campaigns; written information and Health bulletins for employees

- Travel health, advice, and support for business travellers
- Well persons checks.
- Workplace risk assessment advice
- Discounts to gyms and private health check
- Cycle to Work Scheme.

8. Environment

Our Environmental Management System is certified to ISO 14001, a copy of our certificate can be downloaded at BOC Policies and processes:

- For UK: [Safety, Health, Environment & Quality \(SHEQ\) Policies | BOConline UK](#)
- For Ireland: [Safety, Health, Environment & Quality \(SHEQ\) Policies | BOConline Ireland](#)

8.1 BOC's Environmental Vision

Maintaining high levels of environmental performance and reporting are the responsibility of all functions within BOC. In addition, each BOC employee is asked to keep a watch on our actual or potential impact on the environment. In striving for sound environmental management BOC will:

- comply in letter and spirit with all relevant legal requirements and industry standards and cooperate fully with the authorities in the development of such laws, regulations, and industry codes of practice.
- maintain an environmentally sound workplace in all BOC locations by assessing and effectively managing the risks arising from its activities, products, and services through the application of best operating practice.
- continually review its operations and processes and create appropriate programmes, particularly in support of its Climate Change and Energy agendas, to bring about continuous improvement in performance and sustainability.
- identify and minimise waste in the use of energy, raw materials, and all other resources.
- place a duty of care on all company officers and managers and hold them accountable for environmental performance against agreed key performance indicators (KPIs)
- ensure functional competence of all its employees through ongoing training, development, communication, and appraisal programmes.
- work with and encourage our suppliers and contractors to conduct their business with us in an environmentally responsible manner.
- develop and market products which will help our customers improve their environmental performance, providing all the necessary information and assistance to that end operate so as to meet the requirements of ISO 14001.
- learn from incidents and share the lessons with employees, customers, contractors, and other bodies as appropriate.
- conduct ourselves at all times as a responsible corporate citizen, pursuing sustainable programmes and behaviours, and maintaining effective communication with all stakeholders.

8.2 Zero Waste Agenda

Linde PLC has an aspiration to ensure waste generated by sites is reduction and that all waste is diverted from Landfill. Within its zero-waste program, BOC sites report monthly on the quantity of waste generated and the treatment mechanism deployed. Local waste champions monitor trends to ensure our targets are being met. Currently, BOC diverts >95% of its waste from Landfill.

8.3 Climate change

BOC is also active in many other areas of the climate change agenda and is keen to continue working with our customers and suppliers in this important area. For further details please visit [Sustainable Development \(linde.com\)](https://www.linde.com)

8.4 Energy Management

BOC monitor and set objectives for the consumption of energy as part of Linde Global ESG reporting, with investments to reduce the consumption by improvement initiatives and planned maintenance. These initiatives are shared with SHEQ and local management as part of operational training to improve awareness of the performance of energy performance.

9. Quality

As the leading supplier of industrial, food, medical and special gases in the UK and Ireland we aim to ensure the highest levels of quality in everything we do. BOC aims to continuously improve the quality of its products, services, and customer experience.

Our Quality Management System is certified and accredited to various external management system requirements including:

- ISO 9001
- ISO 17025
- ISO 17034
- FSSC 22000

Copies of the latest version of associated certificates are always available via:

[For UK: Safety, Health, Environment & Quality \(SHEQ\) Policies | BOOnline UK](#)
[For Ireland: Safety, Health, Environment & Quality \(SHEQ\) Policies | BOOnline Ireland](#)

BOC's gases sold and marketed for specific use in the food industry for consumption, packaging and ripening atmospheres for fruit and vegetables meet relevant E number purity and impurity criteria and comply with applicable food safety legislation.

To ensure patient safety medical and pharmaceutical grade gases are manufactured and supplied following the requirements as specified in EC Directive 2003/94/EC. This Directive lays down the Principles and Guidelines of Good Manufacturing Practice (GMP) for Human Medicines and has been fully incorporated into the BOC Integrated Management System.

10. Corporate Responsibility, Sustainability, Diversity & Inclusion and Compliance:

We are committed to nurture and protect our people, our communities, and our future.

BOC is proud to be part of the local communities in which it is based, from which it draws its staff and which it serves with its products. BOC's activities cover a wide involvement with community education and engagement programmes.

10.1 Business Ethics & Integrity

We believe that fairness transparency and trust drive growth and prosperity for all parties involved - employees, customers, suppliers, markets and the communities that encompass them all. We have provided guidance to employees on how to conduct themselves with each other and with customers, suppliers' governments. and other businesses. This guidance is publicly available at:

[Code of Business Integrity \(Linde.com\)](#)

10.2 Sustainability

At Linde, we live our mission of making our world more productive. Our core values – Safety, Inclusion, Accountability, Integrity, and Community – combined with our mission of making our world more productive sustainably, underpin our commitment to the environment and social responsibility. From the oversight exercised by Linde's Board of Directors to the culture of sustainability driven by our mission statement, our commitment to environmental, social and governance (ESG) matters is embedded in our company culture and operating rhythm. For more information, please refer to <https://www.linde.com/sustainability>.

10.3 Community Engagement

BOC believes that community is one of our corporate values and in RUI we are fully committed to supporting and improving the communities we work and live in.

Our commitment to community is comprised of two philanthropic programmes – Community Engagement and Global Giving – which work together to create meaningful opportunities for employees to provide significant, lasting value to their local communities.

For further details on other Sustainability programs please visit [Sustainable Development \(linde.com\)](#).

10.4 Diversity & Inclusion

Linde operates in more than 100 countries where diverse talent, customers and ways of working influence business priorities and demand different leadership capabilities. Our business imperative is based on the diversity of our global markets, talent pool and customer base, as well as the imperative to attract new ideas and solutions to enhance innovation.

At BOC, we strive to create a work environment that treats all employees with respect, supports new thoughts and ideas, encourages growth and development, recognises our differences, and embraces inclusion. BOC is also committed to partnering with others to help ensure that we remain an employer of choice for the ever-increasing pool of diverse global talent.

For more information on this topic please visit [Diversity and Inclusion \(linde.com\)](https://www.linde.com/diversity-and-inclusion).

10.5 Education

BOC is an innovation and science-based business which relies on a steady stream of highly qualified and motivated individuals in order to continuously remain ahead of the competition.

Education matters to BOC as we look to engage and inspire the next generation of scientists and engineers.

Our Secret World of Gases programme connects school-age children with the amazing science and applications of air gases. It delivers an inspirational and exciting national programme of interactive science demonstrations; investigating the latest innovations, dispelling myths and exploring how gases will be used for a greener future.

Our demonstrations are suitable for school-age children from ages 5 to 16+. To enquire about holding a demonstration at your school, please email LG.UK.Secret.world.of.Gases@boc.com

10.6 Gender Pay Gap

At Linde, our vision is to be the best performing global industrial gases and engineering company, where our people deliver innovative and sustainable solutions for our customers in a connected world. We are driven by our five core values, one of which is inclusion – we embrace diversity and inclusion to attract, develop and retain the best talent and build high-performing teams. We believe that by hearing all voices and listening to diverse opinions, thoughts, and perspectives, we will move towards achieving our full promise and potential.

We remain committed to our ambition to go further and will seek out opportunities which encourage diversity and a better gender balance, ensuring BOC / Linde in the UK is a company that people of any gender will want to be part of.

For a full copy of BOC's current Gender pay gap report please visit [Gender pay Gap report \(boconline.co.uk\)](https://boconline.co.uk/gender-pay-gap-report)

10.7 Modern Slavery Policy Statement

Modern slavery is a term that encompasses issues such as people trafficking, forced labour, domestic servitude, slavery and other forms of human exploitation.

BOC has a zero-tolerance approach to modern slavery, whether in its own operations or in its supply chain.

Linde plc abides by the principles of the International Bill of Human Rights, enacted by the United Nations and Linde's policies and position statements support human rights and labour standards and these are integrated into its business. This includes the Linde Code of Business Integrity, which sets out how companies and employees within Linde plc are required to maintain their relationships with customers, suppliers, governments, other businesses, the environment and people and Linde plc's position on human rights which commits BOC to protect

and promote human rights and builds upon the values and principles of safety, integrity, sustainability and respect.

For a full copy of BOC's current Modern Slavery Policy please visit [Modern Slavery Policy \(boconline.co.uk\)](https://boconline.co.uk/Modern-Slavery-Policy)

10.8 Conflict Minerals

Linde plc, of which BOC is a part of, are committed to upholding human rights and labour standards as well as our duty to protect the environment. This commitment extends all our operations, suppliers, contractors and business partners.

Suppliers to Linde and BOC who sell or use minerals that are potentially sourced from conflict-affected regions are expected to have process in place which ensure that these are responsibly source and supplied in compliance with applicable law. Linde and BOC have no reason to believe any of the products it supplies contain specific materials that have been traded to finance conflict. [Conflict-Free Materials Supply Policy \(boconline.co.uk\)](https://boconline.co.uk/Conflict-Free-Materials-Supply-Policy)

10.9 Competition Law

It is essential element of Linde Code of Business integrity that compliance with applicable competition laws be maintained wherever Linde conducts business. The global competitive law policy ("competition Policy") sets forth Linde's standards of conduct doing business in a competitive environment, the reporting and conducting of certain contacts and communication with competitors. This guidance is publicly available at: [Competition Law \(Linde.com\)](https://www.linde.com/Competition-Law)

10.10 Trade Compliance

Linde's Global Trade Compliance Program seeks to ensure that our company's imports and exports are made in compliance with all applicable laws wherever we do business. This guidance is publicly available at: [Code of Business Integrity \(Linde.com\)](https://www.linde.com/Code-of-Business-Integrity)

10.11 Anti-Bribery and Anti-Corruption

BOC succeed through fair and honest dealings on the basis of our integrity, BOC reputation and our superior products and services. We do not seek to gain or give an unfair advantage by providing bribes or kickbacks. Such unethical and illegal conduct can create legal exposure for the company and for you personally and can result in criminal prosecution and substantial monetary fines. This guidance is publicly available at: [Anti-Bribery & Anti-Corruption Compliance Policy \(boconline.co.uk\)](https://boconline.co.uk/Anti-Bribery-&Anti-Corruption-Compliance-Policy)

10.12 Data Protection

At BOC we are committed to processing personal information about our customers in ways that comply with our legal obligations as well as being clear with our customers about what we do with their personal information. Some of the key points of BOC's privacy policy are:

- We don't sell your data to third parties
- We do make it easy for you to manage your information, you can change your communication preferences at any time
- We do use data to help us provide great customer service, which includes tailoring the information we share with you to help ensure that it's relevant, useful and timely

BOC Privacy statement can be found at [BOC Privacy Statement | BOC UK | BOConline UK](#)

10.13 Cyber Security

Linde's Code of Business Integrity has a section on data protection that defines how important it is for employees to follow the law and comply with company procedures, protocols, and guidelines. This issue has been strongly prioritized in recent years because of new complexities being created by the proliferation of electronic communication. Due to the high priority, policies and training are provided. Dedicated cybersecurity teams conduct surveillance for potential threats and implement both procedural and technological controls to protect data and to ensure safe, uninterrupted operations. There are also training programs for employees and cybersecurity awareness programs.

At Linde we have 7 Cyber Security Principles which can be seen below. The aim of these is to give employees a simple set of principles which when followed, will help to remain safe online.



Report all security incidents

- Promptly report unusual or suspicious activities as security incidents.
- These could include hardware damage, loss, or theft; misuse or loss of data; abuse of access rights; compromised login details; or any suspicious system, e-mail, website, or behavior.



Protect your digital identity

- Keep your passwords, login IDs, smart cards, tokens and Multi-Factor Authentication (MFA) code secure and do not share them with anyone.
- Use different passwords for different accounts, choose strong passwords, and change them regularly.
- Lock your computer screen when you are not near it.
- Be aware of shoulder surfing, when entering your password in public places.



Protect data and intellectual property

- Prevent loss or theft of data and unauthorized access, only use company provided storage solutions e.g., OneDrive or SharePoint.
- Delete data if no longer needed, e.g., if you dispose of a device, or a retention period has been reached.
- Classify and label your data based on the data classification policy, and set the access permissions accordingly.
- Promptly remove printouts, clean your desk and lock confidential documents when leaving, and shred sensitive information.
- Do not upload or otherwise disclose information to online services unless approved by Linde.



Protect equipment

- Laptops, mobile devices, tablets, USB devices, etc. can be an easy target for thieves. Keep yours with you or lock them away when not in use.



Use approved software and mobile apps

- Do not install unapproved software or allow updates from untrusted sources.
- If you need additional software or mobile apps to perform your job, contact your service desk.
- All communication platforms provided by Linde (e.g., Microsoft Outlook and Teams) are to be used for business purposes only.



Avoid becoming a victim - think before you act

- Use the report phishing button if an email looks suspicious.
- Do not use unknown USB devices or charging points.
- Be aware that even websites that appear genuine may contain malicious content.
- Before revealing confidential information, verify the identity and validity of the recipient.
- Be aware of "social engineering" attempts, e.g., people trying to trick you into revealing information they may be able to use fraudulently.



Respect laws and behave ethically

- Respect copyright. Do not violate intellectual property laws.
- Comply with all applicable laws and regulations, e.g., data protection laws.
- Do not store, download, or distribute data that may be inappropriate or illegal, e.g., insulting, harassing, racist, abusive, sexist, or obscene.

If in doubt or if you learn about a mistake, please report any issue for mitigation or avoidance of risks and lessons learned. Encourage your family members to follow safe and secure IT behavior.

2022 Annual Report (10K), page 10, is publicly available and identifies the risk regarding information related to technology systems, network failures and breaches [Sustainable Development Report](#)

11 Appendices List

1. Accident Stats & Improvement Notices
2. BOC Management Structure
3. BOC SHEQ Department Structure
4. Example Construction Phase Plan
5. Example Risk Assessment
6. Example Method Statement
7. Example COSHH Risk Assessment
8. Sample Training Matrix

12 Document Information

Version	Date	Author	Quality Reviewer	Approver
V6	16/05/2024	S. Ward Quality Advisor	P. Wesson Quality Assurance Manager	P. Wesson Quality Assurance Manager

13 Change History

Version	Description of Change
V6	Updated appendix and links Order changed. Added cyber security. Updated Third Party SHEQ Qualifications. Added energy. Added Competition Law Added Trade compliance. Added References. Added Data protection. Formatting changes. Updated sub-contractors.