



Open dialogue with our stakeholders

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

Spotlight on climate change and information transparency

Our stakeholders include current and future employees, analysts and investors, as well as decision-makers and players from research and science, government and non-government organisations, politics and other associations. We use numerous channels to maintain close ties with these interest groups.

Several years ago, we conducted a survey among our stakeholders. The resulting recommendations continue to influence our activities and dialogue with these groups.

We discovered, for example, that increased transparency about the risks and opportunities of climate change for the Group and a clear and public commitment to this issue are important for stakeholders.

Further items on the stakeholder agenda included increased alignment with international standards, sustainable product development and closer ties between our voluntary social engagement and core business.

The majority of our stakeholder groups also prioritised clear communication from Linde on the dilemmas and challenges of sustainability.

These recommendations continue to play a defining role for our CR objectives.

Stakeholder dialogue during the period under review

During the period under review, we stepped up dialogue with our customers on sustainability issues. Interest in Linde's CR activities is growing across all industries, although this trend was particularly pronounced in the food and drinks sector. Here the focus is on the product carbon footprint (PCF) of our gases and the ecological gains they offer our customers.

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

Linde actively participates in important evaluation programmes such as the Carbon Disclosure Project (CDP). In fiscal 2009, we achieved our highest ever ratings in benchmark reports compiled by agencies such as Sustainable Asset Management (SAM) and oekom research.

HOME

ABOUT THIS REPORT

CORNERSTONES

Letter to the Stakeholders

CR-Management

Values and guidelines

Roadmap

[Stakeholder dialogue](#)

FIELDS OF ACTION

SPOTLIGHT TOPICS

ROADMAP

GRI INDEX

ASSURANCE REPORT