

BOC Safety, Health, Environment & Quality (SHEQ)

Customer Information Pack.



BOC Limited, a subsidiary of Linde plc.

Forge, 43 Church Street West, Woking, Surrey, GU21 6HT, United Kingdom. www.BOCOnline.co.uk

John F Kennedy Drive, Bluebell, Dublin, D12 PP63, Republic of Ireland. Registered in Dublin, Ireland. Company No. 8982. www.boconline.ie

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Purpose:

BOC receives many questionnaires from customers who are interested in various aspects of BOC's activities. The primary focus of such enquiries relates 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, either with its direct content or via links to information held on the BOC website, BOOnline.

All products, services and work carried out on a customer site is in adherence with the 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 additional information is required, then please contact our customer service centre (page 4 contact details) with your specific enquiry. Provision of such information may attract charges, particularly if outside of contractual, supply or quality agreements and considered to be inconsistent or disproportionate to products/services purchased.

BOC Ltd.

General Information

United Kingdom

Company Name: BOC Limited

Registered Office Address: Forge, 43 Church Street West,
Woking, Surrey, GU21 6HT, United Kingdom

Telephone Number: +441483579857

General Contact numbers:

Freephone Directline on: 0800 111 333

Fax 0800 111 555

General Email: custserv@boc.com

Web Page Address: <http://www.boconline.co.uk/>

Trading Status of the organisation: Public Limited Company

Company registration number: 337663

Registered VAT number: 226556555

Unique Tax Reference number: 8294070581

Address for customer services: Priestley Road, Worsley,
Manchester, M28 2UT

Republic of Ireland

Company Name: BOC Gases Ireland Ltd

Registered Office Address: P.O Box 201, Bluebell,
Dublin 12

Telephone Number: +353 1 4091800

General Contact numbers:

Freephone Directline on: 1890 355 255

Fax (0)1 409 1801

General Email: irelandsales@boc.com

Web Page Address <http://www.boconline.ie/>

Trading Status of the organisation Public Limited Company
Company registration number: 33727 Registered VAT number: IE
8Z52202

Bank Details

HSBC, 139 Chorley Road, Swinton, Manchester, M27 2AE

Bank Account Name: BOC Ltd,

Account Number: 11407201

Sort code: 40-02-50

IBAN: GB49MIDL 40025011407201

Swift Code/BIC: MIDLGB22

E-mail for remittance advice: remit.advice@boc.com

HSBC Bank PLC

Bank Account Name: BOC Ltd,

Account Number: 35341139

Sort code: 99-02-31

IBAN: IE63 HSBC 9902 3135 3411 39B

Swift Code/BIC: HSBCIE2D

E-mail for remittance advice: bgi.accounts@boc.com

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Introduction to BOC

BOC has produced industrial gases for over 120 years during which it 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 leading industrial gas and engineering company with market capitalisation of approximately USD 90 billion (EUR 78 billion) and 2020 pro forma sales of USD 27 billion (EUR 24 billion). The company employs approximately 80,000 people globally 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.

Visit <http://www.boconline.co.uk/> or <http://www.boconline.ie/>

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.

Details of the composition of the UK & Ireland executive committee have been included in the appendices.

For further information on BOC's products and services please refer to please refer to BOC's websites- www.boconline.co.uk or www.boconline.ie

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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 available on request or via the qualifying organisations websites.

- CHAS
- Achilles
- SafeContractor

Trade Association Memberships

Some BOC employees are members of some the following associations, which define the guidance that BOC and other companies work to:

- British Compressed Gas Association (BCGA)
- European Industrial Gases Association (EIGA)
- SEDEX
- Freight Transport Association (FTA)
- The Engineering Equipment and Materials Users Association (EEMUA)

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Corporate Responsibility, Sustainability, Diversity & Inclusion

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 environmental matters.

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 stories & science of gases. It delivers an inspirational and exciting national programme of science experiments; 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

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://www.boconline.co.uk)

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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.

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

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 \(linde.com\)](#).

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 \(boconline.co.uk\)](#)

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Conflict Minerals

Linde plc, of which BOC is a part of, are committed with complying to all applicable laws and regulations, to upholding human rights and labour standards as well as our duty to protect the environment. This policy includes all 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 materials that, in their being traded, have been used to finance conflict.

[Visit Conflict-Free Materials Supply Policy \(linde.com\)](https://www.linde.com)

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 all 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.pdf \(linde.com\)](https://www.linde.com/code-of-business-integrity.pdf)



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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:

[BOC Ireland \(boconline.ie\)](http://boconline.ie)

[BOC UK \(boconline.co.uk\)](http://boconline.co.uk)

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.

Management System

To implement all our policies and legislative duties BOC has an Integrated Management System (IMS) 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 via Teams of Experts committees and then published.



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 and acts as our Quality Manual but is also used as part of BOC's requirements for 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 in best practice systems and processes and are properly skilled and competent in their roles.
- Internal audits check compliance against all requirements

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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/services/ The assessments identify and ensure appropriate preventative measures are implemented, or the work does not proceed. Adequate resources, training, equipment and support also need to be provided.
- 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.



Details of the UK & Ireland management structure and SHEQ organisation have been included in the appendices (see appendix 1 & 2)

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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 3).

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

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 Projects Department also 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.



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Incident Investigations

BOC requires all SHEQ incidents involving BOC personnel or perceived out of specification product to be investigated whether they occur at a BOC sites, customer premises or in the public domain. 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.



Any event involving a person, environmental release, quality issue, property damage or security incident must be reported immediately to a line manager. BOC will actively speak to our customers on all matters 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 proposing corrective and preventative actions.

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 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 4)**

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 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 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.

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SHEQ Communications



Employees are informed and have an active input to SHEQ related issues using various media including internal company newsletters, monthly briefs, toolbox talks, as well as through local site initiatives and via 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.

The management systems in BOC Ireland are also used to prepare and communicate the requirements of Safety, Health and Welfare Act 2005 Section 20 for a Safety Statement and Section 19 for Risk Assessments, which is a legal requirement for BOC Ireland.

Management of Change

Management of change is a key control in Safety, Health, Environment and Quality performance, without good controls BOC recognizes that it can have significant 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.

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Suppliers and Sub-Contractors



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 on 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, they may undergo ongoing assessment by the SHEQ function. The frequency and type (desk-top or audit) are determined by associated risk levels.

Sub-Contractors Working on BOC's Customers' Sites

In specialised 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 suppliers and 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 prides itself highly on the quality of work and service we provide, this is something that our contractors, vendors & sub-contractors are continuously assessed on.

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 5 for an example construction phase plan.**



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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.

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.

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.

BOC Insurance Details

BOC has separate insurance policies for the following, all of which are renewed on an annual basis:

- Employers' liability
- Motor
- Public / Product Liability

They are available to download at:

[BOC Insurance certificates \(boconline uk\)](#) or [BOC Insurance Certificates \(boconline.ie\)](#)

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Safety

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

Life-Saving Rules

Making our world more productive













- 1. Driving and Vehicles**
We will operate our vehicles safely and responsibly at all times and use the safety equipment provided.
- 2. Permit to Work**
We will use the Permit to Work / Hazardous Work Permit System where necessary to ensure hazards and risks are understood and controlled.
- 3. Lock-Out/Tag-Out (LOTO)**
We will use LOTO to verify energy/equipment isolation when servicing or maintaining equipment.
- 4. Hazardous Atmospheres**
We will be aware of the potential for hazardous atmospheres and take the appropriate actions to detect, mitigate and eliminate atmospheric hazards at all times.
- 5. Elevated Work Activities**
We will work at height only when the required safety measures to prevent falls are in place and we will ensure lifting operations are carried out safely.
- 6. Contractor Management**
We will select and monitor our contractors to ensure they meet Linde safety requirements.
- 7. Management of Change (MoC)**
We will implement changes to plant/equipment and work processes only when a MoC process addressing the safety risks has been completed.
- 8. Personal Protective Equipment (PPE)**
We will wear properly selected, maintained and task/hazard specific PPE at all times when required.
- 9. Safety Equipment and Devices**
We will maintain the integrity of safety equipment and devices and never modify, impair or override them unless properly reviewed and authorized through MoC or Permit to Work.

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.

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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 ensure best practice and localised where needed to ensure safe operating procedures are achieved at all locations.



BOC has comprehensive safe systems of work standards that must be complied with. All procedures are stored online and available to employees or customers dependant on the work 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 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.

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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](#)

Security

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

These are well covered in the organisation with robust rules and standards in place so that within our working environments 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.

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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. COVID-19 pandemic
- 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 occupation health provider 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 3).

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
- First day absence support for symptom advice to employees - a dedicated telephone line run by a qualified nurse
- 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

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Environment

BOC's Environmental Vision - We aim to do no harm to the environment

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, a copy of our certificate can be downloaded at BOC Policies and processes [BOC online uk](#) or [BOC online ie](#).
- 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.



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.

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 \(linde.com\)](#)

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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:

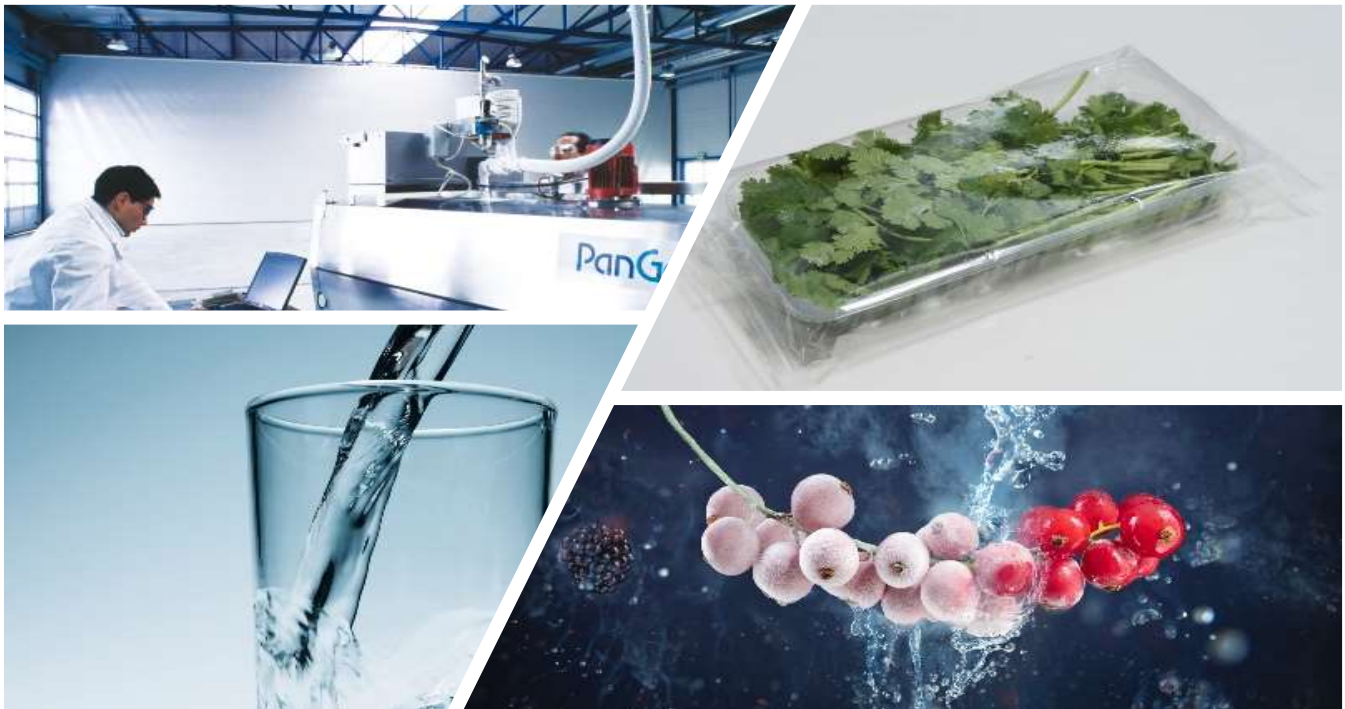
- ISO 9001
- ISO 17025
- ISO 17034
- FSSC 22000

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.



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Other information

Financial Information

For Linde audited accounts please visit- [Financial Reports](#)

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.

Legal information

Terms and Conditions - in all cases BOC supplies goods and services subject to BOC's General Terms and Conditions of Sale, a copy of which can be made available upon request. <https://www.boconline.co.uk/en/contact-and-support/terms-and-conditions/index.html>

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+.

Details of prosecutions, prohibition notices and improvement notices have been included in the appendices (appendix 3).

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Appendices List

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