A customer-centric transformation strategy

Air Liquide is implementing a customer-centric transformation strategy to deliver long-term profitable growth. The Group relies on operational excellence, selective investments, open innovation and a network organization. This transformation strategy is based on innovation and leveraging digital. Air Liquide thus provides to its 3.5 million customers and patients an unrivaled experience in all its business lines through:

- safety first
- high reliability
- enhanced competitiveness
- solutions for the environment
- simple interactions

In brief
April 2018

In 2017 Air Liquide took a new step in its development and has acquired a new scale with the successful integration of Airgas. This strengthened the Group’s positions in terms of geographical presence, especially in the United States, as well as from a market point of view. 2017 was also marked by significant progress in customer experience, customer satisfaction and digital transformation.

2017 REVENUE
€20,349 M

2017 NET PROFIT
€2,200 M

(1) Excluding the non-cash impacts of exceptional items and the U.S. tax reform.

The world leader in gases, technologies and services for Industry and Health, Air Liquide is present in 80 countries with approximately 65,000 employees and serves more than 3.5 million customers and patients.

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19/04/2018 18:47