AIR LIQUIDE FAR EASTERN LTD.
亞東工業氣體股份有限公司

President
Olivier BLACHIER

Address
7F., No.399, Ruiguang Rd.,Neihu Dist., Taipei City 114, Taiwan (R.O.C.) 114

Industry
Chemical

Vision
The world leader in gases, technologies and services for Industry and Health

Head Count
530+ Employees

Website
www.airliquide.com/taiwan

Founded in 1987, Air Liquide Far Eastern (ALFE) is a joint-venture between worldwide gas leader Air Liquide Group and Far Eastern New Century Group. ALFE has been the number 1 industrial investor among French companies in Taiwan in recent years, with over 1 billion NTD capital invested every year over the last 10-years.

Air Liquide Group is present in 80 countries with approximately 67,000 employees and serves more than 3.6 million customers and patients daily. Leveraging on the advanced technology developed by Air Liquide, ALFE supplies high quality gases and total solution for the needs of electronics & large industries markets, industrial merchant customers and healthcare patients. Today, it employs more than 530 employees and has 15 offices/ plants presence in Taipei, Hsinchu, Taichung, Tainan, Kaohsiung and the major Industrial Science Parks islandwide.

Air Liquide's ambition is to lead its industry, deliver long term performance and contribute to sustainability. Under its five-year transformation strategy of the Group's NEOS program (2016-2020), ALFE focuses on four business priorities.

SAFETY & OPERATIONAL EXCELLENCE - A CORE VALUE OF AIR LIQUIDE GROUP

At Air Liquide, safety is a top priority. The company is committed to effectively and constantly reducing the exposure of its employees, customers and partners to occupational and industrial risks associated with industrial gases daily usages. By introducing the Group's Industrial Management System (IMS) within the company in recent years, ALFE assures continuous improvements in safety performance and reliable operations.

CUSTOMER SATISFACTION - AT THE HEART OF ITS BUSINESS

Customer-centric transformation is a pillar of its business strategy aimed at long term profitable growth. To continuously improve customer experience, ALFE embedded the spirit of its "Voice of Customer" SaaS-based platform to enhance all its employees' mindset and endeavors to focus on customer's safety, service performance, reactivity, ensuring the reliability of its products, and providing access to products and services through digital, simplification of transactions and optionality. The company also holds "Meet My Customer Week" event and honors projects demonstrating a clear "value add" for customers every year.

EMPLOYEE EXPERIENCE - A JOURNEY THAT NEVER ENDS!

Employees' development and engagement are on the top of Human Resources' priorities. Air Liquide has more than 150 areas of "employee expertise" ranging from gasification technology & operation, to smart manufacturing, healthcare, energy management, data science, and gas technology for aerospace. Through different professional fields and diverse domestic and international rotation programs, ALFE assists each employee to create an individual career path. Meanwhile, leveraging the online platform of the Air Liquide University, the company provides a systematic and rich development module. Whether it is in the professional field or the improvement of management functions, ALFE helps employees in continuous learning during their different career stages.

To listen to the voices of employees, ALFE conducts an employee survey almost every year (also using SaaS platform similar to the one deployed for customer's voices) to improve employee experience and create a transparent feedback culture for each employee and his/her manager. 94% of all employees participated in the 2019 MyVoice survey and feedback/comments obtained exceeded 100%. A series of "close-the-loop" workshops are then arranged to deep dive into employees' feedback results, and prioritize the company's focus for improvement.

SUSTAINABILITY - A STRONG COMMITMENT TO A LOW CARBON SOCIETY

The air is a common, vital and universal good. Air Liquide acts responsibly to preserve the environment and public health, with the objective of improving air quality and fight against global warming. In Taiwan, ALFE is committed to becoming the first industrial gas company to deliver on a 30% carbon intensity reduction by 2025 with concrete actions.

ALFE also continuously contributes to the school education and environment. Inheriting the Group's core value on safety, ALFE rolled out its School Safety Education program since 2017 at Mekarang Elementary School in Jianshih Township, Hsinchu. Through bi-weekly course, ALFE volunteers dedicate to enrich children's knowledge about gas science and safety education, a way to stimulate students from the tribe and to unlock the door to a wider world of knowledge.

In addition to the school education, ALFE holds its Volunteer's Day every year. In 2018, the company combined the Marine Ecology lectures and invited about 200 employees and their family members to participate in the beach cleaning activities in North, Central and South of Taiwan. A total of 1.45 tons of garbage was picked up under the joint efforts in three regions. Olivier BLACHIER, President of ALFE, said "Volunteer's Day is not only for us to take Corporate Social Responsibility, but also to present our strong team spirit."

Upholding the business philosophy of Air Liquide Group in safety, health and environmental protection, ALFE is not only committed to creating value for customers and enhancing customer experience with innovation, but also focusing on developing local employees, helping disadvantaged groups, protecting the environment, and giving back to the society.

亞東工業氣體（簡稱：亞東）係由全球第一大工業氣體公司，營運超過百年的法國液空集團（Air Liquide）與遠東新世紀集團（Far Eastern）於1987年合資設立於台灣。近年來，一直是法商在台投資規模最大的製造商；同時，在過去十年中，每年投入超過新台幣10億的資本。

液空集團業務遍及全球80個國家，擁有約67,000名員工，服務超過360萬的客戶及患者。亞東在台灣的主要營業活動為傳承母公司研發的創新科技，供應電子業、大型工業、一般工業和醫療產業客戶所需之高純度氣體。目前在台灣員工超過530人，服務據點遍及台北、新竹、台中、台南、高雄，以及各大科學園區。

液空集團的宏偉目標，是領導其產業，實現長期績效，並致力於永續性發展。在集團NEOS計劃（2016-2020）的五年轉型策略下，亞東專注於四大業務重點。

安全和卓越營運－液空集團的核心價值

在液空集團，安全是首要任務。該公司致力於有效和持續地降低其員工、客戶和合作夥伴們，在日常工業氣體使用中的職業和工業風險。近年來，透過在公司內部導入集團的工業管理系統，亞東能確保持續改善安全績效和落實可靠的營運。

客戶滿意度－其業務的支柱

“以客戶為中心”的轉型，為其業務策略的支柱，旨在實現長期獲利性成長。為了不斷改善客戶體驗，亞東秉持基於SaaS平台的“客戶之聲”精神，提升員工思維，專注於客戶安全、服務表現、迅速回應，確保產品的可靠性，並透過數位化，以簡化交易和提供選擇性，幫助客戶獲得產品和服務。該公司還每年舉辦“客戶互動週”活動，以及表揚為客戶帶來顯著“加值”的專案。

員工體驗－永無止境的旅程!

員工的發展和投入，是人資的優先重點工作。液空集團擁有150多個“員工專業知識”領域，從氣化技術和營運，到智慧製造、醫療保健、能源管理、數據科學和航太氣體技術。藉由不同的專業領域和多元化的內部及海外工作輪調計劃，亞東協助每位員工發展個人職涯階梯。同時，利用液空大學的線上學習平台，公司提供一套系統化且豐富的發展模組。無論是專業領域，亦或管理技能的提升，亞東都能幫助員工在不同的職涯階段，不斷地學習成長。

為了傾聽員工的聲音，亞東幾乎每年都會進行一次員工調查（也使用類似於為客戶之聲音所導入的SaaS平台）來改善員工體驗，並為每位員工與直屬主管建立透明的回饋文化。在最新的2019年MyVoice調查中，94%的員工均參與其中，提供超過100%的回饋和寶貴意見。後續，該公司也安排一系列工作坊，深入探討員工的問卷回饋，並將優先列出公司的改善重點。

永續發展－對低碳社會的堅定承諾

空氣是普遍存在、對生命不可或缺的小分子。液空集團善盡企業社會責任，透過改善空氣品質和對抗全球暖化，以保護環境和公共健康。在台灣，亞東亦致力於成為第一家採取具體行動，以實現在2025年減少30%碳強度的工業氣體公司。

此外，亞東也不斷為校園教育和環境保育做出貢獻。該公司承襲了母集團在安全方面的核心價值，自2017年起，在新竹尖石鄉的梅花國小推出「校園安全教育」。在每兩週一次的課程中，亞東志工們透過氣體科學及安全教育，為部落小朋友帶來學習和刺激，並拓展其知識視野。

除了校園教育外，亞東每年舉辦志工日活動。2018年，公司結合海洋生態講座，號召約200名的員工及親友，在台灣北中南進行淨灘活動。在三地志工們的共同努力下，當天共撿拾了1.45噸的垃圾。亞東總裁歐柏叡表示：「志工日不僅是善盡企業社會責任，更是展現我們的團隊精神。」

亞東秉持液空集團在安全、健康和環保之經營理念，致力於以創新為客戶創造價值、提升體驗，並著重發展在地員工，幫助弱勢族群，保育環境，回饋社會。