



67,000
employees

80
countries

3.7 million
customers and patients

420,000
individual shareholders

Air Liquide serves a very wide variety of customers around the world, acting as a **partner to nearly every sector of the economy**. The industrial and medical gases at the core of the Group's business are used in numerous industrial processes, such as water treatment, glass manufacturing and farming. They are present in consumer products (including food, beverage, smartphones, cars and more), hospitals and patients' homes.

In the fields where it can make a difference, **the Group contributes to meet some of the main challenges facing our society**: by creating innovative solutions to help customers reduce their carbon footprint, by developing new sources of clean energy, and by offering home care to people suffering from chronic diseases, in the best interests of patients, their relatives and the community.

Through its action, the Group aims to achieve **profitable, regular and responsible growth** that creates value for all the Group's stakeholders.

A world leader in gases, technologies and services for Industry and Health, Air Liquide is present in 80 countries with around 67,000 employees and serves over 3.7 million customers and patients.



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Air Liquide in brief 2019



A model of profitable, regular and responsible growth

2019 was a landmark year, characterized by a significant improvement in performance, a high level of investments to serve our customers and strengthen our efficiency, and the implementation of a robust climate action plan.

In 2019

€21,920 M
revenue

€2,242 M
net profit (Group share)

€3.7 bn
investment decisions



An open innovation strategy

In 2019

€317 M
of innovation expenses

330
new patents filed

> 300
industrial and academic partnerships

Air Liquide has made innovation the driving force behind its strategy.

With an approach centered on the needs of customers and patients, the Group deploys an open innovation approach and works in cooperation with customers, as well as technology institutes, scientific partners and start-ups. It relies on a global network of Innovation Campuses, its venture capital company ALIAD and its new deep tech⁽¹⁾ start-up incubator Accelair to design new solutions to help drive the energy and environmental transition, changes in the healthcare sector and digital transformation.

(1) Disruptive technologies based on scientific breakthroughs that can fundamentally change design and production methods.

Our activities

Air Liquide provides industrial and medical gases, technologies and services to nearly every sector of the economy. The Group deploys a customer-centric transformation strategy based on four main pillars: operational excellence, selective investments, open innovation and a network organization.

FOR INDUSTRY

We serve a wide range of customers, from craftsmen to big-sized companies, in sectors as diverse as steel production, energy, chemicals, automotive manufacturing, food and aerospace.

> 2 million

industrial customers in 80 countries

FOR PATIENTS AND HEALTHCARE PROFESSIONALS

We provide medical products and services to meet the needs of patients, doctors, care facilities and the healthcare system as a whole. Present in both hospitals and patients' homes, our Group is a committed partner of transformation in the healthcare sector.

1.7 million

patients

FOR ELECTRONICS

We innovate for our Electronics customers, who use our gases and advanced materials for the manufacturing of flat panels, processors and smaller, faster chips.

7.9%

growth in Electronics sales in 2019

FOR OPENING NEW MARKETS

We develop new markets associated with the energy transition, such as the hydrogen and biomethane markets. We also provide technological solutions that are essential to the implementation of major international scientific projects and deep tech markets.⁽¹⁾

~ €480 M

invested in biomethane and hydrogen mobility over the past five years

Breakdown of Group revenue by activity

1%⁽²⁾

ENGINEERING & CONSTRUCTION
Building plants and equipment for gas production at Air Liquide and for customers producing directly

26%⁽²⁾

LARGE INDUSTRIES
Producing and delivering gases in large quantities for major industrial basins (chemicals, refining, etc.)

44%⁽²⁾

INDUSTRIAL MERCHANT
Serving a wide range of customers, from craftsmen to big-sized companies, thanks to the Group's expertise in gases and processes

17%⁽²⁾

HEALTHCARE
Providing gases, medical products and services to support our customers and patients, in hospital and at home

9%⁽²⁾

ELECTRONICS
Designing, manufacturing and providing molecules and equipment for our customers in this sector (manufacturers of semiconductors, flat panels, etc.)

3%⁽²⁾

GLOBAL MARKETS & TECHNOLOGIES
Providing technological solutions (molecules, equipment and services) for new markets related to the energy transition and deep tech⁽¹⁾

(2) Share of 2019 Group revenue.

Climate objectives: an active approach

30%

This is the Group's target for reducing the carbon intensity⁽³⁾ of its activities by 2025, compared to 2015.

€100 M

This is the annual amount of innovation expenses allocated by the Group to reducing CO₂ emissions.

Long committed to limiting its own and its customers' environmental footprint, Air Liquide reached a new milestone in 2018 by setting the most ambitious Climate objectives of its sector.

To this end, the Group introduced a global approach, reducing carbon emissions from its own assets (plants and facilities), helping customers move toward cleaner industries and driving the development of a low-carbon society. As a committed industrial leader, the Group intends to contribute to a more sustainable world by mobilizing all its stakeholders.

Numerous projects were initiated in 2019: partnerships with industrial leaders (ArcelorMittal and thyssenkrupp Steel), investments in the United States and Canada to provide low-carbon hydrogen, and the Northern Lights carbon capture and storage project in Norway. At the end of 2019, Air Liquide's carbon intensity was further reduced and reached 27%⁽³⁾ compared to 2015.

DOUBLE "A"

In 2020, Air Liquide joined the select group of companies that have obtained a double "A" from CDP,⁽⁴⁾ a non-profit organization that evaluates companies on their environmental action. This double "A" recognizes the Group's efforts to promote environmental protection and sustainable water management.

(3) Kg of CO₂ equivalent per euro earnings before depreciation, excluding the impact of IFRS 16, at 2015 exchange rates. (4) Formerly Carbon Disclosure Project.