

Trading with BOC



Introduction

This pack contains the information you need to help you conduct business with BOC. Our aim is to make things easy for you.

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Please keep this document for your record as it contains the important references you need.

Who is BOC?

Many people come into contact with BOC every day, because our products and services touch almost every area of business, industrial, commercial and domestic life.

BOC is a member of The Linde Group which is a world leading gases and engineering company with almost 62,000 employees working in more than 100 countries worldwide.

For more than a century the company's gases and expertise have contributed to advances in industry and everyday life, including steelmaking, refining, chemical processing, environmental protection, wastewater treatment, welding and cutting, food processing and distribution, glass production, electronics and health care.

In the South Pacific, which includes Australia, New Zealand and the Pacific Islands, BOC services over 400,000 customers through 40 production facilities, 84 retail outlets and more than 1000 agents and equipment partners.

Our Business

BOC provides gases, equipment, safety and PPE products as well as a breadth of technology services and solutions to the industrial, scientific, hospitality, medical, agriculture, refrigeration and packaged chemicals industries.

The majority of gas products provided by BOC to customers are in cylinders and BOC owns and manages more than two million cylinders in circulation. These cylinders can be found on construction sites, in factories and workshops, on mine sites, in hospitals and laboratories, in hotels,

on farms and in DIY workshops all over the region.

BOC also has a substantial welding products business and provides safety equipment, PPE and services to thousands of businesses throughout Australia and New Zealand. As safety is the culture reinforced by BOC employees this area of expertise is especially valued by customers.

In addition to the cylinder business, BOC provides process gas related solutions to customers in the food, metal, petrochemical, oil refining, minerals and other process industries.

These gas products are provided to many of our customers via large on-site installations, which supply liquefied gases directly to the customer site. Products are also supplied via large road tankers into customers on-site storage tanks.

BOC also offers technical advice and expertise to help customers improve their processes and products. We continuously search out new applications for our vast range of gases, to help provide better opportunities for our customers.

BOC also provides service and maintenance for customer equipment, customer training and engineering consulting service. This ensures optimum and safe use of gases and equipment, 24-hours a day, seven days a week.

Why Partner with BOC?

Our experience enables us to efficiently transfer global knowledge and worldwide applications technology to suit your requirements. The benefits include:

- Safety capabilities to enhance your business processes
- Access to a complete range of gases, equipment and safety products
- Safe working practices in all our business dealings to reduce potential of harm to people or environment

- Cost-effective, national geographical delivery and supply options
- Skilled team
- Dedicated national customer service centre
- Technical expertise in on-site gas supply systems
- BOC e-solution benefits



The BOC Community

BOC operates according to the principals known as The Linde Spirit. Our core values and foundational principles provide a framework that helps to guide our decisions and actions. They influence the way we behave and interact with one another and guide the way we deal with our customers.

The BOC Code of Ethics has also been designed to help everyone work in a safer, fair and ethical environment. It applies to all employees equally, whoever they are, wherever they are.

BOC has a Community Investment Program that's based on the wishes of our employees and the needs of the communities in which we operate.



We are also the national Founding Co-Sponsor of Road Safety Education Limited (RSE) providers of the RYDA Program, an award winning road safety education program that targets senior high school students just as they reach driving age.

Working in partnership with Rotary Clubs, the program is conducted in over 17 venues around New Zealand.

RSE provides a suite of road safety initiatives including education programs to schools, parents and the business community.



What does BOC Offer?

BOC has a wide selection of products and services to cater for your needs. We know our customers are looking to get what they want, when they want it. We are here to help our customers to achieve the most cost effective supply option.

BOC offers

- a wide selection of industrial, medical, hospitality, refrigeration and special gases
- welding equipment, consumables and trade tools
- top-to-toe safety and personal protective equipment
- a range of cylinder sizes and other supply options to suit your requirements
- coverage across Australia and New Zealand and
- a comprehensive selection of other services

Register for online account access

Registered BOC customers have their own secure access 24 hours a day – 7 days a week, to a range of important features such as:

- Browse our primary product range
- View product pricing including delivery costs
- Purchase products through online ordering
- Check status of open orders
- Manage your cylinder Holdings
- Check your account balances
- View and print invoices and statements
- Make electronic account payments
- Review your transaction history
- Access technical information through our technical resources library
- View current product catalogues, promotions, reference manuals and Material Safety Data Sheets (MSDS)

Dedicated national customer service centre

At BOC, we have a well trained team of customer service representatives equipped to handle and resolve your queries promptly and efficiently. Other services provided by our Customer Service Centre include:

- Providing advice on gases and equipment
- Helping to resolve technical issues
- Processing your orders
- Delivery notification

Pick up or deliver. It's your choice

BOC believes in making life convenient for our customers, that's why we have a range of options so you can choose what suits you.

If you would prefer BOC to deliver direct to you, you have access to:

- Next day delivery*
- Quality service
- Safe delivery of gas cylinders
- Full range of quality gases, equipment and safety products
- One call for all your gas and equipment needs
- Flexible ordering

(*Geographic restrictions apply)

Alternatively, if you would prefer to collect your own gas and equipment, you have access to our 20 BOC Gas & Gear® Centres nationally, as well as 61 Distributor Partners who offer you the same level of efficient and friendly service including the full range of quality gases, equipment and safety products.

Additional services when you need them

You have the option to choose and only pay for additional services when you need them. It's the flexibility you need to get the job done.

The pay as you go services include:

- Online access to technical library
- Onsite reviews
- 24 hour emergency delivery
- Same day delivery for gas, equipment and safety products*
- Time window delivery for gas*

(*Geographic restrictions apply. Applies to national core products. Up to five cylinders.)

There are other Service offers available. For more information, please call the Customer Service Centre.

How to transact with BOC

Account Number

This helps us identify you. You will often need to quote this number, for example when paying your invoice. Keep your number handy to help BOC quickly identify you.

Payments

Our preferred method of payment is Direct Debit.

With BOC, direct debit payment occurs automatically. You get plenty of time to check your invoice and the amount being paid. No postage or credit card charges. Your money stays in your account working for you until the direct debit date*.

Other payment options you may choose are telephone banking, internet banking, or you may also pay by credit card, eftpos, or cash at one of our Gas & Gear™ stores. These payment options may incur an annual administration fee.

* There will be a charge if insufficient funds are in your bank account.

Our standard payment terms are “payment due by 20th of the month following invoice date”. Payment within this time will ensure your quality gas and equipment supply from BOC are uninterrupted. If you have any problems in meeting these terms, please contact us for further assistance on 0800 104 804.

If payment is not received by the due date, then supply may be interrupted until payment is made and a late payment fee may be charged.

Invoices

Simple invoicing with NO paperwork

We are pleased to offer you eBilling – an electronic billing service, giving you the option of receiving your invoices and statements via email.

In response to customer feedback, BOC’s eBilling service offers you the convenience of receiving invoices and statements directly to your email inbox and with My Account access, the flexibility of viewing, printing or downloading invoices and statements online, any time.

Also, your choice of eBilling saves paper and postage resources associated with paper-based statements and invoicing, helping us to reduce our impact on the environment. Make the switch today to save time and the environment.

Registering for online account access and/or eBilling:

1. Simply visit www.boc.co.nz and click register on the homepage to sign up for online account access.
2. Once you're set up simply login and go to My Account and choose eBilling.



How to transact with BOC (continued)

Returns Policy

Cylinder gas, equipment and consumable items

This policy applies where you wish to return items because they are no longer required. It does not affect your statutory or contractual rights relating to faulty or defective products. Proof of Purchase will need to be established before a Return can be accepted.

Amount to be credited (Restocking fee)

We apply a restocking fee of 20% of the invoiced item value (exclusive of GST), so the credit will normally be 80% of the amount you have paid for the item. This fee will not apply where an item is exchanged for equipment (not gas) of a similar value. Credit can only be given for product, equipment, or consumable charge items, and is not available for separate charges such as delivery and handling of items.

Return of full cylinder items

We will give credit for full cylinder items returned within 14 days from date of supply (except medical and special gas mixtures), as long as:

1. We are satisfied that gas has not been withdrawn, and that no contamination has occurred.
2. Our quality procedures for that product do not require the cylinder to be emptied and refilled (exception being medical and customer-made mixtures, and may also apply to some other products).
3. It is a standard BOC stock item and not one specifically obtained for the customer.
4. We cannot give any credit for part full cylinders



Return of equipment and consumable items

We will give credit for equipment and consumable items returned within 14 days from date of supply, as long as:

1. It is a standard BOC stock item and not one specifically made or obtained for the customer.
2. Equipment or consumable items are returned in new condition with any packaging or containers undamaged. Returns will be checked by BOC before any credit is given.
3. Within the guideline for medical equipment.

Charges associated with cylinders

Container Service Charge

BOC has a container service charge for all cylinders. As the expert in our field, BOC outlays the capital for new cylinders; repairs, tests and maintains all cylinders; upgrades cylinders and valves to keep pace with new technology, delivering the savings that new technology offers.

This gives you the flexibility to swap empty cylinders for full cylinders at any of our locations and take more cylinders as and when you need them – and return them when you don't.

BOC has developed options to suit a range of customers' cylinder payment and business requirements. The table below shows you the benefits of the different options.

Container Service Options

Select 1	Monthly charge calculated on daily container holdings.
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Select 3	Quarterly (3 months) charged in advance
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Select 12	Annual (12 months) charged in advance.
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Notes: 1. The Select 12 payment option is not suitable if your cylinder holdings change regularly or for Oxycare customers. 2. These container service options do not apply to bulk vessels.

Safety in cylinders

Safety is our number one priority

Safety is of paramount importance to BOC. There are no higher priorities for us than the health and safety of our colleagues, contractors, suppliers, customers and local communities, and protection of the environment.

This section provides important information on the safe handling and storage of gas cylinders. Please refer to this section as a reminder and reference, as it is very important that our customers understand cylinder safety.

General safety

Make safety your priority, never let subcontractors use your BOC cylinders, request they open their own account as you are responsible for all cylinders on your account.

About your cylinders

Standards

BOC gas cylinders are designed and constructed in accordance with Australian Standards, American Standards, British Standards and / or specifications. These Standards define the material from which the cylinder is made, the method of construction, its test pressure, the maximum permissible filled pressure and the method of regular testing.

Maintenance and testing

The owner (BOC) of a cylinder is responsible for complying with statutory obligations with regard to maintenance and testing of cylinders. When BOC supplies gas to you in a BOC gas cylinder, then BOC is responsible for compliance with statutory obligations and ensuring that the requirements of the HSNO Compressed Gases regulations in respect of design, manufacture and examination, are met.



Material Safety Data Sheets

For Material Safety Data Sheets, please visit www.boc.co.nz or call the Customer Service Centre on 0800 111 333.

Cylinder valves

All BOC cylinders containing gas at high and low pressure are fitted with a cylinder valve which must not be removed or tampered with at any time.

Cylinder identification

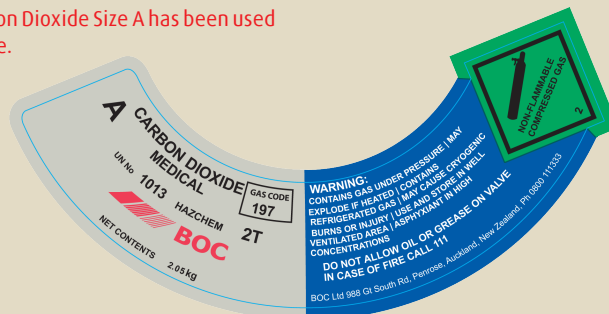
All BOC cylinders are labelled in accordance with HSNO regulations. Cylinder labels identify the gas contents of the cylinder and provide basic safety information. Never use any cylinder unless it can be clearly identified.

Transporting Cylinders

- Whenever possible, transport cylinders on open vehicles, utilities or trailers. Do not cover with tarpaulin
- Ensure cylinder valves are tightly shut. If provided, ensure valve protection guards / caps and / or valve outlet gas tight plugs or caps are fitted and nipped up

- Check all cylinders for leaks, (e.g. with soapy water) prior to loading into an enclosed compartment of a vehicle. Seek advice from local BOC representatives, if required
- Ensure cylinders are secured on vehicle to prevent movement under all transport conditions. Flammable liquefiable gas must be transported vertically
- Ensure cylinders are not damaged by other equipment carried on the vehicle. This could lead to cylinder damage and even rupture
- Ensure cylinders are loaded within the rigid sides or gates and tailgate of the vehicle
- Remove regulators, hoses etc. from cylinders before transporting
- Park enclosed vehicles with cylinders on board in the shade, if possible cylinders should only be carried in enclosed vehicles where there is separation between driver and the “storage” compartment

A medical Carbon Dioxide Size A has been used for this example.



Safety in cylinders (continued)

- DO NOT smoke, use naked flame or non-flameproof electrics anywhere near a vehicle carrying Class 2.1 flammable gases
- DO NOT leave cylinders unattended in enclosed vehicles for extended periods e.g. more than one hour and especially overnight. Ensure adequate ventilation
- DO NOT use cylinders which are standing in an enclosed vehicle. Always take cylinders outside first

Storing Cylinders

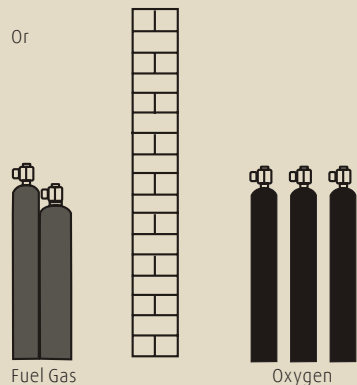
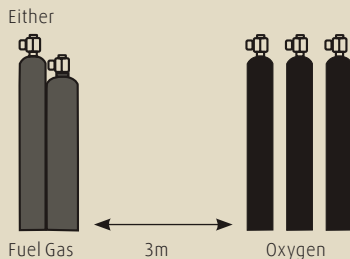
All cylinders should be considered and treated as full, regardless of their content.

This means:

- Keep cylinders away from artificial heat sources (eg. flames or heaters)
- Do not store cylinders near combustible materials or flammable liquids
- Keep flammable gases away from sources of ignition
- Keep cylinders in well drained areas, out of water pools or ponds
- The storage area should be kept well ventilated and clean at all times. Ideally do not store in confined spaces
- Avoid below ground storage, where possible. Where impractical, consider enclosed space risks
- There should be good access to the storage area for delivery vehicles. The ground surface should be reasonably level and firm (preferably concrete)
- Storage area should be designed to prevent unauthorised entry, to protect untrained people from hazards and guard cylinders from theft

Storage of fuel gases

Within the storage area, oxygen should be stored at least 3 metres from fuel gases cylinders. The use of a fire wall may provide the required separation.



Note: wall must be a minimum of one metre higher than the tallest cylinder.

- Different types of gases must be stored separately, in accordance with HSNO regulations legalisation. Also refer to AS4332 (The Storage and Handling of Gases in Cylinders)
- Stores must clearly show signage in accordance with HSNO regulations
- Full and empty cylinders should be kept separate
- Toxic and corrosive gases should be stored separately from all other gases
- Liquefied flammable cylinders must be stored upright on a firm, level floor (ideally concrete). This is also preferable for most other gas cylinders
- Store cylinders away from heavy traffic and emergency exits
- Rotate stock of full cylinders, and use cylinders on a 'first in, first out' basis
- Never repaint or obscure cylinder label, even if cylinder is rusty, dirty or damaged. This can result in unsafe situations
- Never apply any unauthorised labels or markings to cylinders, unless advised by BOC to identify faulty cylinders
- Avoid storing cylinders below 0°C. Some mixtures may separate below this
- Regularly check for leaks and faults
- Keep oil and grease away from cylinders and valves
- Never use force when opening or closing valves



All cylinders should be considered and treated as full, regardless of their content.

Gas Detection Safety

Our expertise in the safe use of gas gives you the assurance that we understand your needs when it comes to protecting your workers, and makes us the ideal partner to provide gas detection solutions and support.

Handling

When handling gas cylinders, and in line with current manual handling regulations, it is advisable that the following precautions are followed:

Larger cylinders are heavy. Manual handling risk assessments and training should be undertaken.

- Safety shoes and gloves should be worn when handling cylinders
- Cylinders should be handled with care and not knocked violently or allowed to fall
- Cylinders should be moved with the appropriate size and type of trolley
- Cylinder valves must be closed when moving cylinders and equipment should be detached
- Only people trained in cylinder manual handling should move cylinders even over short distances
- Over longer distances, use appropriate trolleys or pallets, and firmly secure cylinders into them
- Never roll cylinders along as this can cause the valve to open accidentally releasing Gas, it may also damage the cylinder, material labels and paintwork



Picking up / Dropping off Cylinders to Gas & Gear® or Distributor Partners

- Backup your vehicle to the dock or loading bay
- Enter store and state your account number or business name to the retail assistant
- Supply details of cylinders you are transacting today
- Complete documentation verifying the number of cylinders and material type you are transacting are correct
- Retail assistants will record the cylinders onto your account by scanning the bar codes of all cylinders at the dock
- Ensure you use the correct and safe loading of cylinders off and onto your vehicle

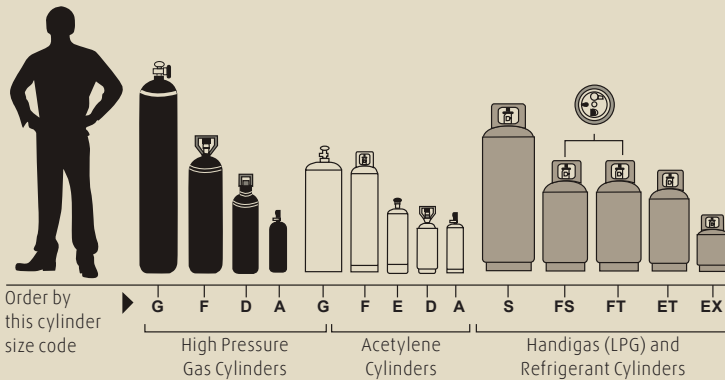
Under no circumstances should a cylinder be brought into the store.



Cylinder Size and Content

BOC Cylinder sizes are denoted by letter code. The gas content of cylinders is measured in cubic metres, litres or kilograms. If volume unit is given, it refers to standard temperature and pressure 15°C (101.3 kPa). Cylinder sizes, capacities and physical dimensions are shown below and on the following pages.

Gas Cylinder Size Identification



Making contact with BOC

To contact BOC, please call our Customer Service Centre on 0800 111 333.

You can also visit any of our locations for more detailed information. See the back page for all Gas & Gear® locations. To find your nearest outlet (Gas & Gear® or Distributor Partner) please visit the BOC Outlet Locator on www.boc.co.nz

The BOC web site provides a continuous reference point to save you time

The BOC web site provides you with an interactive e-business solution that gives you 24 / 7 online access to our products, services, your account information, safety tips and advice.

Visit www.boc.co.nz for further details.



Other contact numbers:

Specific Numbers	Telephone
Account Enquiries	0800 104 804
General	0800 111 333
Safety Products	0800 723 378
Refrigeration	0800 262 374
Medical	0800 656 334
Scientific	0800 100 949
Oxycare	0800 699 227

Emergency contact numbers call 111 and BOC on 0800 111 333



Making contact with BOC (continued)

Gas & Gear® Locations:

Suburb	Address
Auckland North Shore	21C Porana Rd
Auckland Penrose	970 Great South Rd
Auckland West	334 Rosebank Rd, Avondale
Blenheim	Cnr Redwood St & Park Tce
Christchurch	21-27 Epsom Rd, Sockburn
Dunedin	4 Orari St
Gisborne	344 Lytton Rd
Greymouth	12 William St
Hamilton	2 Sunshine Ave, Te Rapa
Invercargill	161 Bond St
Lower Hutt	27-33 Seaview Rd, Seaview
Napier	Cnr Leyland & Wakefield Sts
Nelson	107 St Vincent St, Nelson
New Plymouth	Cnr Gover & Molesworth Sts
Palmerston North	584 Tremaine Ave
Rotorua	26 Riri St
Tauranga	Cnr Hewlett Rd & Waimarie St
Timaru	105 Hilton Hwy, Washdyke
Whangarei	54 Rewarewa Rd

BOC Distributor Partners:

Suburb	Partner	Address	Telephone
ALEXANDRA	Gas & Engineering Supplies	13 Ngapara Street,	03 448 6816
AMBERLEY	North Canterbury Equipment Ltd	53 Carters Road	03 314 8213
ASHBURTON	Arthur Cates Limited	Cnr Robinson & McNally Streets	03 308 8339
BALCLUTHA	Morgan & O'Shea Ltd	68 - 76 James Street	03 418 2265
CAMBRIDGE	Professional Farm Services	148 - 150 Albert Street	07 827 3591
CHATHAM ISLANDS	Chatham Automotive & Marine	Reserve Road	03 305 0093
CHRISTCHURCH	Redpaths Ltd (Equip Only)	55 Ferry Road	03 379 0446
CROMWELL	Gas & Engineering Supplies	15 McNulty Road	03 445 4816
DANNEVIRKE	H J Phillips	3a Queen Street	06 374 6009
DARGAVILLE	Gas & Tyre Services	148 Victoria Street	09 439 8189
DRURY	Downs Mowers & Machinery	267 Great South Road	09 294 8585
EAST TAMAKI	TGA International	67 Allens Road	09 272 4241
QUEENSTOWN	Redpaths Ltd (Equip Only)	105 Glenda Drive, Frankton	03 441 1030
GORE	Gas & Tool Direct	Cnr Railway & Ontario Street,	03 208 4882
HAMILTON	Trade Tools Ltd	59 Killarney Road,	07 847 9798
HASTINGS	A W Holders	1018 Omaha Road	06 879 8030
INGLEWOOD	Vickers Farm Dairy Services	54 Matai Street	06 756 6054
INVERCARGILL	E Hayes & Sons Limited (Equip Only)	168 Dee Street,	03 218 2059
KAIKOHE	Kaikohe Panelbeaters	25 Rankin St	09 401 0155
KAIKOURA	Dunlea Products	66 Beach Road,	03 319 5481
KAITAIA	Harrison Panelbeating & Towing (Gas only)	114 North Road	09 408 1033
KAITAIA	Spanhake Engineering (Equip Only)	36 Matthews Avenue	09 408 0960
KATIKATI	Adam Motors	5 Wedgwood Street	07 549 0028
KAWAKAWA	Kawakawa Engineering Ltd	15-19 Whangae Road,	09 404 0893
KERIKERI	Kerikeri Hire Ltd	41a Skipper Lane, Waipapa	09 407 3020
LEVIN	Zip Plumbing Ltd Levin	35 Main Road South	06 367 3338

Making contact with BOC (continued)

BOC Distributor Partners:

Suburb	Partner	Address	Telephone
MASTERTON	Progressive Engineering Ltd	37 - 47 Villa Street,	06 377 4901
MATAMATA	Murray Wilcox	62 Firth Street,	07 888 7139
MORRINSVILLE	Morrinsville Toolshed	141 Thames Street	07 889 7784
WELLINGTON	Zip Plumbing Ltd Newtown	164 Adelaide Road, Newtown	04 389 0400
OAMARU	Ireland Engineering	36 Orwell Street,	03 434 6956
OHAKUNE	Ohakune Engineering Ltd	29 Burns Street,	06 385 8952
OPOTIKI	Lowes Hire & Engineering	86 Bridge Street,	07 315 6515
OPUNAKE	Coastal Agri Services	97 Tasman Street	06 761 7079
OTOROHANGA	J G Hire	55 Turongo Street	07 873 7956
PAEROA	Valley Bearings & Supplies Ltd	4 Francis Street,	07 862 7788
PAHIATUA	MacDougall Limited	149 Main Street,	06 376 7770
PARAPARAUMU	Kapiti Hire	12 Ihakara Street,	04 298 5716
PUKEKOHE	The Tractor Centre	Cnr Paerata & Heights Road	09 238 7179
PUTARURU	Putaruru Hire	19 Taupo Street,	07 883 7642
QUEENSTOWN	Summerland Express Freight	210 Glenda Drive	03 441 4351
RANGIORA	Rangiora Hire Ltd	21 Southbrook Road,	03 313 7080
SILVERDALE	ASL Industries	65 - 69 Forge Road	09 426 6617
STRATFORD	Stratford Engineering	20 Fenton Street,	06 765 8229
TAIHAPE	Taihape Engineering Ltd	9 Kuku Street,	06 388 1776
TAUMARUNUI	PDC Farm Merchandise Barn	133 Hakiha Street	07 895 7215
TAUPO	Zip Plumbing Ltd Taupo	24 Totara Street	07 377 2244
TAWA, WELLINGTON	Zip Plumbing Ltd Tawa	95 - 97 Main Road,	04 232 4100

BOC Distributor Partners:

Suburb	Partner	Address	Telephone
TE AWAMUTU	Stewart & Cavalier Engineers Supplies	1317 Alexandra Street,	07 871 7062
TE KUITI	McIndoe Group Limited	44 Waitete Road	07 878 5026
TE PUKE	Mac Engineering	Atuaroa Avenue,	07 573 7016
THAMES	Thames Structural Welders Ltd	315 Pollen Street	07 868 7881
TOKOROA	South Waikato Precision Engineering Ltd	15 Waratah Street	07 886 4700
WAIHEKE ISLAND	Oneroa BP (Gas Only)	2-4 Tui Street	09 372 8876
WAIHI	Goldfields Automotive Group	76 Consols Street	07 863 8580
WAIPUKURAU	Hatuma Engineering	15 Takapau Road,	06 858 8020
WAIROA	Crossroads Service Centre	Cnr Paul & Luckrow Streets	06 838 8209
WANGANUI	Zip Plumbing Ltd Wanganui	41 Wilson Street	06 348 2100
WARKWORTH	Mahurangi Sheet Metals Ltd	69 Woodcocks Road,	09 425 7855
WELLSFORD	Wharehine Transport & Eng Group	1650 Main Road South	09 423 8877
WESTPORT	Buller Retail	64 Palmerston Street,	03 788 8080
WHAKATANE	Jacks Machinery	Cnr S H 30 & Mill Road	07 308 7299

As a market leader we are committed to providing customers with the highest quality of service, value and delivery.



For more information contact the
BOC Customer Service Centre on:

New Zealand

0800 111 333

customer.servicenz@boc.com

www.boc.co.nz

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New Zealand

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