New Employee Welcome Book

Congratulations on your new job!
This Welcome Book is designed for new Flowserve employees and presents highlights of various employee policies and benefit plans. The information contained within this book is subject to change; if there is a conflict between this information and an actual policy or plan, the policy or plan takes precedence. Flowserve Corporation reserves the right to change or terminate these policies and plans at any time without notice.

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Flowserve Corporation
5215 N. O’Connor Blvd., Suite 2300
Irving, TX 75039 U.S.A.
Leadership & Organizational Development
972-443-6500
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Welcome!

Welcome to the Team

Welcome to Flowserve Corporation. You have joined our company at an exciting time. We have everything it takes to be the best manufacturing company in the world – great customers, exceptional products and services, talented people, international scope – and now the skills, experience, and creative ideas you bring to the team.

At the core of Flowserve is a commitment to diversity. We aim to be a company where every colleague can contribute and excel. We work hard to create opportunities for employees to develop and grow, so that our customers think of us as the best in the business and our company is known as a great place to work.

In addition to this Welcome Book and specific training you’ll receive, you can become more knowledgeable about Flowserve by exploring the company intranet (Passport), our website (www.flowserve.com), and the New Employee Resource Center.

As a part of our organization, you’ll find that a wide range of programs and benefits are available to you; in exchange, Flowserve will use your talent and commitment to continue to grow and succeed.

We wish you great success at Flowserve. Welcome to the team!

Important Note

This guide is written for all Flowserve employees; however, at times, there are differences between the information for U.S. and non-U.S. employees. In these cases, the guide specifies who the information applies to.

Be sure to read carefully to make sure that what you’re reading applies to you, especially if you are a non-U.S. employee.
Flowserve…The Big Picture

Introduction
You have joined an organization rich in heritage with one of the most comprehensive product lines and broadest applications experience in the world. You are now part of a team known for its industry-leading talent, unparalleled portfolio, and unmatched commitment to customer success. Our culture promotes recognition and rewards creativity, hard work, and commitment.

Flowserve is the recognized world leader in supplying pumps, valves, seals, automation, and services to the power, oil, gas, chemical, and other industries. With more than 15,000 employees in more than 55 countries, we combine our global reach with a local presence.

Celebrating 13 years as Flowserve and more than 200 years of progress and innovation, we’re at work in a variety of industries, including oil and gas, power, chemical, water and general industrial markets.

Flowserve’s website, www.flowserve.com, is an excellent way to learn more about the company and our products and services.

Mission
Flowserve moves, controls, and protects the flow of materials in critical industries around the world as a business that exceeds customer expectations, attracts talented employees and delivers superior long-term shareholder value.

As a company we are committed to:

- Being an experienced, trusted partner with our customers
- Attracting and retaining a highly-skilled, diversified workforce
- Delivering industry-leading products, services and solutions
- Leveraging innovative technologies and processes
- Ensuring a sustainable business for all of our stakeholders

Vision
The Flowserve Vision is to become the world’s most respected company in flow management through our industry expertise, innovative solutions and community commitment.

History
Flowserve has evolved through organic growth and strategic acquisitions. The company was created in 1997 with the merger of two leading fluid motion and control companies - BW/IP and Durco International. Flowserve heritage dates back to the 1790 founding of Simpson & Thompson, later to become Worthington Simpson Pumps, one of the companies that became part of BW/IP.

Continued on next page
Company Structure

Overview

Employees work for either one of the two main business segments or in one of the corporate functions, all of which are explained in detail below.

Company Structure – Flow Control Division

(FCD)

FCD is responsible for the design, manufacture, and distribution of a broad portfolio of industrial valve products, automation, and intelligent systems. It also offers custom engineering services. FCD’s products are manufactured at 22 plants with 5 of these plants located in the United States.

There are four sectors within FCD:

- Chemical
- Oil and Gas
- Power
- General Industries

Chemical Sector

The Chemical sector includes a comprehensive portfolio of high-performance, innovative, and dependable isolation valves and associated actuation products:

- Soft-seated, metal-seated, or lined ball valves
- General purpose or high performance butterfly valves
- Gate, globe, and check valves
- Diverse range of plug valves
- Variety of actuation and automation accessories (positioners, switchboxes, etc.)

These products are used worldwide in many industries:

- Chemical/petrochemical
- Refining
- Fine chemical/pharmaceutical
- Food and beverage

Continued on next page
Flowserve...The Big Picture (Continued)

Company Structure – Flow Control Division (FCD) (continued)

Oil and Gas Sector

The Oil and Gas sector includes a wide range of isolation and control valve products carrying widely known and trusted brand names. Whether supplying large projects or custom-engineered products, Flowserve valves provide high performance solutions for general application, low temperature or cryogenic, medium to high pressure, utility, corrosive, or severe service. Complementing the valve portfolio is a wide range of actuators, positioners, and accessories.

Power Sector

The Power sector provides engineered solutions to the power industry, covering nuclear and fossil fuel as well as steam equipment and systems for boiler houses.

Flowserve supplies to all parts of the power generation industry with nuclear grade gate, globe, and check valves designed for smooth operation, uniform wear, wide parts interchangeability, and in-line maintenance.

Through Gestra, a specialist steam systems and equipment supplier, Flowserve provides tailor-made intelligent system solutions and customized products for steam and condensate services.

General Industries

The newly-formed General Industries sector combines a range of valve products for the mining, fine metering (low-flow), pulp and paper, pharmaceutical, and water industries. As the world’s largest manufacturer of welded ball valves, Flowserve is also a key supplier to the world’s district heating and cooling industry.

Company Structure – Flow Solutions Group (FSG)

FSG is responsible for the design, manufacture, distribution, and service of industrial pumps, pump systems, mechanical seals and seal support systems, and related rotating equipment. In addition, FSG provides customers with aftermarket products and services, such as replacement parts and related equipment and services.

No other company has the depth or breadth of expertise in successful application of pre-engineered, engineered, and special purpose pumps, seals, and systems.

Integrated Solutions Group (ISG)

The Integrated Solutions Group, which is part of FSG, is a value-added service organization that uses technical capabilities to drive unique solutions to our end-user customers; these solutions provide lifecycle equipment benefits for the customer’s operations.

Continued on next page
Company Structure – Flow Solutions Group (FSG) (continued)

**Engineered Division**

As part of FSG, the Engineered Division designs, manufactures, distributes, and services engineered pumps, mechanical seals and associated systems, submersible motors, replacement parts, and related equipment. Engineered products and services are primarily used by companies that operate in the oil and gas, chemical processing, power generation, and water management markets.

The Engineered Division is driven by highly engineered, custom configured products that require extensive test requirements and superior project management skills. The products are currently manufactured at 31 plants worldwide, of which 11 are located in Europe, 10 in North America, 6 in Asia Pacific, and 4 in Latin America.

A portion of these products are manufactured through strategic foreign joint ventures. Three unconsolidated joint ventures are located in Saudi Arabia, Japan, South Korea, and China; products are manufactured, assembled, or serviced in these territories. These relationships provide numerous strategic opportunities, including increased access to our current and new markets, access to additional manufacturing capacity, and expansion of our operational platform to support low-cost sourcing initiatives and capacity demands for other markets.

**Industrial Division**

The Industrial Division specializes in the production of high volume pre-configured products for industrial markets. Our global operating platform, low-cost sourcing, and continuous improvement initiatives are essential aspects of this business. Industrial products are primarily used by the chemical and general industry market segments. They are currently manufactured at nine plants worldwide, of which four are located in Europe, three in North America, one in Asia Pacific, and one in Latin America.

Individuals who do not work directly for either FCD or FSG work for a corporate function. These are:

- Communications
- Compliance
- Finance
- Human Resources
- Information Technology
- Legal
- Operations

You can learn more about the various functions by visiting the corresponding tab on Passport at [http://passport.flowserve.com](http://passport.flowserve.com).
What We Do…Flowserve Brand and Products

Brand Strategy

From consumer goods to industrial equipment, customers buy leading brands; strong brands create preference. We all play an important role in building and reinforcing the Flowserve brand promise.

Introduced in 2004, “Experience In Motion” is the Flowserve tag line designed to convey the corporate brand promise clearly and concisely. A breakdown of the phrase helps explain its intent.

Experience

Flowserve has more than 200 years of experience through industry-leading heritage brands. Recent accomplishments - helping move 13 million barrels of oil through the Alaska pipeline and contributing to an irrigation system that provides water for more than 3 million acres in northern Thailand - combine with this heritage to create the Flowserve Experience. It is the cornerstone of the Flowserve brand and customer-centric culture.

Motion

This word is literally connected with the Flowserve core business of fluid motion and control products and services. It also captures the spirit and actions of Flowserve associates worldwide. It conveys our ongoing efforts to move forward with advances in technology and new ideas in industry applications and to meet demands from existing and unexplored markets.

It is important to use the logos, taglines, trademarks, colors, and fonts in accordance with company brand and legal standards. Flowserve brand standards, downloads, and guidelines can be found at [http://brandstandards.flowserve.com](http://brandstandards.flowserve.com).

Products

Valves

A valve is a mechanical device used to direct, start, stop, mix, or regulate the flow, pressure, or temperature of liquid or gas. Valves are used to regulate steam to drive turbines for power generation, to control the flow rate of fluids, and as emergency shut-off devices.

Pumps

Pumps are used to move liquids from low pressure to high pressure, from low elevation to high elevation, or from point A to point B. Flowserve pumps are used heavily in oil and gas, power generation, chemical, water, and other industrial areas. Flowserve sells more than 100 different pump models, which are manufactured at 27 plants worldwide; of these plants, 9 are located in North America, 11 in Europe, and 7 in South America and Asia.

Continued on next page
What We Do…Flowserve Brand and Products (Continued)

Products (continued)

Seals

Mechanical seals are used to restrict leakage of fluids and gases from rotating equipment such as pumps and compressors. They are used in a variety of industries, oil and gas, chemical, pulp and paper, mineral mining, etc., and are critical to environmental and safety applications. Flowserve seals are manufactured at three plants in the U.S. and at four plants outside the U.S. Our global network of more than 60 Quick Response Centers (QRCs) provide service, repair, and diagnostic services worldwide.

Services

Flowserve offers its customers a wide range of services based on years of experience. A few of these services are described below. For information about all Flowserve services, visit the Flowserve website at www.flowserve.com.

LifeCycle Advantage

LifeCycle Advantage is a unique collaborative program specifically designed to help companies in the process industries improve equipment performance, streamline inventory management, and reduce costs through standardization and procurement efficiency.

Flowstar technology captures knowledge and powers analysis. Together these enable LifeCycle Advantage to deliver unparalleled results:

- Access to information used for equipment optimization 24 hours a day
- Easy evaluation of equipment reliability, pinpointing of problem areas, and visibility to make timely, informed decisions to manage equipment assets safely and profitably
- Business and industry best practices learned from root cause and benchmarking
- Scalable program that powers comprehensive equipment management for rotating equipment or valves and automation

Foundry

Flowserve Foundry Operations recently upgraded its facility with more than $2 million in new equipment including 6 new melting furnaces and 6 new heat treat furnaces. Coupled with the ability to rapid prototype, the foundry is able to offer impressively short delivery times to its customers. The Dayton, Ohio foundry has added a new quick-response center, further enhancing customer service and fast turnarounds, in most cases cutting lead times in half.

Continued on next page
What We Do...Flowserve Brand and Products (Continued)

**Global Technical Training Center**

We've developed a wide range of technical and maintenance training courses that deepen participants' understanding of fluid management systems and vital pieces of equipment. With input from thousands of professionals, Flowserve Educational Services is able to offer companies the insight they need to continually raise their performance to higher levels.

Our courses and facilities offer the best in adult learning. Classroom theory is taught in an interactive environment and is backed up by equipment in static labs and fully functional power labs. Students engage with their peers and learn from trainers with years of experience using fully functional equipment.

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**Industries**

Flowserve Corporation provides products and services to more than 10,000 companies, including some of the world's leading engineering and construction firms, original equipment manufacturers, distributors, and end-users in five key industrial sectors: oil and gas, general industry, power generation, chemical and pharmaceutical, and water treatment.

**Oil and Gas**

Offshore and onshore, our products and services are used in a wide range of oil industry functions including exploration, production, pipeline transmission, storage and refining. Flowserve is the world leader in providing products and services to industrial gas suppliers. Whether handling liquefied natural gas, oxygen, or rare gases such as krypton, neon, or xenon, our solutions deliver unequaled reliability and profitability.

**General Industry**

Food and beverage, mining and minerals, ore processing, and pulp and paper industries all benefit from Flowserve's involvement in their manufacturing process. Our products control the flow of some of the world's most recognized brands, from soft drinks, beer, bottled waters, snack foods and chocolates to other leaders in industries that require reliable flow management.

**Power Generation**

Regardless of the process, components, or system, Flowserve solutions help generate power. Our products and services operate, control, and enhance the process used for power generation in combined cycle, fossil fuel, and nuclear power plants.

**Chemical and Pharmaceutical**

Operating within an infinite variety of environments and systems, Flowserve solutions are used around the clock to help process, transfer, store, load, and unload toxic, caustic, and other types of chemicals worldwide.

Continued on next page
What We Do…Flowserve Brand and Products (Continued)

**Industries (continued)**

**Water Treatment**

Reliable Flowserve solutions are present in major clean water and wastewater transport efforts worldwide. They are hard at work every day, providing fresh water for major municipal consumption projects, supporting some of the world's largest environmental restoration projects, reclaiming lowlands threatened by natural forces and runoff, and helping with irrigation projects that promote smarter farming and crop improvement.

**Project Examples**

Flowserve products and services have been used for many of the world's grandest projects, projects that touch millions of lives every day, such as:

- **Alaska Pipeline** - Flowserve installations have moved more than 13 billion barrels of oil through the Trans-Alaska Pipeline.
- **Pasak River Dam** - For the Royal Irrigation Department of Thailand, Flowserve provided six vertical mixed flow pumps for this irrigation, drainage, and flood control project.
- **Space Shuttle** - Flowserve products help buffer shockwave levels during shuttle launches.
- **Nuclear Reactors** - Flowserve solutions help produce more than 3 billion kilowatt hours of electricity.
- **Kizomba Floating Platform** - When planning began for Kizomba A and B floating platforms off the coast of Angola, Africa, a key component of building the world's largest platform was the installation of 74 Flowserve high-performance pump systems and 360 control valves.
Who We Are…Flowserve Culture

Core Values

Our values define our culture. The Flowserve brand is supported by six core values that create a consistent Flowserve Customer Experience:

- Commitment – A promise is a promise; execute reliably for our customers
- Creativity – Think beyond boundaries; embrace change and new ways of thinking
- Character – Live the Flowserve Code of Business Conduct; stand up for what is right
- Collaboration – The right people working together; use our portfolio of possibilities
- Confidence – Take productive risks; act with self-confidence and demonstrate managerial courage
- Competence – Add value in everything we do; be seen as a trusted advisor

By living these values every day, we help make Flowserve a leader in our industry.

Ethics

"The Flowserve culture is centered on our core values, especially character. As part of this, we constantly strive to demonstrate the highest levels of ethics, integrity, and trust. Because our global employee and customer base is constantly expanding, our Code of Business Conduct and Ethics Hotline are critical resources to ensure we deliver on our commitment to an ethical culture and fulfill our customer promise."

Mark Blinn
President and CEO

Continued on next page
Who We Are…Flowserve Culture (Continued)

**Ethics (continued)**

Our emphasis on ethical business practices ensures that Flowserve employees have the tools and information to maintain our positive, ethical culture.

No matter where we live or what language we speak, character is one of our core values. It's the way we do business - with ethics, integrity, and trust - every day, without exception.

You play an important role in ensuring that we stay committed to transparency and accountability in all that we do. Our reputation depends on it.

Flowserve is committed to address every issue that does not align to this promise. If you encounter business practices that you consider unethical, illegal, or inconsistent with the Flowserve Code of Business Conduct, report it to your manager or HR representative. If you are uncomfortable with this approach, you can make a confidential report by accessing the Flowserve Ethics Hotline located at [http://ethics.flowserve.com](http://ethics.flowserve.com) or on the Ethics and Compliance tab on Passport.

Our commitment to ethics and our Ethics Program is described in detail on the Ethics and Compliance tab on Passport. You will find information such as our Ethics policy, how to access the ethics hotline, and specific information on export and import compliance.

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**Continuous Improvement Process (CIP)**

Flowserve is committed to continuously improving processes and procedures within the company to be a best-in-class organization.

As a Flowserve employee, you may be asked to take training towards a CIP designation (yellow belt, green belt, black belt). You are also asked to contribute in continuously improving processes in your area. The CIP program is described in detail on the CIP tab of Passport.

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**Safety**

Flowserve is committed to the safety and health of its employees, both on and off the job. Safety is our primary concern and takes precedence over all other job factors. Our goal is to minimize injuries, illnesses, and property damage resulting from unsafe work conditions or practices.

Depending on your position within Flowserve, you may be asked to fulfill immediate and ongoing safety training requirements. Please ask your manager or local safety coordinator for the safety training calendar and requirements that apply to you.

To learn more about our commitment to safety and understand our safety training requirements, visit the safety website, which you can access on the My Passport section on Passport.
Who We Are...Flowserve Culture (Continued)

**Spirit of Flowserve Program**

Recognition is more than a nice thing to do; it is a key to driving company success and building a customer-centric culture. Our customer-centric culture is achieved through each employee demonstrating our core values in everything they do in their role at Flowserve. Recognizing employees for their outstanding contributions ensures that the behavior or action will be repeated, not only by the person recognized but also by other employees aware of the recognition.

The Spirit of Flowserve recognition program is a tool for managers and associates to use for rewarding and celebrating successes and outstanding accomplishments. To learn more about this important program and eligibility requirements, go to the Corporate tab on Passport; then, on the Corporate Home tab, review the information in the Tools and Resources area.

**Corporate Citizenship**

Flowserve is committed to being a responsible corporate citizen and supporting the communities around the globe where our employees and customers live and work.

Through employee volunteerism and philanthropy, we partner with organizations whose primary mission is to support children. Flowserve is able to help students stay in school, foster life-long learning through the use of technology, provide scholarships, and support at-risk youth so they can live happy, successful lives.

Some examples around the world include:

- **Asia** – To support education in China, Flowserve sponsored volunteer U.S. experts who traveled to the region to provide best practices for future support of the education infrastructure.

- **Latin America** – Near an oilfield in Venezuela, Flowserve employees donated company-purchased toys to children in and around the town of Tomoporo.

- **Europe** – Flowserve supports the efforts of Make-A-Wish Netherlands and their commitment to providing wishes to children.

- **North America** – Flowserve and its employees in Dallas provide ongoing support to more than 100 children at Happy Hill Farm, an academy for at-risk children, through volunteerism and co-sponsorship with the Dallas Cowboys.
New Employee Resource Center

Overview

The New Employee Resource Center website is designed for new Flowserve employees. To access the website, go to http://welcome.flowserve.com.

On the New Employee Resource Center, you will find:

- **Getting to Know Flowserve Tutorial** - This 15-minute online course for new employees provides an overview of Flowserve, our business groups and corporate functions, as well as information about your responsibilities as a new employee.

- **Guidelines for Your First 90 Days** – These guidelines list common tasks for your first 90 days at Flowserve, including timelines of job and training requirements. However, the guidelines may not be complete for your position; talk to your manager about any additional requirements.

  You can also download this information as a one-page New Employee Checklist in PDF format. (The New Employee Checklist is also provided in the Appendix of this Welcome Book.)

- **Welcome Book** - You can download the most recent copy of this Welcome Book from the New Employee Resource Center.
Payroll and Benefits

Compensation Philosophy

Flowserve provides employees with a total compensation package that is competitive, linked to performance, and provides equitable opportunities.

Your Flowserve compensation package can be summed up this way:

$Base Pay + Incentive Pay + Benefits = Total Compensation$

- Base pay – Compensates you for solid performance of day-to-day job responsibilities
- Incentive pay – Rewards you for the company’s success in achieving key business objectives
- Benefits – Help you and your family build and maintain physical and financial health (e.g., medical coverage, vacation time, car allowance, financial planning services, retirement savings, life insurance)

Incentives

Annual Incentive Program (AIP)

Depending on your employee status, you may be eligible for additional incentives as part of the Flowserve Annual Incentive Program (AIP). AIP is paid out to individuals based on the organization’s achievement and team performance of measurable business goals.

For more information on AIP and how it pertains to you, contact your manager or HR representative. You can also visit the HR section on Passport; on the Compensation & Benefits tab, review the AIP information in the Global Incentive Plans box.

Long-Term Incentive Program (LTI)

Depending on your employee status, you may be eligible for additional incentives as part of Long Term Incentives (LTI) Program. LTI rewards Flowserve leaders by offering them shares of the company.

For more information on LTI and how it pertains to you, contact your manager or HR representative. You can also visit the HR section on Passport; on the Compensation & Benefits tab, review the LTI information in the Global Incentive Plans box.

Employee Referral Program

The Employee Referral Program rewards employees for helping in the recruitment of qualified individuals for full-time positions. It applies to all regular (part-time/full-time) employees except VPs and above, managers with hiring authority over the applicable position, managers for whom the position is within their span of control, and Human Resources associates.

For more detailed information about the Employee Referral Program, review the policy in the HR section of Passport.

Note: Not all Flowserve locations participate in Employee Referral Program. Check with your local HR representative to see if the program applies to your location.

Continued on next page
Payroll and Benefits (Continued)

Pay Details and Timekeeping for U.S. Employees

Note: This section applies to U.S. employees only. Non U.S. employees need to discuss pay details and timekeeping procedures with their manager or local HR representative.

Pay Details

U.S. employees are paid bi-weekly, every other Friday (26 pay periods per year). If Friday is a holiday and the offices are closed, payday is moved to Thursday. Employees who enroll in direct deposit will have their funds immediately available on payday after the second payroll cycle from their start date. Employees who elect to be paid by live check will receive their paycheck at the address on record. Live paychecks are mailed to arrive by payday. Automatic Data Processing (ADP) is our third-party administrator for U.S. Payroll. ADP is responsible for processing and mailing paychecks and stubs.

ADP offers Employee Self Service options to preview your paychecks, go paperless, change accounts and direct deposit, etc. In the HR section on Passport, click the HR for Employees tab. In the Tools and Resources section, click the Payroll Benefit Documents and Forms (U.S. Only) link. Then, select your desired option.

Timekeeping

Be sure to review and become familiar with the paid time off policies so you will understand the acceptable parameters for pay and paid time off. To review these policies, go to the Flowservc Policies tab on Passport. Click the Human Resources link and choose any of the following policy documents: U.S. Vacation Policy, U.S. Sick Pay, U.S. Personal Time Off, U.S. Leave of Absence Policy, U.S. Overtime Pay, U.S. Holiday Pay, U.S. Travel Pay.

Non-Exempt Employees

All non-exempt employees must submit a timesheet according to the deadline set by the local timekeeper.

Note: World Headquarters has a separate timekeeping process. Please consult your local HR representative for details.

1. Complete the timesheet either manually or on the formatted Excel spreadsheet. Use the pay codes listed on the sheet for paid time off. Non-exempt timesheets can be obtained from your local HR representative.

2. Sign the timesheet or send by email to the local timekeeper and immediate supervisor for approval. An electronic signature is assumed if sent from your email address.

3. The supervisor approves the timesheet with a physical signature or by emailing their approval to the local timekeeper.

4. The timekeeper enters employees’ hours into the ADP Payroll system for processing.

Note: Due dates may be changed due to holidays.
Payroll and Benefits (Continued)

Pay Details and Timekeeping for U.S. Employees (continued)

Exempt Employees

All exempt employees must submit their exception hours as follows:

1. Exempt employees send their exception hours (vacation, personal, sick, jury duty, bereavement, etc.) to their department's time collector or local timekeeper (typically a designated executive or administrative assistant). Consult with your supervisor for the designated time collector's procedures.

2. Exempt employees are responsible for obtaining approval from their supervisor prior to taking time off. Consult with your supervisor for his/her preferred procedure.

3. Time collectors submit their department's exception report to the local timekeeper according to the deadline set by the local timekeeper.

4. The timekeeper enters employees' exception hours into the ADP Payroll system for processing.

Benefits for U.S. Employees

Note: This section applies to U.S. employees only. Non U.S. employees need to discuss benefits with their manager or local HR representative.

Flowserve is pleased to offer competitive benefits for our employees including health and welfare options, financial planning, and retirement benefits. Your participation in these plans is based on your employment status (full-time or part-time). Contact your local HR representative for your specific information.

For detailed information, go to the HR tab on Passport; on the HR for Employees tab, scroll down to the Your Total Compensation section. Click the Health & Welfare link, and then click Enroll & View Your Benefits.

This link will take you to the benefits website; you can also access the benefits website directly at http://www.flowserveflex.com.

Continued on next page
Payroll and Benefits (Continued)

Benefits for U.S. Employees (continued)

**Health and Welfare**

Flowserve offers a number of health and welfare benefit options, allowing you to choose the coverage that’s appropriate for your personal situation. Available benefits include:

- Medical
- Dental
- Vision
- Disability Insurance
- Health Savings Account (HSA)
- Flexible Spending Account (FSA)
- Employee Assistance Program (EAP)
- Life and Accident Insurance

An enrollment guide will be mailed to your home address within 14 days of your start date at Flowserve. The enrollment package contains information about benefit options, as well as your username and password, which you will need to enroll in benefits over the telephone or online. Read the guide thoroughly before electing any benefits coverage. You must call or register online within 30 days of your start date at Flowserve.

**Retirement Benefits**

Flowserve provides you both a pension plan and a retirement savings plan to help you prepare for a financially secure future.

The pension plan is funded solely by Flowserve, and you are automatically enrolled in the plan when you join the Flowserve team. Your specific pension benefits are determined by your employee group or collective bargaining agreement.

The retirement savings plan is a tax-advantaged plan that allows you to make pre-tax and/or after-tax contributions; Flowserve provides matching contributions. The amount of the company match is determined by your employee group or collective bargaining agreement. The collective matching contributions can be invested in an array of diverse investment options that you select.

Enrollment in the pension plan and retirement savings plan is automatic.

**Financial Planning**

Flowserve offers financial planning services to associates through a relationship with Ayco Financial Planning. Benefits include access to interactive financial planning tools, financial calculators, educational materials, and qualified financial planners. Information about this service will be provided in your benefits reference guide, which you will receive in the mail within 14 days after your start date.

Continued on next page
Payroll and Benefits (Continued)

Benefits for U.S. Employees (continued)

Educational Assistance

The Educational Assistance policy provides Flowserve employees with the opportunity to increase their skill and performance level by supplementing work experience with additional education in related business fields.

Regular full-time U.S. employees in good standing with at least one year of continuous service with Flowserve may be eligible for educational assistance. The company will reimburse up to 100% of the cost of tuition, registration, and other qualifying related fees. Contact your local HR representative for more information.

Time Off

Flowserve has policies and procedures covering the various types of time off. Your eligibility for each type depends on your job status and position. Consult with your manager or HR representative for your specific information.

For information and definitions concerning time off, go to the Flowserve Policies tab on Passport; click either Human Resources or New Employee, and locate the appropriate policy.

Time-off benefits include:

- Vacation
- Holiday Pay
- Sick Pay
- Personal Time Off
Career Development

Flowserve Competencies

Flowserve Leadership Competencies define the knowledge and behaviors necessary for employees at all levels of the organization. These competencies, in conjunction with functional competencies, provide the basis for performance and development planning at Flowserve.

You can find a list of these competencies and corresponding development guides on the Manage My Career tab on Passport.

Performance Management Process (PMP)

During the performance management process, you and your manager develop team and individual objectives and expectations that are aligned to the Flowserve key strategic objectives. Your progress towards these objectives is tracked and evaluated throughout the year. The performance management process allows you and your manager to understand your performance expectations and provides opportunities for performance-related feedback.

Effective dialogue between you and your manager is critical to:

- Drive Flowserve success through aligned employee, organizational, and corporate objectives that support the overall business strategy
- Quickly identify and address performance issues before they become problems
- Recognize and reward your performance based on your contribution to the company’s success

As part of PMP, you are expected to meet with your manager within 30 days of your start date to outline your annual goals and objectives.

If you are a manager, you will use the PMP system to create performance reviews for the employees reporting to you. For additional information, go to the My Passport section on Passport, click the Manage My Career tab, and click the PMP Training & Support Resources link.

To access Flowserve’s Performance Management system, go to the My Passport section on Passport, click the Manage My Career tab, and click the Login to PMP button.

Continued on next page
Career Development (Continued)

Development Planning

Resources

Your career development is a shared partnership between you and your manager; however, you are responsible for driving the process. The Manage My Career section of Passport provides helpful resources and access to systems that allow you to:

- Review Flowserve leadership and functional competencies
- Search for job opportunities within Flowserve
- Drive performance and development planning
- Search for learning programs

Internal Job Postings

Flowserve is committed to offering employment opportunities to our employees. To search for internal job postings, go to the My Passport section on Passport, click the Manage My Career tab, and click the Login to Career Website button.

Note: In some areas, eligibility for a new job opportunity requires 12 months in your current position. Check with your local HR representative for details.
Career Development (Continued)

Training

As a new employee, you may be asked to meet several types of training requirements. Consult with your manager for your specific training requirements.

Some of the available venues and training requirements at Flowserve are described below.

**Learning Management System (LMS)**

The Flowserve LMS is an online learning portal that contains different types of online training, such as training on safety, ethics, harassment awareness and prevention, etc. The training available to you depends on the business group or function you are a part of, as well as your job level. When you take an online course, the LMS automatically updates your employee records with your completion information.

**Employees With Email Addresses**

If you have an email address, go to the My Passport section on Passport, click the Manage My Career tab, and click the Login to PMP button.

*Note: Employees with a Flowserve email address can also login to the LMS directly as described in the following section.*

**Employees Without Email Addresses**

If you don’t have an email address, you can access the LMS directly by typing “LMS” into the address line of Internet Explorer while connected to the Flowserve network. Usernames and passwords can be obtained from the local IT Service Desk.

**Global Technical Training Center (GTTC)**

The Global Technical Training Center (GTTC) – formerly the Learning Resource Center (LRC) – is the Flowserve training facility located in Irving, Texas. The GTTC offers product training for Flowserve application and sales engineers as well as for our partners and customers.

The GTTC showcases many of our products and is home to state-of-the-art classrooms and hands-on labs that offer the best in product and services training. Classroom theory is taught in an interactive environment and is backed up by equipment in static labs and fully functional power labs. Students engage with their peers and learn from trainers with years of experience using fully functional equipment. Depending on your job responsibilities, you may be required to fulfill training requirements for classes offered at the GTTC.

At the present time, training may also be offered at other locations in the United States as well as in Essen, Germany, Singapore, and other training locations. For course descriptions and schedules, visit the Flowserve website at [http://www.flowserve.com/training](http://www.flowserve.com/training).

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Career Development (Continued)

**Required Training**

All employees are expected to fulfill certain training requirements. This training is located in the LMS, which you can access following the instructions in the previous section. The following is required training for all Flowserve employees:

- Code of Business Conduct – All U.S. employees are expected to receive training on the Code of Business Conduct.
- Equal Opportunity and Respect in the Workplace – All employees are expected to receive training on Equal Opportunity and Respect in the workplace.
- Safety – All U.S. employees are expected to take safety training. Your training requirements will vary depending on your location and job position. Consult your local safety coordinator or your manager for your specific training calendar.

*Note:* Depending on your location and job position, you may be expected to fulfill additional training requirements. Consult your manager for more information.
Policies

Overview
There are many different policies that pertain to our working environment at Flowserve. For details concerning any Flowserve policy or to see a list of all policies, go to the Flowserve Policies tab on Passport, locate the appropriate policy, and click the link to open the file.

Code of Business Conduct
The Code of Business Conduct, which defines the standards of how we do business, is available for viewing and/or download on Passport. From the Ethics and Compliance tab, click the Ethics and Compliance Home tab, and scroll to the Code of Business Conduct section. Click the Code of Business Conduct link, and select your language from the list.

Global Policies
Below is a sample list of policies that apply to everyone in the company. Visit the Flowserve Policies tab on Passport to review policies in the following areas:

- Equal Opportunity and Respect in the Workplace
- Confidentiality
- Workplace Violence
- Drug and Alcohol
- Code of Business Conduct
- Reporting Code of Business Conduct Allegations or Concerns
- Antifraud Program
- Conflicts of Interest
- Foreign Corrupt Practices Act
- Anti-bribery Laws
- Safety
- Leave of Absence
- Insider Trading
- Educational Assistance
- Information Technology

Local and Job-Specific Policies
Below is a list of important policies that apply to a specific job or a specific location. Visit Passport to review each of these policies.

- Emergency and Evacuation
- Security
- Equipment

Check with your manager for additional policies that apply to your specific job or location.
Overview of Personal and Systems Information

Employee Number

Employee numbers are assigned when you are entered into the Flowserve Global Employment Management System (GEMS). It is important that you learn your employee number because it is necessary to order items such as corporate credit cards and cell phones, to make travel arrangements, etc.

You can obtain your employee number from your pay stub or contact your local HR representative.

Systems and Passwords

There are numerous systems and passwords that you will use at Flowserve depending on your job position. This section discusses the most common.

Microsoft Windows

The primary operating system for Flowserve computers is Microsoft Windows. If you have access to a computer, your Windows password will be given to you by your HR representative or manager on your first day of employment.

Note: Your Passport password will be the same as your Windows password.

In addition to allowing you to login to your computer, your Windows password allows you access to the company network, the extended network directories, and Passport.

Password and Access Management (PAM) Tool

Note: All Flowserve employees must register with PAM.

If you have a GEMS ID, the Password and Access Management tool allows you to set, synchronize, and manage a password of your choice without having to call the IT Service Desk. You can use PAM for the following:

- Windows login
- Oracle systems - Desio, CORP (GEMS), CORP, STAR, and EDC
- Passport
- iNotes WebMail (users who access their e-mail through the Internet)
- SAP, Baan, PRMS, Great Plains, Avante (coming soon)

Registering with the PAM Tool

To register with the PAM tool, go to http://pam.flowserve.com and log in with your GEMS ID and Windows password. Select your unique challenge questions and input answers that you can remember. To complete the registration, select a new password.

If you forget your password once you’re registered, you can use the PAM tool to manually reset your password without logging into your computer or calling the IT Service Desk.

Continued on next page
Overview of Personal and Systems Information (Continued)

**Systems and Passwords (continued)**

**Additional PAM Functionalities**

Using the PAM tool, you can also:

- Request Oracle access and responsibilities for yourself and others. Oracle requests are automatically sent through the appropriate approval chain.
- Track your Oracle access request.
- Edit your Flowserve directory profile.

**Lotus Notes**

Flowservce uses Lotus Notes for email and messaging. If you have an email account, your HR representative or manager will give you your Lotus Notes password on your first day of employment.

*Note: When you first log in, your Lotus Notes password will NOT be the same as your Windows or Passport password; however, you can change it to be the same for all three systems. To change your Lotus Notes password, select Security, User Security from the File menu.*

**Passport**

Passport is Flowservce’s company intranet, which is located at [http://passport.flowservce.com](http://passport.flowservce.com). It is only available when you are logged into the company network. Your HR representative or manager will give you your Passport password on your first day of employment.

*Note: Your Passport password will be the same as your Windows password.*

**Passport**

Passport is the name of Flowservce’s intranet located at [http://passport.flowservce.com](http://passport.flowservce.com). You can only access Passport while you are connected to the company network in the office or through a VPN connection.

Log in to Passport using your Windows username and password.

[Passport screenshot]

*Continued on next page*
Overview of Personal and Systems Information (Continued)

Passport (continued)  
Passport contains a wealth of information about the company for the sole use of our employees. All business segments and areas of special interest have a place on Passport. By clicking one of the top navigation tabs, you will find more tabs that lead you to additional information.

On Passport, you can find information about:

- Policies
- Procedures
- Forms
- News
- Announcements
- Communications

Flowservce Website  

Continued on next page
Overview of Personal and Systems Information  (Continued)

**IT Service Desk / IT Support**

The IT Service Desk provides support for your company-issued computer, standard desktop applications, local networking, remote access, and email. The service desk also serves as the first point of contact for centralized business systems such as the Performance Management System, LMS, Oracle, servers, PBX, phone service, etc.

The IT Service Desk can be accessed in a variety of ways:

- Phone - 866-435-6948 in North America (call for urgent issues); in other areas, visit the IT tab on Passport to find the phone number for your area.
- Email - FlowservServiceDesk@Flowserve.com
- Service Desk ticket – Passport’s IT tab in the Service Desk Users Portal section

If you submit a service ticket, you will receive a ticket number and the appropriate agent will contact you to help resolve your issue.

**Self-Service Portal**

The Self-Service Portal is the central tool that allows you to perform many tasks without calling the IT Service Desk.

*Note:* For urgent requests, call the IT Service Desk directly. Visit the IT tab on Passport to find the phone number for your area.

Use the IT Self-Service Portal to:

- Check the status of submitted tickets
- Submit an IMACD request
- Submit a non-urgent Service Desk ticket
- View information about alerts and outages
- Access knowledge articles for self-help about common IT issues

Continued on next page
## Overview of Personal and Systems Information (Continued)

### IT Service Desk / IT Support (continued)

**IMACD Technology Request Form**

Use the IMACD Technology Request Form to request installations, moves, adds, changes, and dispositions of IT equipment and software. Use it for all hardware, software, and telecommunication requests including:

- Standard hardware and software purchases
- Access, roles, and responsibility changes in ERP system (except Oracle)
- Access and permission changes for accounts and applications (shared folders, Flowserve Image Viewer, PureSafety training, etc.)
- Printer mapping
- Network drive mapping (shared folders and files)
- Transfer of hardware/software ownership
- Hardware upgrades (memory, hard-drive, battery, etc.)
- Mobile phone plan changes (for regions outside the U.S.)
- Account extension for contractors

The links to the IMACD Technology Request form and the approval status tracking of an existing request are now located in the IT Self-Service Portal.

**Tech Tips**

Tech Tips is a bi-weekly communication that highlights common technology issues you can diagnose and resolve on your own. Using the information in the Tech Tips communication not only improves your overall technical experience and satisfaction, but also decreases management support costs.

For your convenience, all past Tech Tips are archived on the IT tab on Passport.

If you have questions or would like to suggest a topic for Tech Tips, send an email to EndUserServices_Content@Flowserve.com.

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Overview of Personal and Systems Information (Continued)

Flowserv Tools and Processes

For detailed information and instructions about other Flowserv tools and processes, go to the My Passport section on Passport, click the Manage My Career tab, and refer to the New Employees section.

Welcome to Flowserv! You have joined our company at an exciting time. We have everything it takes to be the best manufacturing company in the world: great customers, exceptional products and services, talented people, international scope - and now the skills, experience, and creative ideas you bring to the team.

We know that joining a new company can be overwhelming at times. Use the tools here to make your adjustment easier during your first week and months at Flowserv.

You can open, download, and print these tools which will familiarize you with Flowserv during your first week.

Welcome Book
- Dutch
- English (US Only)
- English (Outside US)
- French
- German
- Italian
- Spanish
- Chinese
- Japanese
- Portuguese

Get Informed...

These quick references will help equip you for your new position at Flowserv. You can open, download, and print these tools as needed.

Administrative Tools
- Corporate Discounts
- Expense Reporting
- Flowserv Corporate Credit Card
- Ordering Business Cards
- Travel

IT Tools
- BlackBerry Activation
- Cisco IP Phone
- Hardware Catalog
- Help Desk
- Lotus Notes
- Password and Access Management Tool
- Quick Reference Guide
- Performance Management Process System
- Remote Network Access
- Samseline
- Setting Printer
- Technology Requests
- Teleconferencing
- Wireless Internet Connection

Get Equipped...
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Appendix – Checklists and Site-Specific Information

Introduction

This appendix includes the New Employee Checklist and information specific to your site. You can pull out the pages and use them as additional tools and references.
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Appendix A – Employee Checklist

New Employee Checklist

Before Start Date
Before your start date, you should:
- Sign and return your offer letter
- Read the Code of Business Conduct
- Sign and return all of your required new hire paperwork (retain copies for your start date)
- Take the “Getting to Know Flowserve” tutorial
- Read the Welcome Book

First Day
On your first day, be ready to:
- Participate in a new hire orientation
- Provide hard copies of your new hire paperwork to your HR representative and bring important documents (passport, driver’s license, social security card)
- Review important company policies
- Review job safety training requirements
- Review General Export Compliance Guidelines
- Sign and submit any additional paperwork
- Meet your manager and discuss questions
- Participate in welcome activities
- Tour your work area and become familiar with important locations
- Prepare for and/or receive an appropriate badges and building/parking permits (if required for your location)

First Week
The first week is a great time to get oriented to your environment and department. Be sure to:
- Review your job responsibilities with your manager
- Discuss your division’s and department’s objectives and understand how your role contributes to those goals
- Schedule a meeting with your manager to establish your performance objectives, measures and the performance review process
- Discuss time reporting (timesheets, vacation and sick time)
- Review policies and procedures for phone and computer usage
- Complete any job required safety training
- Familiarize yourself with your computer, if you have one, and Flowserve systems such as Lotus Notes
- Review the New Employee Welcome Book; tour Passport and the company Website
- Review the IT Tools on Passport
- Input your travel profile, order your credit card (if applicable)
- Review facility specific Technology Control Plan (if required)

First Month
The first month is an important time to finalize your benefits, review policies, set objectives and complete any necessary training. Be sure to:
- Complete all necessary benefit enrollments for health and welfare and retirement savings
- Finalize your annual performance objectives with your manager
- Complete the Code of Business Conduct e-learning course
- Complete any outstanding job required safety training
- Complete any necessary safety training for your location
- Complete the Equal Opportunity and Respect in the Workplace e-learning course

First 90 Days and Beyond
- Participate in annual performance review with your manager
- Complete required Ethics and Foreign Corrupt Practices Act (FCPA) training
- Complete your annual acknowledgement of the Code of Business Conduct
- Complete your annual requirements for job specific safety training
- Complete your annual requirements for job specific Export Compliance training
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