



Frequently Asked Questions

How and when can I submit a report?

You have the ability to file a confidential report to Flowserve's Ethics Hotline via the telephone or the internet, from any location and at any time.

Can I remain anonymous if I report a concern to the Flowserve's Ethics Hotline?

Yes, you can submit your report anonymously by telephone or the internet. If you are submitting a concern by telephone, you will be asked to provide the same information that you would provide in an internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What types of situations should I report?

Flowserve associates or third parties should use the Hotline to report concerns about legal violations, compliance issues, or ethical issues. If you are unsure whether you should report an issue, we encourage you to go ahead and report it and we will review it to determine appropriate next steps. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

If I see a violation, shouldn't I report it to my manager, Human Resources, Legal or a regional Integrity and Compliance team member and let them deal with it?

Flowserve provides a variety of channels through which you can raise concerns, ranging from reporting up the chain if you are an associate to our anonymous Hotline. Associates are encouraged to report concerns to a manager or supervisor, as they are usually in the best position to address concerns. However, you also have the Hotline available to you for circumstances where you may not feel comfortable reporting up the chain.

Any Flowserve associate who receives a report of potential misconduct should immediately contact Integrity & Compliance so the report may be properly documented and addressed.

Regardless of whom you contact, you can be assured that your concern will be fairly and promptly addressed. We protect the confidentiality of anyone reporting concerns, and disclose information about investigations only if required to resolve identified issues.

Why should I report what I know? Does management really want me to report?

Our associates are our greatest asset in delivering on our values of Global Integrity and Local Ownership. When you speak up and report concerns, it helps Flowserve to address issues quickly and ensure compliance with our policies and the law.

External stakeholders, including customers and suppliers, are encouraged to report concerns to their Flowserve contact and can also utilize the Hotline.



Where do these reports go? Who can access them?

Reports to the Flowserve Ethics Hotline are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint is a comprehensive and confidential reporting tool created by third party NAVEX. EthicsPoint makes these reports available to specific individuals within Flowserve who are charged with evaluating the report based on the type of violation.

What happens after I make a report?

When you report a concern or ask a question through the Hotline, you will receive a report key and will be asked to set a password. This report key and password can be used to access the status of your report or provide more information. Your concern may be sent to Human Resources or Integrity & Compliance for review, depending on its nature. If you made your report anonymously, we encourage you to log in frequently to check the status of your report and to respond to any follow-up questions. No matter what you report or how you report it, please know that Flowserve does not tolerate retaliation for raising a concern in good faith.

For information on Flowserve's internal investigations process, associates can view the Global Investigations Playbook.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you report a concern to the Flowserve Ethics Hotline, you receive a unique username and are asked to choose a password. You can return to the EthicsPoint system again either by internet or telephone and access the original report to add more detail, answer questions posed by a company representative, or add further information that will help resolve open issues.

If your report results in an investigation, you may also be interviewed by the assigned investigator and will have the opportunity to provide any additional information.

Will I be retaliated against for reporting a concern?

No. Flowserve does not permit retaliation against anyone who raises a concern in good faith or participates in an investigation. If you believe you are being retaliated against, you should immediately contact the assigned investigator, the Ethics Hotline or Human Resources.

What if I would like to report my concern externally?

Nothing prohibits you from reporting potential violations of law to, or participating in an investigation conducted by, the Equal Employment Opportunity Commission, the Securities and Exchange Commission, or any other federal, state or local government agency.

With respect to concerns falling under the EU Whistleblower Directive and related laws or regulations, you may have various options to make a report externally depending on the nature of your concern and your country, including but not limited to: [The European Parliament](#), [The European Commission](#), and the [European Ombudsman](#).