



Multi-year Accessibility Plan

It is the objective of Flowserve Canada Corp. to create and maintain a climate of mutual respect in which all persons who access our services, goods and facilities will be able to do so irrespective of any disability they may have. This has been created in accordance with the Accessibility for Ontarians with Disabilities Act (the "AODA").

Our business practices and policies will strive to make all reasonable efforts to ensure that all of our policies, practices and procedures are consistent with the core principles as outlined in the AODA.

Flowserve Canada Corp.'s operations in Ontario are committed to make every reasonable effort to meet the accessibility needs of persons with disabilities in a timely manner. Reasonable attempts will be made to provide our policies and procedures relating to accessibility in a format that takes into account a person's disability upon request.

Multi-year Accessibility Plan:

Flowserve Canada Corp.'s operations in Ontario will develop and maintain a multi-year accessibility plan as required under the Integrated Standard. The purpose of the plan is to ensure compliance with the Integrated Standards. The plan will be reviewed and updated at least once every five (5) years.

The table below outlines our initiatives in response to the Standards and compliance deadlines:

Standard	Action	Status / Timeline
Customer Service Standard	A Policy and Procedure was developed outlining how the organization will provide goods and services to persons with disabilities.	Completed
	Training was completed with all associates as required.	Completed
	Training for New Hires	Ongoing
	Records of training is kept and maintained	Ongoing
	Feedback Process	Completed
	Notice posted in a conspicuous place stating that all documents required by the regulation are available upon request	Completed
Integrated Accessibility Standard: Employment Standard	For each employee with a disability requiring accommodation that is known to Flowserve Canada Corp. in Ontario, we will determine if it is	Ongoing

	necessary to provide individualized workplace emergency response information due to the disability. If it is deemed necessary the employee will be provided with individualized workplace emergency response information	
	Employment processes and procedures will be reviewed and revised as needed to ensure that they meet the obligations under the Integrated Standard:	Ongoing
Integrated Standards – General Requirements	A policy was developed in accordance with the requirements of the Integrated Accessibility Standard	Completed
	Develop a multi-year accessibility plan	Completed with ongoing review (at least once every 5 years)
	In the event a Flowserve Canada Corp. facility in Ontario is procuring self-service kiosks for customers it will consider the accessibility of the kiosk in accordance with this regulation	Ongoing
	All required associates will be trained on the requirements of the Integrated Standard and the Human Rights Code	Ongoing
Integrated Standards - Information and Communication Standard	Flowserve’s website conforms with WCAG 2.0	Complete
Create accessible public spaces	Flowserve Canada Corp. will ensure any new construction and renovated existing public spaces meet the requirements	Ongoing

ACCESSIBILITY OF DOCUMENTS

This Plan and all other documents required by the *AODA* pertaining to our policies, practices and procedures on the provision of services to persons with disabilities can also be obtained by contacting Shawn Trowbridge, Lead HRBP FPD Americas. Upon request, reasonable attempts will be made to provide these documents to clients with disabilities in a format that takes into account the person’s disability. Notice of availability of these documents will be posted in a conspicuous place where this applies.