



Policy Number: PL-1052
Approved By: Amy Husted, VP and General Counsel
Enterprise Wide Policy

Effective Date: April 1, 2020
Revised Date:

Open Door

Policy Under normal circumstances, if you have a job-related issue, question or complaint, you should discuss it with your direct supervisor. The simplest, quickest and most satisfactory solution will often be reached at this level.

If the discussion with your direct supervisor does not answer your question or resolve the matter to your satisfaction, you may then present your complaint, orally or in writing, to the next higher level of management. If the matter is still not resolved satisfactorily, you may present your complaint in writing to the VP Human Resources who will render a final decision on the matter after appropriate investigation.

When the issue personally involves the supervisor or manager with whom you would ordinarily discuss a problem, you may bypass that individual and proceed to the next person in your chain of authority without fear of reprisal. At any time you may seek the advice and guidance of our Human Resources Department.

Difficulties in using this complaint procedure should be brought to the attention of the Human Resources Department.

Ethics Hotline Kirby has a Compliance and Ethics Hotline to allow for anonymous reporting of any concerns. The toll-free phone numbers below allow anyone to **call 24 hours a day, any day of the week**, and speak with a third party in his or her local language. The Company respects your privacy and considers your confidentiality in the course of its investigation.

Ethics Hotline
1-800-461-9330
www.KirbyCorpEthicsHotline.com

Applicability This policy applies to employees across all Kirby Companies.

This policy represents management guidelines only. Nothing in this policy shall be interpreted as a contract of employment. Kirby Corporation, the Company, retains the right to deviate from, modify or discontinue this policy at any time, with or without notice. To the extent any provision of this policy is found to be inconsistent with applicable federal, state and/or local law(s), the applicable law(s) will govern.