

POLICY

CarMax is committed to protecting the safety of associates and meeting its regulatory obligations. Every associate plays an important role in fulfilling this commitment.

Each associate is expected to:

General

- Follow all policies and procedures
- Keep yourself and those around you safe
- Report unsafe conditions to management
- Practice good housekeeping
- Operate all vehicles in a safe and responsible manner
- Dispose of oil, paint, antifreeze and other waste as directed
- Handle materials properly; use proper lifting techniques when moving heavy items.

Injuries

- If injured at work, immediately report the injury to a supervisor or manager
 - The supervisor/manager will provide information on seeking medical treatment and will report it using the EH&S Tracking System, which reports the injury to the Home Office and files a workers' compensation claim with our insurance carrier. Additional reporting is required in Ohio.
- Work-related injuries are handled according to the workers' compensation laws in each state.

Emergencies

- Know the location's emergency procedures, including evacuation routes and rally points
- Always evacuate when the alarm sounds
- Follow the management team's instructions
- Immediately report oil, gas and chemical spills to a manager

Wear appropriate Personal Protective Equipment (PPE)

- In the mechanical shop: Wear safety glasses (may remove when using desktop computer). If a Technician/Mechanical Associate, wear safety toe shoes.
- In the paint, prep and interior repair areas: Wear safety glasses (may remove when using desktop computer or determining a color match). Wear the appropriate respirator when spraying or sanding.
- In detail areas: Wear safety glasses (may remove when using desktop computer or determining a color match).
- In FQC: Wear safety glasses when working with chemicals.
- In addition to the above, use PPE as specified in the PPE policy and by the Respiratory Protection Program.

Use tools, equipment and chemicals safely

- Use as designated by CarMax Standard Work or, if Standard Work does not exist for a particular tool, equipment or chemical, use in a safe manner.
- Wear appropriate clothing: no loose clothing or excessive jewelry that may be caught in moving parts
- Inspect tools and equipment before use to ensure they are in safe operating condition.
- Do not modify tools or equipment from their original manufactured state.
- Do not repair tools or equipment except as directed by CarMax Standard Work.

POLICY

CarMax EH&S Principles



- Compressed air guns: use OSHA-compliant guns and never point them at yourself or another person, or for horseplay
- Ensure the lid is tightly closed on all containers of liquids, except when in use.
- Lockout damaged or inoperable tools and equipment to prevent their use.

Each manager is expected to:

- Reinforce policies and procedures
- Ensure that the tools and PPE that associates need to do their jobs safely are available at all times and prior to each associate's shift
- Resolve unsafe conditions as quickly as possible
- Partner with the Home Office EH&S Team to resolve EH&S issues promptly

Each Service Operations manager is also expected to:

- Complete required EH&S-related tasks, including self-inspections, as listed in "EH&S Responsibilities for Store Associates" on the CarMax Way and as otherwise directed.
- Appropriately respond to regulatory inspections, as directed in "Government Agency EH&S Inspection Procedures" on the CarMax Way.
- Ensure spills are appropriately cleaned up, as directed in "Spill Clean-up Procedures" on the CarMax Way.

How to report safety and environmental concerns

Associates should:

- Talk to your manager.
- Use CarMax's Open Door Policy if you feel an EH&S issue hasn't been addressed by your manager:
 - Talk to the next level manager or a Human Resources representative, or
 - Call the Associate Help Line: 866-KMX-TIPS (866-569-8477)
- Email EH&S at any time from any CarMax email account or from a personal email account.

How to get more information

Other CarMax Way documents, including "EH&S Responsibilities for Store Associates," provide more detailed guidance on EH&S responsibilities and requirements.

Consequences

Failure to adhere to this or any other EH&S requirement can result in performance management up to and including termination.