

## Treating Associates with Respect (TAWR) Policy

### PURPOSE / SCOPE

CarMax is committed to maintaining a workplace that is free of disrespectful conduct, including all forms of discrimination, retaliation and harassment. CarMax will not tolerate disrespectful conduct, discrimination, retaliation or harassment, including sexual harassment, in our workplace. CarMax also prohibits any such conduct at Company-sponsored functions outside of the workplace, while wearing the CarMax uniform, driving a CarMax vehicle, or while representing CarMax in a non-business-related activity. This policy applies to all CarMax Associates and all Non-Associates (applicants, vendors, contractors, customers, trades people, etc.) on Company property. Any associate who engages in any form of disrespectful conduct, as defined below, including discrimination, retaliation and/or harassment, will be subject to disciplinary action, up to and including termination of employment. All associates have a responsibility to ensure that such disrespectful conduct, discrimination, retaliation and/or harassment in any form does not occur at CarMax.

We want to do more than just tell you that such conduct will not be tolerated at CarMax. We want to help you understand what disrespectful conduct, discrimination, retaliation and harassment is and what you should do if you have experienced, witnessed, or are aware of it occurring at CarMax.

### POLICY

#### Disrespectful Conduct in the Workplace

At CarMax, conduct that is considered disrespectful and inappropriate includes, conduct that relates to a person's race, color, religion, gender, age, national origin, citizenship, gender identity, sexual orientation, disability, military/veteran status, genetic information, or any other characteristic protected by law. Examples of disrespectful and inappropriate conduct include:

- Discrimination
- Harassment, including sexual harassment
- Arguing/fighting with customers or vendors
- Use of vulgar or profane language
- Obscene gestures
- Name calling (written/verbal), teasing, mimicking, slurs, or taunting based on the above protected characteristics,
- Displaying offensive graffiti, symbols, posters, pictures, or cartoons/caricatures based on the above protected characteristics
- Discriminatory or harassing language or comments expressed in phone calls, e-mails, and/or social media outlets, including blogs, personal websites, Facebook, and Twitter
- Unwelcomed touching of a person or person's clothing
- Words, pranks, or actions which provoke feelings of embarrassment, hurt, or intimidation based on the above protected characteristics
- Stalking

#### Preventing Discrimination

CarMax is committed to providing Associates and customers with a work environment free from all forms of discrimination and harassment, including sexual harassment. We comply with all laws prohibiting discrimination and other unfair employment practices.

CarMax is an equal opportunity employer and maintains a policy of equal employment opportunity without regard to race, color, religion, gender, age, national origin, citizenship, gender identity, sexual orientation,

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disability, military/veteran status, genetic information or any other characteristic protected by law. CarMax's Equal Opportunity Policy applies to all aspects of employment including: recruiting, hiring, compensation, benefits, training, promotion, demotion, transfer, discipline, and termination.

### Establishing a Harassment-Free Workplace

CarMax does not tolerate discrimination or harassment on the basis of race, color, religion, gender, age, national origin, citizenship, gender identity, sexual orientation, disability, military / veteran status, pregnancy, genetic information, or any other characteristic protected by applicable law. Our Treating Associates with Respect Policy sets forth CarMax's commitment to maintain a work environment free from discrimination and harassment, including sexual harassment. All Associates are required to abide by the Treating Associates with Respect Policy and must report violations of this policy, including instances of discrimination and harassment known by the Associate. CarMax has a zero-tolerance policy when it comes to retaliation and anyone who takes action against a person for making a report or participating in an investigation will be subject to disciplinary action, up to and including termination.

Harassment generally includes, but is not limited to, verbal or physical conduct that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment. Such conduct can include the use of or threat of violence, taunting, use of obscene or profane language, kidding, racial, ethnic or sexual jokes and slurs, the use of negative stereotypes, or any other offensive verbal or physical conduct that creates an intimidating, hostile, or offensive work environment.

Sexual harassment is a form of illegal sex discrimination that occurs when an associate is subjected to unwelcome conduct which is offensive to the individual and affects the terms or conditions of the individual's employment. Sexual harassment may encompass a wide range of unwelcome conduct, including but not limited to, repeated offensive sexual flirtations, advances or propositions, requests for dates, touching, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, putting one's arm around another or any other similar physical contact considered unwelcome or intimidating. Sexual harassment may also include verbal conduct of a sexual nature; explicit or degrading verbal comments about another individual or his or her appearance; the display of sexually suggestive pictures, images, objects, cartoons, letters, notes or posters; repeated foul language or sexually-oriented jokes, remarks or gestures. Sexual harassment can occur from males to females, females to males, males to males, and females to females.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, which is personally offensive and which, therefore, interferes with our work effectiveness.

### What Do You Do If You Believe You Have Been Subjected to Disrespectful Conduct, Including Discrimination, Retaliation or Harassment?

If you believe you have experienced, witnessed, or are aware of any form of disrespectful conduct, including discrimination, retaliation or harassment, you need to take action. If you feel you are the victim of any such conduct, please do not assume that the Company is aware of the situation. It is your responsibility to promptly report the situation and your concerns, by following the "Procedure to Report a Complaint" section of this policy, so that a workplace free of disrespectful conduct, discrimination, retaliation and harassment is maintained at CarMax.

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### Procedure to Report a Complaint

Associates who believe they have experienced, witnessed or are aware of any form of disrespectful conduct, including discrimination, harassment or retaliation by a co-worker, supervisor, manager, or other individual at the workplace (whether employed by CarMax or not), must immediately report such conduct, preferably in writing, as follows:

Step 1	The associate should report such conduct to his/her Department Manager.
Step 2	In the event the report involves the associate's Department Manager, or the associate is not comfortable reporting such conduct to that person, the associate should contact a Human Resources Representative
Step 3	If an associate doesn't feel comfortable reporting the situation to his/her Department Manager or the Human Resources representative, or the associate believes that the report has not been properly addressed, he/she should report the situation to the Associate Help Line at 1-866-KMX-TIPS (1-866-569- 8477) or the Help Line Reporting Website at <a href="http://www.kmxtips.com">www.kmxtips.com</a> . The Associate Help Line / Help Line Reporting Website are maintained by a third party and allow reports to be submitted anonymously.

### Our Commitment Against Retaliation

CarMax will not tolerate retaliation against any associate for cooperating in an investigation or for making a complaint of disrespectful conduct, discrimination, or harassment. If an associate believes he/she has been retaliated against, he/she should immediately report the alleged retaliation, by following the "Procedure to Report a Complaint" section of this policy. Please bring your complaints and concerns regarding retaliation to our attention, so that we can ensure no retaliation occurs at CarMax.

Any associate found to have engaged in retaliation will be subject to disciplinary action, up to and including termination of employment.

### What Happens During An Investigation?

All reports of disrespectful conduct, discrimination, retaliation and/or harassment, will be handled in a discreet manner and information will be limited to those personnel with a need to know as determined by CarMax. Once an allegation of disrespectful conduct, discrimination, harassment, or retaliation is brought to CarMax's attention, it will be promptly and thoroughly investigated.

If, after investigation, CarMax determines that a violation of the Treating Associates with Respect Policy occurred, prompt and appropriate action will be taken to ensure a workplace that is free of disrespectful conduct, discrimination, harassment, and/or retaliation.

Failure to report conduct that violates the Treating Associates with Respect policy, if observed or known to have occurred will be grounds for disciplinary action.

Associates at all levels are required to cooperate in investigations. An associate who knowingly makes a false claim or provides false information during the course of an investigation will be subject to disciplinary action, up to and including termination of employment.