

WELCOME

At CarMax, we care for one another, our customers, and the communities we serve. This is reflected in our Code of Business Conduct, which embodies our values: do the right thing, put people first, win together, and go for greatness. As the largest used auto retailer in the United States, we set a high standard of integrity. We expect all Associates, managers, executives, and Board Members to uphold our Code, which provides the guidance, tools, and resources needed to make the right choices in challenging ethical situations. Remember that it is everyone's responsibility to speak up when standards are not met and that CarMax enforces a zero-tolerance policy regarding retaliation.

Should Associates have questions or concerns, they may contact any of the following:

- Any manager
- Human Resources
- Asset Protection
- The Associate Help Line at 1-866-KMX-TIPS (1-866-569-8477)
- The anonymous Help Line Reporting Website at www.kmxtips.com, which can also be accessed via the adjacent QR code here.



Thank you for your continued commitment and for conducting our business with integrity.

VALUES

Do the right thing

We value integrity above all else
We treat everyone with respect
We strive to deliver the best product and experience

Put people first

We invest in our associates and provide opportunities to grow
We have our customers' backs
We give back to help our communities thrive

Win together

We are proud members of Team CarMax
We execute for excellence in all we do
We strengthen the team by embracing our differences

Go for greatness

We are industry disruptors, then and now
We relentlessly improve and innovate
We Drive What's Possible

