



MOTOR CARRIER CODE OF CONDUCT

REVISED: FEBRUARY 2021

The employees, agents, and/or subcontractors of any motor carrier (“Carrier Employees”) that provides transportation service for CarMax Business Services, LLC (“CarMax”) shall comply with the following Motor Carrier Code of Conduct (“Carrier Code of Conduct”). CarMax has the right to immediately terminate any agreement for transportation services with any carrier or broker for violations any of the provisions herein.

1. Carrier Employees’ Professional Appearance. Whenever on CarMax property, at a location designated by CarMax, or in CarMax vehicles, Carrier Employees shall present themselves in a courteous, professional, neat and well-groomed manner. Carrier’s company name must be visible on Carrier Employees’ uniform/apparel, or a Company ID badge must be visible at all times.

2. Carrier Employees’ Conduct While on CarMax Property or in CarMax Vehicles. Whenever on CarMax Property, at a location designated by CarMax, or in CarMax vehicles, Carrier Employees shall comply with the following:

- a. Carrier Employees shall not use profane or obscene language or gestures;
- b. Carrier Employees shall urinate or defecate only in a proper toilet or portable toilet;
- c. Carrier Employees shall not smoke or use other tobacco products, including e-cigarettes, vaporizers, or chewing tobacco;
- d. Carrier Employees shall not eat or drink on CarMax property or in CarMax vehicles;
- e. Carrier Employees are prohibited from disposing of waste on CarMax property; including utilizing CarMax’s dumpsters, waste containers or drains. Carrier Employees must take all waste with them;
- f. Carrier Employees shall not use CarMax vehicles for personal or recreational use;
- g. Carrier Employees shall not remove any parts, accessories, paperwork, or other items from CarMax vehicles;
- h. Carrier Employees shall return all keys to any CarMax vehicle to CarMax;
- i. Carrier Employees shall not bring weapons of any kind onto CarMax property or into CarMax vehicles;

- j. Carrier Employees shall comply with posted speed limits and traffic signs; if no speed limit is posted, a speed limit of 10 mph shall apply on CarMax property;
- k. All moving vehicles must be operated with headlights on;
- l. Carrier Employees shall not block roadways, driveways, intersections, or pedestrian crosswalks; and/or
- m. Carrier Employees shall only use cellular phones or two-way radios in stationary vehicles
- n. Carrier shall report to a CarMax manager immediately if any diesel fuel, hydraulic fluid and/or other fluid from the vehicle spills or discharges onto CarMax property, including but not limited to asphalt, concrete, drain, or landscaping.

3. No Drugs and Alcohol. Carrier Employees shall not consume, possess, or use alcohol, including medications containing alcohol, at any time while on CarMax property, at a location designated by CarMax, in CarMax vehicles, or otherwise providing services for CarMax. Carrier Employees shall not manufacture, possess, use, sell, distribute, receive, purchase or transport illegal drugs at any time while on CarMax property, at a location designated by CarMax, in CarMax vehicles, or otherwise providing services for CarMax.

4. Interaction with CarMax Employees, Customers, Guests, or Contractors. The following conduct is prohibited while Carrier Employees are on CarMax property, at a location designated by CarMax, in CarMax vehicles, or otherwise providing services for CarMax:

- a. Discrimination;
- b. Harassment, including sexual harassment;
- c. Arguing/Fighting;
- d. Insubordination;
- e. Use of vulgar, profane, or offensive language or gestures;
- f. Name calling, teasing, mimicking, slurs, or taunting;
- g. Displaying offensive graffiti, symbols, posters, pictures or cartoons/caricatures;
- h. Harmful or offensive touching of a person or a person's clothing;
- i. Words, pranks or actions which provoke feelings of embarrassment, hurt or intimidation;
- j. Stalking; and/or
- k. Any other unlawful activity.

5. No Gifts, Bribes or Kickbacks. Carrier Employees shall not directly or indirectly give, solicit, receive or accept any gratuity, bribe, kickback or other improper payment, including gift cards, to or from any CarMax employee, vendor, competitor or other entity dealing with CarMax.

6. No Solicitation. Carrier Employees shall not solicit or hire any CarMax associate for employment or business opportunity, except to the extent that a CarMax associate responds to a general advertisement of Carrier.

7. Pickup, Delivery, and Shipment Document Procedures. Carrier Employees shall pickup and deliver shipments of vehicles to and from CarMax designated locations during the location's receiving hours. When transporting shipments to/from CarMax retail locations, Carrier Employees shall comply with the specific delivery instructions and delivery hours for the location, which are available online at <https://www.carmax.com/transportation>. When transporting shipments to/from automobile sale auctions, Carrier Employees shall comply with any applicable auction receiving hours, pickup or delivery procedures and all local ordinances. Carrier Employees shall comply with the following procedures when performing a pickup or delivery of a CarMax vehicle at a CarMax retail location, auction, or other location specified by CarMax:

- a. All CarMax vehicle deliveries must be received only by designated inventory staff members;
- b. All CarMax vehicle deliveries must be inspected on receipt by designated staff members;
- c. Carrier Employees must comply with all applicable damage notation procedures;
- d. Carrier Employees must obey all posted parking procedures;
- e. Carrier Employees shall not leave CarMax vehicle unsecured or in an unauthorized location;
- f. Carrier Employees must check each CarMax vehicle's VIN number before loading and/or unloading the vehicle(s);
- g. Carrier Employees shall not load a CarMax vehicle until the vehicle title is available; the vehicle title must be transported with the vehicle;
- h. Carrier Employees must perform a vehicle inspection before loading any CarMax vehicle and note any damage(s) or mechanical issues on the Bill of Lading or GatePass (issued at auctions), including any tie-down damage that the vehicle may already have;
- i. Carrier Employees must check the CarMax vehicle odometer and fuel levels, verify they match the Bill of Lading, and note any discrepancies on the Bill of Lading prior to loading;
- j. All Bills of Lading must be typed, legible and signed by both Carrier and CarMax;
- k. Carrier Employees must receive a signature on all Bills of Lading at pickup and delivery by designated CarMax staff members (signature and print) as proof of delivery before leaving vehicle(s) on CarMax premises;
- l. Carrier must use CarMax's Bill of Lading for all store-to-store moves to be utilized for payment and claims processing;

- m. Carrier may use Carrier's Bill of Lading for auction-to-store moves;
- n. Carrier's Bills of Lading for auction-to-store moves may be in an electronic format and may be signed by the designated CarMax staff members at the CarMax premises, provided, however, each electronic Bill of Lading must be accompanied by a paper Bill of Lading, so CarMax can ensure any damages are recorded properly in the event a claim needs to be filed;
- o. Carrier may not split a Bill of Lading in an effort to charge CarMax partial lane rates and shall be charged \$100 per occurrence this if does occur;
- p. Carrier may not charge duplicate accessorial charges if multiple shipments tendered through TMS are transported by the same truck and/or trailer;
- q. Carrier Employees must notify CarMax immediately if a delivery is delayed or Carrier cannot deliver or load a CarMax vehicle.