



**PARTS ARE JUST A PART OF WHAT WE DO**

CORPORATE SUSTAINABILITY AND RESPONSIBILITY REPORT - 2021

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Through Quarter 2 Fiscal Year 2021 (Q2 FY2021) unless otherwise stated



# STARTING LINE

**AutoZoners always put customers first!  
We know our parts and products.  
Our stores look great!  
We've got the best merchandise at the right price.**

AutoZone Pledge, est. 1986

At AutoZone, our culture is what sets us apart from the competition. For more than 40 years, we have dedicated ourselves to offering the best merchandise at the right price and providing WOW! Customer Service and Trustworthy Advice. Across more than 6,600 stores, Distribution Centers (DCs), our Support Centers and at ALldata, the foundation of our success is the rich culture that our more than 100,000 employees, affectionately called AutoZoners, strive to live by. Every day, AutoZoners Go the Extra Mile for our customers and the communities where we all live, work and play. Guided by our Values, we strive to create a welcoming, diverse

environment for our customers and for one another. As 1TEAM, AutoZoners always Put Customers First, Care About People, Strive for Exceptional Performance, Energize Others, Embrace Diversity and Help Teams Succeed.

We sell auto parts, but our purpose is to passionately serve our customers, the motoring public, provide great career opportunities for our AutoZoners, and provide value to our shareholders. We are constantly innovating to improve programs and processes, which enhance our service to our business and shareholders while protecting and caring for people and the environment.



# 2020-2021 HIGHLIGHTS

## COVID-19 RESPONSE AND EFFORTS

- Each store implemented practices, policies and new customer service measures to keep AutoZoners and our customers safe while operating as an essential business
- No AutoZoners were furloughed or laid-off as a result of the COVID-19 Pandemic
- Eligible full-time and part-time AutoZoners received Emergency Time Off (ETO) benefits
- Sourced and distributed over 20 million face masks, 70 million gloves, tens of thousands of gallons of hand sanitizer and hundreds of touch-free thermometers and disinfectant sprays to frontline workers in our stores, Distribution Centers (DCs), hospitals and charitable organizations

## RECYCLING

- Over 12MM gallons of oil and 412,000 tons of batteries and remanufactured parts recycled through AutoZone ("Company") stores in FY2020

## SAVING ENERGY AND REDUCING EMISSIONS

- Except for FY2020, 33% reduction of kilowatt-hour (kWh) usage per square foot since 2007
- Continual reduction in kWh usage year over year as new stores and square footage were added

- Committed to decreasing our U.S. Scope 1 and Scope 2 energy-related emissions by 15% by 2025 from a 2019 baseline

## DIVERSITY, EQUITY AND INCLUSION

- 24% of our workforce and management is made up of women
- 44% of our management is ethnically diverse
- 30% of our Board of Directors are ethnically diverse and 30% are women
- 90% of our Board members serve as Independent Directors
- Our Code of Conduct and Employee Handbooks describe our policies and commitment to workplace inclusivity and respect
- We recruit, train, promote and pay AutoZoners equitably, regardless of gender, race or ethnicity

## CARES ABOUT PEOPLE

- Over \$16.5MM donations generated in FY2020 to non-profit organizations
- Over 80% of AutoZone's Charitable Giving Grants were made to organizations serving historically underrepresented communities

- The majority of our CEO Team (officers of the Company, Vice President level and above) serves on non-profit and industry boards

## PUTTING SAFETY FIRST

- For FY2020, AutoZone's Supply Chain Occupational Safety and Health Administration (OSHA) reporting documented:
  - Recordable Injury Rate for General Warehousing and Storage is 59% lower than the national rate\*
  - Lost Time Rate for General Warehousing and Storage is 71% lower than the national rate\*
- In FY2020, our third-party auditors conducted 500 factory audits (more than 12,000 hours) of our suppliers' employees' safety and well-being as well as physical plant operations, use of personal protection equipment (PPE), air emissions and wastewater limits
- Audits are generally conducted annually. If there is a fail, then the re-audit is conducted within 90 days

\* National rate according to same industry U.S. Bureau of Labor Statistics data as of 2019



# FROM THE DESK OF BILL RHODES

Our Company proudly exists to serve the needs of our customers, the motoring public. Whether during times of natural disasters or as we go about our day-to-day lives, our ability to ensure that our customers can safely and responsibly operate their vehicles is and will always be essential. No one could have imagined all that has been and surrounds the COVID-19 Pandemic. That said, I give very special thanks to our AutoZoners, throughout the entire enterprise, for their tremendous and heroic response to COVID-19 and the challenges of our time.

On behalf of our over 100,000 AutoZoners and their incredible efforts, I am so proud to share with you our 2021 Corporate Sustainability and Responsibility Report (CSR). Understanding that the work of Environmental, Social and Corporate Governance (ESG) is truly a journey, we are committed to identifying opportunities and continuing progress through establishing meaningful disclosures and goals that are important to AutoZone, benefit our customers, and support our AutoZoners and the communities where we live and serve. Knowing

that “parts are just a part of what we do,” our commitment to the customer goes far beyond selling and distributing the highest quality automotive aftermarket parts and products at the right price. It is clear that our goal of delivering shareholder value must never come at the expense of our obligation to reduce our environmental footprint nor can our passion for always putting our customers first ever diminish our ability to support and further develop our communities – all must be who we are and not simply what we do.

Since publishing our inaugural CSR Report in 2019, in true AutoZone fashion, we have engaged with stakeholders, embraced feedback, positively evolved, and doubled down on our drive to be an even more transparent, and responsible corporate contributor. During FY2020, our AutoZoners in the U.S., were responsible for recycling over 12 million gallons of oil, 1,000 tons of plastic, and over 346,000 tons of batteries. Ambitiously, we have made it our goal to decrease our U.S. Scope 1 and Scope 2 energy-related emissions by 15% by 2025.

In this report, you will also find that we continue to make decisions and significant investments in support of our AutoZoners and communities. But, of all the decisions our leadership team has made in FY2020, I am most proud of our decision to invest in our AutoZoners on the frontlines with an Emergency Time Off (ETO) benefit. Early in the Pandemic, while we all were facing unprecedented challenges and uncertainty, our Executive Committee (Senior Vice Presidents and above) and Board of Directors unanimously decided to provide up to 80 hours of ETO for eligible full-time hourly AutoZoners and up to 40 hours of ETO for eligible part-time AutoZoners. Along with other Pandemic-related expenses, including an additional round of ETO and \$100 COVID-19 vaccine incentive, our Company has invested over \$128 million to support AutoZoners. I am also pleased to report that we did not layoff, nor furlough, a single AutoZoner during the COVID-19 Pandemic.

Despite our progress, investments and accomplishments outlined in this CSR Report, there

will always be room for us to do more, and we will not rest on our past performance, but rather use it as a springboard for evolution and growth. For FY2021, with an operating theme of "AutoZone Strong" – we built upon our unique and powerful Values and culture, and we are committed to creating a more equitable, sustainable and overall better global environment for all. Thank you for staying in the Zone with us for all these years!

Sincerely,

*Bill Rhodes*

Bill Rhodes  
Chairman, President, and CEO,  
Customer Satisfaction



# UNDER THE HOOD AT AUTOZONE

Originally named “Auto Shack”, AutoZone began as a division of Malone & Hyde, Inc, a publicly traded wholesale food distributor started by the Hyde family. Our founder, J.R. “Pitt” Hyde III, started Auto Shack with a few key members of the Malone & Hyde management team.

Seeking to diversify the business, Pitt and team researched several retail sectors including evaluating a few auto parts companies. The team recognized there was an opportunity for a retail auto parts store that could help anyone take care of their vehicle. They believed that the characteristics found in supermarkets could be applied to the auto parts business: clean, well-lit, well-merchandised stores and exceptional, friendly customer service. On July 4, 1979, the first Auto Shack store opened in Forrest City, Arkansas.

Today, AutoZone is the leading retailer and a leading distributor of automotive replacement parts and accessories in the Americas. ALldata, an AutoZone company, is the leading provider of unedited original equipment manufacturers’ (OEM) information serving the automotive repair and collision industries. With more than 6,600 stores and over 100,000 AutoZoners across all fifty states in the U.S., Mexico, Brazil, and supporting operations on four continents, much has happened during our 41 years in business.

1979



The first Auto Shack in Forrest City, Arkansas opens.

1987



Auto Shack changes its name to AutoZone.

1991



AutoZone becomes a publicly traded company on the New York Stock Exchange (ticker symbol: AZO).

The AutoZone Pledge is written by Lynda Ireland setting the standard for our commitment to customer satisfaction.



AutoZone launches Duralast. Today, more technicians choose Duralast parts than any other aftermarket parts brand in the U.S.



1986

1986

1996

autozone.com debuts.



**1998**

Our first store in Mexico opens.

**2000**

autozone.com starts to sell and ship parts and products to customers' homes.

**2002**

Hub stores debut and substantially increase local market parts availability.

**2010**

autozone.com goes mobile.

**2014**

Mega Hubs are added, carrying twice as many parts as Hub stores.

**2015**

AutoZone stores are in all 50 U.S. states.

AutoZone launches Commercial offering credit and delivery to professional technicians and acquires ALLDATA.

**1996**

DataZone Support Center in Chihuahua, Mexico opens to support electronic cataloging and Commercial.

**2000**

Six Values are introduced to support the AutoZone culture.

**2007**

International expansion grows with our first store opening in Brazil.



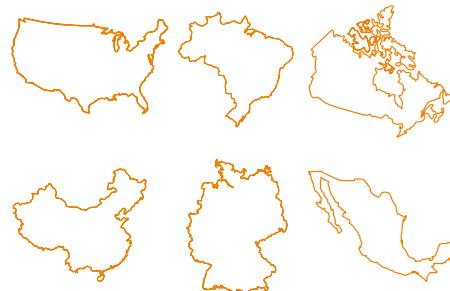
Next Day Delivery Program is launched which allows customers to order parts and products on autozone.com as late as 10 p.m. and have them delivered to their doorstep the following day.

**2012****2018**

# 1 TEAM

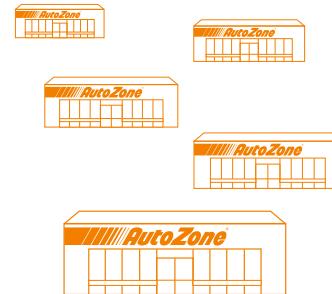
## OVER 100,000 AUTORIZERS

We employ over 90,000 AutoZones in the United States of America (U.S.) and over 10,000 internationally (Brazil, Canada, China, Germany and Mexico).



## OVER 6,600 STORES

We operate more than 5,900 stores in the U.S., 600 in Mexico, and 45 in Brazil.



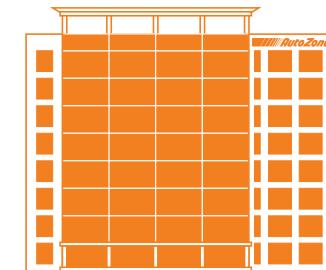
## 13 DISTRIBUTION CENTERS

We operate 10 DCs in the U.S., two in Mexico and one in Brazil.



## 5 SUPPORT CENTERS

AutoZone's J.R. Hyde III Store Support Center (SSC), is in Memphis, Tennessee. Based in Monterrey, Mexico, the "Centro de Apollo a Tiendas" (CAT) supports all Mexico stores; in Brazil, the "Centro de Suporte as Lojas" (CSL) is in Sao Paulo. Our DataZone Support Center is in Chihuahua, Mexico. ALldata is located in Elk Grove, California.





# PLEDGE & VALUES

AutoZoners always put customers first!

We know our parts and products.

Our stores look great!

We've got the best merchandise at the right price.



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## *An AutoZoner Always...*

### **PUTS CUSTOMERS FIRST**

Exceed your customers' expectations by providing WOW! Customer Service and going the Extra Mile. Understand your customers' needs and solve their problems. Treat each customer as your only customer.

### **CARES ABOUT PEOPLE**

Treat people with dignity and respect. Recognize great work and provide frequent feedback. Demonstrate concern for others and your community. Create a safe environment. Own your development and help develop others.

### **STRIVES FOR EXCEPTIONAL PERFORMANCE**

Be accountable and honor your commitments. Act in a manner of the highest legal and ethical standards. Use resources wisely and promote a culture of thrift. Take strong initiative, act quickly and do the job right the first time.

### **ENERGIZES OTHERS**

Share your passion for the business. Generate enthusiasm, motivate others and promote innovation. Listen and assume positive intent in others.

### **EMBRACES DIVERSITY**

Welcome each individual's heritage, differences and unique qualities. Build teams with diverse thoughts, skills, knowledge and backgrounds. Value the ideas and opinions of others.

### **HELPS TEAMS SUCCEED**

Actively contribute to team goals and seek opportunities to lead. Be a reliable and supportive team member. Strive for accurate and clear communication. Place team goals over personal goals.

# CULTURE

Our Pledge and Values guide our actions and decisions. The Pledge is our promise to customers and to each other as AutoZoners. Using its four simple, clear, concise, yet actionable lines, AutoZoners in our stores, DCs and other parts of the organization have a clear guide to What It Takes To Do The Job Right, or what we call, WITTDTJR®. Every AutoZoner, from the CEO Team (Vice Presidents and above) to AutoZoners in our stores, strive to LIVE the Pledge.

## OUR CHEER

Meetings at AutoZone begin with our Cheer to remind us of our commitment to customer satisfaction and our promise to put customers first. The Cheer is high energy, exciting and is practiced in our stores, DCs, Support Centers and any other location where five or more AutoZoners gather.

How the Cheer works: An AutoZoner leads the Cheer and all other AutoZoners in attendance respond.

**Give me a: A-U-T-O-Z-O-N-E**

**Who's the best? AutoZone!**

**Who's number one?**

**The customer!**

Then we collectively recite our Pledge.

## PLEDGE

Most companies have a vision and/or mission statement. We have a Pledge! A Pledge to ourselves and our customers. In true AutoZone fashion, our Pledge starts with the Customer.

**AutoZoners always put customers first!**

**We know our parts and products.**

**Our stores look great!**

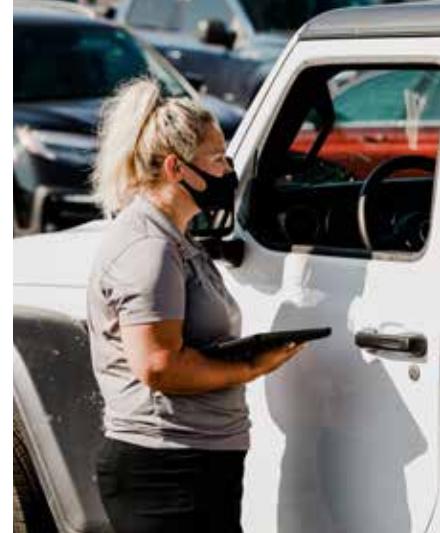
**We've got the best merchandise at the right price.**

## EXTRA MILER

Following the Cheer and Pledge, an Extra Miler story is read. This story may be a letter from a satisfied customer or from an AutoZoner recognizing a peer for going above and beyond the call of duty.

Reading an Extra Miler story before each meeting is another way to:

- Reinforce our culture
- Emphasize that AutoZoners work hard to provide WOW! Customer Service
- Remind AutoZoners to put customers first
- Spotlight repeatable behaviors aligned with our Values and culture



# OUR COVID-19 PANDEMIC RESPONSE

## ***“An AutoZoner Always... Helps Teams Succeed and Cares About People.”***

Our teams are our AutoZoners, our customers, and the communities we serve, and we are firmly committed to always help them succeed, while also keeping health and safety our top priority.

In March 2020, the World Health Organization declared COVID-19 a global Pandemic. In response, we established three important guiding principles:

1. We are an essential business, and we are here to serve our customers, the motoring public, including essential workers.
2. We want to continue providing good jobs and pay for our AutoZoners during the quarantine/stay-at-home orders.
3. We will ensure both the long-term viability and sustainability of the enterprise in order to continue to provide great service to our customers and tremendous career opportunities for AutoZoners in the future.



## **COVID-19 AUTOZONER SUPPORT**

The health, safety and well-being of our AutoZoners and customers are our top priority.

In March 2020, we provided an Emergency Time Off (ETO) benefit for AutoZoners. Unanimously, our Executive Committee and Board of Directors voted to provide 80 hours of ETO for eligible full-time AutoZoners and up to 40 hours of ETO for part-time AutoZoners. This ETO benefit was unrestricted. AutoZoners could use the time as they needed to, and at the end of the calendar year receive a payout for unused time or rollover the time to 2021. In May 2020, we extended a similar benefit to all store managers and DC advisors (front line supervisors).

In December 2020, we expanded the ETO benefit, providing an additional 40 hours of ETO to eligible full-time AutoZoners (including store managers and DC advisors) and up to 16 hours of ETO for part-time AutoZoners, as of 2021. We also extended the paid time-off (PTO) carryover period to give all AutoZoners more flexibility to use their well-earned time off. In February 2021, to further support AutoZoners, we announced a one-time incentive of \$100 for all AutoZoners who complete their COVID-19 vaccination. To date, we have invested over \$128 million to help AutoZoners manage challenges caused by COVID-19.

## COVID-19 PROTOCOLS – STORES, DCs AND SUPPORT CENTERS

To protect the safety and well-being of our customers and AutoZoners, we implemented enhanced safety protocols and adapted business practices in March 2020:

- **Masks & Hygiene:** AutoZoners were required to wear masks appropriately (fully covering their mouth, nose and chin). Daily temperature and health checks were conducted at stores and DCs.
- **Cleanliness:** Cleaning and disinfecting efforts were increased, including the use of a Preventative Cleaning and Disinfection Checklist for daily use in stores and DCs.
- **Signage and Social Distance:** Signs were posted about social distancing. Floor markings and barriers were also used when necessary to help maintain six feet of social distance between AutoZoners and customers.
- **Sneeze Guards:** Plexiglass sneeze guard partitions were installed at points of interaction with customers to provide an additional safety barrier.
- **Customer Limitations:** The number of customers allowed in stores was limited based on applicable guidelines, store size, and social distancing requirements.
- **Curbside Pickup:** To better serve our customers, while keeping safety our top priority, we launched free Curbside Pickup.
- **Reporting:** AutoZoners must immediately report any COVID-19 symptoms and illness to their manager and follow the Centers for Disease Control (CDC) guidelines and local health ordinances regarding proper return to work procedures. COVID-19 cases were tracked and reported to local and state health authorities consistent with regulations.

## COVID-19 COMMUNITY SUPPORT

We sourced, purchased and distributed over 20 million face masks, 70 million gloves, tens of thousands of gallons of hand sanitizer and hundreds of touch-free thermometers and disinfectant sprays to AutoZoners and essential healthcare workers. When industry sources found that a wiper motor sold in our stores could be used to power much-needed ventilators for local hospitals and emergency response teams, we sourced and distributed a significant supply. We partnered with the local non-profit community to provide much needed in-kind and financial support.





We strive to continuously improve our products, business and operations to benefit our AutoZoners, customers, vendors and communities

# PRODUCT, SOURCING, QUALITY AND COMPLIANCE

***"We've got the best merchandise at the right price."***

## VENDOR QUALIFICATION AND ONBOARDING

At AutoZone, we fulfill our promise of offering the best merchandise at the right price by sourcing products worldwide, including from over 184 direct import vendors located in nine different countries. Our Merchandising and Global Sourcing teams are responsible for conducting in-depth due diligence with all potential vendors either directly or through third-party contractors before entering any business relationship.

All global-sourcing vendors are evaluated based on a variety of criteria including the Vendor Code of Conduct as well as workplace standards, treatment of employees, manufacturing operations and business conduct that is consistent with AutoZone's Values.

OVER **33%** OF OUR PRODUCTS,  
**(OVER \$2B IN PURCHASES)**  
ARE MADE IN THE **U.S.**



## VENDOR CODE OF CONDUCT (Vendor Code)

We have a history of succeeding through honest business competition. When we market our products, we do so fairly, accurately and truthfully. Regardless of who we are working with, they can expect us to act with integrity. We do not misrepresent or make false claims about AutoZone or our products, and we do not make unfair or untrue statements about our competitors.

Because we know our business partnerships reflect our reputation and culture, we put serious thought into where we purchase the products and services that keep our business running. We seek out only ethical, law-abiding suppliers, and when we find companies that meet our high standards, we work with them to establish lasting relationships. We avoid doing anything to give one supplier an unfair advantage or preferential treatment over another.

We are committed to doing the right thing and require our suppliers to do the same. Our merchandising vendors are expected to sign and comply with our Vendor Code, which describes our expectations, high standards and commitment to ethical business conduct and responsible global citizenship. We have a Zero-Tolerance policy towards the use of child labor, forced labor

and harassment, corruption and bribery, and we do not do business with companies that employ such practices.

All vendors are required to comply with applicable local laws and regulations in the countries and communities in which they do business including, but not limited to, legal employment age, compensation, maximum working hours, and human rights laws among others as specified by local and country regulations.

Select AutoZoners and our merchandising vendors receive training on our Vendor Code. To view a copy of our Vendor Code please visit: <https://investors.autozone.com/code-conduct-0>

AutoZone believes in doing business with those vendors that embrace high standards of ethical business behavior and demonstrate commitment to those standards through rigorous practices. AutoZone believes in conducting all business activities with honesty, integrity, and fairness.

Our Vendor Code defines our commitment as a responsible global citizen. The Vendor Code allows us to select business partners whose workplace standards and business ethics are consistent with AutoZone's Values.

## FACTORY ASSESSMENTS

Before we do business with a new vendor, we assess and screen them. Our Global Sourcing and Quality team visits factories regularly to evaluate conditions. We require Merchandising vendors to pass third-party factory audits annually to ensure products they manufacture meet our human rights, safety, quality, physical plant, and other requirements.

- **Workplace Conditions Assessment (WCA)** - The WCA verifies factory working conditions and ensures products are manufactured at facilities that follow both local and national laws. WCAs provide transparency in key areas including, but not limited to, labor conditions, wages and hours, health and safety, environmental management systems, handling of wastewater, human rights, facility and environmental practices and other compliance matters.
- **Supplier Qualification Program (SQP)** - The SQP assessment provides accredited training programs, qualified trainers / auditors, risk-based scorecards, improvement opportunities, continuous corrective and preventative action processes.
- **Global Security Verification (GSV)** - The GSV includes assessments of current security measures as they relate to U.S. Customs and Border Protection's Customs-Trade Partnership Against Terrorism (C-TPAT) security criteria.
- **Gap Assessment** - A tool that evaluates each vendor's overall processes with an emphasis on environmental and workplace conditions.

## PRODUCT TESTING

- **Product Qualification Testing** - To ensure our products meet or exceed necessary safety and quality standards, AutoZone conducts or reviews product testing before placing orders with suppliers.
- **Pre-Shipment Inspection (PSI)** - A PSI is conducted to ensure that the products meet or exceed the standards set forth in product qualification testing and in our packaging requirements. PSIs are conducted at least once a quarter for direct import products.

## CONTINUOUS TESTING

After a vendor passes the initial assessments and is certified to become an AutoZone Global Sourcing partner, we continue to conduct routine and intermittent audits and annual assessments. Suppliers are aware that quality standards must be maintained through verifiable audits and tests to remain an AutoZone supplier.

AutoZone has a Zero-Tolerance policy towards the use of child labor, forced labor, corruption, bribery, harassment or abuse.

In FY2020, our third-party auditors conducted 500 factory audits (over 12,000 hours) and AutoZoners conducted over 4,600 hours of Gap Assessments.

## RECENT HIGHLIGHTED QUALITY INITIATIVES

We continuously seek to improve our processes to provide the very best parts and products for our customers. Select recent and ongoing highlights include, but are not limited to:

- **Testing Matrix** - This proprietary matrix uses an assessment-based approach to ensure that vendors are continually providing high-quality parts that meet our specifications.
- **All-in-One Factory Audit** - An annual, single audit creating a more holistic and unified approach to factory compliance assessments.
- **Quality Scorecard** - A quality and compliance scorecard for our globally sourced private label vendors and factories.
- **Product Requirements Documents (PRDs)** - PRDs help to effectively document our product standards for testing, packaging and key attributes of our private label brands.

All these processes, and more, are designed to ensure we always have the best merchandise at the right price.

### Innovation: Launching our Copper-free Brakes

Our copper-free brakes initiative began in 2015. Today, AutoZone's copper-free Duralast Gold Brake Pads and Duralast Brake Pads decrease runoff of toxic materials from roads into streams, rivers, and lakes.

## PACKAGING

Our packaging strategies are designed to reduce the environmental impact of package waste, improve our product footprint, decrease the risk of product damage and improve AutoZoner safety.

In recent years, we have:

- Optimized individual hard parts box sizes to create more space in the stores and DCs and reduce cardboard waste
- Created lid-less master cartons to stop the use of box cutters, reduce injuries and improve safety
- Enhanced inner packaging to maintain product integrity and eliminate excess packaging
- Produced standardized master cartons to meet replenishment needs and remove extra boxes

We changed the Duralast rotor box from a square, flat box to a center-opening "dual clamshell" box in FY2016 and moved it to the Duralast Gold brand in the beginning of FY2020 when the Brand Council approved the brown-box transition. The new boxes are noticeably more durable in the store than the old full-print Duralast Gold and white-box Duralast rotors. We will continue to expand these strategies and develop new ones by engaging third-party packaging experts as needed.

# RESPONSIBLE MARKETING MANAGEMENT

AutoZone's Brand Council is an internal, cross-functional group of leaders responsible for developing our private-label strategy, understanding how these products meet our customers' needs and fit within our brand portfolio and ensuring they are compliant with our brand guidelines.

The Brand Council follows an established set of guidelines, which include protocols to ensure merchandise and advertising about our products and services are clear, accurate and compliant for optimal go-to-market strategies.



# ENVIRONMENTAL RESPONSIBILITY

At AutoZone, we take our responsibility for the environment seriously. We seek to meet the needs of the present while protecting our future by practicing environmental responsibility every day and driving compliance with applicable environmental laws and regulations wherever we do business.

We utilize multiple methods, resources and controls to deploy initiatives and policies to enhance the safety, health and environment in our stores, DCs and Support Centers. These include, but are not limited to, an Environmental Safety & Health Policy and training and engagement measures developed by third-party experts.

## In FY2020, we recycled

**802,000** wood pallets  
**21,000** tons of cardboard  
**17,000** tons of steel  
**1,000** tons of plastic

Our stores, DCs and transportation fleet are major recyclers of used lead batteries, used oil, scrap metal, cardboard, plastic and wood pallets. To minimize waste and protect the environment, we follow best practices for disposing of chemical products and hazardous waste items.

Our DCs recycle approximately 802,000 wood pallets, 1,000 tons of plastic, 21,000 tons of cardboard and 17,000 tons of steel annually. The wood pallets are reused and then recycled at our DCs. Steel, plastic and cardboard are recycled through third-party vendors that specialize in handling these materials. These efforts prevented more than 170,000 metric tons of greenhouse gas (GHG) emissions.

## CUSTOMER RECYCLING

At AutoZone, we make it simple for customers to protect the environment by providing a safe and easy way to dispose of used oil, batteries and car parts. We offer one of the largest recycling programs in the U.S. for these items. Customers can recycle automotive batteries, oil and oil filters, cores from remanufactured parts, and damaged merchandise by simply dropping items off in our stores.

## SUPPORTING NON-PROFITS WITH EXCESS INVENTORY

We donate excess inventory to non-profit organizations. To-date, we have donated over 100 pallets of parts and products to more than a dozen non-profits or small businesses across the U.S.

Additionally, we are a member of the National Safety Council (NSC), America's largest non-profit safety advocate. We utilize the NSC membership to track current trends, data, training concepts and key metrics.

In partnership with Good360, in FY2020 we donated pallets of oil, chemicals and cleaning supplies to a well-known Oregon non-profit organization, serving its community by offering automotive training to individuals seeking employment in the automotive field and by performing quality car services at a fair price.

## FY2020 RECYCLING FACTS

**we recycled  
over  
12 million  
gallons**

of oil



AUTHORIZED  
DISPOSAL SITE

**we recycled  
346,000  
tons**



BATTERY  
RECYCLING

of batteries back to suppliers to be recycled and remanufactured

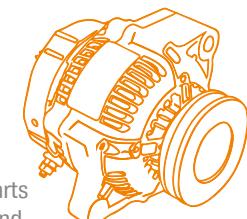
**we collected  
nearly  
900,000**

oil filters for recycling



**we recycled  
over  
66,000  
tons**

of used and worn out auto parts to suppliers to be recycled and remanufactured



## ECOFRIENDLY PHYSICAL BUILDING INITIATIVES

We utilize many energy efficiency programs and environmental, health and safety initiatives in select stores and DCs including but not limited to:

- Centrally managed Energy Management System that controls heating and air-conditioning systems (HVAC) and lighting
- LED sensor-enabled interior lighting
- LED exterior and sign lighting
- Energy-efficient roofing that reduces heat buildup during summer months
- Weather sealing on doors
- HVAC upgrades with peak power reduction
- Third-party energy conservation audits in DCs
- Energy-efficient dock doors in Arizona DC

- Fast-closing overhead doors in Florida DC

- Replaced power industrial equipment battery chargers with more efficient battery chargers

- Created AutoZoner Environmental, Health and Safety (EH&S) manual, which provides policies, guidance and procedures to manage store EH&S programs including segregating certain waste streams by colored buckets (Bucket Program), used oil and filter recycling program, and hazardous materials management plan (at most stores)

- Developed annual EH&S training for stores and DCs

We continually challenge ourselves to reduce energy costs despite the growing square footage of stores and DCs.

Our goal is to decrease Scope 1 and Scope 2 energy-related emissions from our U.S. business – that is, our stores, DCs and SSC – by 15% by 2025 (from a 2019 baseline). This means that we commit to decreasing the emissions produced by the burning of fuel to heat our U.S. business and the electricity to light and cool them by 15% over the next four years.

## SUSTAINABILITY EMISSIONS GOALS

We have started a partnership with a global specialist in sustainability and efficiency, and are collaborating to develop and act on specific short, medium and long term sustainability goals including, for example, GHG reduction targets. This includes creating a consistent approach to monitoring and measuring progress. We have started by quantifying the GHG emissions that we produce as part of doing business.

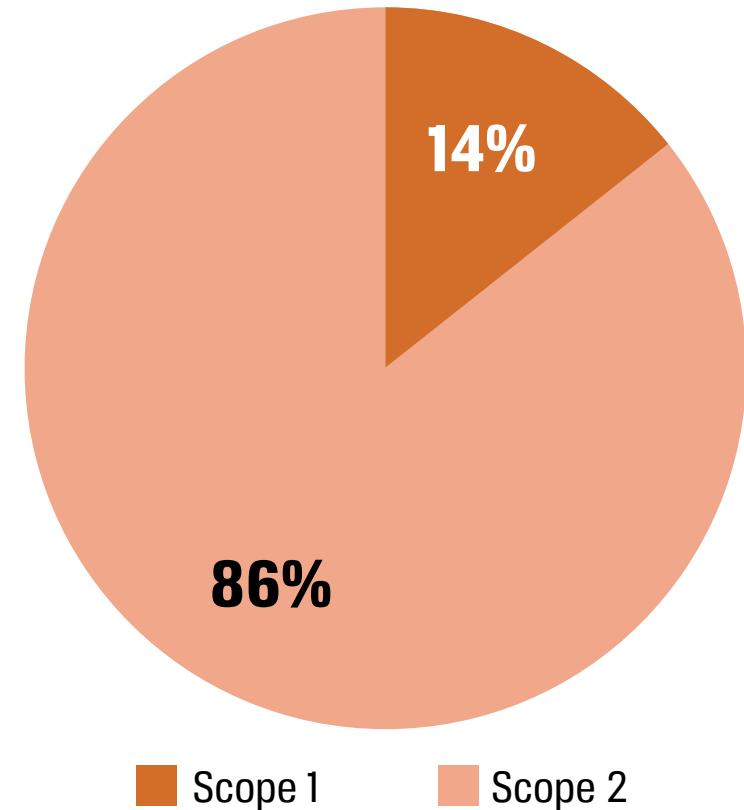
The main sources of AutoZone's emissions are categorized into two types, or 'Scopes,' as defined by the GHG Protocol. Scope 1 measures are emissions produced from burning fuels to heat our U.S. business. Scope 2 measures are emissions that are created when generating the electricity that we use to power our U.S. business. Most of our emissions come from the electricity used in our U.S. business.

As a global corporate citizen, it is our responsibility to understand our environmental footprint and the impact that heating our stores and powering them has on the world. We have committed to conducting a yearly GHG emissions inventory with an aim to periodically update our stakeholders on our progress. We are also taking action to decrease the Scope 1 and 2 energy-related emissions stemming from our U.S. business by 15% by 2025.

Table 1: AutoZone US FY2020 Emissions

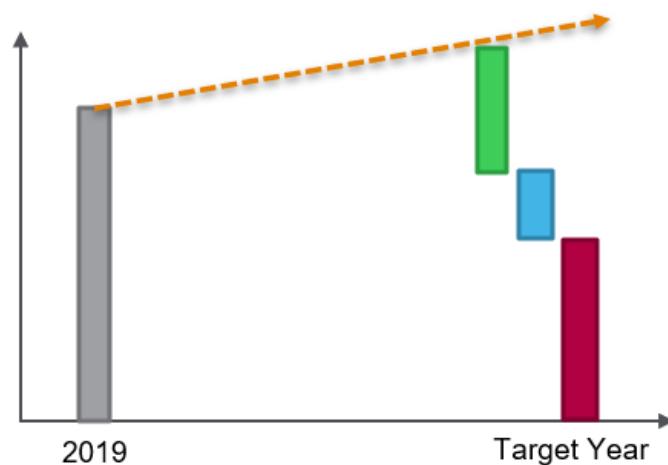
<b>Scope</b>	<b>Activities</b>	<b>Emissions (MT CO<sub>2</sub>e)</b>
Scope 1	Natural gas and propane combusted for heating	31,365
Scope 2	Electricity consumed	189,672

## FY2020 Scope 1 & 2 Emissions



# Creating Energy / GHG Targets – What is required?

Creating an actionable roadmap



## Baseline



Where are we now?

## Reduction Ambition & Targets



Where do we need to go?

## Business Projections



How is our business changing?

## Renewable Energy



How can we buy energy differently?

## Project Pipeline



How can we increase efficiency?

Our goal reflects our commitment to Go the Extra Mile for our local and global communities.

This 15% decrease in emissions is equivalent to:

- Avoiding charging over 4 billion smartphones
- Preventing burning nearly 37 million pounds of coal
- Planting nearly 41,000 acres of trees

Our goal is both ambitious and achievable, reflecting the current energy saving projects that are already planned and budgeted for, as well as the greening (that is, more use of renewable power) of the U.S. electricity grid.

We plan to achieve our GHG emissions reduction goal by implementing energy-savings programs across our U.S. stores and DCs. Many of these programs are already underway and delivering positive results. Despite our store footprint growth of 2.65% between FY2019 and FY2020, our emissions stayed level, increasing just 0.07% over that time and, on a per square foot basis, we produced 2.57% fewer emissions in FY2020 than in FY2019.

We will continue to realize emissions reductions through projects such as:

- Installing over 27,000 MWh of rooftop solar panels
- Replacing over 1.1 million lightbulbs across nearly 3,000 stores with more efficient lightbulbs, resulting in nearly 39,000 MWh of energy saved per year
- Replacing rooftop HVAC blower motors with more efficient Software Smart Motor systems, which will save up to 52,000 MWh of energy annually

These initiatives alone are expected to avoid over 50,000 MT of CO<sub>2</sub> emissions. The emissions expected to be reduced through these projects, and together with the projected greening of the

U.S. electricity grid, combine to more than achieve our goal, even with our expected healthy growth in the number of stores, hubs and Mega Hubs.

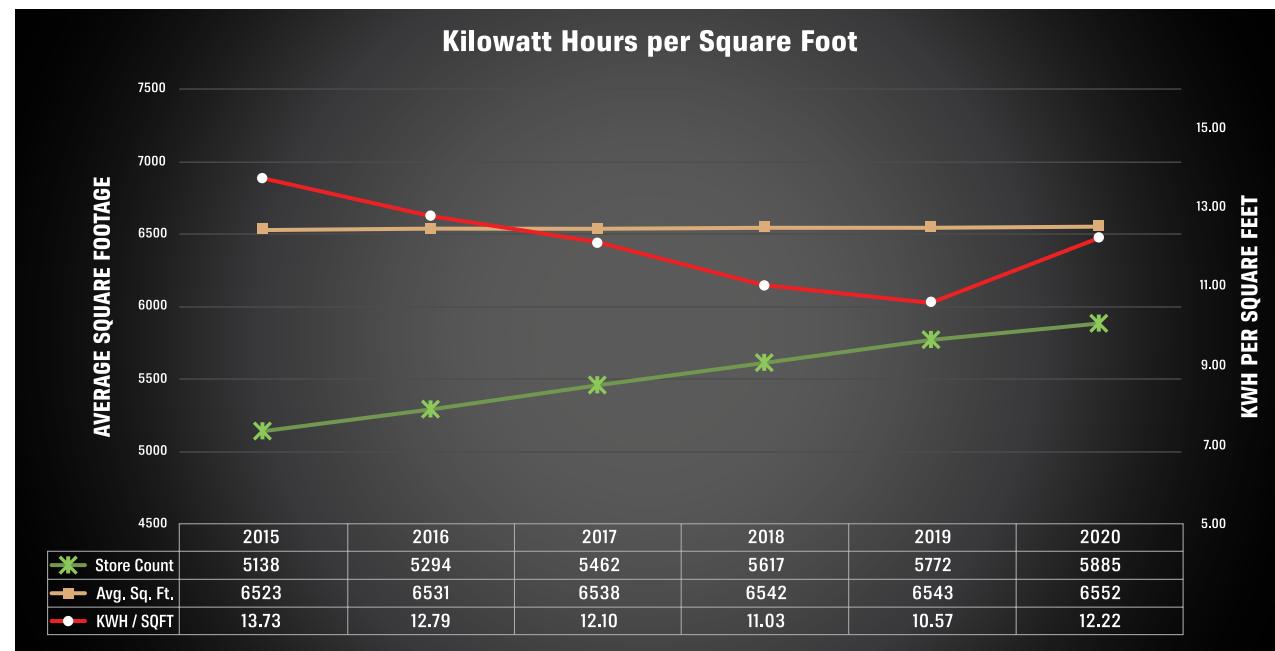


## OUR FACILITIES SAVE MILLIONS OF kWh OF ENERGY PER YEAR

We continue to pilot new concepts and deliver a disciplined energy savings approach based on strategic initiatives like LED lighting, roof replacements, rooftop solar, thermostat locks, and weather stripping around doors in our stores. To date with these initiatives, except for FY2020, we have reduced kWh usage per square foot by 33% and avoided using nearly 2 billion kWh since 2007.

kWh per square foot increased in FY2020 primarily because of increased HVAC usage in our stores in response to COVID-19. For example, temperature set points were lowered in March 2020 due to face covering requirements that made stores less comfortable for AutoZoners and customers and increase in customer traffic count resulted in frequent door opening/closings.

**WITH THE EXCEPTION OF FY2020, WE HAVE BEEN ABLE TO REDUCE kWh YEAR OVER YEAR EVEN THOUGH WE CONTINUE TO ADD ADDITIONAL STORES AND SQUARE FOOTAGE.**



## RENEWABLE ENERGY INVESTMENTS

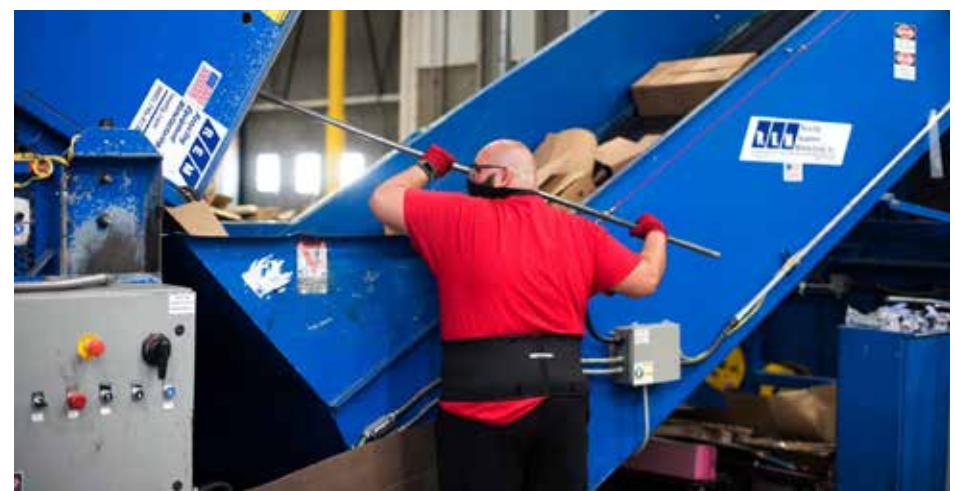
In 2020, AutoZone made significant investments in solar power in six states—Massachusetts, Minnesota, Missouri, North Carolina, Vermont, and South Carolina. AutoZone's commitment to solar investment sets the stage for over 1.5 billion kWh of fossil fuel offsetting solar power to be delivered over the life of the projects. The impact of the lifetime generation of electricity from over 140,000 solar panels, installed across six states, equates to meaningful GHG impacts.

- The number of CO<sub>2</sub> emissions AutoZone offsets is equivalent to 13,772 tankers worth of gasoline used.
- GHG emissions avoided equates to 50,500 garbage trucks of waste that was recycled instead of landfilled.
- Carbon sequestration power of the annual capability of 1,275,000 acres of forests.

## ON THE HORIZON

We continually look for ways to improve and plan to test new technologies to further reduce our energy and water usage footprint including:

- Installing rooftop solar panels to offset up to 71% of the location's annual energy spend on select sites such as California, Massachusetts, New Jersey and Rhode Island with other states expected in the future.
- Select stores in Texas have smart irrigation and receive real-time visibility to leaks to prevent over/under-watering with stores in other states to be added in the future.



ALLDATA's Support Center in Elk Grove, California, was constructed in 2008 and incorporates many environmentally friendly features including the installation of reclaimed water irrigation systems, use of drought-tolerant natural vegetation, specialty heating and ventilation systems to improve energy efficiency, and motion sensor-enabled fluorescent lighting.

# WORKPLACE SAFETY, TRANSPORTATION AND EMISSIONS

## WE WILL BE SAFE TODAY

A safe working environment is one of the many ways we demonstrate one of our core Values, Cares About People. We continuously strive to improve workplace safety by utilizing data to understand opportunities. We use data to update and deliver more responsive training, communications, and processes to AutoZoners.

We verify weekly that every light-duty fleet vehicle has a working telematics device for GPS tracking. This provides a solid foundation for unsafe driving alerts and key performance indicators reporting provided to leadership.

We believe that safety starts with leadership and positive recognition drives effective behaviors. Annually, we celebrate our safest and most improved regions and DCs announcing "Safest Region", "Most Improved Region", and "Safest DC of the Year" at our National Sales Meeting.

Total Supply Chain Injury Rates by FY



## VEHICLE SAFETY AND EMISSIONS

AutoZoners who deliver store orders using over-the-road tractors are trained extensively before operating any AutoZone over-the-road private fleet tractor. This training underscores safe driving techniques and reinforces procedures for reducing fuel use and emissions.

We are proud to announce a reduction in our over-the-road private fleet preventable collisions of 8% for 2020, all while keeping our total miles driven flat versus last year. Our continued efforts in technology and personal one-to-one coaching are imperative to our success for the safety of our AutoZoners while out on the road delivering WOW! Customer Service!

Our store fleet safety program is based on utilization of telematics data to identify unsafe driving behaviors. This leading indicator system is designed to prevent collisions from occurring by alerting management for coaching opportunities with our drivers. In 2019, our store Commercial fleet reported a 7.75 preventable collision rate (calculated by total preventable collisions, times 1,000,000, divided by miles driven).



# BENEFITS OF IN-CAB TECHNOLOGY AND LOWERING FUEL CONSUMPTION

## INNOVATIVE TRACTOR-TRAILER FLEET

We have lowered fuel consumption and GHG emissions by investing in technologies like solar charging and auxiliary power units, which also keep our drivers comfortable and improve lift gate performance.



### Transportation Fleet 2020 Highlights

- Improved miles per gallon (MPG) by an additional 8% or .56 miles per gallon with the introduction of automatic transmissions to the fleet in 2018.
- All tractor-trailers use Strehle Trailer Blades or aero skirts that are Smartway Verified and meet the California Air Resource Board GHS standards. These blades/skirts improve MPG by an additional 5.5%, which has reduced annual fuel consumption by 500K gallons on average each year.
- Implemented Battery Powered auxiliary power units in 2018 eliminating the need for diesel-powered generator systems to provide climate control to the sleeper tractors during overnight stays reducing diesel fuel consumption by 300 gallons per tractor or 35,100 gallons annually and idle time from 13% to below 11%.
- Introduced solar charging technology on tractors in 2019 to power tractor-trailer lift gates used in store deliveries.



# PROTECTING CUSTOMER, AUTOZONER AND AUTOZONE DATA

We protect AutoZoner and customer privacy by implementing industry-recognized data security practices and rigorously monitoring our performance.

## LEADING PRACTICES

Our security program framework, which is designed to protect customer, vendor and AutoZoner information, is based on leading practices from industry standards such as the National Institute of Standards and Technology (NIST) Cyber Security Framework, and the Center for Internet Security (CIS) Top 20 Security Controls.

## CERTIFIED LEVEL 1 MERCHANT

We are compliant with the Payment Card Industry Data Security Standard. Our data privacy program incorporates principles from relevant privacy regulations in the U.S. and other countries, such as California Consumer Privacy Act (CCPA), General Data Protection Regulation (GDPR) in Europe and "Lei Geral de Proteção de Dados Pessoais" (LGPD) in Brazil.

## INFORMATION SECURITY (INFOSEC) GOVERNANCE AND OVERSIGHT

The Audit Committee of AutoZone's Board of Directors reviews Information Security matters. This work is part of their oversight of the Company's Enterprise Risk Management program. Additionally, Information Security matters are included in regular Information Technology (IT) presentations to the Board of Directors.

## DATA CONTROLS AND RISK MITIGATION STRATEGIES

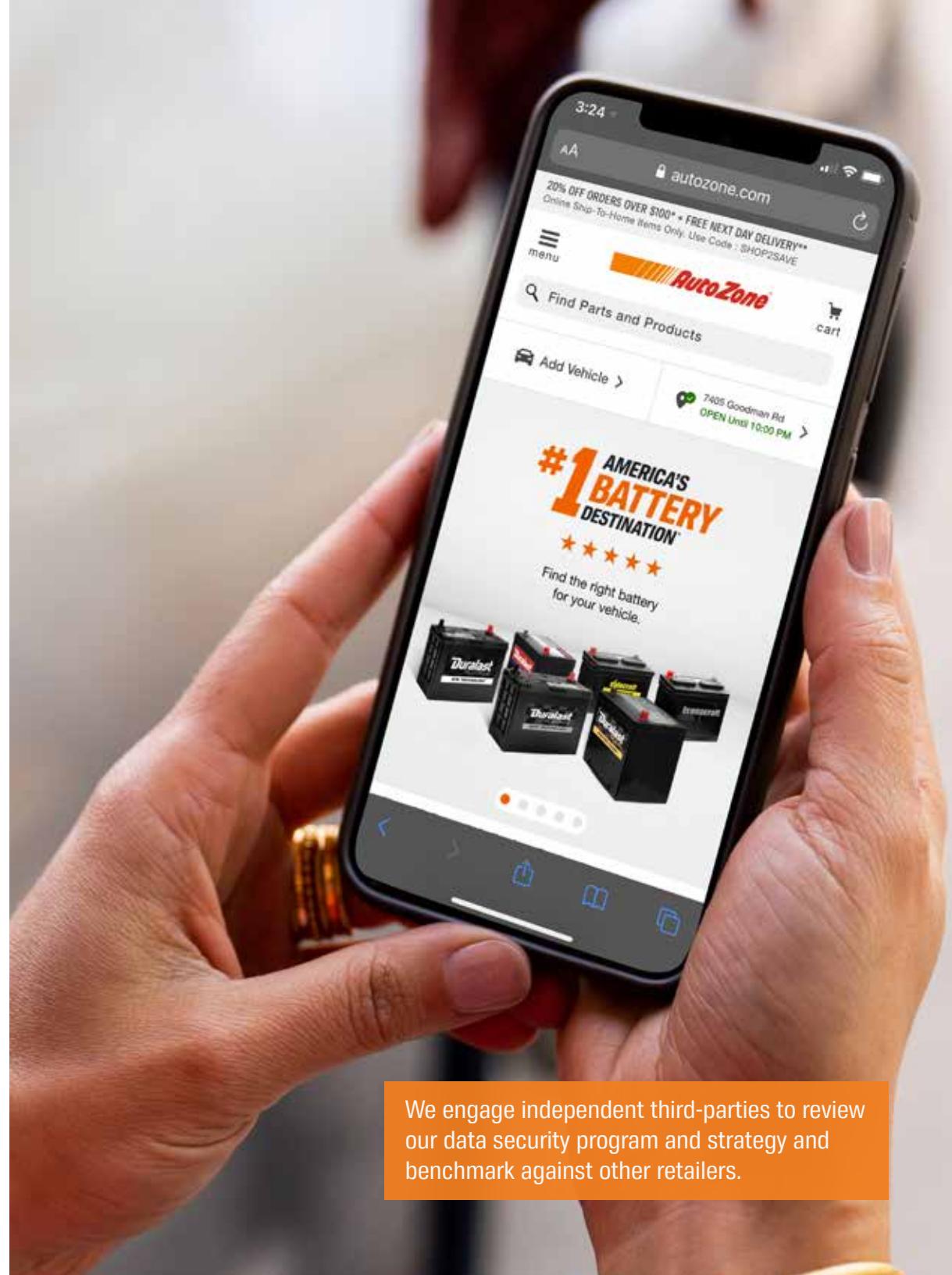
We utilize numerous deployed controls to ensure data integrity, security and privacy. These include, but are not limited to:

- InfoSec Policy
- Intrusion, Detection and Prevention Systems
- Network, Cloud, and Web Application Firewalls
- Identity and Access Management Controls
- Advanced Email Security Filters
- Dedicated Security Threat Intelligence and Operations Center

We regularly use supplementary mitigation strategies. These include:

- Penetration tests conducted by internal and external entities
- Industry-leading third-parties independently evaluate, assess and audit our security program multiple times a year. The results of these audits augment our overall strategy

- Required employee security awareness training is delivered annually and awareness messages are delivered on an ad-hoc basis, including but not limited to the following topics:
  - Email Best Practices
  - Anti-Phishing
  - Data Privacy, Security and Compliance
  - Mobile Device Best Practices
  - Social Media Best Practices
  - Passwords and Authentication
- Established data classification and retention policies limiting risk of unauthorized exposure
- Enterprise third-party risk management program to classify provider and partner risk
- Up-to-date policies, process, and controls consistent with applicable laws



We engage independent third-parties to review our data security program and strategy and benchmark against other retailers.

# ETHICAL BUSINESS OPERATIONS

## AUTOZONE'S CODE OF CONDUCT

We strive to go the Extra Mile every day to provide service that exceeds expectations. As a leader in the automotive aftermarket industry, we adhere to high standards of behavior and integrity. We demonstrate to our customers, vendors and each other that we know what it means to do the right thing, and we expect the same from our vendors and partners.

Our Code of Conduct, or "Code," is firmly rooted in our culture. It provides practical ways to achieve the goals defined by our Pledge and Values. Updated annually, the Code contains standards for all AutoZoners. It is designed to guide and help AutoZoners make responsible decisions and navigate the best course of action when faced with challenges or questions. Ultimately, we encourage AutoZoners to look to our Pledge, Values and the Code for guidance.

Some topics in our Code include: Diversity, Equity and Inclusion (DEI), Labor Laws & Human Rights, Safe Environment, Cyber Ethics, Using Resources Wisely & Culture of Thrift, Handling Conflicts of Interest, Insider Trading, Anti-Corruption Laws, Caring for Others and Our Community, Protecting Our Environment, Charitable Giving & Community Support, Product Safety, Selling Practices, Competing with Integrity, Business & Ethics among others. The Code is an extension of our Values and an example of our commitments to our AutoZoners, customers, communities, investors and the law.

Annually, AutoZoners submit a written acknowledgement that they understand and will comply with the Code. Further, we conduct periodic and interactive training on various Code topics such as anti-corruption and anti-bribery for pertinent AutoZoners.

While our business and customers may change, we are committed to providing WOW! Customer Service and Trustworthy Advice in an ethical manner.

To view a copy of our Code, please visit: <https://investors.autozone.com/code-conduct-0>



## AUTOZONER ENGAGEMENT

An AutoZoner Always... Helps Teams Succeed. We operate our business based on fairness and mutual respect, and provide competitive compensation, benefits and training opportunities to all AutoZoners. Every AutoZoner can expect regular performance evaluations, development and growth opportunities, and promotions based on merit and other objective measures, without favoritism. We are committed to upholding basic human rights in all parts of our business.

We continuously listen to our AutoZoners to learn and understand what works well and where we have opportunities to improve. Our connections are informal (for example, speaking with AutoZoners during store and DC visits) and formal (quarterly townhalls with the Executive Committee, once-a-period functional area meetings, weekly field and DC management conference calls, and DEI listening sessions with small groups of SSC, field and DC AutoZoners). We also measure employee advocacy, commitment and discretionary effort. Between FY2013 and FY2020, we used a lengthy 30-question engagement survey, delivered roughly every 24 months. Every AutoZoner was given the opportunity to complete the survey with average response rates between 50% and 62%. Overall engagement from various efforts was consistently between 78% to 82%. Since the last survey in FY2019, we have worked to create an improved set of listening and engagement tools, which can be delivered more frequently and focus on critical, timely issues affecting our workforce. We expect to circulate the new engagement survey format later this calendar year.



## COMPENSATION

We are committed to providing competitive compensation, benefits and training opportunities to all AutoZoners. We regularly evaluate our compensation plans, salary structures and overall total reward packages. Our goal is to reward and recognize high performers and create opportunities for above-market total cash compensation levels based on Company and individual performance. This compensation philosophy targets base salary at 100% of market median.

## EXAMPLES OF SUSTAINABILITY LINKED PAY — DIVERSITY AND SAFETY METRICS

The manager can apply a positive or negative adjustment to overall performance directly impacting incentive pay based on factors, including, but not limited to:

- Builds diverse, high-performing teams
- Identifies individual and team opportunities and effectively coaches for change and improvement
- Mentors AutoZoners for growth and talent development
- Fosters an environment where all ideas are welcome and open communication is encouraged

In addition, our Store Operations and Supply Chain leaders are accountable for safety metrics in our DCs, for example, “Reduce total and severe injuries

through enhanced training, utilizing the Quarterly Injury and Collision Elimination Plans in all DCs.” We also measure and routinely communicate and train AutoZoners in safety best practices to achieve year-over-year reductions in total injuries, OSHA injuries and collisions.

## TALENT DEVELOPMENT

To stay competitive in the market, we hire talented individuals who support our Pledge and Values and align with our culture. In addition to providing competitive benefits and compensation, we also offer a variety of online and in-person training programs to build AutoZoners’ skills, knowledge and abilities.

In stores, AutoZoners access online courses to support their current roles and career paths including product knowledge, safety, environmental, Commercial, and management. This is reinforced by managers with hands-on experience and opportunities to practice what was learned.

DC AutoZoners receive initial onboarding content in classroom followed by shadow training with advisors and peers. Coaching and follow-up is provided by DC trainers. Additional development in stores and DCs occurs formally and informally throughout an AutoZoner’s career through on-the-job and rotational experiences as well as through facilitated workshops and additional online learning modules.

Every new AutoZoner who works at the Support Centers is expected to follow a structured onboarding program that includes several days working in a local

store. For directors and above, a DC experience is also part of their onboarding. In our Store Support Centers, development is often specific to the skill set. Our AutoZone Leadership Academy program targets high-performing directors and managers by providing AutoZone and industry knowledge while networking with the CEO Team, board members and industry executives.

Using our annual performance management and succession planning processes, we encourage AutoZoners to complete actionable individual development plans and review these regularly with their managers. We also use these processes to support AutoZoners' career goals and aspirations and ensure AutoZone's leadership pipeline remains strong and able to support the Company's future growth.



# RESPECT IN THE WORKPLACE

We are committed to treating everyone with dignity and respect. We have a Zero-Tolerance policy on discrimination, harassment and retaliation. This commitment is integral to our Pledge and Values, Code and AutoZoner Handbooks.

We do not discriminate, nor do we tolerate discrimination. We expect all employment decisions to be made based on a person's knowledge, skills and abilities to fulfill the requirements of the position.

We are committed to keeping AutoZone harassment-free and maintaining a safe working environment. We do not tolerate violent acts or threats of violence.

## REPORTING GRIEVANCES

We have a formal grievance procedure for AutoZoners to report allegations of unlawful conduct, such as harassment, discrimination and/or retaliation. This includes, but is not limited to:

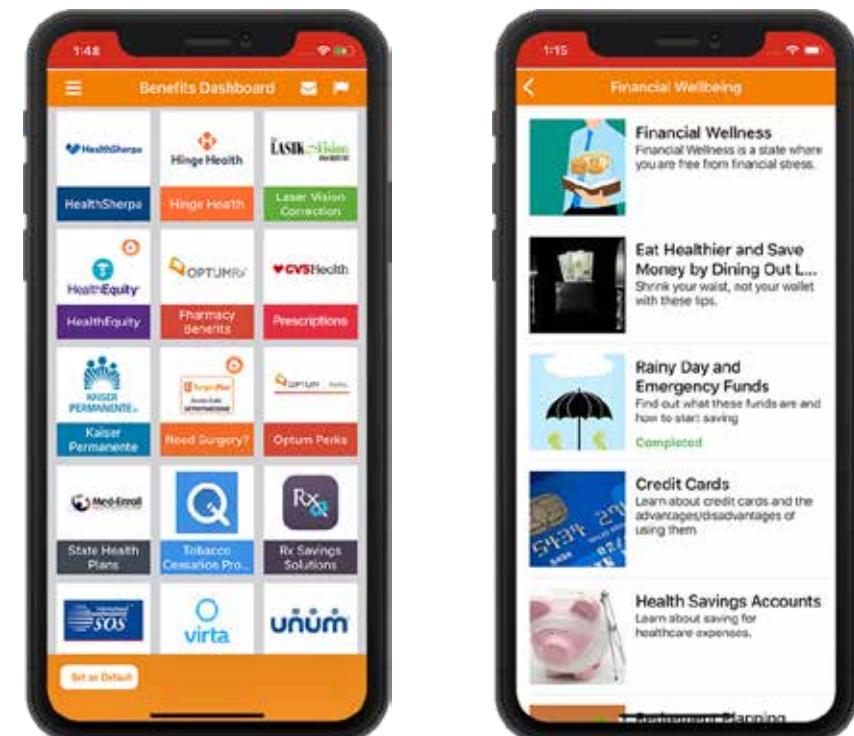
- Multiple avenues of reporting (including anonymously)
- A commitment to thoroughly investigate allegations
- A guarantee that complaints will not be subject to retaliation

Various times a year, we communicate and spotlight certain Code topics through different communication avenues. We feature a topic, illustrate best practices for compliance and provide reminders for reporting.

# WELL-BEING FOR ALL

An example of how one of AutoZone's core values, Cares About People, comes to life is through our comprehensive "Total Well-being Program", which is delivered through our AutoZoners app and [www.AutoZoners.com](http://www.AutoZoners.com). These tools were specifically developed to put well-being at every AutoZoner's fingertips.

AutoZoners have free access to unlimited live coaching and guidance from a dedicated team of qualified health professionals. They help AutoZoners make healthy lifestyle choices and manage chronic conditions, such as high blood pressure and heart disease.



AutoZone offers a comprehensive Employee Assistance Program (EAP), through Guidance Resources, which is a confidential pre-paid benefit for full-time AutoZoners and their eligible dependents. Highly trained clinicians offer confidential, emotional support for any concerns, including anxiety, depression, stress, grief, loss, life adjustments, as well as relationship and marital conflict resolution.

Help managing the everyday concerns of home, work and family is provided through Guidance Resources Family Source services. Work-life Specialists provide help for a wide range of needs including child-care, elder-care, pet-care and housing options. Guidance Resources Legal and Financial Resources can help create a will, a trust, or a budget. AutoZone also provides Critical Incident Support which deploys counselors for solution-focused, compassionate onsite support in the event AutoZoners are involved in, or affected by a stressful or traumatic event in the workplace.

Beyond this primary support, additional behavioral health services are available to AutoZoners and their families through BlueCross BlueShield of Tennessee (BCBST) medical coverage, MDLive telehealth behavioral counselors, and AutoZone's comprehensive well-being program and contact center.

AutoZone offers at no cost, access to Health Champion Support through Guidance Resources to help AutoZoners navigate their healthcare. Nurse Case Managers are available to help manage medical invoices, understand Explanation of Benefits (EOB), determine what should have been paid, what the AutoZoner is responsible for and to set-up payment arrangements if needed. They can also help prepare for upcoming doctor's visits, lab work, tests, and surgeries.

## PHYSICAL WELL-BEING

We provide physical well-being benefits like Medical, Telemedicine, Pharmacy, Dental, Vision, Health Savings and Spending Accounts, Disability, Life Insurance, and a host of other voluntary benefits. AutoZoners can explore these benefits with support from lifestyle and disease management coaches and health advocates, who meet AutoZoners where they are and help them navigate the complexities of the healthcare system to get the best care at the best price. Continuous communication through e-newsletters and timely reminders about immunizations keep AutoZoners informed about new programs and provide health tips and encouragement.

## DOING OUR PART TO END THE OPIOID CRISIS

As a result of national guidelines that discourage opioid prescribing and through partnerships with our providers, opioid use has been lowered from 14,662 prescriptions in 2019 to 12,192 prescriptions in 2020 – a decrease of approximately 17% amongst covered individuals.

## TIME AWAY FROM WORK

AutoZone knows work-life balance is an important element in total well-being and provides Paid Time-Off (PTO) benefits such as vacation, sick time, paid holidays, bereavement, as well as maternity and paternity leave. We are very proud to have provided Emergency Time Off (ETO) to help our AutoZoners through the COVID-19 Pandemic.

## FINANCIAL WELL-BEING

AutoZone provides Financial Wellness programs including a 401(k) Savings Plan, Employee Stock Purchase Plan, Credit Union, discounts, financial webinars, in-person sessions, and programs aimed at helping AutoZoners and their families work toward financial security.

# TRAINING AND INDIVIDUAL DEVELOPMENT

AutoZoners complete a structured onboarding process that gives them an understanding of our culture, sets clear performance expectations and establishes a strong foundation for on-the-job and continuous education.

We provide personalized access to online training modules to support compliance requirements, help AutoZoners develop skills needed for their roles, and prepare for management positions. Some examples of AutoZoner modules include Foundations, Level 1 and Level 2 product knowledge modules, Parts Expert, Selling Skills, Environmental Compliance, and Management Fundamentals.

Each week, AutoZoners complete upwards of approximately 70,000 training modules. Our Parts Expert program recognizes those AutoZoners whose extensive automotive knowledge make them resources for customers and for their teams when it comes to providing the right advice.



# BUILDING DIVERSE TEAMS

## *An AutoZoner Always... Embraces Diversity.*

AutoZone is more than 24% gender diverse and almost 44% ethnically diverse at the manager level and above. We have more than 800 different job roles and thousands of opportunities available in our stores, DCs and Support Centers for talented AutoZoners, many of whom begin their careers in our stores and DCs and then move into roles in the Support Centers.

As our Company continues to grow in stores and headcount, the conversation about and actions around DEI have also expanded. Since 2016, ethnic diversity at our leadership levels (from Director to our Board) has improved at each level by as much as 20%. Gender diversity has improved in these groups by as much as 12%.

Although there is still a lot of work to do, we are committed to continuously building a strong, diverse team from the Board to the part-time AutoZoner, who will drive our business and deliver the best possible service to our customers for generations to come.

**WOMEN REPRESENT MORE THAN 24% OF OUR MANAGEMENT ROLES, AND ETHNICALLY DIVERSE AUTOZONERS REPRESENT ALMOST 44% OF OUR MANAGEMENT ROLES.**

## Diversity in Leadership

2021*	
<b>Board of Directors</b>	
Ethnically Diverse	30%
Women	30%
<b>Executive Committee</b>	
Ethnically Diverse	44%
Women	20%
<b>Vice President</b>	
Ethnically Diverse	33%
Women	21%
<b>Director</b>	
Ethnically Diverse	29%
Women	18%

\*this chart is as of Q4 2021 (6/28/21)

## SUMMARY OF EFFORTS AND PROGRESS OF OUR DEI ACTION PLAN

We have laid a foundation of support that includes reliable and accessible reporting, a cross-functional Diversity Council, a DEI Steering Committee and five business resource groups (BRGs).



# RECOGNIZING THE MILITARY

Almost 10% of AutoZoners currently serve in the U.S. Armed Forces or are military veterans. To support these AutoZoners and their families and attract this highly skilled workforce to our industry, we launched our military BRG, AZ VALOR (AutoZone Veteran and Active Leadership Organization for Recruitment and Retention) in FY2020. AZ VALOR supports current and former service members and their families through recruitment, networking, training and community engagement. The leadership team of the AZ VALOR BRG is composed of both field and Support Center AutoZoners, who are committed to helping AutoZone find ways to become the best employer for veterans and their family members. The BRG was recognized by Alpha Omega Veteran's Group for securing and donating hand sanitizer and PPE for the homeless veteran population during the COVID-19 Pandemic.



At AutoZone, we proudly support our military veterans and their families. We believe our Company is a great place to work for all people and are honored that almost 10% of our workforce includes active, separated or retired military.

## SEVEN SEALS AWARD



In recognition of our significant organizational support of the National Guard and Reserve, we are a recipient of The Seven Seals Award promoting Employer Support of the Guard and Reserve (ESGR) mission across the Nation.



In 2020, Military Times magazine recognized us as a "Best for Vets" employer.

# NATIONAL CIVIL RIGHTS MUSEUM PARTNERSHIP

AutoZone proudly donated \$5 million to the National Civil Rights Museum (NCRM) to create sustainable programming that focuses on combining the historical knowledge of the NCRM with an ever-growing need for strategic and culturally relevant corporate leadership development, with particular emphasis on developing black leaders.

# EMPLOYING PEOPLE WITH ABILITIES

AutoZone welcomes people of all abilities. Our People with Abilities program, which began in 2012, allows our DCs to offer inclusive employment opportunities to people with mental, emotional or physical disabilities. The program is active in all 10 U.S. DCs and in our Memphis Fulfillment Center (FC). These more than 130 full-time AutoZoners know "What It Takes To Do The Job Right" and use their abilities and skills in a variety of roles, including slotting merchandise, picking and processing orders, shipping and more.



# CREATING OPPORTUNITIES FOR WOMEN BATTLING ADDICTION

AutoZone has supported the New Beginnings Ministry in our Georgia DC since 2015. The program is a 10-month addiction recovery program for women. To-date, 165 women from New Beginnings have been part of the Georgia DC team. We are honored to be a part of this highly successful program and enjoy playing a role in helping these women enhance their lives.

# NATIONALLY RECOGNIZED INTERN PROGRAM

Another program that provides us with great talent is our award-winning, nationally-recognized internship program. Interns are part of the AutoZone team and receive hands-on, educational and practical experiences that make a real impact on our business and AutoZoners.

This summer, we welcomed over 60 interns from Universities and Colleges from across the U.S., who are 38% ethnically diverse and 51% gender diverse. These new AutoZoners will join our Finance, Merchandising, Marketing, Human Resources, Legal and IT departments among others.

We welcome the insights, enthusiasm and energy of our newest AutoZoners.

# BUSINESS RESOURCE GROUPS (BRGs)

## EMBRACE DIVERSITY. BUILD COMMUNITY. DEVELOP LEADERS.

At AutoZone, we embrace diversity by welcoming all people, encouraging different philosophies, and valuing the ideas and opinions of others. Our BRGs help us create a welcoming environment for new and existing AutoZoners.

AutoZone's BRGs are open to everyone. They provide networking, mentoring, community engagement, and learning opportunities and support our efforts to attract, engage, retain and develop diverse talent. All events and activities across each of the BRGs are open to interested AutoZoners at all levels.

Each BRG is supported by officers of the Company, who serve as Executive Sponsors and volunteer their time to advise, guide, and champion DEI efforts. Currently, more than half of our Executive Committee serves as a BRG Executive Sponsor.



### ***"An AutoZoner Always... Embraces Diversity"***

"AutoZone is a diverse Company, full of caring, committed AutoZoners, who are passionate, service-focused, problem-solvers. When you are an AutoZoner, you are part of something special – a culture unlike any other that pledges to Put Customers First in all we do. As AutoZoners, our Values define and guide us. It is our commitment to those Values, along with the diversity of skills, knowledge, abilities and backgrounds possessed by our more than 100,000 AutoZoners that make AutoZone a winning team."

- Bill Rhodes, Chairman, President and CEO, Customer Satisfaction

## OUR BRGs



AZ BE BOLD, Black Excellence Building Opportunities for Leadership Development, connects AutoZoners through networking, learning opportunities and community engagement, raises cultural awareness and supports diversity through Historically Black Colleges and Universities (HBCU) recruitment and student development.

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AZ ¡HOLA!, Hispanic Organization for Leadership at AutoZone, focuses on attracting, engaging, developing and inspiring AutoZoners to build relationships and drive business by establishing a strong reputation for AutoZone as a great place to work and shop.

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AZ NextGen, AutoZone's Next Generation of Leaders, focuses on AutoZoners between the ages of 21 to 40 by providing opportunities to connect and grow with other AutoZoners, practice and extend their leadership skills, and introduce innovative thinking and practices.

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AZ VALOR, Veterans and Active Leadership Organization for Recruitment and Retention, supports current and former military service members, their families and supporters through recruitment, networking, learning opportunities and community engagement.

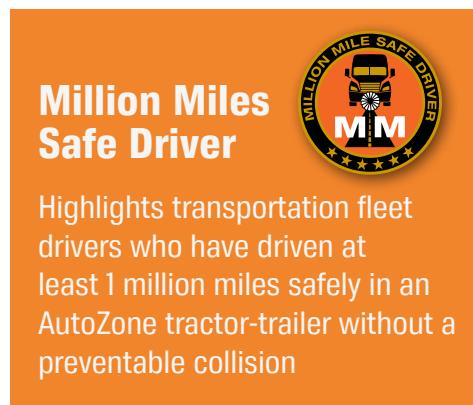
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AZ WIN, AutoZone's Women's Initiative, was established to help strengthen women's development by facilitating networking and leadership training opportunities. The AZ WIN motto is, "Embrace. Engage. Empower." AZ WIN currently has chapters in locations throughout the organization including our store regions, SSC, DCs, ALldata, Mexico, and Brazil.

# AUTOZONER RECOGNITION

Recognition is a centerpiece of AutoZone's culture. Using storytelling, collar pins and appropriate financial rewards for some awards, and an annual awards trip for top field leaders, we celebrate the accomplishments of AutoZoners across the Company throughout the year. Annually, our top performers are recognized at the National Sales Meeting every Fall. Listed are our formal awards programs and the collar pins that AutoZoners wear.



## J.R. Hyde, Jr. Award (President's Club)

Recognizes an elite group of AutoZoners - the top five percent of AutoZone's store managers



## Sales and Leadership Council (SLC)

Recognizes the best of the best from the Commercial and Retail sales teams



## WITTDJR

Recognizes AutoZoners who do What It Takes To Do The Job Right to take care of their customers, each other or the business



## Shrinkbuster

Recognizes AutoZoners who protect AutoZone's assets and prevent loss in our stores, DCs and across our Company by providing good-faith tips and information



## Starters Club

Annual recognition of a group of AutoZoners who create a program that has a significant impact to AutoZone's business



## Live the Pledge

Awarded to every new AutoZoner after completing their Foundations training, the pin serves as a daily reminder of our culture and commitment to AutoZone's Pledge and Values



## Years of Service

Recognizes AutoZoners annually for their years of service



## Military Service

Awarded to AutoZoners who have served or are currently serving in any branch of the U.S. Military



## Automotive Service Excellence (ASE)

Identifies AutoZoners who have passed an independent, industry-wide certification on automotive knowledge



## Ray of Hope

Distinguishes an AutoZoner who has demonstrated extraordinary compassion and/or has provided significant service to help people, a community or a cause



## Safety

Recognizes individuals or groups of AutoZoners who demonstrate safe practices or take action to maintain a safe environment for our customers and AutoZoners

# AUTOZONE RECOGNITION

- Compassionate Business Award (People for the Ethical Treatment of Animals):  
August 2020
- Best for Vets 2020 (Military Times):  
August 2020
- Innovation Award (Health Equity):  
August 2020
- Top 100 Diversity Officers (National Diversity Council): March 2021



# COMMUNITY INVOLVEMENT

Starting with our founder, J.R. "Pitt" Hyde, and his dedication and commitment to philanthropy, AutoZone has a long history of giving back to communities. Pitt and his wife, Barbara, continue to be visionaries and standard-bearers of philanthropy, community involvement, and high-impact initiatives.

Our charitable giving work includes grant programs, active civic leadership, and volunteerism with a focus on five pillars:

- **Health and Wellness:** Improving health and well-being through affordable healthcare options and preventative healthcare methods
- **Education and Youth Development:** Fostering youth from the cradle to their career with enhanced education opportunities
- **Community Development:** Advancing the community through place-based development and social services
- **Diversity, Equity and Inclusion:** Highlighting community initiatives that provide diverse and inclusive objectives and spaces
- **Arts and Culture:** Supporting access to the Arts and a wide variety of cultural experiences

AutoZoners are encouraged to volunteer in the communities where they live, work and play. This is one of the many ways AutoZoners Live the Pledge and exemplify our Values. During the COVID-19 Pandemic, we have leveraged technology to provide virtual opportunities for AutoZoners and non-profit partners to connect, volunteer and fundraise together.

## FY2020

AutoZone generated over \$16.5MM in donations to non-profit organizations through Charitable Giving, Employee Giving and Point-of-Sale Campaigns.

## FY2020

AutoZone provided charitable grants to over 100 non-profit organizations.





# COMMUNITY RELATIONS

An AutoZoner Always... Embraces Diversity

As a Company, we generated over \$16.5MM in donations and over 80% of the funding went to organizations driving the future in diverse community development in FY2020.

## Over 80%

of AutoZone's Grant Funds are given to those serving racially diverse communities

AutoZone's commitment to DEI and Community Outreach spans across all areas including the arts, education and youth development, financial literacy, community development, leadership initiatives, health and more.



# EMPLOYEE GIVING

We encourage AutoZoners to be active members of the community through volunteerism, the AutoZone Matching Gift program and payroll-deduction giving to individual charities.

Our leadership walks the walk, with the majority of our CEO Team serving on non-profit and industry boards, sharing their expertise, donating, fundraising and helping nonprofit organizations best serve the community.

The AutoZone Matching Gift program is available to all full-time AutoZoners and allows AutoZoners to donate up to \$500 to qualified charities of their choice and have those donations matched dollar-for-dollar by AutoZone.



# AUTOZONER ASSISTANCE FUND

The AutoZoner Assistance Fund (AAF) is a 501(c)3 non-profit organization that was established in 2000, with the intent to support fellow AutoZoners who are experiencing short-term emergency funding needs resulting from natural disasters and personal tragedies.

The AAF is all about AutoZoners helping AutoZoners. It is managed by a cross-functional volunteer board of AutoZoners. The AAF is funded primarily by AutoZone and AutoZoners. We are proud to announce that during a special giving campaign in April 2020, focused on raising incremental funds to support our COVID-19 relief efforts, 100% of the CEO Team donated a record amount to the fund. Every dollar given goes to support a fellow AutoZoner.



SINCE ITS  
INCEPTION, THE  
AUTOZONER  
ASSISTANCE FUND  
HAS PROVIDED OVER  
**\$8.6MM**  
IN FINANCIAL  
ASSISTANCE.

# GOVERNMENT RELATIONS

At AutoZone, we believe that it is important to participate in political and regulatory processes on issues that affect our business and community interests. We work proactively to enable AutoZone's strategies through public policy and government advocacy. We also participate in political activities and advocate for legislation when there is a connection to our business and our ability to grow the business in a way that is consistent with our Values, legal obligations, and Code. AutoZone only takes positions on ballot measures, initiatives or propositions that have a direct impact on our business and community interests.

To view a copy of our policy on Political Contributions and Lobbying Engagements, please visit: <https://investors.autozone.com/>

## Responsible Battery Coalition

We are a proud supporter of the Responsible Battery Coalition (RBC), a coalition of companies, academics and organizations committed to the responsible management of the batteries of today and tomorrow. Through our partnership, we aim to advance the responsible production, transport, sale, use, reuse, recycling, and resource recovery of batteries and other energy storage devices. In representation of our support, our Vice President, Government Relations and Community Relations serves on the Board of Directors for RBC.

# GOVERNANCE

Our primary corporate governance objective is to maximize long-term business success and increase shareholder value, while adhering to the laws of the jurisdictions where we operate and conducting our business with the highest ethical standards. We are committed to good corporate governance as a key to maintaining the trust of our investors, customers and AutoZoners. We comply with all applicable requirements outlined in the New York Stock Exchange Corporate Governance Listing Standards.

Our corporate authority resides in our Board of Directors as the representative of the stockholders. Our Board has adopted Corporate Governance Principles, charters for each of its standing committees (Audit, Compensation, and Nominating and Corporate Governance), and policies to lead our governance practices.

Our Board uses its business judgment and due care in its oversight of AutoZone's management to ensure appropriate procedures are in place to identify and mitigate risks. Each of our Directors must stand for re-election annually and be elected by majority vote of our shareholders.

Our current Board is composed of 90% Independent Directors. Our Board believes having a combined Chairman, President and CEO with independent members and chairs of Board committees and an independent Lead Director currently provides the best Board leadership structure for AutoZone.

We recognize the importance of DEI in conducting our business, and we extend these values by nominating Board members from diverse backgrounds and professions. This ensures our Board has a variety of experiences, business judgment and perspectives that contribute to an effective decision-making process. Our Directors are diverse: 30%

are women, and 30% are ethnically diverse. The average tenure of our Independent Directors is eight years, with an average age of 60. 30% of our Directors have three years of service or less.

To adequately fulfill the Board's complex roles, from monitoring senior management performance to approving our strategic plan, a host of core competencies are represented on the Board. Each member contributes

knowledge, experience and skills in one or more domains: Retail, Information Technology, Accounting/ Finance, International Markets and Strategic Planning/ Business Development.

For more information on our Corporate Governance practices, policies and procedures, visit <https://investors.autozone.com/>.

Director	Board Committees			Leadership		Board Core Competencies					
	Nominating Committee	Compensation Committee	Audit Committee	CEO/C-Suite	Public Directorship	Retail	Information Technology	Accounting/ Finance	International	Strategic Planning	
Douglas H. Brooks		●		●	●		●	●	●	●	●
Michael M. Calbert			●	●	●	●		●	●	●	●
Linda A. Goodspeed	●	●	●	●	●		●	●	●		
Earl G. Graves, Jr	●			●				●			●
Enderson Guimaraes	●			●		●		●	●	●	●
D. Bryan Jordan	●		●	●	●		●	●			●
Gale V. King		●		●				●			
George R. Mrkonic, Jr		●	●	●	●	●		●	●	●	
William C. Rhodes, III				●	●	●	●	●	●	●	
Jill A. Soltau	●			●	●	●	●	●			●
Total	4	4	4	10	7	5	5	10	6	8	

Board Highlights					
Age		Tenure		Diversity	
< 60 Years	6	0 - 4 Years	3	Women	3
61 - 70 Years	4	5 - 9 Years	4	Ethnically Diverse	3
> 71 Years	0	10+ Years	3		

●	Chairperson
●	Member

## CORPORATE SUSTAINABILITY & RESPONSIBILITY (CSR) GOVERNANCE FRAMEWORK

We recognize the need for a strong governance framework to ensure we Live the Pledge. Our governance framework connects individuals and teams across our Company and includes various levels of oversight through the organization.

- Board of Directors:** The Board of Directors of AutoZone is a trusted fiduciary of stockholders' interests. The Board seeks to promote the best interests of the Company and ensure AutoZone's continued high performance by approving and monitoring Company strategy, providing advice and counsel to senior management, overseeing risk management responsibilities and observing the highest ethical standards at all time. The Board may exercise its responsibilities through its committees. For example, the Audit Committee assists the Board in overseeing the Company's compliance with legal and regulatory requirements including cybersecurity oversight. The Nominating and Corporate Governance Committee oversees progress on the Company's DEI efforts. All Committees provide reports and feedback to the full Board for its collective review and discussion.

- Chief Executive Officer:** Our Chairman, President and Chief Executive Officer (CEO) is responsible for developing and executing AutoZone's strategy in a manner that is consistent with our Pledge and Values. In doing so, he ensures the Board of Directors receives complete and transparent information regarding our CSR practices so they may exercise their oversight responsibility to the fullest. He also ensures AutoZone's internal environmental, social and governance committee (ESG Committee) has appropriate leadership within the Company to make effective progress. Our Chairman, President and CEO engages directly with shareholders

on ESG matters to understand their priorities and feedback. Over the past year, our CEO or other members of our CEO Team have engaged with investors representing over 30% of our stockholdings to discuss ESG matters.

- Executive Committee:** Our Executive Committee (EC), which is made up of AutoZone's CEO, Executive Vice Presidents and Senior Vice Presidents, provides oversight of our ESG practices. This ensures that the overall program receives strategic direction and that our practices align with longer-term initiatives. The EC also helps ensure our program is appropriately prioritized within the Company.
- Executive Sponsor:** AutoZone's Senior Vice President, General Counsel and Secretary currently serves as the Executive Sponsor of our ESG Committee. In this role, she ensures the program receives the necessary attention at all levels of the Company.
- ESG Committee:** A cross-functional group of the CEO Team provides day-to-day leadership of our ESG program to ensure we make continued progress and remain current with evolving rules, guidance and practices.

## STAKEHOLDER ENGAGEMENT

An important part of our ESG work is stakeholder engagement. We engage regularly with our customers, AutoZoners, communities, investors, and vendor partners to understand their perspectives and what is important to them.

## THE SUSTAINABILITY ACCOUNTING STANDARDS BOARD (“SASB”) INDEX

SASB is an independent organization that sets standards to guide the disclosure of material sustainability information by companies. This chart references select SASB indicators for the Multiline and Specialty Retailers & Distributors industry.

<b>SASB Code</b>	<b>Accounting Metric</b>	<b>AutoZone's Response</b>																
<b>Energy Management in Retail &amp; Distribution</b>																		
CG-MR-130a.1	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable energy	1) AutoZone consumed 573,686 MMBtu of natural gas in fiscal year 2020 (“FY2020”) as well as 14,130 MMBtu of propane. We also consumed 449,280,120 MWh of electricity in FY2020. 2) Of that electricity, 99.93% (448,985 MWh) came from the grid and 0.07% (295MWh) from on-site rooftop solar.																
<b>Data Security</b>																		
CG-MR-230a.1	Description of approach to identifying and addressing data security risks	See discussion in the 2020 Form 10-K, pp. 19-20 and the Information Security section on pp. 32-33 of the Corporate Sustainability and Responsibility Report (“CSR”)																
CG-MR-230a.2	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of customers affected	When public disclosure criteria are met, data breaches are included in the 2020 Form 10-K																
<b>Labor Practices</b>																		
CG-MR-310a.1	(1) Average wage of hourly store and distribution center employees (2) Percentage of hourly store and distribution center employees earning minimum wage	As of Q2 of FY2021, hourly Store and Distribution Center U.S. employees earned an average wage of \$13.43 per hour, before giving effect to overtime earnings. Approximately 16.58% earned the local minimum wage and 0.36% earned the federal minimum wage																
CG-MR-310a.2	(1) Voluntary turnover rate for hourly store and distribution center employees (2) Involuntary turnover rate for hourly store and distribution center employees	<table border="1"> <caption>Hourly Annual Turnover Rates as of Q2 FY2021</caption> <thead> <tr> <th>Job Type</th> <th>Voluntary</th> <th>Involuntary</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Distribution Centers</td> <td>35%</td> <td>15%</td> <td>50%</td> </tr> <tr> <td>Stores</td> <td>62%</td> <td>13%</td> <td>75%</td> </tr> <tr> <td><b>Total</b></td> <td><b>60%</b></td> <td><b>13%</b></td> <td><b>73%</b></td> </tr> </tbody> </table>	Job Type	Voluntary	Involuntary	Total	Distribution Centers	35%	15%	50%	Stores	62%	13%	75%	<b>Total</b>	<b>60%</b>	<b>13%</b>	<b>73%</b>
Job Type	Voluntary	Involuntary	Total															
Distribution Centers	35%	15%	50%															
Stores	62%	13%	75%															
<b>Total</b>	<b>60%</b>	<b>13%</b>	<b>73%</b>															
CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	When public disclosure criteria are met, monetary losses as a result of legal proceedings associated with labor law violations, are included in the 2020 Form 10-K																

SASB Code	Accounting Metric	AutoZone's Response									
<b>Workforce Diversity &amp; Inclusion</b>											
CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for (1) management (2) all other employees	<b>US Overall Employees</b>									
		FY	Asian	Black/African American	Hispanic	Native American	Pacific Islander/Hawaiian	White	2 or More	Not Specified	
		FY2021	1.94	15.6	28.9	0.86	0.33	48.5	2.41	1.43	
		FY2020	1.87	15.6	27.5	0.79	0.36	48.5	4.14	1.19	
		FY2019	1.75	15.0	26.6	0.69	0.34	48.7	5.87	1.00	
		<b>US Management</b>									
		FY	Asian	Black/African American	Hispanic	Native American	Pacific Islander/Hawaiian	White	2 or More	Not Specified	
		FY2021	3.80	13.6	22.6	0.65	0.45	55.0	2.71	1.07	
		FY2020	3.50	13.7	22.4	0.62	0.43	55.6	2.81	0.78	
		FY2019	3.11	13.9	22.4	0.59	0.37	56.4	2.43	0.75	
CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	If public disclosure criteria are met, monetary losses as a result of legal proceedings associated with employment discrimination, are included in the 2020 Form 10-K									
<b>Product Sourcing, Packaging &amp; Marketing</b>											
CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	See the Hazardous Materials section on pp. 20-27 under Environmental Responsibility section of the CSR									
CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	See the Packaging section on pp. 18-19 of the CSR									
<b>Activity Metrics</b>											
CG-MR-000.A	Number of: (1) Retail locations (2) Distribution centers	2020 Form 10-K, p. 4-5, 23 and the TEAM section on p. 10 of the CSR									
CG-MR-000.B	Total area of: (1) Retail space (2) Distribution centers	(1) 6,625 Total stores (total square feet = 44,021,282) (2) 2020 Form 10-K, p. 23									

## GRI REFERENCED CONTENT INDEX

The Global Reporting Initiative (GRI) is an international independent standards organization that helps businesses, governments and other organizations understand and communicate their impacts on various issues. We have referenced select GRI Standards as an identification and cross-reference tool to make meaningful data accessible to our stakeholders.

Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020		
General Disclosures		
Section	Disclosure Number and Title	AutoZone's Response
Organizational Profile	102-1 Name of the organization	AutoZone, Inc.
	102-2 Activities, brands, products, and services	2020 Form 10-K, p. 4 -9
	102-3 Location of headquarters	Memphis, TN
	102-4 Location of operations	Corporate Sustainability and Responsibility Report (“CSR”), pp. 6-7; 2020 Annual Report, p. 2; Form 10-K, pp. 4-5, 8-9, 23, 28, 30 <a href="https://investors.autozone.com/current-annual-report">https://investors.autozone.com/current-annual-report</a>
	102-5 Ownership and legal form	AutoZone is a publicly traded company, incorporated in Nevada, USA, and listed on the NYSE under the ticker symbol “AZO,” 2020 Form 10-K p.1
	102-6 Markets served	2020 Annual Report, p. 2; 2020 Form 10-K, pp. 4, 5, 8
	102-7 Scale of the organization	CSR, pp. 6-7; 2020 Annual Report, p. 2; 2020 Form 10-K, pp. 4-5, 8-9, 23, 28, 30, 44-52
	102-8 Information on employees and other workers	2020 Form 10-K, p. 6, 8, 10; <a href="http://www.autozone.com/careers">http://www.autozone.com/careers</a>
	102-9 Supply chain	2020 Form 10-K, Purchasing and Supply Chain, p. 9
	102-10 Significant changes to the organization and its supply chain	There have been no significant changes to the organization or its supply chain
	102-11 Precautionary Principle or approach	AutoZone does not have an official policy as it pertains to the Precautionary Principle
	102-12 External initiatives	AutoZone participates, endorses and has committed to various voluntary initiatives many of which can be found throughout the CSR
	102-13 Membership of associations	AutoZone dedicates attention and resources to various industry and trade memberships, commitments and appointments of its officers and others to boards and committees, and other related activities in Retail Industry Leaders Association (RILA), AutoCare and other local and national organizations
Strategy	102-14 Statement from senior decision-maker	CSR: CEO and Chairman Letter, pp. 6-7
	102-15 Key impacts, risks, and opportunities	2020 Form 10-K, Risk Factors pp. 13-22, Business, pp. 6-9; COVID-19 Impact, p.28; CSR: Governance Framework, pp. 52-54
Ethics and Integrity	102-16 Values, principles, standards, and norms of behavior	See numerous examples throughout the CSR; Code of Conduct and Vendor Code of Conduct <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	102-17 Mechanisms for advice and concerns about ethics	The Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; about Employee Handbooks; Integrity Hotlines: Code of Conduct; Financial Fraud; FCPA; and AutoZoner Relations

## Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020

### General Disclosures

Section	Disclosure Number and Title	AutoZone's Response
<b>Governance</b>	102-18 Governance structure	CSR: Governance Framework, pp. 52-54; 2020 Proxy Statement: Corporate Governance Matters, p. 4-9; Committee Charters, Committee Composition, Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
	102-19 Delegating authority	CSR: Governance Framework, pp. 52-54; 2020 Proxy, Corporate Governance Matters, pp. 4-11; Corporate Governance: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
	102-20 Executive-level responsibility for economic, environmental, and social topics	CSR: Governance Framework, pp. 52-54; 2020 Form 10-K, Information about our Executive Officers, pp. 10-13 <a href="https://investors.autozone.com/current-annual-report">https://investors.autozone.com/current-annual-report</a>
	102-21 Consulting stakeholders on economic, environmental, and social topics	CSR: Governance Framework, pp. 52-54
	102-22 Composition of the highest governance body and its committees	CSR: Governance Framework, pp. 52-54; 2020 Proxy, Corporate Governance Matters, pp. 4-11; <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; <a href="https://investors.autozone.com/corporate-governance/board-of-directors">https://investors.autozone.com/corporate-governance/board-of-directors</a>
	102-23 Chair of the highest governance body	2020 Form 10-K, Information about our Executive Officers, pp. 10-13; 2020 Proxy, Corporate Governance Principles, pp. 4-11
	102-24 Nominating and selecting the highest governance body	2020 Proxy Statement: Corporate Governance Matters, p. 4-9; Committee Charters, Committee Composition, Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; <a href="https://investors.autozone.com/corporate-governance/board-of-directors">https://investors.autozone.com/corporate-governance/board-of-directors</a>
	102-25 Conflicts of interest	2020 Proxy Statement: Corporate Governance Matters, Independence, pp. 4-5; Related Party Transactions, pp. 55-56; Conflicts of Interest, Gifts and Entertainment Policy; Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	102-26 Role of highest governance body in setting purpose, values, and strategy	CSR: Governance Framework, pp. 52-54; 2020 Form 10-K, Information about our Executive Officers, pp. 10-13
	102-27 Collective knowledge of highest governance body	CSR: Governance Framework, pp. 52-54; Proxy Statement, The Proposals, pp. 17-20; Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; <a href="https://investors.autozone.com/corporate-governance/board-of-directors">https://investors.autozone.com/corporate-governance/board-of-directors</a>
	102-28 Evaluating the highest governance body's performance	2020 Proxy Statement: Corporate Governance Matters, Director Nomination Process, pp. 10-11; <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
	102-29 Identifying and managing economic, environmental, and social impacts	CSR: Governance Framework, pp. 52-54; 2020 Form 10-K, Information about our Executive Officers, pp. 10-13

## Global Reporting Index ("GRI") Content Index (Referenced) - FY2020

### General Disclosures

Section	Disclosure Number and Title	AutoZone's Response
<b>Governance Continued</b>	102-30 Effectiveness of risk management processes	2020 Proxy Statement: Corporate Governance Matters, Board Risk Oversight, pp. 5-6; Committees of the Board, pp. 7-9; Procedure for Communication with the Board of Directors, p.11 <a href="https://investors.autozone.com/current-annual-report">https://investors.autozone.com/current-annual-report</a>
	102-31 Review of economic, environmental, and social topics	2020 Proxy Statement: Corporate Governance Matters, Board Risk Oversight, pp. 5-6; 2020 Form 10-K, Risk Factors, pp. 13-22, COVID-19 Impact, p.28; CSR: Governance Framework, pp. 52-54
	102-32 Highest governance body's role in sustainability reporting	2020 Form 10-K, Information about our Executive Officers, pp. 10-13; CSR: Governance Framework, pp. 52-54; <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; <a href="https://investors.autozone.com/corporate-governance/board-of-directors">https://investors.autozone.com/corporate-governance/board-of-directors</a>
	102-33 Communicating critical concerns	2020 Proxy Statement: Procedure for Communication with the Board of Directors, p.11; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; Employee Handbooks; Integrity Hotlines: Code of Conduct; Financial Fraud; FCPA; and AutoZoner Relations
	102-34 Nature and total number of critical concerns	We consider this information is confidential and privileged
	102-35 Remuneration policies	2020 Proxy Statement: Corporate Governance Matters, Compensation of Directors, p. 15-16; Executive Compensation, pp. 30-52; Equity Compensation Plans, p. 56; CSR, Compensation Overview, p. 36
	102-36 Process for determining remuneration	2020 Proxy Statement: Compensation Discussion and Analysis, pp. 30-42
	102-37 Stakeholders' involvement in remuneration	2020 Proxy Statement: Procedure for Communication with the Board of Directors, p.11
	102-38 Annual total compensation ratio	2020 Proxy Statement: Executive Compensation, pp. 30-55
	102-39 Percentage increase in annual total compensation ratio	2020 Proxy Statement: Executive Compensation, pp. 45-47
<b>Stakeholder Engagement</b>	102-40 List of stakeholder groups	Customers; Vendors; Investors; Civic and community organizations and influencers; Government officials; Industry and trade associations
	102-41 Collective bargaining agreements	US-based employees are not subject to a collective bargaining agreement
	102-42 Identifying and selecting stakeholders	2020 Form 10-K: Business, pp. 6-10; Risk Factors pp. 13-22; COVID-19 Impact, p.28
	102-43 Approach to stakeholder engagement	Stakeholder engagement varies based on a number of factors, including but not limited to, needs, interest, opportunity, etc.
	102-44 Key topics and concerns raised	Stakeholder topics vary depending on various factors, including but not limited to, business, marketing and merchandise strategies, community needs, trade opportunities, etc.
<b>Reporting Practices</b>	102-45 Entities included in the consolidated financial statements	2020 Form 10-K: Financial Statements and Supplementary Data, pp. 43-78; Exhibit 21.1 Subsidiaries of the Registrant, p. 89 (does not list all subsidiaries)
	102-46 Defining report content and topic boundaries	CSR: Governance Framework, pp. 52-54
	102-47 List of material topics	Topics are reflected in the CSR: Sustainability Accounting Standards Board ("SASB"), p. 55 and Sustainability Development Goals ("SDGs") pp. 64-65 indices and based on a variety of factors including stakeholder engagement

## Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020

### General Disclosures

Section	Disclosure Number and Title	AutoZone's Response
<b>Reporting Practices</b>	102-48 Restatements of information	Not applicable
	102-49 Changes in reporting	CSR Report 2019 reflects data from fiscal year 2019 (“FY2019”); CSR Report 2021 reflects data from fiscal year 2020 (“FY2020”) and first two quarters of fiscal year 2021 (“FY2021”)
	102-50 Reporting period	FY2020 and the first two quarters of FY2021, except where otherwise noted
	102-51 Date of most recent report	June, 2021
	102-52 Reporting cycle	Annual, except where otherwise noted
	102-53 Contact point for questions regarding the report	maria.leggett@autozone.com
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Comprehensive option
	102-55 GRI content index	This is the GRI Content Index for FY2020
	102-56 External assurance	Through our engagement with Schneider Electric, our sustainability goals were developed. We did not seek external assurance for the remainder of the CSR

### Material Topics

<b>Economic Performance</b>	103-1 Explanation of the material topic and its Boundary	2020 Form 10-K: Management’s Discussion and Analysis of Financial Condition and Results of Operations, pp. 28-36; Risk Factors, pp. 13-22 <a href="https://investors.autozone.com/current-annual-report">https://investors.autozone.com/current-annual-report</a>
	103-2 The management approach and its components	2020 Form 10-K: Management’s Discussion and Analysis of Financial Condition and Results of Operations, pp. 28-36; Risk Factors, pp. 13-22; CSR: Governance Framework, pp. 52-54; Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
	103-3 Evaluation of the management approach	2020 Form 10-K: Management’s Discussion and Analysis of Financial Condition and Results of Operations, pp. 28-36; Risk Factors, pp. 13-22; CSR: Governance Framework, pp. 52-54; Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
	201-1 Direct economic value generated and distributed	2020 Form 10-K, Selected Financial Data, pp. 26-27; Financial Statements and Supplementary Data, pp. 43-78
	201-2 Financial implications and other risks and opportunities due to climate change	We do not currently disclose this information
	201-3 Defined benefit plan obligations and other retirement plans	2020 Proxy: Executive Compensation, pp. 30-34
	201-4 Financial assistance received from government	AutoZone receives government assistance in the form of statutory and project-specific incentives, which may include tax credits. See, for example, CSR: Renewable Energy Investments, p. 27; 2020 Form 10-K: Financial Statements and Supplementary Data, Variable Interest Entities: p. 52

## Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020

### Material Topics

Section	Disclosure Number and Title	AutoZone's Response
<b>Indirect Economic Impact</b>	203-1 Infrastructure investments and services supported	CSR: 2020 Highlights, p. 4; COVID-19 Pandemic Response, pp.4, 14-15; Community Involvement, pp. 48-50
	203-2 Significant indirect economic impacts	CSR: 2020-2021 Highlights, p. 4; COVID-19 Pandemic Response, pp. 4, 14-15; Community Involvement, pp. 48-50; <a href="http://www.autozone.com/careers">http://www.autozone.com/careers</a>
<b>Anti-Corruption</b>	103-1 Explanation of the material topic and its Boundary	2020 Proxy: Board Risk Oversight, pp. 5-6; <a href="https://investors.autozone.com/current-annual-report">https://investors.autozone.com/current-annual-report</a> Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	103-2 The management approach and its components	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6; Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	103-3 Evaluation of the management approach	2020 Proxy: Board Risk Oversight, pp. 5-6; <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; CSR: Governance Framework, p. 52-54
	205-1 Operations assessed for risks related to corruption	2020 Proxy: Board Risk Oversight, pp. 5-6; Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	205-2 Communication and training about anti-corruption policies and procedures	Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; Employee Handbooks; Integrity Hotlines: Code of Conduct; Financial Fraud; FCPA; and AutoZoner Relations
<b>Tax</b>	207-2 Tax governance, control, and risk management	2020 Form 10-K: Management's Discussion and Analysis of Financial Condition and Results of Operations, Tax footnote, pp. 40 and 63-65

### Environmental Topics

<b>Materials</b>	301-1 Materials used by weight or volume	Selected disclosure throughout CSR: Packaging, pp. 18-19
	301-2 Recycled input materials used	Selected disclosure throughout CSR: 2020-2021 Highlights, p. 4; Environmental Responsibility, pp. 20-27
	301-3 Reclaimed products and their packaging materials	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27
<b>Energy</b>	302-1 Energy consumption within the organization	Selected disclosure throughout CSR: 2020-2021 Highlights; CEO and Chairman Letter, pp. 6-7; Environmental Responsibility, pp. 20-27
	302-2 Energy consumption outside of the organization	CSR: Environmental Responsibility, "Our Facilities Save Millions of Kwh of Energy Per Year", pp. 20-27
	302-4 Reduction of energy consumption	Selected disclosure throughout CSR: 2020-2021, Highlights; CEO and Chairman Letter, pp. 6-7; Environmental Responsibility, pp. 20-27; Sustainability Emissions Goals, pp. 22-25
<b>Emissions</b>	305-1 Direct (Scope 1) GHG emissions	Selected disclosure throughout CSR: 2020-2021, Highlights; CEO and Chairman Letter, pp. 6-7; Environmental Responsibility, pp. 20-27; Sustainability Emissions Goals, pp. 22-25
	305-2 Energy indirect (Scope 2) GHG emissions	Selected disclosure throughout CSR: 2020-2021, Highlights; CEO and Chairman Letter, pp. 6-7; Environmental Responsibility, pp. 20-27; Sustainability Emissions Goals, pp. 22-25
	305-4 GHG emissions intensity	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27; Sustainability Emissions Goals, pp. 22-25

## Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020

### Environmental Topics

Section	Disclosure Number and Title	AutoZone's Response
<b>Emissions Continued</b>	305-5 Reduction of GHG emissions	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27; Sustainability Emissions Goals, pp. 22-25
<b>Effluents and Waste</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	103-3 Evaluation of the management approach	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
	306-1 Waste generation and significant waste-related impacts	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27
	306-2 Management of significant waste-related impacts	Selected disclosure throughout CSR, particularly: Environmental Responsibility, pp. 20-27
	306-4 Waste diverted from disposal	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27
	306-5 Waste directed to disposal	Selected disclosure throughout CSR: Environmental Responsibility, pp. 20-27
<b>Environmental Compliance</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	103-3 Evaluation of the management approach	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
<b>Supplier Environmental Assessment</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	308-1 New suppliers that were screened using environmental criteria	CSR: Vendor Qualifications and Onboarding; Factory Assessments, pp. 16-19; Vendor Code of Conduct, pp. 16-17
	308-2 Negative environmental impacts in the supply chain and actions taken	CSR: Vendor Qualification and Onboarding, pp. 16-19; Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
<b>Social Topics</b>		
<b>Employment</b>	103-2 The management approach and its components	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; Employee Handbooks; Integrity Hotlines: Code of Conduct; Financial Fraud; FCPA; and AutoZoner Relations
	103-3 Evaluation of the management approach	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
	401-1 New employee hires and employee turnover	CSR: SASB Index, p. 55
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	CSR: Ethical Business Operations, Compensation, p. 36; COVID-19 Pandemic Response: AutoZoner Support, pp. 4, 14-15; Intern Program, p. 43; Employee Giving: Matching Gift, p. 51
	401-3 Parental leave	CSR: Well-Being for All, pp. 38-39
<b>Occupational Health and Safety</b>	403-1 Occupational health and safety management system	AutoZone submits OSHA required health and safety data in compliance with applicable regulatory requirements
	403-2 Hazard identification, risk assessment, and incident investigation	Selected disclosure throughout CSR, for example: Environmental Responsibility, for example: Work place Safety, Transportation and Emissions, “We Will Be Safe Today”, pp. 28-30; Environmental, Health and Safety manual, p. 22; and Sustainability Linked Pay, p. 36

## Global Reporting Index ("GRI") Content Index (Referenced) - FY2020

### Social Topics

Section	Disclosure Number and Title	AutoZone's Response
<b>Occupational Health and Safety</b>	403-4 Worker participation, consultation, and communication on occupational health and safety	Selected disclosure throughout the CSR, for example: Environmental Responsibility: Workplace Safety, Transportation and Emissions, "We Will Be Safe Today", p. 28-30; Environmental, Health and Safety manual, p. 22;
	403-5 Worker training on occupational health and safety	Selected disclosure throughout the CSR, for example: Environmental Responsibility: Workplace Safety, Transportation and Emissions, "We Will Be Safe Today", p. 28-30; Environmental, Health and Safety manual, p. 22
	403-6 Promotion of worker health	Selected disclosure throughout the CSR, for example: Environmental Responsibility: Workplace Safety, Transportation and Emissions, "We Will Be Safe Today", p. 28-30; Environmental, Health and Safety manual, p. 22
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Selected disclosure throughout CSR, for example: Environmental Responsibility: Workplace Safety, Transportation and Emissions, "We Will Be Safe Today", p. 28-30; Environmental, Health and Safety manual, p. 22
<b>Training and Education</b>	404-1 Average hours of training per year per employee	CSR: Various examples of learning and development training courses in the CSR such as, for example, Parts Expert, Selling Skills, Environmental Compliance, Management Fundamentals, Vendor Code of Conduct, Vehicle Safety and Emissions, Information Security among others
	404-2 Programs for upgrading employee skills and transition assistance programs	Selected disclosure throughout CSR: Ethical Business Operations, Compensation; Careers, AutoZoner Assistance Fund, Culture: <a href="https://careers.autozone.com/working-here">https://careers.autozone.com/working-here</a>
<b>Diversity and Equal Opportunity</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	405-1 Diversity of governance bodies and employees	CSR: SASB Index, p. 55
	405-2 Ratio of basic salary and remuneration of women to men	We consider this information confidential, privileged and competitive and do not currently disclose it
<b>Non-Discrimination</b>	103-1 Explanation of the material topic and its Boundary	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
	103-2 The management approach and its components	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
	103-3 Evaluation of the management approach	2020 Proxy: Board Risk Oversight, Enterprise Risk Management, pp. 5-6
	406-1 Incidents of discrimination and corrective actions taken	We consider this information confidential, privileged and competitive and do not currently disclose it
<b>Child Labor</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	See various examples throughout the CSR; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
<b>Forced or Compulsory Labor</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	See various examples throughout the CSR; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>

## Global Reporting Index (“GRI”) Content Index (Referenced) - FY2020

### Social Topics

Section	Disclosure Number and Title	AutoZone's Response
<b>Human Rights Assessment</b>	412-2 Employee training on human rights policies or procedures	Selected disclosure throughout CSR: Ethical Business Operations, Compensation; Careers, Culture and Diversity: <a href="https://careers.autozone.com/working-here">https://careers.autozone.com/working-here</a>
<b>Local Communities</b>	413-1 Operations with local community engagement, impact assessments, and development programs	CSR: 2020-2021 Highlights, p. 4; COVID-19 Pandemic Response, p. 4, 14-15; COVID-19 Community Support, p. 4, 15; Community Involvement, pp. 4, 48-50
	413-2 Operations with significant actual and potential negative impacts on local communities	We consider this information confidential and do not currently disclose it
<b>Supplier Social Assessment</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	414-1 New suppliers that were screened using social criteria	CSR: Vendor Qualifications and Onboarding, Factory Assessments, pp. 16-19; 2020 Proxy Statement: Corporate Governance Matters, Independence, pp. 4-5; Related Party Transactions, pp. 55-56; Conflicts of Interest, Gifts and Entertainment Policy; Corporate Governance Principles: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a> ; Code of Conduct and Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
	414-2 Negative social impacts in the supply chain and actions taken	CSR: Vendor Qualifications and Onboarding, pp. 16-19; Factory Assessments; Vendor Code of Conduct: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a>
<b>Public Policy</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	415-1 Political contributions	AutoZone Policy on Policy on Political Contributions: <a href="https://investors.autozone.com/corporate-governance-1">https://investors.autozone.com/corporate-governance-1</a>
<b>Customer Health and Safety</b>	103-1 Explanation of the material topic and its Boundary	CSR: Governance Framework, pp. 52-54
	416-1 Assessment of the health and safety impacts of product and service categories	AutoZone has processes to address product performance, compliance and safety, and for it and its manufacturers to meet its reporting obligations under applicable laws
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	We consider this information privileged and confidential and do not currently disclose it

## THE SUSTAINABLE DEVELOPMENT GOALS ("SDGs")

The SDGs focus on 17 areas and call on governments, businesses, and organizations to address problems facing our communities such as diversity, equality, inclusion, poverty, and sustainable development among others. We recognize the importance of the SDGs and are proud to share how we're contributing thus far.



Sustainable Development Goals	Our Contributions
<b>3 Good Health and Well-Being</b> • Ensure healthy lives and promote well-being for all at all ages	Corporate Sustainability and Responsibility Report ("CSR"), pp. 38-39: An example of how one of AutoZone's core Values, Cares About People, comes to life is through our comprehensive "Total Well-being Program", delivered through our AutoZoners app and <a href="http://www.AutoZoners.com">www.AutoZoners.com</a> . These tools were specifically developed to put well-being at every AutoZoner's fingertips. Another example of our well-being program is that AutoZoners have free access to unlimited live coaching and guidance from a dedicated team of qualified health professionals. This team helps AutoZoners make healthy lifestyle choices and manage chronic conditions, such as high blood pressure and heart disease. Additionally, together with our health care providers we launched an initiative to improve the lives of AutoZoners with diabetes, and another focused on efforts to reduce Opioid addiction. CSR, Vendor Qualifications and Onboarding, pp. 16-19: AutoZone conducts regular third-party factory audits of certain Merchandise vendors to ensure compliance with human rights, safety, quality, physical plant, and other requirements. Among other things, the audits strive to create transparency in vendors' controls of safety hazards and ensure equipment is provided to and properly used by all factory employees. Workplace Conditions Assessments verify factory working conditions including, for example, labor conditions, wages and hours, health and safety, facility and environmental management systems, handling of wastewater, etc.
<b>4 Quality Education</b> • Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	CSR: Various examples of learning and development training courses are described in the CSR such as, for example, Parts Expert, Selling Skills, Environmental Compliance, Management Fundamentals Code of Conduct, Vendor Code of Conduct, Vehicle Safety and Emissions, Information Security and AutoZone Leadership Academy among others. Each week, AutoZoners complete upwards of approximately 70,000 training modules. Our Parts Expert program recognizes those AutoZoners whose extensive automotive knowledge make them resources for customers and for their teams when it comes to providing the right advice. <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> ; CSR, p. 34: Code of Conduct: AutoZone does not discriminate, nor do we tolerate discrimination. This applies to recruiting, hiring, training, promotions, compensation, benefits, transfers, education and all other aspects of employment with AutoZone.
<b>5 Gender Equality</b> • Achieve gender equality and empower all women and girls	AutoZone does not discriminate, nor do we tolerate discrimination. We expect all employment decisions to be made based on a person's skills, knowledge and ability to fulfill the requirements of the position: <a href="https://investors.autozone.com/code-conduct-0">https://investors.autozone.com/code-conduct-0</a> CSR, pp. 44-45: AutoZone's Women's Initiative (AZWIN) strengthens women's development by facilitating networking and leadership training opportunities. The AZ WIN motto is: "Engage. Embrace. Empower." AZ WIN currently has chapters in locations throughout the organization including our store regions, Store Support Center, Distribution Centers, ALldata, Mexico and Brazil. CSR, p. 43: Creating Opportunities for Women Battling Addiction.
<b>7 Affordable and Clean Energy</b> • Ensure access to affordable, reliable, sustainable and modern energy for all	CSR, pp. 20-27: We continue to increase our use of renewable energy through onsite generation. Except for fiscal year 2020 ("FY2020"), we realized a 33% reduction of kilowatt-hours ("kWh") usage per square foot since 2007. Continual reduction in kWh usage year over year as new stores and square footage were added. We plan to install over 27,000 MWh of on-site rooftop solar by 2025. AutoZone's commitment to solar investment sets the stage for over 1.5 billion kWh of fossil fuel offsetting solar power to be delivered over the life of the projects. The impact of the lifetime generation from over 140,000 solar panels, installed across six states, equates to meaningful greenhouse gas ("GHG") impacts.
<b>8 Decent Work and Economic Growth</b> • Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	CSR, pp. 3, 8, 10: With over 100,000 AutoZoners, we are a leading employer and create positive economic impact in the local communities we live and serve. CSR, pp. 36: We offer competitive compensation, benefits and training opportunities to all AutoZoners regardless of race, gender or ethnicity. CSR, p. 34: Our Code of Conduct and other policies are examples of our efforts and commitment to Respect in the Workplace. We recruit, retain, train, promote and pay AutoZoners equitably, regardless of gender, race or ethnicity. We are committed to a workplace that is respectful and free of all forms of unlawful harassment. See also, CSR, p. 41: Summary of Efforts and Progress of our Diversity, Equity and Inclusion (DEI) Action Plan.  CSR, pp. 17-19: We have a Zero-tolerance policy toward child labor, forced labor and harassment or abuse, and do not do business with companies that do not comply to such policy. See also, CSR, pp.17-19 Vendor Qualifications and Onboarding.
<b>9 Industry, Innovation and Infrastructure</b> • Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	CSR, p. 21: In FY2020 and the first two quarters of fiscal year 2021, our battery recycling program sent over 346,000 tons of batteries and more than 66,000 tons of used and worn out auto parts were sent back to our suppliers to be recycled and remanufactured. Our stores also recycled nearly 900,000 oil filters. See also, CSR: Environmental Responsibility, pp. 20-27 for additional examples of our efforts in recycling and other areas.
<b>11 Sustainable Cities and Communities</b> • Make cities and human settlements inclusive, safe, resilient and sustainable	CSR, pp. 4, 15. We sourced and distributed over 20 million face masks, 70 million gloves, thousands of gallons of hand sanitizer and hundreds of touch-free thermometers and disinfectant sprays to frontline workers in our stores and distribution centers, plus hospitals and charitable organizations.
<b>13 Climate Action</b> • Take urgent action to combat climate change and its impacts	CSR, pp. 20-27: We have set a goal to decrease our Scope 1 and 2 energy-related emissions by 15% by 2025 from a 2019 baseline. Over 12MM gallons of oil, 1,000 tons of plastic and 346,000 tons of batteries were recycled through AutoZone in FY2020. Also, approximately 802,000 wood pallets, 21,000 tons of cardboard, and 17,000 tons of steel. These efforts prevented more than 150,000 metric tons of GHG emissions.

## EEO-1 DATA FOR CALENDAR YEAR 2020

	<b>Hispanic or Latino</b>		<b>Non-Hispanic or Latino</b>												<b>Overall Total</b>
			<b>Male</b>						<b>Female</b>						
<b>Job Categories</b>	<b>Male</b>	<b>Female</b>	<b>White</b>	<b>Black or African American</b>	<b>Native Hawaiian or Pacific Islander</b>	<b>Asian</b>	<b>American Indian or Alaskan Native</b>	<b>Two or More Races</b>	<b>White</b>	<b>Black or African American</b>	<b>Native Hawaiian or Pacific Islander</b>	<b>Asian</b>	<b>American Indian or Alaskan Native</b>	<b>Two or More Races</b>	
Executive/Senior Level Officials and Managers	4	1	31	8	-	3	-	2	6	-	-	2	-	-	57
First/Mid Level Officials and Managers	88	19	674	69	1	127	4	21	214	56	-	47	1	6	1,327
Professionals	130	37	464	99	2	21	-	21	136	93	1	12	5	12	1,033
Technicians	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sales Workers	16,359	5,037	29,524	8,810	209	1,207	472	1,516	7,616	3,106	47	167	202	471	74,743
Administrative Support Workers	10	23	70	41	-	9	-	4	67	63	-	8	2	7	304
Craft Workers	74	4	214	33	1	9	2	5	19	12	-	-	-	2	375
Operatives	1,029	650	1,634	446	13	49	20	62	848	244	8	30	20	21	5,074
Laborers & Helpers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service Workers	-	-	11	8	-	-	-	1	1	5	-	-	-	1	27
<b>Total</b>	<b>17,694</b>	<b>5,771</b>	<b>32,622</b>	<b>9,514</b>	<b>226</b>	<b>1,425</b>	<b>498</b>	<b>1,632</b>	<b>8,907</b>	<b>3,579</b>	<b>56</b>	<b>266</b>	<b>230</b>	<b>520</b>	<b>82,940</b>

# FORWARD-LOOKING STATEMENTS

This Corporate Social Responsibility Report contains forward-looking statements. Forward-looking statements typically use words such as "believe," "anticipate," "should," "intend," "plan," "will," "expect," "estimate," "project," "strive," "strategy", "seek", "may", "could" and similar expressions. These are based on assumptions and assessments made by our management in light of experience and perception of historical trends, current conditions, expected future developments and other factors. These forward-looking statements are subject to a number of risks and uncertainties. Certain of these risks and uncertainties are discussed in more detail in the "Risk Factors" section contained in Item 1A under Part 1 of our Annual Report on Form 10-K for the fiscal year ended August 29, 2020, and these Risk Factors should be read carefully. Forward-looking statements are not guarantees of future performance and actual results, developments and business decisions may differ from those contemplated by such forward-looking statements. Forward-looking statements speak only as of the date made. Except as required by applicable law, we undertake no obligation to update publicly any forward-looking statements, whether as a result of new information, future events or otherwise.

# NO FINISH LINE

We are very proud of the ESG progress we have made, while also deeply appreciating that our journey must remain ongoing, that is, "No Finish Line." We continue to believe that our best days are ahead. Thank you for staying in the Zone with us for all these years.





Corporate Social Responsibility Report - 2021