

AutoZone Code of Conduct FY2013



Code of Conduct

Overview

About the Code of Conduct

AutoZone, Inc. values its reputation for integrity and adherence to the highest ethical standards. The Code of Conduct has been adopted by AutoZone's board of directors and is the essence of AutoZone's commitment to its Values and ethical practices. It is applicable to all AutoZoners, including all employees, officers and, when they are acting on behalf of AutoZone, the board of directors.

This Code of Conduct supersedes all previous issues.

Expectations

AutoZoners must abide by this Code of Conduct – no one is an exception. This is a condition of employment.

AutoZoners are also expected to

- perform their jobs ethically and in a way that is a positive reflection of AutoZone, serves AutoZone customers and adds value to AutoZone shareholders
 - conduct themselves in both their work and personal life to avoid any activity that might be harmful to themselves, other AutoZoners, or AutoZone's business image, property or assets
 - follow both the spirit and letter of the Code, applicable laws and AutoZone policies and procedures, and
 - direct any questions to their immediate manager / supervisor.
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Noncompliance

Failure to abide by the Code of Conduct is considered a serious violation and is justification for corrective action up to and including termination.

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AutoZoner Conduct

Equal employment opportunity

AutoZone provides equal employment opportunity for all qualified individuals regardless of age, gender, marital status, citizenship, race, color, religion, national origin, physical or mental disability, military or veteran status, and sexual orientation. All employment decisions are based on job-related requirements. The policy pertains to recruiting, hiring, training, promotions, compensation, benefits, transfers, education and all other aspects of employment with AutoZone.

AutoZone is committed to fairness and mutual respect and to providing competitive compensation, benefits and training opportunities. Performance evaluations and decisions about compensation and promotion are based on merit and objective measures without favoritism.

Harassment

AutoZone is committed to providing a workplace that is respectful and free from all forms of harassment. AutoZone's commitment to fairness and mutual respect precludes harassment of AutoZoners, customers, vendors or candidates for employment. AutoZone expects that all relationships among persons in the work environment are business-like and free of bias, prejudice and harassment.

Harassment occurs when unwelcome conduct, including, but not limited to, sexual or racial harassment and intimidation, creates a hostile or offensive environment or is implied to be a factor in employment or advancement decisions.

AutoZone does not tolerate actions, comments, inappropriate physical contact, sexual advances or any other conduct that is intimidating or otherwise offensive or hostile. Incidents of harassment must be reported to management immediately.

Non-violent workplace

AutoZone is committed to maintaining a safe and healthy work environment and does not tolerate violent acts or threats of violence on AutoZone premises or while engaged in AutoZone business.

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AutoZoner Conduct, Continued

Drugs and alcohol

AutoZone is committed to a safe and productive, drug-free workplace.

Reporting to work under the influence of alcohol, illegal drugs, narcotics, other intoxicants or non-prescribed drugs, and the solicitation, possession and use of them on AutoZone property is prohibited.

Note: AutoZone property includes all indoor and outdoor work areas, all parking areas and all AutoZone vehicles.

Operating an AutoZone vehicle under the influence of controlled substances, illegal drugs or alcohol is a violation of policy. This includes the operation of AutoZone vehicles on personal time and includes personal and rental vehicles used for AutoZone business.

Media contact

Members of the media – newspaper, radio, magazine, television or Internet – may contact AutoZoners seeking information regarding various aspects of AutoZone’s business. All inquiries must be referred to the Media Relations Hotline at 1-866-966-3017. AutoZoners are not permitted to speak on behalf of AutoZone with the media or consent to an interview on behalf of AutoZone without receiving prior approval from the vice president, Government and Community Relations.

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AutoZoner Conduct, Continued

Responsible communication

- AutoZoners must not engage in defamatory activity in any manner by making
 - false statements or derogatory remarks about AutoZone or AutoZoners, customers, vendors, partners, affiliates and others, including competitors, or
 - false comments that may damage AutoZone’s public image.

Defamatory activity includes maliciously false verbal and written communications on Web sites, Internet forums, blogs, chatrooms or any other Internet media.

- AutoZoners who participate on AutoZone-sponsored social networks must comply with AutoZone’s social media policy and all other applicable AutoZone policies. **Reference:** *Handbook and Code of Conduct/AutoZoner Workplace/Computer Use and Data Security/AutoZone-sponsored social media*
- AutoZone does not permit anyone to
 - use its logo or links to the corporate web site
 - use its name to endorse or promote a vendor's product or service
 - publish films or photographs of
 - other AutoZoners, customers or vendors on AutoZone property, or
 - facilities, products or systems, or
 - create or forward externally-provided information that may be considered offensive or may contribute to a hostile work environment.

Exceptions

- Using AutoZone’s logo / links requires approval from AutoZone’s Legal and Marketing departments.
- Using AutoZone's name to endorse or promote a vendor's product or service requires approval from the vice presidents of the following: functional area of request, Government and Community Relations, Marketing (if logo use is requested), Investor Relations, and Legal over contractual issues (or the vice president's designee).
- Authorization for in-store photography or video must be given by the vice president, Government and Community Relations.

Reference: Policy Center/ *Use of AutoZone Company Names, Marks and Logos*

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AutoZoner Conduct, Continued

Compliance with other AutoZone policies

AutoZoners may be subject to additional policies and procedures governed by their specific job functions, responsibilities and business risks associated with those areas. Managers / supervisors are responsible for communicating additional policies and procedures relevant to their function.

Questions to ask when making decisions

Here are some questions to ask when making decisions. If the answer to any of these questions is *no*, do not pursue the situation any further, and ask management for direction.

- Is it legal?
 - Does my decision align with AutoZone's Values?
 - Is it the right thing to do?
 - Is it the appropriate thing to do given the circumstances?
 - Would I want everyone to know about this?
 - Will I feel good about myself?
 - Will this reflect positively on AutoZone?
 - Will AutoZone be proud of this?
-

Responsibility for maintaining accurate records and reports

AutoZoners who create or maintain reports or records are responsible for ensuring

- integrity
 - accuracy
 - completeness, and
 - compliance with AutoZone policies and legal requirements.
-

Conflicts of Interest

Prohibited conflicts

AutoZoners must avoid situations in which other interests or commitments may affect their ability to perform their job. It is impossible to identify every situation which might be an actual or potential conflict or which might present the appearance of a conflict.

The following conflicts of interest are prohibited:

- accepting gifts, tips or gratuities from customers
- accepting unauthorized gifts, entertainment, gratuities or employment from competitors, vendors or potential vendors for business favors
- soliciting or requesting gifts, tickets or samples from vendors or financial service providers for personal or unapproved AutoZone uses
- participating in any enterprise in competition with AutoZone
- using confidential information for personal gain or to AutoZone’s disadvantage
- having a direct or indirect financial interest in any of AutoZone’s vendors or competitors or in property that is leased or sold to AutoZone unless that interest is a small minority of stock in a publicly owned company whose shares are traded through normal markets
- using AutoZone assets or labor for personal reasons
- using the AutoZoner discount for an AutoZoner’s or someone else’s – friend, relative or customer – business purposes, and
- exchanging gifts with direct or indirect reports.

Exception: At seasonably appropriate times of the year, gifts from outside sources are permitted with management approval. The retail value of any gift, including dinners, should not exceed \$50 from one source during the course of a year. Larger gifts should be donated to a charity.

Definitions

Terms used in this topic are defined below.

Term	Definition
Direct report	AutoZoner and the immediate manager / supervisor.
Indirect report	Member of management – other than the immediate manager / supervisor – who has authority over an AutoZoner.
Family relationship	Relationship that exists between two AutoZoners who are related or become related while working at AutoZone, including <ul style="list-style-type: none"> • father, mother, brother and sister • husband, wife, son and daughter • stepparent, stepchild, stepbrother and stepsister • grandparent and grandchild, and • in-law.

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Conflicts of Interest, Continued

Direct and indirect reporting relationships

Managers / supervisors may not enter into dating or personal / social relationships with AutoZoners

- with whom they have a direct or indirect reporting relationship, or
 - over whom they have
 - promotional or demotional authority
 - investigative authority, or
 - hiring, termination or job-placement authority.
-

Family relationships

AutoZoners who are related, or become related while working at AutoZone, are not permitted to work together in

- the same store
- the same department (DC, ALLDATA, SSC)
- a direct reporting relationship, or
- an indirect reporting relationship without the prior approval of an officer (vice president or above).

If an indirect reporting relationship is approved, decisions regarding disciplinary actions, compensation, promotions or demotions are handled by the next hierarchical member of management and the director of AutoZoner Relations.

An AutoZone manager with a family member who works for a competitor or vendor of AutoZone must report the situation to the immediate manager/supervisor.

Responsibility to advise management

AutoZoners are responsible for voluntarily advising senior management immediately if a relationship develops that does not conform to these policies.

What happens next: An attempt will be made to transfer one of the AutoZoners to another location or department.

Potential conflicts

The following give the appearance of a potential conflict:

- accepting free product samples for non-business purposes, and
 - having a family member who either
 - works for a competitor or vendor of AutoZone, or
 - accepts gifts, gratuities, loans or entertainment from a competitor, vendor or potential vendor.
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Conflicts of Interest, Continued

Tickets Free event tickets provided by vendors must be turned over to a member of management at the officer level. The tickets may be used to reward AutoZoners for good work or may be donated to charity.

Samples Product samples are an acceptable and important part of the business if an AutoZoner's job is buying merchandise or supplies for AutoZone. AutoZoners with merchandising or procurement responsibility may accept samples and use samples as long as doing so is for business purposes. However, they should not be used as a personal benefit.

Corporate opportunities AutoZoners are responsible for advancing AutoZone's business interests when the opportunity to do so arises.

Unacceptable practices

- AutoZoners are not permitted to take for themselves – or direct to a third party – any business opportunity discovered through their position at AutoZone or through the use of AutoZone property or information.
 - AutoZoners must not
 - use their position with AutoZone, or AutoZone property or information, for personal gain, or
 - compete with AutoZone.
-

Confidentiality

Usage of AutoZone information

AutoZone data belongs exclusively to AutoZone.

AutoZoners may access, use and retain such data only for AutoZone business and not for personal benefit or the benefit of any person or entity other than AutoZone.

AutoZoners are prohibited from using or disseminating confidential information obtained in the course of their employment about AutoZoners, vendors or customers in any manner inconsistent with that described in this Code of Conduct and other AutoZone policies and procedures.

AutoZoners may not review, copy or otherwise access confidential information except to the extent authorized and necessary to perform their job responsibilities. These obligations also apply to any confidential or proprietary information of third parties to which an AutoZoner might have access in the course of employment.

Disclosure of AutoZone personal or business information

AutoZoners may not disclose or provide confidential AutoZone personal or business information, directly or indirectly, in any form or format including Internet chat rooms, to any person or entity inside or outside of AutoZone who does not have a business need and authorization to have the information.

Records containing personal information about AutoZoners, including that related to health benefits, must be kept confidential. Access to such records is limited to individuals with a specific need to use the information in the performance of their duties.

Inquiries for confidential information

- Refer inquiries regarding employment verification information to The Work Number at 1-800-996-7566.
 - Refer court orders requesting personnel information to AutoZoner Relations at 1-800-510-1033.
 - Seek management advice if questions arise about whether information should be shared.
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Confidentiality, Continued

Definition

Confidential information is defined as non-public information that includes, but is not limited to, all data concerning AutoZone's

- business plans
 - products and pricing
 - proprietary operating procedures and systems
 - books, records, financial and sales reports
 - employment actions and personnel issues
 - personal information about other AutoZoners
 - customer information, such as credit card and loyalty card information
 - investigative reports and statements, and
 - system passwords.
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Responsibility

AutoZoners are responsible for reporting to management any situations of suspected lost or compromised data.

Protection and Proper Use of AutoZone Assets

Responsibility AutoZoners are responsible for protecting AutoZone’s assets and for ensuring their efficient use for legitimate business purposes only.

Rationale: Theft, carelessness, waste and misuse directly impact AutoZone’s profitability.

Definition AutoZone defines **assets** as including the items listed below.

- merchandise
 - intellectual property such as trademarks
 - business and marketing plans
 - salary information
 - computer resources
 - unpublished financial data and reports
 - equipment
 - funds
 - supplies
 - facilities
 - services and labor of other AutoZoners
-

Using the AutoZone name AutoZone’s name is to be used only for authorized AutoZone business and never in connection with personal or other activities unless an Executive Committee member approves and the use is in accordance with AutoZone’s Values.

Reference: Policy Center/ *Use of AutoZone Company Names, Marks and Logos*

Intellectual property Intellectual property, including trademarks, patents and information and knowledge about AutoZone’s systems, products and services, belongs to AutoZone even if an AutoZoner leaves the organization. AutoZone is the sole and exclusive owner of any intellectual property made, conceived or developed by an AutoZoner in the course of employment with AutoZone. This includes original artwork, photographs, written material and inventions, patented or otherwise.

Reference: Policy Center/ *Use of AutoZone Company Names, Marks and Logos*

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Protection and Proper Use of AutoZone Assets, Continued

Disbursement authorization

Obligating AutoZone to spend or commit to spend monies requires prior authorization by approved members of management.

Management may authorize expenditures only within their general approval levels. General approval levels apply to the full project amount, invoice amount, expense report and/or disbursement amount.

AutoZoners are responsible for familiarizing themselves with the disbursement authorization policy, approval levels and expense reimbursement practices.

Reference: Policy Center/*Disbursement Authorization*

Fair Dealing

AutoZone's history of fair dealing

AutoZone has a history of succeeding through honest business competition. AutoZone does not seek competitive advantages through illegal or unethical business practices nor does AutoZone take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any unfair dealing.

Fair competition and antitrust laws

AutoZone is committed to promoting and protecting healthy, honest and fair competition which benefits our customers and our businesses alike. AutoZone does not participate in any activities that violate antitrust or fair competition laws. These laws can be very complex, but they generally prohibit, among other things, agreements among competitors

- to fix prices or terms of sale
- make collusive bids
- allocate markets or customers, or
- agree with others to refuse to do business with customers, vendors or competitors.

In keeping with the highest legal and ethical standards, every AutoZoner must avoid even the appearance of such activities with a competitor. AutoZoners who need clarification about fair competition or antitrust laws should contact the Legal department.

Advertising practices

AutoZone presents advertised items in a favorable light in a sincere, good faith offer to sell merchandise, to help the customer obtain the right product and to “do the job right.”

Unacceptable

AutoZoners must not intentionally discourage customers from purchasing advertised items in order to switch them to other merchandise which may constitute “bait and switch” sales tactics.

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Fair Dealing, Continued

Selling practices

AutoZoners must

- deal with AutoZone customers honestly and truthfully
 - be well-informed about the performance, pricing, features and benefits of the products and services AutoZone sells
 - show a genuine concern for customers' needs
 - give accurate information when describing AutoZone products and services or comparing AutoZone products to those offered by AutoZone's competition, and
 - sell responsibly by explaining how AutoZone products and services meet customer needs and support product performance claims accurately and by fact.
-

Buying practices

AutoZoners who make buying decisions must

- be informed about the vendors they select
 - select vendors on the basis of AutoZone's best interests – product quality, value and potential customer appeal
 - consider vendor financial condition, trade reputation and reliability, and
 - before initial orders are placed, confirm that vendors
 - share AutoZone's commitment to the highest ethical business standards
 - have proven records of supplying high quality products or services that are both safe and conform with the law, and
 - are business-worthy.
-

Unacceptable practices

The following are contrary to both AutoZone policies and the law and are **not** permitted:

- misrepresenting the truth
 - stealing proprietary information
 - possessing trade secret information that was obtained without the owner's consent, and
 - inducing secret disclosures by past or present employees of other companies.
-

Compliance with Laws, Rules and Regulations

Compliance AutoZone complies with applicable federal, state and local laws pertaining to its business and complies with applicable orders and regulations.

Expectations AutoZoners must adhere strictly to all applicable laws and regulations including all employment laws in effect where AutoZone does business. This requires adherence to both the letter and spirit of the law.

AutoZoners are not expected to know the details of all laws, and, in those cases, should seek advice from management.

Contract negotiations Only AutoZone officers may sign contracts that bind AutoZone to act or pay money to anyone. All contracts require two officer signatures. Under no circumstances are any other AutoZoners authorized to sign contracts. All contracts must be approved for legal form and approved by an AutoZone attorney.

Copyright laws It is illegal to copy the copyrighted work of someone else without the permission of the owner. Do not photocopy books or newspaper and magazine articles or copy software, music or videos without consent. Any copies made with consent of the copyright owner must state that the copy was made with permission.

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Compliance with Laws, Rules and Regulations, Continued

Improper payments and bribes

AutoZone prohibits the providing, promising, offering, soliciting or accepting of a bribe or any improper payment, directly or indirectly, to or from any person or entity in an effort to gain an improper advantage for AutoZone. This policy applies to AutoZoners, officers, directors, vendors, agents and representatives alike.

Definitions

- **Improper payments** are literally anything of value and include
 - products, services, employment opportunities or funds
 - meals, gifts, entertainment or travel expenses
 - use of AutoZone property, facilities, products or equipment, and
 - donations to charities or special causes.
- **Improper advantage** may include any activity that could benefit AutoZone, such as
 - obtaining or retaining business
 - obtaining a permit, or
 - avoiding a penalty.

AutoZone may make standard payments directly to foreign governments for legitimate reasons, such as standard tax assessments and posted official licensing, permitting or customs fees.

Reporting improper or suspicious requests

- AutoZoners are required to report improper or suspicious requests for anything of value to
 - the manager / supervisor or any other person in their reporting hierarchy, or
 - the general counsel at 1-877-532-2183 from the United States, Puerto Rico and Canada (001-877-532-2183 from Mexico, 0800-76-25-287 from Brazil, 4001-202734 from China), or fcpa.generalcounsel@autozone.com.
- AutoZoners who are unsure as to the legitimacy of a request for anything of value are required to consult with their manager / supervisor or the general counsel.

Reference: Policy Center/ *Compliance with Anti-Corruption Laws*

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Compliance with Laws, Rules and Regulations, Continued

Global sourcing AutoZone strives to promote the highest standards of integrity wherever it operates. AutoZone's products are produced in many countries and shipped across many borders. AutoZone complies with customs and trade regulations by

- adhering to export and import laws
- reviewing and abiding by trade restrictions of the United States and other countries in which AutoZone operates
- ensuring that AutoZone does not participate in or support any boycotts or restrictive trade practices not sanctioned by the government of any country in which AutoZone has operations, and
- complying with AutoZone's *Global Compliance* policy and *Global Sourcing Principles*.

Failure to comply with trade regulations can lead to confiscation of products and other serious consequences for AutoZone. AutoZoners must consult the Global Sourcing group and the Legal department before shipping products from one country to another and must follow AutoZone's *Global Compliance* policy and *Global Sourcing Principles*.

Reference: Policy/Center/*Global Compliance, Global Sourcing Principles*

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Compliance with Laws, Rules and Regulations, Continued

Insider information / trading

AutoZone stock and other securities are publicly traded on major exchanges and the market prices of these securities are based on what the public knows about AutoZone. Investors could gain an unfair advantage through inside, non-public information that could affect their decision to buy or sell securities. Trading on or tipping others about material, non-public information about AutoZone, its subsidiaries, vendors or licensees is illegal and unethical - it threatens AutoZone's integrity and may result in serious civil and criminal penalties for individual AutoZoners and AutoZone. Many AutoZoners encounter inside information through the course of AutoZone's normal business.

Examples include

- news about AutoZone's financial results prior to formal release
- planned actions regarding AutoZone stock
- important lawsuits
- important contracts, and
- senior management changes.

Insider trading laws

The law forbids the purchase and sale of securities by anyone who has such material information, which has not been made public through distribution over major news services or through other publications widely distributed to the public. Never discuss inside information with family or friends, suggest they trade in AutoZone stock based on inside information or make personal investment decisions based on this information. Avoid violations by being careful, exercising discretion and using common sense.

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Compliance with Laws, Rules and Regulations, Continued

Workplace safety

AutoZone is committed to maintaining a safe and healthy work environment and requires AutoZoners, when they are aware of a hazard, to report that hazard to their manager / supervisor.

Product safety

AutoZone is committed to selling quality products that are safe for their intended uses, conform to all laws and regulations and meet relevant industry safety standards. When AutoZone learns of a potential product safety problem, AutoZone cooperates with manufacturers and relevant government bodies to take appropriate action. Throughout the process, AutoZone's principal goal is to ensure the consumers are adequately protected.

Environmental protection commitment

AutoZone is committed to

- maintaining awareness on environmental matters
- cooperating with government agencies, vendors and communities in environmental protection efforts
- complying with all applicable environmental laws and regulations
- conserving resources through improving energy efficiency in AutoZone's operations, and
- minimizing volume and toxicity of waste AutoZone generates.

Political contributions and activities

AutoZoners may not give AutoZone funds, property, services or labor, directly or indirectly, to any candidate, political organization or political party without specific approval from a member of the Executive Committee. This applies to any federal, state or local election or any referendum or lobbying effort at any level of government.

Reporting of Illegal or Unethical Behavior

Reporting noncompliance

AutoZone requires the reporting of noncompliance with the established Code of Conduct. AutoZoners who have knowledge of a violation of this Code of Conduct, AutoZone policy or any legal requirement, have an obligation to report it to their manager / supervisor or AutoZoner Relations at 1-800-510-1033. The board of directors should communicate any suspected violations of the Code directly to the chairman of the Audit Committee. AutoZoners may report violations and feel confident that AutoZone does not allow retaliation against them for promptly reporting noncompliance issues.

Past noncompliance

AutoZoners who question whether or not they may have violated this Code of Conduct in the past should speak immediately with management, Human Resources or AutoZoner Relations.

Reporting of a possible noncompliance action in the past does not automatically jeopardize employment. Situations are reviewed on a case-by-case basis, and AutoZoners are expected to abide by this Code of Conduct in the future as a condition of employment.

Managers / supervisors' obligation for problem resolution

Managers / supervisors have an obligation to take any complaint or concern from AutoZoners seriously. If they determine that action is required to correct the situation, they must notify all appropriate individuals and make sure the situation is investigated. Serious violations must be immediately reported to AutoZoner Relations.

Interpretations and waivers

AutoZone's general counsel is responsible for interpreting the Code of Conduct. In certain circumstances, it may be appropriate to grant a waiver of a provision of the Code of Conduct. Any request for a waiver must be in writing and presented to the general counsel or the general counsel's designee. Any waiver of this Code for AutoZone's executive officers or directors may be made only by the board of directors or a committee of the board, and must be promptly disclosed to stockholders in accordance with legal and regulatory requirements.

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Reporting of Illegal or Unethical Behavior, Continued

Reporting contacts The table below provides contact information for asking questions and for reporting noncompliance of the Code of Conduct, legal requirements and AutoZone policy.

Report...	To the following contact...
complaints and noncompliance	<ul style="list-style-type: none"> • immediate manager / supervisor • Human Resources representative, or • AutoZoner Relations at autozoner.relations@autozone.com (or 1-800-510-1033 from the United States).
corrupt practices in foreign countries	<ul style="list-style-type: none"> • 1-877-532-2183 from the United States, Puerto Rico and Canada • 001-877-532-2183 from Mexico • 0800-76-25-287 from Brazil • 4001-202734 from China, or • fcpa.generalcounsel@autozone.com.
insider trading and financial fraud	<ul style="list-style-type: none"> • Financial Fraud Hotline at 1-800-925-5150 from the United States, Puerto Rico and Canada (001-855-559-7649 from Mexico, 0800-76-25-286 from Brazil), or • General Counsel <ul style="list-style-type: none"> – Email: General Counsel at general.counsel@autozone.com – AutoZone Policy Center via incident reporting – By letter or phone to AutoZone, Inc., Dept. 8074 P.O. Box 2198 Memphis, TN 38101-9842 901-495-7966. <p>Note: Complaints may be sent anonymously. However, providing contact information permits AutoZone to ask any questions that might arise from the complaint.</p>
investor inquiries	Investor Relations at investor.relations@autozone.com (or 901-495-7185 from the United States).
IT security issues	information.security@autozone.com .
media inquiries	Media Relations Hotline at media.relations@autozone.com (or 1-866-966-3017 from the United States). Reminder: All media inquiries must be referred to the vice president, Government and Community Relations. AutoZoners are not permitted to speak with the media without prior approval.
safety hazards	<ul style="list-style-type: none"> • immediate manager / supervisor, or • Safety Hotline at safetyhotline@autozone.com (or 1-800-270-6819 from the United States). <p>Note: Safety and health concerns and suggestions may be communicated anonymously. However, providing contact information permits AutoZone to ask questions that might arise from the concern/suggestion.</p>
theft / shrink	ShrinkBuster Hotline at shrinkbuster.hotline@autozone.com (or 1-800-848-4338 from the United States). Note: Theft / shrink concerns and suggestions may be communicated anonymously. However, providing contact information permits AutoZone to ask questions that might arise from the concern/suggestion.