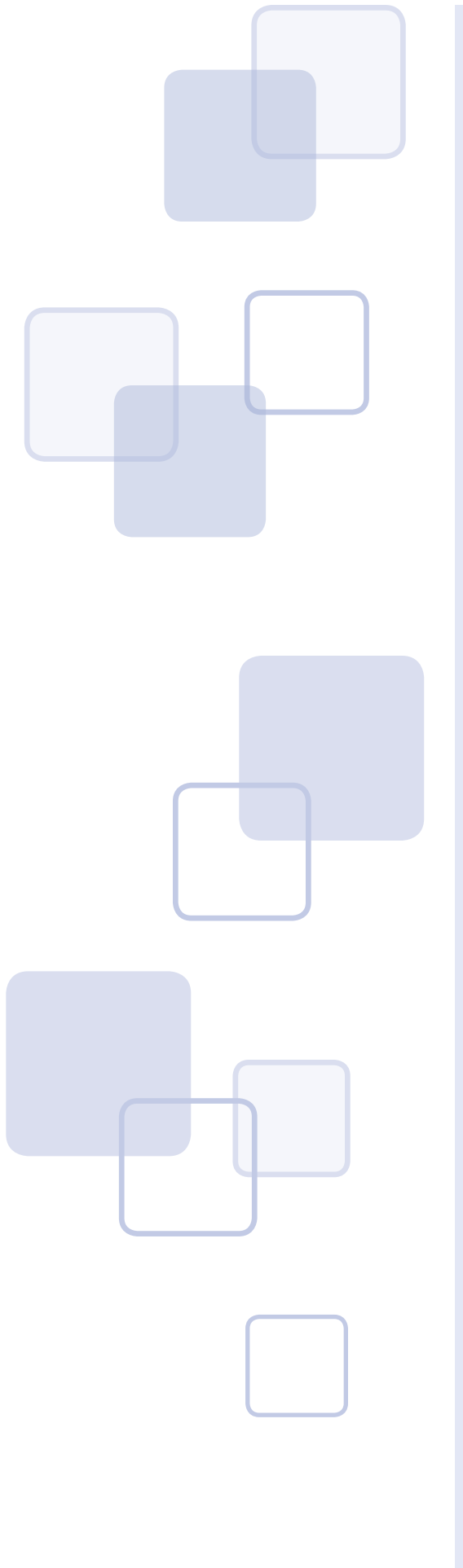




*Volunteer Project
and Donation Drive*
Resource Guide





The CarMax Foundation is committed to helping you plan and execute a rewarding, meaningful experience for your team of Associates. We've prepared this guide to make it easy for you to successfully coordinate a volunteer activity and ensure your community organization receives the donation from the CarMax Cares Volunteer Grants Program.

As the Volunteer Project Coordinator (VPC), you are responsible for coordinating the activity from start to finish. You also serve as a liaison between CarMax, The CarMax Foundation, and your community organization.

If you haven't yet chosen your volunteer project, The Foundation is available to help you find resources, organizations, and activities that fit your needs. Acceptable volunteer activities include building repairs and painting, sorting items at a food pantry, delivering food to homebound people, and reading to seniors or children. Acceptable donation drives collect blood, food, toys, and clothing.

Please contact me if you have any questions. We look forward to working with you and your team!

Sincerely,

A handwritten signature in black ink that reads "Sharon R. Handley". The signature is fluid and cursive, with a long, sweeping tail on the letter "y".

Sharon R. Handley
The CarMax Foundation
Phone: (804) 935-6152
Fax: (804) 935-4516
kmxfoundation@carmax.com

Quick Guide for Volunteer Events

- ___ 1. Work with your manager and team to come up with a list of local non-profit organizations, potential volunteer projects, and date options
- ___ 2. Once an organization has been chosen, contact the non-profit to:
 - Introduce yourself
 - Get contact information
 - Confirm the organization is a 501(c)3 and get its Tax ID number
 - Discuss specific volunteer opportunities that would be appropriate for the date chosen and your team's number of volunteers and interests
 - Determine necessary supplies

Note: Volunteer events on CarMax property must be conducted by CarMax Associates only. Representatives of a non-profit organization are not permitted to be present on CarMax property to conduct or assist with volunteer events.

- ___ 3. Complete the **Volunteer Grant Application** and fax it to The CarMax Foundation. This is the only form that must be submitted before the actual event.
- ___ 4. Communicate all event details to your team:
 - Date, time, and length of project
 - Location and directions
 - Photographer assignment(s)
 - Appropriate attire (see page 9 for CarMax Cares t-shirt information)
- ___ 5. Take the **Team Sign-in Sheet** and **Non-Profit Project Evaluation** to the event
 - Have all Associates complete the sign-in as they arrive — submit this form to The CarMax Foundation immediately after the event
 - Give the evaluation to your non-profit contact — encourage him or her to fax or email this to The CarMax Foundation immediately after the event
- ___ 6. Go over the agenda for the day (this can be done by you or the non-profit representative)
 - Include the location of restrooms, snacks, water, etc. for volunteers
 - Introduce other non-profit representatives volunteers will work with
 - Schedule time to clean up after your project
- ___ 7. After the event, distribute a **Volunteer Project Evaluation** to each Associate
 - Each individual can submit the evaluation or you can collect them and submit them all at once
 - These should be submitted to The CarMax Foundation as soon as possible
- ___ 8. Email an event summary to kmxfoundation@carmax.com
 - Include project details, why you chose the organization, and how the team felt after the project
 - Include up to five photos with captions (names, titles, activity)

Your story could be featured in *What's New*, *On the Road*, *Under the Hood*, or The CarMax Foundation Annual Report.

Once The CarMax Foundation has received all documents (application, evaluations, sign-in sheet), we will email the non-profit contact to apply for the Volunteer Grant.

Quick Guide for Donation Drives

- ___ 1. Review the CarMax Cares Donation Drives Policy on The CarMax World
- ___ 2. Be sure your location does not exceed **three (3)** donation drives during the year
Note: Each location may have only **one (1)** blood drive per year
- ___ 3. Discuss a donation drive with your manager and team to see:
 - What local organization Associates would like to support
 - What items Associates would like to collect
- ___ 4. Contact the non-profit to:
 - Discuss what items they need
 - Confirm the organization is a 501(c)3 and get its Tax ID number
 - Determine a start and finish date for the drive
 - Discuss how to handle pick-up or delivery of the donations

Note: Donation drives on CarMax property must be conducted by CarMax Associates only. Representatives of a non-profit organization are not permitted to be present on CarMax property to conduct or assist with donation drives.

- ___ 5. Complete the **Volunteer Grant Application** and fax it to The CarMax Foundation before the drive begins
- ___ 6. Set up a collection site* in a non-customer area (e.g., the break room) with signage that includes:
 - Information about the organization
 - The organization's wish list
 - Drive dates

* Please note that blood drives must be held in a mobile unit — not the store. Review the Hosting Blood Drives Policy on The CarMax World.

- ___ 7. Take photos of the donation drive's progress
- ___ 8. Once the non-profit receives your donations, please ask your organization contact to complete a **Non-Profit Project Evaluation** and submit it to The CarMax Foundation
- ___ 9. Email a drive summary to kmxfoundation@carmax.com
 - Include drive details, why you chose the organization, and how much was collected
 - Include up to three photos with captions (names and titles)

Your story could be featured in *What's New*, *On the Road*, *Under the Hood*, or The CarMax Foundation Annual Report.

Once The CarMax Foundation has received all documents (application, donation drive evaluation), we will email the non-profit contact to apply for the Volunteer Grant.

Please note: If a team of five or more Associates delivers the donated items and completes an additional volunteer project (e.g., sorting items at the food bank or organizing clothing at a homeless shelter), this can be considered an additional volunteer project. Once the paperwork for the Volunteer Team-Builder is completed, the organization is eligible for two grants.



Volunteer Grant Application

Please submit this form to The CarMax Foundation *before your event* by email at kmxfoundation@carmax.com or by fax at (804) 935-4516.

CarMax Volunteer Project Coordinator

Name: _____

Title: _____

Store Number/Department Name: _____

Phone number: _____

Email address: _____

Organization Information

Organization name: _____

Organization address: _____

Organization EIN/Tax ID number: _____

Phone Number: _____

Contact Name: _____

Contact email address: _____

Volunteer Project Description

Project Title: _____

Project Description: _____

Activity Date(s)/Time: _____

Number of Associates Participating: _____

Donation Drive Description

Project Title: _____

Items Being Collected: _____

Drive Date(s): _____

Have you worked with this organization in the past? Yes No

If yes, please explain: _____

Approval *(must be a Store or Department Manager)*

Signature: _____ Title: _____

Name: _____ Date: _____

(please print)



Volunteer Project Evaluation

Thank you for completing this survey. Your feedback helps us improve the quality of our volunteer program. Your individual comments will remain anonymous.

Organization: _____ Project Name: _____
Project Date: _____ Volunteer Project Coordinator (VPC) Name: _____

1. Were you the VPC? Yes No (If no, skip to question 3.)
2. Was your team able to reach the goals and objectives set for the project?
 Yes No
If no, why? Comments?
3. Using a scale of 1 to 5, where 5 means you strongly agree with the statement and 1 means you don't agree at all, please rate the following statements based on your experience with this project:
 - The project details were clearly defined and communicated to me.
 - The project was well organized.
 - The nonprofit organization was prepared for the service we were performing.
 - I gained a better understanding of my community.
 - The event provided an opportunity to bond with colleagues.
 - The event was fun.
 - I felt that I made a positive contribution.
 - Overall, I was satisfied with the event.
4. Would you recommend that CarMax participate in similar projects in the future? Yes No
5. What would you suggest that CarMax do to enhance the experience in the future?
6. What did you like best about the program?
7. What did you like least about the program?

Comments:

Please return to The CarMax Foundation *immediately after your event* by email at kmxfoundation@carmax.com or by fax at (804) 935-4516. For volunteer team-builders, the non-profit is not eligible for the volunteer grant until this form is submitted.



Non-Profit Project Evaluation

Organization Name: _____

Contact Person's Name and Title: _____

Phone Number: _____

Project Date(s): _____

CarMax Project Coordinator: _____

Please rate the following on a scale of 1 to 5 (1 = poor, 5 = excellent)

- ___ The event overall
- ___ Organization of the project
- ___ Communication with CarMax Associates
- ___ Enthusiasm of Volunteers/Donors

Would you work with CarMax again? Yes No

Additional comments/suggestions:

May we use your comments? Yes No

Please return this evaluation to:

The CarMax Foundation
CarMax Auto Superstores, Inc.
12800 Tuckahoe Creek Parkway
Richmond, VA 23238
Fax: (804) 935-4516
Email: kmxfoundation@carmax.com

Project Guidelines

- The beneficiary organization must be a verifiable, IRS-designated 501(c)(3) public charity located in the United States
- A store or department manager must approve project applications before submission to The CarMax Foundation
- Locations may not host more than **three (3)** donation drives per year
- Locations may not host more than **one (1)** blood drive per year
- Volunteer Team-Builders must have a minimum of five (5) CarMax Associates as participants and should volunteer for at least 1.5 hours
- Generally, the following types of projects don't fall within CarMax guidelines:
 - Projects strictly serving religious, political, or fraternal initiatives
 - Projects that advocate, support, or practice unlawful discrimination based on race, religion, color, creed, sex, age, or national origin
 - Organizations that might in any way pose a conflict with CarMax Inc.'s mission, goals, programs, or products
 - Fraternal, athletic, or social clubs
 - Labor and political organizations or campaigns

Attire

CarMax Associates are asked to wear CarMax Cares t-shirts during volunteer projects when possible.

- They are available on the CarMax World and should be ordered at least two weeks before the project
- Please remember The CarMax Foundation cannot purchase these or reimburse you for them

Public Relations

Volunteer projects are key opportunities to promote CarMax's commitment to our communities.

Here are some things to consider:

- Designate a photographer to record the day's activities — email photos to kmxfoundation@carmax.com, with captions that include project descriptions and volunteers' names and positions
- If you think your project is news media-worthy, contact The CarMax Foundation at (804) 747-0422 as soon as possible to discuss the event

- Stories could be shared internally in *What's New, On the Road, Under the Hood*, or featured in The CarMax Foundation Annual Report

Communication

- Be sure to keep your co-workers and the non-profit representative up-to-date about the specific project; a site visit may be necessary to determine bathroom locations, parking availability, and photograph restrictions
- Please remind your non-profit contact not to solicit donations or additional volunteer services during the project; it is a violation of the CarMax Solicitation Policy
- Consider meeting with volunteers a day or two before the event to discuss:
 - Mission of the organization
 - Nature and value of the project
 - Skills/tasks needed
 - Project time frame (arrival and expected completion)
 - Transportation options and directions
 - Specific work assignments
 - Appropriate attire
 - Refreshments

Entry Fees and Additional Costs

The CarMax Foundation is unable to pay or reimburse for costs associated with volunteer projects, including event entry fees, snacks, supplies, etc.

Safety

Because various liabilities are associated with volunteer projects, be sure to determine:

- Possible risks, including waivers that might be required
- Special training or particular skills needed to complete the project
- Clear understanding of scope and possible impact on volunteers with special needs

Use your best judgment. If you question the project safety, discuss your concerns with The CarMax Foundation at (804) 747-0422 or kmxfoundation@carmax.com. It may be necessary to find a different project.

For a sample project timeline or supply list, please email kmxfoundation@carmax.com.