



Monday, June 1, 2020

Dear AutoZoners,

As we, at AutoZone and as a nation, struggle to deal with the tragic death of George Floyd, the resulting national protests and a deeply disturbing history of hatred and violence aimed at people of color, we are humbly compelled by the grace and wisdom of Dr. Martin Luther King, Jr. whereby he reminds us that:

“In the end, we will remember not the words of our enemies, but the silence of our friends.”

Our sincere expressions of sorrow, grief and loss must never be met with silence. As a company and essential business, every day we proudly serve our customers, the motoring public, to help ensure the safe and responsible operation of their vehicles. However, whether in times of natural disaster, a global pandemic or as the ills of long-standing racism, prejudice and discrimination come to bear, our reach, voice and impact must never be confined to our stores and physical spaces. Regardless of race, color or ethnicity, we all reap the benefits of the historical and monumental changes spurred by civil protest in America.

Yes, we plan to rebuild our burned and damaged stores in Minneapolis and provide support to our displaced AutoZoners. Taking care of our AutoZoners is simply not a matter of what we plan to do, it is fundamentally who we are as a company and as AutoZoners. But, beyond any rebuild and support efforts, we must always remain committed to embracing, promoting and prioritizing diversity and inclusion throughout our entire company and in the communities we cherish.

For over 40 years and counting, AutoZone has endeavored to provide trustworthy advice, put our customers first, and be agents of positive change by investing and standing side-by-side with our community partners. Now, more than ever, we should be committed to Living our Pledge and Values, not merely in our words but in our deeds, actions and the way we choose to live our lives and treat others.

AutoZoners, as we stand as 1TEAM and one AutoZone family, we cannot allow the mere hope of a better future to ease the need for us to commit to a better today.

Sincerely,

A handwritten signature in black ink that reads "Bill". The letters are stylized and cursive.

Bill Rhodes
Chairman, President and CEO
Customer Satisfaction