

Representative Health.

Overview.

Creating a safe working environment within the Best Buy community is a top priority. To that end, we continue to make numerous changes to our business operations in the interest of health & safety. Centers of Disease Control (CDC) guidelines and recommendations are considered throughout our programs and protocols. Our guiding principles through this time remain keeping our employees, partners, and locations safe, as well as continuing to support the essential needs of our communities.

What's changing?

- Effective Sept. 15 at 8 a.m. CT, the COVID-19 Health Screening will be retired, and is no longer required before starting a shift or entering a Best Buy facility, customer home or business.
- Best Buy is aligning its quarantine and isolation requirements directly with [CDC guidance](#). While all representatives must still isolate and not come to work if they have symptoms or test positive, they are not required to quarantine away from work after a COVID-19 exposure, regardless of vaccination status, unless required by local law.
 - **Note:** Anyone who is exposed to COVID-19 must still wear a mask for 10 days after exposure and should test after day five according to [CDC guidance](#). However, there is no longer a need to quarantine.

What stays the same?

- Since the virus causing COVID-19 continues to circulate in all communities, representatives are responsible for taking action to mitigate the risk of its spread at work. If they have [COVID-19 symptoms](#) or test positive, they must isolate and wear a face covering per [CDC guidance](#).
- **If your representative is feeling any symptoms of illness, advise them to not come to the location.** Contact Best Buy to reschedule the visit or conduct the meeting virtually. If you feel symptoms while at a location immediately distance yourself from others, call your manager, and leave the location.
 - **Possible symptoms include:**
 - Fever (temperature at or above 100.4 or feeling feverish) or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches not related to strenuous exercise
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea, vomiting or diarrhea

What this means for everyone.

- Everyone is responsible for staying up to date on Best Buy's COVID-19 response details, which can now be found at [Assess your COVID-19 situation](#), [bby.me/screening](#) or on the Best Buy Connect app.
- The [CDC's Isolation and Exposure Calculator](#) can help determine the best course of action based on everyone's personal situation. Here is an overview of that guidance along with our protocols:
 - **If your representative tests positive for COVID-19, call the Best Buy Emergency Hotline at 1-855-229-4911 (choose option 4) to report the case.** The Vendor Identification Number (V-ID) of the positive representative is needed along with the date/time/location(s) and potentially exposed individuals' names

Second- and Third-Party Labor In-Store Support Guidelines.

(if known). Your representative must isolate and not come to work for five days from the date the sample was taken and wear a face covering for five additional days.

- If your representative had no symptoms, they may end their isolation after day 5.
- If your representative had symptoms, they may end isolation after day 5 if they are fever-free for 24 hours (without the use of fever-reducing medication) and their symptoms are improving.
- **If your representative has symptoms**, isolate and test immediately, then stay home until they know the result.
- **If your representative was exposed** to COVID-19, there is no need to quarantine, but wear a face covering as soon as they find out they were exposed, it is strongly encouraged that anyone exposed tests 5 days after exposure and, upon a negative test result, continue to wear a face covering for a total of 10 days.

Thank you for our time and effort to reduce the potential risk of exposure to our customers and the whole workforce.

Hygiene and expectations.

All representatives are expected to adhere to the following measures, unless more stringent local/state ordinances apply.

- Proper hand washing remains the best way to prevent transmission of the virus. Wash your hands for a minimum of 20 seconds after using the restroom, touching your face, eating, drinking, coughing, or sneezing, and at regular intervals throughout the day.
- Reduce the chance of transmission by keeping your hands away from your eyes, nose, and mouth.
- Disinfect common and high-touch areas often. Disinfecting solution and/or wipes will be available conspicuously throughout the location for cleaning common and high touch areas.
- Restrooms will have a trash receptacle placed by the door to ensure proper disposal of paper towels (if applicable) when operating the door, not to interfere with ADA guidelines.
- Clean common use areas, shared items, before and after use.
- Wipe down workspaces at the beginning and end of each day, using approved disinfectants.
- Follow cough and sneeze protocol (use a facial tissue, if possible, throw it away and wash your hands).
- Do not leave food or open top drinks out and accessible; wash and remove containers once use ceases.
- Touchless water-filling stations are available in certain locations.

Safety practices.

Face coverings.

If the representative is wearing a face covering due to exposure or personal choice, the following guidelines exist:

- Representatives must supply their own face covering.
- Surgical type face masks may be used, based on availability, and are a one-time-use product and must not be sanitized using any methods. The representative should dispose of their mask in the trash after their shift.
- Cloth face coverings may be re-used but should be laundered each day.
- If required, there is flexibility around the type of face covering worn, so long as it does NOT have an embedded valve, also known as a breather valve (small plastic valve embedded in the front).

Disinfectant sprays and other surface-cleaning wipes.

Disinfectant sprays and other surface-cleaning wipes should be in all areas where customer interactions occur. All surfaces and equipment should be wiped down frequently throughout the day.

- Do not spray directly on POS registers, workstations or signature pads. **Lightly** spray the disinfectant on a paper towel or onto an anti-microbial cloth and use it to wipe down the surface thoroughly.
- Be careful not to inhale the fumes of any chemical. Allow for adequate ventilation.

Second- and Third-Party Labor In-Store Support Guidelines.

- All chemical and sanitizing containers must be handled as hazardous waste and be disposed of properly in the Hazardous Waste Collection Area in the warehouse.

Hand sanitizers.

- Confirm hand sanitizers are in all areas where customer interactions are taking place.
- Be careful not to inhale the fumes of any chemical. Allow for adequate ventilation.
- All chemical and sanitizing containers must be handled as hazardous waste and be disposed of properly in the Hazardous Waste Collection Area in the warehouse.
- Sanitize your hands frequently throughout the day.

Sneeze guards.

Sneeze guards will remain in all areas where customer transactions are processed.

Trash receptacles.

- All used safety supplies (except containers containing any cleaning or sanitizing agents, which must be handled as hazardous waste) must be disposed of properly into trash receptacles.
- All receptacles should have a clear trash liner in them.
- Place trash receptacles at all areas where customer interactions occur.

Ventilation and air filtration

- Locations must evaluate the operational capacity and increase, improve, and maintain ventilation provided throughout the building. HVAC units have disposable filters and are changed quarterly, as well as units are set to bring in outside air per code requirements to provide required air exchanges for occupancy. Outdoor condensing coils are cleaned each spring; evaporator coils and drain pans are checked and cleaned each spring as needed. In addition, preventive maintenance is conducted quarterly to ensure all HVAC equipment is in good working order.