

# Q3 FY21

## Financial Results

We reported strong quarterly results as the pandemic drove customer demand and we started the holiday season earlier. Here's a quick look at some highlights. For more detail, please visit [corporate.bestbuy.com](https://corporate.bestbuy.com).

### Our business



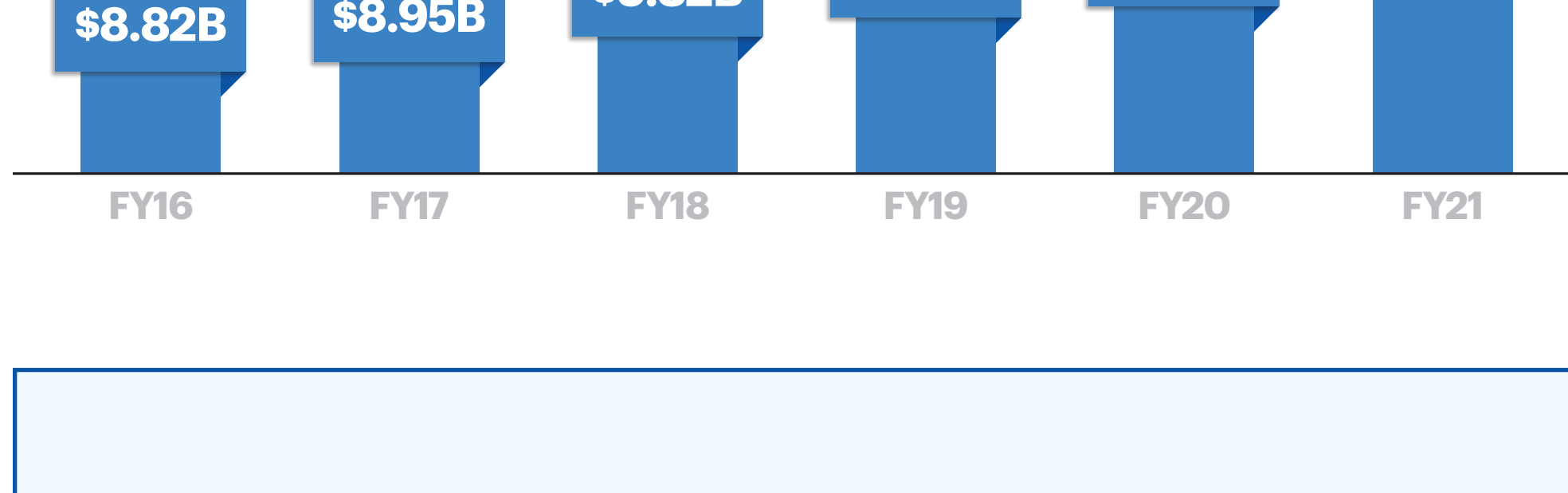
#### Enterprise comp sales

# +23%

#### Enterprise revenue

# \$11.9 billion

That's **up 21%** from the same quarter last year.



#### Domestic online sales

# +174%

When compared to the same quarter last year.

Online accounted for **about 35%** of total domestic revenue.



**Speed of delivery** improved despite growth in online orders.

“This pandemic, as well as the natural disasters and civil unrest of the past several months, has been difficult for so many people — physically, financially and emotionally. I am very proud of the way our teammates are helping not only our customers, but each other and their communities.”

**Corie Barry, CEO**

### Our customers



#### An early start to holiday shopping

We launched our first Black Friday deals earlier than ever (mid-October) and have spread out our sales events to help create a safer experience by avoiding overly crowded days in our stores.

# 97%

of customers surveyed said we made them feel safe.

#### Enriching lives through technology

We saw our strongest demand for products that help people work, learn, cook, entertain and, importantly, connect in their homes.



Computing

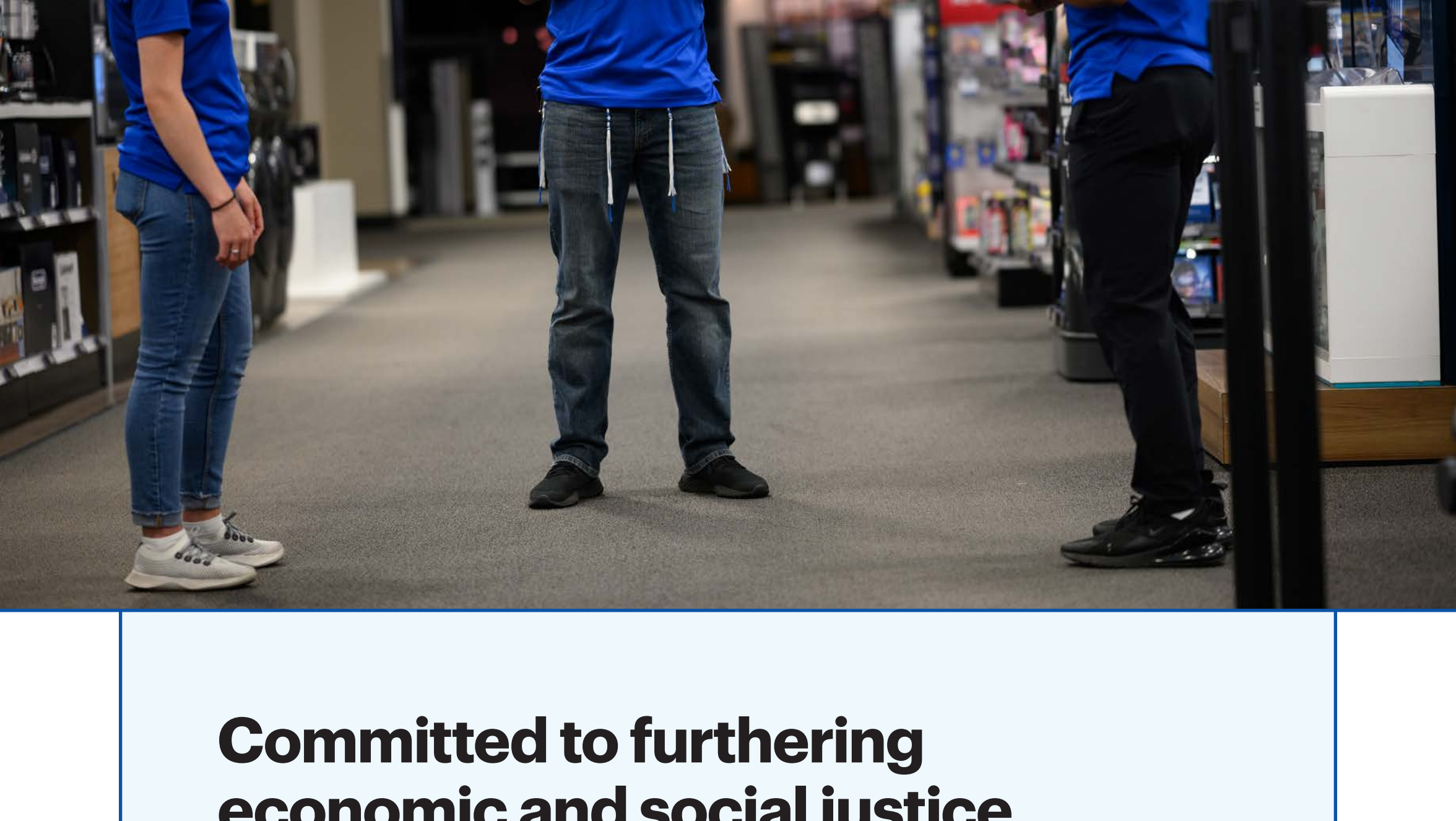


Home Theater



Appliances

### Our employees



#### Committed to furthering economic and social justice

We said “we will do better” on issues of equity, and now we’re backing that up with several bold commitments we plan to achieve by the end of 2025.

# 1 out of 3

New non-hourly corporate positions will be filled by BIPOC\* employees.

New non-hourly field roles will be filled by women.

*\*Black, Indigenous and People of Color*

## 30,000

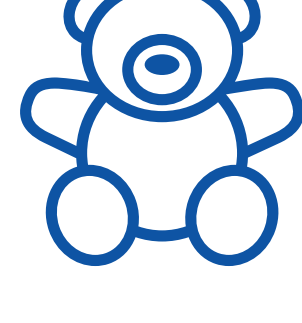
Teens from disinvested communities reached annually at 100+ Teen Tech Centers across the nation.

## \$44M

Invested to expand college prep and career opportunities for BIPOC students.

#### Taking care of our people

We have continued to evolve our benefits to better serve employees, and never has that been more true than now.



Continued to provide **emergency relief funding** to employees affected by COVID-19 and natural disasters.



Expanded our **caregiver pay program** to include caring for in-laws, siblings and grandchildren.



Broadened our **backup child care arrangement** so employees can use the services of someone they already know.



Added **reimbursement** for employees who seek tutoring for their children.