

In-Store Interactive Display Maintenance Visits

Please read carefully.

The health and safety of our Blue Shirts, Agents, Vendor Partners and customers is our number one priority. As we look to increase store accessibility, we want to provide clear instruction on how Vendor Partners and third-party visitors should conduct themselves and the guidelines put in place to protect you and their safety.

- 1. Ensure we manage the number of people in store at any given time, in accordance with provincial guidelines around reduced capacity in-store.**
- 2. Everyone must have completed all required safety training and agreed to adhere to health & safety procedures.**
- 3. Vendor Representatives must identify themselves upon entry and fill out the visitor log to support contact tracing in case of a COVID incident.**
- 4. Vendor Representatives are not permitted to complete any work that is not detailed in their work order. Example, modifying displays.**

What the We Need from the Vendor

- Must have pre-approved (LOAs) by completing the Vendor Request Form or a ServiceChannel Work Order
- Must sign-in to the vendor log on every visit
- No drop-ins allowed
- Must wear a mask
- Items for distribution or food for staff is prohibited
- Access to back rooms, Precinct or warehouse is prohibited
- At this time, for health reasons, we will not be allowing vendor demos in our stores
- Cannot leave POP materials in the store
- Must disinfect your work area upon completion of the work, using your own supplies
- Remove all garbage when leaving the store, to avoid any cross-contamination

Visitor Log Process

- All store visitors performing work (District, CHQ, Vendors, Contractors) in store **must** sign in on every visit
- Must review and agree to the Visitors Agreement
- Must not be exhibiting any symptoms of illness
- Have not travelled outside Canada in last 14 days
- Have not been exposed to COVID-19 in last 14 days
- Vendor Representatives that work in store must do this daily

Everyone must complete the following mandatory course and will not be permitted to work onsite at Best Buy until its completion.

This course outlines new rules for visitors, such as vendors, and we've prepared a [visitor course which all visitors must complete before entering Best Buy.](#)

Everyone must review and digitally sign the agreements in the **CUSTOM REQUIREMENTS** section in ServiceChannel and may not resume onsite visits at Best Buy until its completion.

The screenshot shows the ServiceChannel interface for a client named 'Best Buy Canada'. The 'Custom Requirements' section is active, showing a progress bar at 67% complete (2 of 3). The requirements listed are:

- Best Buy Terms & Conditions**: Client's Document: ServiceChannel Best Buy Work Order Terms and Conditions (Canada.doc last modified on 7/3/2019)
- Best Buy Contractor Safety Policy**: Client's Document: BBYC_Contractor Safety Standard.pdf last modified on 7/3/2019
- Covid-19 Disclaimer**: Description: Provider's Declaration that any employee, subcontractor or agent attending at a Best Buy location will be free of symptoms listed and in good health. Client's Document: Updated COVID Disclaimer.pdf last modified on 5/14/2020

The left sidebar menu includes: Overview, Dispatch Preferences, Client Contacts, Client Rates, Insurance Documents, **Custom Requirements** (highlighted), Banking, Tax ID, Payment Terms, and Client Agreements.