

## Representative Health.

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### Overview.

Creating a safe working environment within the Best Buy community is a top priority. To that end, we have made 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.

### Health screening.

With the intention of keeping all teams working in the safest possible environment, we have implemented a two-part screening process to help control the spread of COVID-19:

- Health Screening Process that will assess an individual's health
  - Anyone visiting Best Buy will be required to complete a health screening either verbally at each location or ahead of time on their mobile device, which can be completed up to 3 hours prior to the visit. (<https://bby.me/screening>). If you complete the mobile health screening and pass, you will receive a green check mark on your mobile device that can be shown to the Best Buy leader upon your arrival.
  - The health screening questions may be revised from time to time in accordance with guidance from the CDC and other relevant authorities.

The screening process will be administered by leaders within a Best Buy location. The screening will be required each day for anyone arriving at the location including employees, vendors, third-party labor, etc. (we are using the general term "representative" throughout this document). Health screenings should not be performed on customers, delivery drivers not entering the building, or 3rd party parcel carriers (e.g., UPS, FedEx). Anyone not passing the health screening will be sent home immediately.

- Leaders should re-enforce that every representative must check in with location leadership prior to their shift.
- Representatives should not go to their work area until checking in with a leader to be screened and inform them how they are supporting that location.
- **If your representative is feeling any symptoms of illness including fever (temperature at or above 100.4 or feeling feverish), cough, shortness of breath or respiratory distress, chills, muscle aches, sore throat, nausea or vomiting, or a loss of or change to senses of taste or smell, 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.

### After visit precautions.

- If your representative tests positive for COVID-19 with 48 hours following their visit, and it has been determined through contract tracing (per [CDC exposure guidelines](#)) by your company that there is a risk of exposure to a Best Buy employee(s) 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 (if known).

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

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

### Social distancing and hygiene.

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.
- Cleaning and sanitation are required throughout the day in all common areas, including restrooms.
- 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.
- Employees, representatives and customers will follow set requirements for social distancing (6-ft separation) in all locations. Signage is prevalent in locations to remind everyone (where applicable) to maintain physical distancing.
- Representatives must wear face coverings. Disposable masks are considered one-time use and should not be worn beyond a single location or for more than one day, and cloth face coverings must be washed or properly sanitized prior to being re-worn. When removing face coverings, care should be taken to minimize touching the surface of the covering and it is recommended that hands are washed for a minimum of 20 seconds following removal.
- 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).
- 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.
- Gathering and meetings should be limited, when possible, and social distancing maintained.
- Representatives should avoid handshakes and physical contact.

### COVID-19 Safety Supplies.

Within this guide, safety supplies include face coverings (cloth face coverings or surgical type face masks), and gloves (re-useable and disposable). All safety supplies must be supplied by the representative's employer prior to entry into Best Buy locations. Best Buy will not supply second- and third-party representatives with safety supplies, but will supply hand soap, hand sanitizer and cleaning supplies for use within Best Buy locations.

#### Face coverings.

Face coverings minimize transmission of COVID-19 by the wearer of the covering who may be asymptomatic or pre-symptomatic carriers of the virus.

- It is **mandatory** that all representatives wear a face covering during their shift.
- 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.
- In addressing concerns from representatives who, for medical or other reasons, are not able to wear the face coverings they've been given, determine whether another type of face covering would be more tolerable (e.g.,

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gaiter, bandana, etc.). 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).

### Face shields.

Face shields, which are not mandatory, can be used in conjunction with cloth face coverings, as an additional layer of support; for example, in the event where there might be physical exertion and physical distancing is not possible (i.e., team lift).

### Gloves.

Gloves are optional for representative use.

- Re-usable gloves:
  - Representatives can wash their hands or use hand sanitizer while wearing the gloves, and the gloves can be washed in a washing machine (or in hot, soapy water if machine is not available) as well.
    - **Note:** A job aid is available for proper use in the addendum of this guideline. Representatives may need to use a stylus when using a handheld device while wearing gloves.
    - **Note:** A job aid is available for proper removal of disposable gloves in the addendum of this guideline.

## What Best Buy is doing to encourage safe behaviors.

### Safety Captain.

The Manager on Duty (MOD) will also perform the role of Safety Captain. These responsibilities include:

- Ensures all representatives have completed required COVID-19 trainings
- Check in with all scheduled representatives specific to their health
- Ensures that safety and cleaning supplies are being used
- Validates floor decals and stanchions are placed in a way that reinforce physical distancing
- Partners with the Customer Experience Host to ensure all customers understand and adhere to safety expectations (outlined below)
- Designates representatives as additional Customer Experience Hosts when needed to ensure proper physical distancing of customers waiting for check in
- Ensures all Best Buy employees are wearing safety vests when working in the location parking lot
- Ensures any required safety checklists are completed.

### Customer face coverings.

To support the safety of all employees and vendor partners who work in our stores, we will continue to encourage unvaccinated customers to wear face coverings and face coverings will be available when they come into our stores.

- Leaders should respect that there will be employees and representatives who do not feel safe working with a customer without a face covering, and based on the situation, stores have been supplied with KN-95 masks which offer an additional level of protection. Representatives should get with store leadership to request a KN-95 mask if desired. If there remains a concern with the representative around assisting a customer who is not wearing a face covering, a leader may need to assist the customer or engage another employee or representative.
- For everyone's safety, do not attempt to force a customer to wear a face covering or become confrontational with a customer. If the customer is aggressive or reacts violently, disengage with the customer and contact leadership immediately.
  - As a reminder, have Best Buy leadership call 911 if a situation presents itself where violence may occur.

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### 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.
- 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.

### Floor decals.

Floor decals indicate to customers, Best Buy employees and representatives alike the recommended physical distancing guidelines, and should be placed **every six feet**:

- In front of all Answer Centers and Consultation Desks
- Within all line queue areas created by stanchions

### Chairs.

Place chairs for customer seating a **minimum of six feet away** from all Answer Centers and Consultation areas in:

- Appliances
- Mobile
- Home Theater
- Computing
- Geek Squad Precinct

### Restrooms.

- Restrooms should be accessible to all customers, Best Buy employees and representatives.
- Restrooms are cleaned daily by an outside janitorial service, and a full deep cleaning is completed three times per week.
- Best Buy employees will do a wipe down of the restrooms 1-2 times per day. This includes a wipe down of all high-touch areas, including:
- All handles (e.g., the handle or doorknob to enter and exit the bathroom, the device that locks each bathroom stall, and the arms to flush the toilets)
- The front and back side of each stall door where customers may touch to enter or exit the stall
- All sink handles and soap dispensers
- All countertops
- All commonly touched areas the paper towel dispensers
- Any other commonly touched areas not already listed above

### Sneeze guards.

Sneeze guards must be installed at all register areas where customer transactions are processed. Locations will receive ten additional sneeze guards and decals (in addition to the two that have already been sent) to be installed on the vestibule registers. Install these sneeze guards at the following register areas:

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- Precinct: 1
- Customer Service: 1
- Install Bay: 1
- Checkout: 1-2
- Sales departments:
  - Appliances: 1
  - Home Theater: 1
  - Best Buy Mobile: 1
  - Computing: 1

**Note:** Signs indicating that registers are closed should be placed at all other register locations.

### **Stanchions.**

Stanchions should be used to create a natural 'line queue' with floor decals placed **every six feet** within the queue area so customers have clear reminders to maintain physical distancing.

### **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.

### **Confirmed case process.**

If it is determined that an employee or representative has a confirmed case of COVID-19 within 48 hours of their last visit to the store, a report to the Best Buy Emergency Hotline must be created. This notification will then alert support teams who will conduct an evaluation to determine whether any other individuals were at risk of exposure. This evaluation takes into consideration various factors, including but not limited to proper use of safety supplies (face coverings, etc.), proper social distancing, the affected individual's health on the last days worked and contact with others, and the date of testing. Video review may be necessary, as well as interviews with others working in the store at that time. Cooperation with local health departments may also be required. Immediate cleaning and disinfecting of workplace will be implemented when necessary, following CDC guidance.

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## Addendum.

### COVID-19 Reusable Supplies.

#### Overview.

Best Buy continues to find resources to keep all our teams safe during these challenging times. Below are some guidelines.

#### Glove use.

Reusable gloves are made of 100% Nylon with black polyurethane palm coating. Benefits and use recommendations include the following:

- Gloves are alcohol and chemical resistant.
- Gloves are optional and can be worn by employees throughout the day and can be cleaned as if you are washing your hands.
- Gloves can also be sanitized with hand sanitizer as needed.
- Gloves can also be washed in a washing machine.

While the gloves are reusable, they are not sharable and should be used for an entire day and not thrown away after a single use. Prior to removing the gloves at any time (e.g.: going on break or heading home for the day) please follow these steps:

1. Before removing the gloves, wash your hands (while wearing them) with soap and water as you normally would and then dry them. You can also use hand sanitizer (while wearing them) to disinfect as well.
2. Once you have washed/dried your hands or used hand sanitizer the gloves can be safely removed like any other glove.
3. When you put them on again, wash your hands again (while wearing gloves) or use hand sanitizer.
4. Gloves can be worn for the day and disposed of or taken home and washed to conserve inventory
  - Gloves should be turned inside out to thoroughly wash all surfaces.
  - When washing, use a washing machine, or wash in hot water and soap and allow to air dry.

With any glove, employees should still not touch surfaces and then touch their face. Follow the same protocol of hand washing and utilizing hand sanitizer when handwashing is not available.

#### Face covering use.

Face coverings are required for representatives and Best Buy employees.

Before putting on the covering, first clean hands with soap & water or hand sanitizer.

- When properly applied, the face covering should cover the nose and mouth and extend underneath the chin.
- To limit contamination, avoid touching the face covering while wearing it.
- When temporarily removing facial covering, wash hands or use hand sanitizer (1) before removing it, (2) before putting it back on, and (3) after putting it back on.
- The same face coverings can be worn for the full day; however, replace as often as necessary to avoid using a soiled face covering.

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**Note:** Reusable face coverings, including those that are handmade, should not be shared between employees or representatives. It will be the responsibility of each representative to location any soiled face coverings with their personal belongings, taking care to ensure personal belongings do not co-mingle with other representative' or employees' belongings.

Face coverings, including those that are handmade, should be taken home and washed daily in a washing machine or in hot water and soap. Face coverings can either be machine or air dried. Employees should start each shift with a clean face covering.

### Face shield sanitization.

It's critical that each face shield is sanitized prior to and after each use. As face shields can be shared, the best way to verify the sanitation of the face shield is to have representatives clean and sanitize them before putting them on. Steps to sanitize a face shield:

1. Wear clean gloves.
2. Using surface disinfecting spray, spray **six to eight inches** from the face shield's surface, covering the entire face shield with spray, including any soft fabric.
3. The face shield **must sit wet with the surface disinfecting spray on it for 10 minutes.**
4. After 10 minutes, use a clean paper towel to wipe the face shield, or allow to air dry.

**Note:** Be careful not to breathe in the chemicals or put the face shield on if it is still wet, or if it has any chemical residue on it.

Face shields should be replaced when vision becomes obstructed from use or from scratches that build up over time from sanitizing them.

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## Proper Removal of Disposable Gloves.

