

Second and Third-Party Provided Labor FY22 Guidelines & SOP.

Let's
talk about
what's
possible.

Overview.

The purpose of these guidelines is to set clear expectations for all work that Second- or Third-Party Provided Labor conducts in Best Buy stores. It is important to ensure alignment of goals and strategy to maximize the customer and employee experience.

- **Approved Third-Party providers** are hired to perform work for Best Buy, as well as for vendors. Non-approved providers cannot be used to perform services in stores without prior written approval from the Best Buy Third-Party Labor management team.
- **Second-Party vendor** teams are deployed by vendors to perform work in Best Buy stores. These teams must consist of the vendor's own W-2 employees.

Unless otherwise noted, all guidelines written are applicable for both Second-Party vendor and Third-Party provider representatives. Guidelines including Second- and Third-Party provided labor teams will be referred to as Provided Labor for the duration of the document. Failure to comply with these guidelines could result in corrective measures up to and including the removal from assigned activity, inability to perform future work, reevaluation of capability at provider/vendor expense and the removal from the overall Provided Labor program.

Benefits to Best Buy and Vendors.

Best Buy has established a list of providers that have been approved to work inside of Best Buy stores to manage and enhance the customer experience. Creating and maintaining a solid partnership with these approved providers is important as they have a significant business impact throughout the year to support Best Buy's customer obsessed environment.

- Best Buy's engagement with Provided Labor ensures that our customers and employees needs are met, and they receive a consistent experience.
- Best Buy's approved Provided Labor companies must have:
 - Product knowledge
 - Best Buy Selling Skills training
 - Best Buy Induction training
 - Safety training
 - Best Buy Merchandising training
 - Accurate information regarding the range and scope of their services
 - Data integration capabilities
 - Access to Best Buy's systems to electronically log their activities while in store

The approved providers can expect Best Buy to:

- Hold approved providers accountable to a high level of customer and employee experience standards, high level quality of labor, competitive pricing, and focused, fast and flexible service.
- Provide strong partnership between vendor, Best Buy and providers to drive improved execution of all stakeholders' initiatives.

Provided Labor Requirements.

- Procure and maintain a policy of commercial general liability insurance with a combined single limit of one million (\$1,000,000) dollars for each occurrence naming Best Buy as an additional insured.
- Procure: (i) Workers Compensation insurance in an amount not less than the statutory limits for the states in which the Services are performed and (ii) automobile liability insurance in an amount not less than one million (\$1,000,000) dollars per occurrence combined single limit for personal injury, including death, and property damage.
- Procure and maintain Umbrella coverage of not less than ten million (\$10,000,000) dollar.
- Must have a Human Resource department that includes a legal department.
- Coverage to conduct services in all Best Buy U.S. stores.
- All Provided Labor representatives assigned to perform services in Best Buy locations must be W-2 employees of the applicable vendor or provider.
- All Provided Labor representatives assigned to perform safety sensitive services are required to submit to a pre-employment drug test (where permitted by, and in accordance with, applicable law).
 - The representative must receive a negative result as a condition of performing services at Best Buy locations.
 - Safety sensitive positions commonly consist of positions defined as Level 1 or Level 2 Merchandising.
 - Refer to [Best Buy Approved Providers and Definitions](#) document for definitions of Level 1 and 2 Merchandising.

Approval Process.

Best Buy approval is required prior to any program being executed. Not adhering to the approval process, timelines and guidelines may result in delays of the program launching or the program not being allowed to launch.

Best Buy requires alignment between Best Buy Category Sales Enablement and Merchant(s), along with the vendor and provider for the customer and employee experience.

- All parties must align on scope, goals, schedules, training and other program details prior to the launch or changes in the program.
- Best Buy is responsible for providing the final approval for all programs.
- Assisted Sales, Training, Demonstrations and Merchandising continuity programs should be aligned and approved with Best Buy a minimum of three weeks prior to program launching.
 - Modifications include, but are not limited to, changes to the approved store list and what activities are being completed within Best Buy stores.
- Merchandising projects should be aligned and approved by Best Buy five weeks prior to launching.

Once approved, Best Buy requires that programs maintain alignment through:

- Ongoing meetings with appropriate Best Buy teams.
- Discussing during business reviews.
- Open lines of communication between the vendor, Best Buy and provider.

Provided Labor Representative Expectations.

Provided Labor representatives are expected to conduct work in a professional manner to ensure the desired business outcome and shopping experience. Below are the basic expectations for Provided Labor representatives performing work in Best Buy stores:

General Behavior.

- Prior to working in a Best Buy all required trainings must be completed:
 - All Team Members
 - Best Buy Induction Training
 - Safety Training
 - Harassment and Discrimination Prevention Training (not provided by Best Buy)
 - Assisted Sales, Training and Demonstration
 - Best Buy Selling Skills
 - Applicable elements from Merchandising 101 (i.e., Sign System, Downstocking, Planograms, etc.)
 - Merchandising
 - Merchandising 101
- Are required to log in and out using Best Buy systems.
- Are required to check in and out with a Best Buy leader.
- Assisted Sales and Training programs can have representatives visit up to two stores per day.
- Merchandising programs can have representatives visit multiple stores per day.
- Approved Demonstration programs can have representatives visit up to one store per day. Cannot tamper with or disparage other vendors, displays, products or retailers.
- Cannot use aggressive or illegal (i.e., bait and switch) sales tactics to close sales of vendor products.
- Always present a professional demeanor toward customers, employees and other vendor/provider representatives.
- Comply with Best Buy Provided Labor [Dress Code](#).
- Comply with Best Buy policies on the Best Buy Partner Portal, including Code of Ethics, Gifts and Vendor Relations Policy, Supplier Code of Conduct, and Conflict of Interest Policy <https://partners.bestbuy.com/policies>
- Use Best Buy Selling Skills when engaging customers; when appropriate, hand customer to a Best Buy employee.
- Do not give any type of work direction to or attempt to performance manage Best Buy employees. Best Buy Field Leadership teams are responsible for all work direction and performance management of Best Buy store employees.
- Adherence to Best Buy's Confidentiality Guidelines.
- Discussing or using proprietary Best Buy information is prohibited including:
 - Representatives cannot request or possess sales, inventory, financial information or any other proprietary information of any kind.
 - Representatives cannot engage in any financial or compensation conversations around commissions, margin, or employee compensation.
 - Representatives cannot engage in any type of survey or information solicitation with employees unless approved by Best Buy Corporate prior to visit.
- Use of any Point of Sale (POS) system is not permitted unless defined by the program agreement.
 - Trainings required of all representatives approved for POS access must be completed within the Best Buy Learning Network Vendor Hub.
- Vendor and providers are responsible for any loss, theft, or damage of Best Buy product. They will work with Best Buy Second- and Third-Party Labor team for reimbursement.

Second and Third-Party Labor Guidelines & SOP.

- Table displays and balloons are not allowed, unless approved by Best Buy Corporate Category Sales Enablement team in writing. If approved, tables must be removed from store at the end of each visit.
- No more than one representative in store representing a vendor at a time other than for the exceptions below:
 - If a representative is being trained by their leader there can be two total.
 - If a merchandising job requires more than one representative to complete there can be multiple representatives.
- Representatives must stay in their primary zone throughout their shift, which is the department where the product they are representing is located.
 - Representatives can assist customers shopping within a vendor experience (vendor pad); however, they are not allowed to zone in a vendor experience.
- During downtime representatives should remain productive through spending time on activities outlined above within the approved activities sections.
 - Representatives should refrain from engaging Best Buy employees or other vendor/provider representatives in excessive personal conversations.
- Marketing collateral (brochures, flyers, etc.) is not allowed to be left behind in the store.
- Shopping is not allowed during shifts.
- Guests or family members that are not employees of any Provided Labor representative, are not allowed in the same store during their work shifts.

Inspection Process.

All vendor/provider representatives are responsible for complying with the inspection process. Possessions brought into Best Buy stores are subject to inspection at completion of shifts. The inspection is conducted by a Key Holding Leader, a Profit Protection (PP) Specialist, or a Supervisor. The process consists of a visual inspection of the representative's personal belongings including but not limited to briefcases, purses, duffel bags, lunch boxes, backpacks, toolboxes and shopping bags. The inspection also includes a coat check and a receipt check for any product purchased.

- If there is no one present at the front of the store or Front Door Advisor desk to conduct the possessions inspection, notify a manager that you are preparing to leave for the day so they can assist you and complete the possessions inspection.
- Representatives should have their coat off and any contents removed before presenting the coat for pat down during the possession's inspection. If further inspection is necessary, contact a leader and move to a more private location.
- Representatives should present receipts for all product purchased. Open-box and resealed product will be validated.

Attendance.

- Attendance for shifts must be 90% or greater.
- Vendors and providers should make every effort to find a replacement to fulfill vacant shifts.
- Arrive on time and in dress code for all scheduled visits.
- All personal belongings including coats, backpacks and purses are to be kept in the representative's car or the store's Hub (break room). The representative assumes responsibility of personal items.

Log In/Out (LILO) Process.

- Store LILO execution must be at 95% or greater compliance.
- Upon arrival immediately locate nearest non-POS terminal or access the [LILO website](#) via their mobile device and log into the stores LILO system. It is critical that representatives accurately log the program(s) they are working on.

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- After logging into the stores LILO system, find a store leader to inform them of your arrival and provide the following information:
 - Employer.
 - Vendor representing and what Third-Party Provider they represent, if applicable.
 - Duration of the visit.
 - Tasks to complete.
- Once the visit is complete, locate a store leader and inform them of the following information:
 - Tasks completed and walk through scope of work and report issues that were encountered, if any.
 - Any IDIL updates needing to be entered.
 - Expected next visit (if applicable).
- After locating and discussing the visit with a store leader, find a non-POS terminal or access the [LILO website](#) via their mobile device and log out of the stores LILO system.
- Comply with store procedures while exiting the building including bag and personal belonging inspections.

LILO System.

Each program should be registered in the site so your representatives can log their time appropriately. For vendors, work with the Best Buy Second- and Third-Party Labor team to create/edit your programs.

- LILO Job Aid: Review [the guide](#) for instructions on how to use the log in log out as a Provided Labor admin and as an in-store user.
- LILO Reporting: This reporting allows vendors and providers real time visibility to compliance in all metrics they are being held accountable to.
- Live Dashboard: A live dashboard that gives visibility to representatives working in Best Buy is available for all providers, vendor partners and Best Buy teams.
- Feedback: The Best Buy intake form through SharePoint provides feedback from Best Buy employees to all approved Provided Labor companies. This is the primary communication vehicle for stores to connect with vendors and providers to ask questions and raise any concerns on all Provided Labor representatives.
- Surveys: Surveys of Provided Labor representatives is completed in the Leadership Engagement tool and made available to all vendors and providers accordingly.

Approved Activities: Description of Services.

Activities are set up as a project or a continuity program. Approved activities that can be performed by each Third-Party Labor provider are available [here](#).

- Projects are generally short-term in nature and will contain a specific set of tasks to complete over a set timeframe.
- Continuity Programs are longer term:
 - These include ongoing regular visits based on a consistent set of objectives.
 - Throughout the year, these same teams may also support project activity (authorized separately).

The four approved activities include:

Assisted Sales: Selling of a vendor or multiple vendors in a sales category, technology, or solution to a customer:

- Primary focus on assisting customers.
 - When not assisting customers, representatives should remain productive through training Best Buy employees on the product/service they represent and ensuring product is merchandised properly.
- Light Merchandising consists of downstocking, clean and bright, pricing and basic display maintenance.



Second and Third-Party Labor Guidelines & SOP.

- Best Buy expects Provided Labor representatives to understand the entire category they are selling to assist all customers.
- Customers shopping for competing vendors should be handed to a Best Buy employee.
- All Provided Labor representatives must understand Best Buy initiatives which include: Geek Squad Protection, Geek Squad Services, My Best Buy Credit Card, Loyalty programs, Total Tech Support and networking solutions.
- Assisted Sales programs are not allowed in departments where vendor dedicated spaces exist (i.e., Windows Store, Home Theater Experiences, Smart Home Experience Tables).
- POS access and access to other sales tools will only be enabled through Program Agreement alignment.

Merchandising: Merchandising activity includes level 1, level 2, and light merchandising:

- Level 1 and 2 Merchandising projects are to be completed Monday through Friday (no merchandising tasks on weekends or holidays). Approved times for Merchandising are between the beginning of store operational hours and 5 p.m. local time. Projects that need more time or have been identified as a project that will negatively impact the customer experience need to be approved by Best Buy corporate before the program starts.
- Light merchandising is allowed on the weekends but must ensure nothing new is being set in the store and NO assistance is asked of Best Buy employees. Light Merchandising consists of downstocking, clean and bright, pricing and basic display maintenance.
- All merchandising definitions are available [here](#).
- When checking in with store leadership communicate the following: vendor(s) you are representing, scope of work, planogram location, materials needed in warehouse, expected time to complete, and anything needed from store (license plating and open box location).
- Check in with an employee who works in the warehouse when entering the warehouse.
- Bring the appropriate tools needed to complete the work.
- Use Best Buy systems to ensure display and products are set in the correct location. Do not move or reposition product from approved location(s) per the current planogram or merchandising standards.
- Do not utilize Best Buy employees to assist without prior approval from Best Buy Second- and Third-Party Labor support team. License plating, obtaining security keys and connecting devices to our network are the only tasks that Best Buy employees should assist with.
- Price, clean and set product:
 - The work area must be priced, downstocked, cleaned and set to planogram.
 - Replace and/or order any missing or broken vendor displays and partner with manager or supervisor when appropriate.
- Work with store to log any functionality issues in the Interactive Display Issue Log (IDIL).
 - If the visit is to resolve or repair a functionality issue, ensure a store manager updates IDIL and resolves the ticket.
 - If the issue is not resolved, ensure the ticket is logged by the store and updated with the latest information.
- Keep area clean and free of obstructions that could be disruptive to customers or employees. Bring any remaining materials or trash to warehouse and partner with warehouse employee to place in the preferred location.
- Unapproved Point of Purchase (POP) is not allowed to be placed on the sales floor.
 - All approved POP will have a Best Buy part number.
 - Part numbers ensure it is approved per merchandising standards.
- Check out process:
 - Give every effort to locate the same manager/supervisor you checked in with and bring them to the planogram location(s).
 - With the manager/supervisor that the representative checks-out with, talk through the completed project, share any outstanding issues, and provide next steps if available.
 - Notify the manager if any trash or materials are left behind in the warehouse.

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- Log out of the store using the LILO system.
- Three representatives are required when mounting or dismounting TVs on the second or third level.
- Two representatives are required when mounting or dismounting TVs on the first level if:
 - 42-inches and larger
 - Over 40 pounds

Training: Engaging with Best Buy employees on the sales floor during business hours:

- Primarily focus on raising awareness of vendor products and technologies.
 - When there are no Best Buy employees available, representatives should remain productive by doing light merchandising and giving general assistance to customers when needed.
- Training content must be approved by the Best Buy Category Sales Enablement team and always be interactive, concise and relevant to Best Buy employees.
- Training of employees during store hours cannot interfere with the customer experience. If no employees are available, general customer assistance or light merchandising may be conducted.
- Leave behind training documents must be approved in writing by Best Buy Category Sales Enablement team prior to program start.
- All Provided Labor representatives must understand Best Buy initiatives which include: Geek Squad Protection, Geek Squad Services, My Best Buy Credit Card, Loyalty programs, Total Tech Support and networking solutions.

Demonstration: Focused on sales of a specific product or technology by demonstrating its capabilities to customers and employees:

- Vendor supplies their own demo units or partners ahead of time with Corporate Teams and store leadership. Best Buy will not be responsible for storing any demonstration units and supporting materials.
- Representatives stay near a specific area encouraging customers to learn about new technology through a hands-on experience.
- Demonstrations should take place at the front of store or in-department, whichever is a better customer experience, as determined by store leadership, to capture customer traffic with approved alignment with store leadership. If power is needed, partner with store leadership in determining in-store demo location. Power cords must be taped down or covered by mats to ensure there is no trip hazard for customers or employees.
- Vendor must supply their own, three prong cords (rated to supply the required amperage of the powered items) that are in good condition. Good working condition is defined as not having cracks, frays, and no repairs exist (e.g., electrical tape applied to cover worn insulation).
 - Power strips must be of an industrial grade (heavy duty and not a standard consumer grade).
- If table(s) is/are needed, vendor provides clean table(s) in good condition with appropriate covering (e.g. tablecloth) to hide items like garbage, boxes, packaging, cords, etc.
- Representative will need to partner with store for trash disposal, but vendor must provide:
 - Leak proof garbage container made of appropriate material such as rubber if any liquids will be present
 - Heavy duty bag that will not tear for any non-liquid materials
 - Separate garbage for customers if handing out cups, napkins, samples, etc.
- If representative leaves area for any reason, area must be attended by another person or equipment must be removed/powered down so as not to impose a danger to customers.
- All demonstration materials and food supplies must be carried into the store and leave with the associate at the end of each shift.
- Representatives should train employees and ensure product is merchandised properly during any applicable downtime.

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- All Provided Labor representatives must understand Best Buy initiatives which include: Geek Squad Protection, Geek Squad Services, My Best Buy Credit Card, Loyalty programs, Total Tech Support and networking solutions.
- Keep it Clean.
 - Be aware and remedy trip hazards for customers and employees.
 - Monitor your area for any slip hazards.
 - Keep workspace organized and free of obstructions.
 - Ensure your demo does not block any emergency exits.
- Food and beverage demonstrations are ones where food is made/processed/prepared as part of the demonstration.
 - Ingredients, ice, water, etc. must be provided by vendor or vendor's representative unless coordinated with the store and within the scope of the program agreement.
 - Prior to drawing water from the tap of the break room faucet or filtered faucet if stores have a drinking fountain with that feature available, validate with city or appropriate applicable government entity responsible for water quality and safety for that Best Buy location to validate that there are not any warnings, bulletins, restrictions regarding the safety of that water.
 - It should not contain common allergy items (e.g., nuts). If a common allergen has been aligned to be apart of the demonstration between the vendor and Category Sales Enablement, appropriate clear signage must call out the items.
 - Items such as raw meat and eggs may be used in the demonstration (e.g., mixing dough or demonstrating meat grinder) but not served to customers.
 - Vendor is responsible for compliance with all applicable laws, regulations, ordinances, and rules, including but not limited to those applicable to food storage, preparation, safe handling, and sanitation.
 - Associate must be ServSafe certified and have their license on hand for demonstration visits.
 - Associate must legibly post the following in a clear upright holder on the serving table:
 - Ingredients of food
 - The statement "Do not consume this food item if you may be allergic or intolerant to any of these ingredients"
 - The statement "Children may only be served this food item by parent/guardian with their consent"
 - Notice of any hot surfaces
 - Associate must check that the temperature of the food or beverage is safe when served.
 - Food should be served to adults to make the choice to serve to their children.
 - All reasonable attempts must be made to keep hot, sharp, or any potentially damage-producing items away from customers.
 - Product being demonstrated must be cleaned and sanitized per industry standards prior to food preparation.
 - Proper sanitation supplies must be provided and used during cleaning by associate as stores do not have commercial cleaning areas.
 - Hot beverages must have a lid on the container prior to handing to the customer unless agreed upon by the vendor and Category Sales Enablement.
 - Providers are responsible for cleanup of spills in partnership with the store.
 - In the event liquid or food is spilled during setup/tear down, during the demonstration, in-transit to or from the demonstration area, representatives will partner with store associates for cleanup. If the spill is on a surface that is non-carpeted, the representative/associate/demonstrator will stay near the spill to keep customers or employees away. Partner with store to place a yellow hazard sign or cone near the impacted area.
 - Check in with local Best Buy store leadership to confirm the quality of the water for serving, Best Buy Leadership can at their sole discretion require the vendor to use bottled water.

Vendor-Operated Training Events, Sweepstakes, Contests and Giveaways.

Best Buy’s reputation and ability to succeed in the marketplace hinges on the quality and integrity of relationships with vendors, and there are guidelines in place to help make good business decisions that uphold Best Buy’s values.

Topic	Acceptable	Not Acceptable
Vendor Operated Training Events	<p>Vendor-operated training events:</p> <ul style="list-style-type: none"> • Must have a legitimate business purpose • Must be attended by the vendor • Must be approved by Best Buy District Manager or General Manager(s) • Meals provided at the training event must be nominal in value 	<p>Vendor-operated training events should not incorporate any type of entertainment (i.e., golfing, bowling, movies, etc.) or be held at an entertainment venue (i.e., Top Golf, Dave & Busters, movie theater, etc.).</p>
Giveaways/ Promotional Items	<p>Promotional items of de minimis value may be given to employees (i.e., disposable pen, plastic water bottle with the vendor’s logo).</p>	<p>Promotional items greater than de minimis value may not be given to employees (i.e., jackets with the vendor’s logo – jackets are more expensive and are not part of the Best Buy uniform).</p>
Vendor-Operated Employee Promotions (Sweepstakes & Contests)	<p>Sweepstakes/prizes are allowed only if:</p> <ul style="list-style-type: none"> • Best Buy receives the signed Vendor Operated Employee Promotions Indemnity Form before the event • Winners are selected randomly • No purchase is necessary • Best Buy may NOT assist the vendor in conducting promotions • Tax Consequences: The vendor is solely responsible for compliance with IRS reporting requirements • Vendor may NOT use any personal information collected from Best Buy employees for any purpose other than fulfilling its obligations under the promotion • Sweepstakes is open to a broad audience 	<p>Vendor-operated contests at a local store/market/district/territory level are not allowed. All contests must be approved by the Best Buy Category Sales Enablement team.</p>

Third-Party Labor Provider System Requirements.

Best Buy requires all Third-Party Labor providers to make available to Best Buy all activity being executed in stores. They are required to provide Best Buy with data through electronic feeds to Best Buy systems. This information gives our retail and corporate teams visibility to what is happening in our stores and what activities are coming up. Through the systems, we can capture feedback from retail, vendor, and corporate teams to improve the execution in store. The following information is required to be sent nightly.



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- Schedules for a rolling 14 days for all assisted sales and demonstrations programs.
- New merchandising projects loaded no later than the Wednesday prior to program start date.
- Changes to any current program:
 - Program information includes, but is not limited to:
 - Vendor name
 - Department
 - Program description
 - Program start and end date
 - Typical days in store
 - Normal start and end time in store
 - Type of activity
 - Provider contact
 - Best Buy Corporate contact
 - Vendor contact
 - Shifts for assisted sales and demonstration programs (14-day schedule)
 - Store List for training and merchandising
 - Merchandising projects
 - Planogram Name
 - Project Level
 - Merch Kit Date
 - Updated Merch Kit Date (if project moves)
- Merchandising execution status updates
 - Store visit detail
 - Project completion status
 - If not completed, provide reason not completed
 - Date completed
 - Best Buy store contact
 - Completion photo
- Activity information includes
 - Store contact name
 - Store contact e-mail
 - Program supported
 - Date of activity (should be prior day)
 - Store visited
 - Number of hours and dollars spent in Best Buy the previous month (at minimum sent by the tenth day of each calendar month for the previous month)

Qlikview Reporting.

Third-Party Labor providers are granted access to SKU level reporting through an app called Qlikview. Qlikview is a dashboard system that Best Buy leverages for Point of Sale (POS) data. This system is not the only form of POS data information that Best Buy leverages. Best Buy reserves the right to remove, change, or update the ability to access Qlikview at any time, for any reason.

- Third-Party Labor providers must adhere to Best Buy's [Vendor Privacy and Security Policy](#) regarding the data.
- Best Buy strictly prohibits any data points that are not public knowledge to be shared with any current or potential clients of the Third-Party Labor providers without PRIOR written approval from the Best Buy.



Second and Third-Party Labor Guidelines & SOP.

- Best Buy holds each Third-Party Labor provider to the terms that are called out contractually in the Service Provider Agreement regarding the abuse or neglect of this data.
- The use of Qlikview is housed internally at Best Buy Corporate with the Qlikview team.
- The Qlikview team along with the CIU leadership determines how data is leveraged which includes anything from marketing and advertising initiatives to vendor provided information.
- Best Buy has authorized the approved Third-Party Labor providers to leverage the Qlikview data internally for purposes such as:
 - Only SKU level sales data can be accessed for SKUs represented in provider's program
 - Trend on current programs
 - Store analysis to assist vendors in initial selection of locations. Only approved after provider has a signed contract with vendor and the program has been approved by Best Buy.
 - Internal ROI analysis
 - Any data shared outside of Best Buy must be approved by the Second- and Third-Party Labor management team
- Best Buy permits the use of Qlikview to the provider's users that have been granted a Best Buy laptop and have been granted a Qlikview license.
- Off-site laptops will be used in accordance with the Program Agreement.
- No users other than those assigned to a laptop are permitted to access the laptop. Improper use may lead to Third-Party Labor provider not being allowed to have any laptops assigned to individuals off-site.
 - If Best Buy is informed of misuse through any channel (whether it is partner, competitive agency, vendor, or any other form) and has determined that the misuse was intentional, the following are all reasonable consequences for **any** violation regarding our proprietary data (not just for the Qlikview system): Immediate suspension of any and all Qlikview licenses for Third-Party Labor provider. A written action plan of internal provider policy changes to ensure violation does not occur again.
 - Possible termination of approved status on the Best Buy Third-Party Labor program.

Compliance and Violation of Guidelines.

The structure of these guidelines ensures fair and equitable evaluation of all Provided Labor companies. Actions and behaviors that deviate from the guidelines may result in a negative desired business outcome. Full compliance with the prescribed guidelines is required to ensure alignment between Best Buy, Provided Labor companies and vendors to maximize customer and employee experiences.

Any violation of these guidelines will be tracked and reported to Best Buy. Provided Labor representatives that violate these guidelines, regardless of requests from individual stores, will be addressed.

All Provided Labor companies are responsible for ensuring that the established guidelines are clearly and consistently communicated and upheld with every representative that interacts with a Best Buy customer or employee at any level or location.

Non-compliance with these guidelines, policies, and procedures may lead to:

- Termination from Best Buy in store execution or the Third-Party Labor program.
- Ineligibility to execute a capability, skill set, or support in areas of the business.
- Reevaluation of capability at provider expense.



Provided Labor Service Level Agreements and Key Performance Indicators.

FY22 SLA	Description	Standard
Feedback forms and issue resolution	Provide update within 2 calendar days. Resolve the issue within 7 calendar days.	2-day average to respond 7-day average to resolve
LILO Execution	Provider Associates accurately log in and out of LILO for every activity performed.	95% compliance
Survey Ratings	Surveys taken by store employees on a Provider Associates' performance.	Maintain a minimum average score of 4 (scale of 1 – 5)
Overall merchandising	Merchandising projects, excluding continuity tasks, are only allowed to be completed between the beginning of store operational hours and 5 p.m. local time. Except as otherwise approved by Best Buy or provided for in an Exhibit, projects cannot be completed on the weekends. Assistance from Best Buy employees is not allowed unless approved by Best Buy.	100% project completion
Merchandising sets (1 week)	Provider Associates visit 90% of locations in week 1 and the balance visited the following week. All merchandising projects should be scheduled for 1-week completion unless approved by Best Buy.	90% visited and 80% completed within 1 week 100% visited and 90% complete within 2 weeks 95% audit compliance
Merchandising sets (2 weeks)	Providers visit 90% of stores within 2 weeks and the balance visited in the following week. 2-week sets need to be approved by Best Buy.	90% visited and 80% completed within 2 weeks 100% visited and 90% complete within 3 weeks 95% audit compliance
Training	All Provider Associates complete required Best Buy trainings based on activities supported and refreshed when Best Buy training modules update.	100% of Provider Associates pass Best Buy required trainings prior to visiting any Best Buy Locations
POS Access	All associates must be certified by store leadership and process initial transaction for validated access to systems.	100% of POS trained associates are required to be certified within 7 calendar days of completing Learning Network Vendor Hub trainings
Schedules	Providers schedule Provider Associates 14 days in advance of store visits for sales and demonstrations.	Less than 15% change 0-7 days Execute 90% of shifts Scheduled

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FY22 KPI	Description	Standard
Program Launch	Partner with Category Sales Enablement Teams and Best Buy Third Party team to launch or modify any assisted sales, demonstration, or training programs operating inside of Best Buy.	After Vendor has aligned with Category Sales Enablement team, program launch must be at least 3 weeks prior to start date of activities
Selling Skills Training	All assisted sales, demonstration, and training Provider Associates complete Best Buy Selling Skills Training and refresh as training updates.	100% of active Provider Associates trained on Best Buy Selling Skills
Merchandising Training	All Provider Associates merchandising in Best Buy stores pass Merchandising 101 training.	100% of active Provider Associates trained on applicable merchandising trainings
Third Party Labor website (LILO)	Maintain up to date and accurate data for all activity inside a Best Buy through the third-party labor feed. Providers monitor their feeds daily. They review their data in the site at minimum weekly.	Review with Best Buy during Quarterly Business Review
Merchandising Escalation Ratio	Providers are executing tasks with less than 10% 3PL controllable feedback forms by merchandising project.	Less than 10% feedback forms per merchandising project
Qlikview reporting	Provider may leverage Qlikview reporting to fulfill the Best Buy program reporting requirements within the Best Buy guidelines. Any other use of data requires written Best Buy approval.	No data shared outside of Best Buy without prior written approval from Best Buy