

# Best Buy Retail Store Safety Training.

## Our Commitment to Safety.

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Safety is a core value here at Best Buy. We are committed to establishing a safe and healthy work environment and promoting safe work practices that protect all workers from occupational injuries and illnesses.

All employees, temporary workers and other non-Best Buy workers share responsibility for safety awareness and safe work routines. This responsibility is met by maintaining safe conditions, identifying and reporting concerns, communicating recommendations for improving safety and performing duties in accordance with safe work practices. We all play a significant role in looking out for ourselves and others.

The information you are receiving in this document will provide instructions and tools you will need to work efficiently and safely. Please remember, we all own safety.

## How to report an injury.

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If you are injured or experience a medical emergency while working at a Best Buy facility as a non-Best Buy Worker<sup>(1)</sup>, please report the injury or illness immediately to a Best Buy supervisor or manager and to your employer representative. A Best Buy supervisor or manager will handle your medical needs as a priority and call 911 if needed. You are expected to follow your employer's incident reporting policy/process for injuries or illnesses and cooperate with any investigation that Best Buy may conduct.

## Workplace emergency management.

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A workplace emergency is an unforeseen situation that threatens employees, temporary workers, customers, or the public; disrupts or shuts down operations; or causes physical or environmental damage. Emergencies may be natural or manmade and include the following:

- Floods
- Hurricanes
- Tornadoes
- Fires
- Toxic gas releases
- Chemical spills
- Radiological accidents
- Explosions
- Civil disturbances
- Workplace violence resulting in bodily harm and trauma

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

The best way is to prepare to respond to an emergency before it happens. Few people can think clearly and logically in a crisis, so it is important to do so in advance, when you have time to be thorough.

Before you start working in the facility, please see a Best Buy supervisor or manager to instruct you on the following:

- Location of the emergency contact information
- Evacuation routes
- Rally point(s), in the event it becomes necessary to evacuate the facility
- Shelter-in-Place location(s), in the event it becomes necessary to take shelter inside the facility

The following information will also provide guidance on the emergency equipment located in the facility:

- **Fire extinguishers:** Fire extinguishers are located through the facility; familiarize yourself with the location of them in your work station. The fire extinguishers are inspected yearly to ensure they are in proper working order. Your first and only responsibility is to ensure your safety and the safety of others by evacuating the area and following the site location's fire evacuation protocols.  
**Note:** Non-Best Buy workers are not trained on the use of fire extinguishers. In the event of a fire, do not attempt to extinguish the fire. Evacuate the facility immediately and call 911.
- **Fire exits:** It is important to have a plan for exiting a building or structure in an emergency. When entering a building, it is critical that you locate at least two ways out, keeping in mind that the way you came in (usually the front door) may not be the best way out. Familiarize yourself with your surroundings in your work stations and through the building. Fire exits are located throughout the facility for easy access. Never block any fire exit or its path. All fire exits must have a path 36 inches wide and must be kept free and clear of obstacles. Fire exits will have a posted sign with emergency lights.
- **Eye wash stations:** The first 10 to 15 seconds after exposure to a hazardous substance, especially a corrosive substance, are critical. Delaying treatment, even for a few seconds, may cause severe injury. Emergency eyewash stations provide on-the-spot decontamination. This equipment will allow anyone to flush away hazardous substances that can cause injury. Emergency eyewash stations are a necessary backup to minimize the effects of accident exposure to chemicals. Eyewash stations are located through the facility and are inspected weekly. Please familiarize yourself with the locations of these stations.
  - Eye wash stations are inspected for:
    - Adequate amount of flushing solution
    - Ensuring the station is fully accessible
    - Ensuring the eyewash station is sanitary and secure
    - Ensuring the solution has not passed the expiration date
  - If debris or chemical gets in your eye, be sure to rinse thoroughly for 15 minutes and report the incident to a Best Buy supervisor or manager.
- **First aid kit:** Best Buy provides medical and first aid personnel and supplies commensurate with the hazards of the workplace. First aid kits are placed in areas easily visible and accessible to any worker without needing assistance. A clear pathway (36 inches in width) to all emergency equipment, including first aid kits, must be maintained at all times. Best Buy does not store or distribute any medication, including any over-the-counter pain medication.
  - Listed below are the contents of a typical Best Buy first aid kit:

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Adhesive bandage, 1" x 3", plastic	Eye pad, sterile
Adhesive bandage, fingertip, cloth	First aid guide
Adhesive bandage, knuckle, cloth	Forceps, pointed, plastic
Adhesive bandage, extra large, plastic	Instant Cold Pak
Adhesive tape, 1/2" x 2-1/2 yd.	Pain-A-Rest®, non-aspirin
Antiseptic wipes, BZK	Poison control directory
Conforming bandage, 2" x 6 yd.	Scissors, angled, red handle
Conforming bandage, 3" x 6 yd.	Antibiotic ointment pouch
First aid/burn cream with aloe	Sterile gauze pads, 2" x 2"
Eye-Lert®, 1 oz. eyewash	Sterile gauze pads, 3" x 3"
Trauma pad, 5" x 9", sterile	Sting relief wipes
Triangular bandage, non-sterile	<b>CPR Filtershield™</b>
Medical gloves, synthetic, (pair)	Elastic bandage, 2"

- Please contact a Best Buy supervisor or manager immediately if you find there are any missing or low supplies, or if you use the last item of any category in the first aid kit.
- **Personal protective equipment (PPE):** PPE is any equipment worn to minimize exposure to serious workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards. Examples of PPE may include items such as gloves and safety glasses. When PPE is required, contact a Best Buy supervisor or manager to obtain the necessary PPE and usage instructions such as:
  - How to use protective equipment properly
  - Awareness of when personal protective equipment is necessary
  - Understanding what kind of protective equipment is necessary
  - Understanding the limitations of personal protective equipment in protecting workers from injury
  - How to put on, adjust, wear and take off personal protective equipment, and maintain protective equipment properly



- **Bloodborne pathogens (BBP):** BBPs are any microorganisms that are transmitted through the bloodstream. The viruses that cause Hepatitis B Virus (HBV) and Human Immuno-Deficiency Virus (HIV) are two examples of bloodborne pathogens. For a bloodborne pathogen to be spread, the bodily fluids of an infected person must enter the bloodstream of another person. The most common cause of transmission in the workplace is when an infected person's blood enters another person's bloodstream through an open wound. Other potentially infectious bodily fluids can include saliva, vomit, urine and skin tissue.
 

**Note:** Non-Best Buy workers are not trained in managing or handling BBP and therefore are prohibited from supporting any situations, including medical, involving a suspected BBP.

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- Only authorized Best Buy supervisors and managers who have received bloodborne pathogens training can manage situations, cleanup and/or dispose of any clothing, product, merchandise, etc. that has been contaminated, or is suspected of being contaminated with BBP.
- If you have been exposed, or think you may have been exposed, to blood or bodily fluids:
  - Wash hands with antibacterial soap and clean water immediately.
  - Contact a Best Buy supervisor or manager and report any exposure event, or potential exposure event immediately.
  - Contact [safety@bestbuy.com](mailto:safety@bestbuy.com) for any BBP cleanup or disposal questions or support.
- **Heat illness and prevention:** During the summer months, the higher temperatures make it harder for our body to maintain its proper core temperature. The exposure to heat creates extra stress on our bodies and we need to be aware of what steps to take to recognize the signs and not become a victim of heat illness.
  - Identify a cooler location, by fans or open doors.
  - Allow your body to acclimate to the elevated temperatures. You may need to slow down and pay closer attention to your body.
  - Where possible, utilize fans to help circulate air.
  - Drink water every 15 minutes:
    - Drink water even if you are not thirsty.
    - Drink water versus carbonated beverages to allow for proper hydration.
    - It is better to drink small amounts of water often (a cup or so) than it is to drink large amounts infrequently.
  - Watch out for each other and look for any of the heat illness signs.
  - If your job requires you to work for periods of time in extremely hot areas (e.g., attics, spaces with limited ventilation and vehicles), limit your time in these areas. Ensure you are periodically moving into a cooler area.
- **Signs of heat illness:** Remember these three simple words: water, rest and shade. Taking these precautions can mean the difference between life and death.
  - Heat exhaustion: Dizziness, headache, sweaty skin, fast heartbeat, nausea, vomiting, weakness and/or cramps
  - Heat stroke: Red and hot dry skin, little or no sweating, high body temperature, confusion, fainting and/or convulsions



## Workplace Violence

Workplace violence is defined as "Any act or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs at the worksite." Through our [Violence-Free Workplace Policy](#), Best Buy strives to provide all employees, temporary workers and other non-Best Buy workers, customers, and vendors a workplace environment that is safe, secure, and free of violence and threats of violence. As such, Best Buy prohibits violence and threats of violence by employees, temporary workers and other non-Best Buy workers. Workers must:

- Understand that workplace violence and harassment is not tolerated at Best Buy.
- Act respectfully and responsibly toward others and do not engage in behavior or language that is threatening or violent.
- Complete any required Workplace Violence Awareness trainings.

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- Report to leadership all incidents related to workplace violence or harassment.
  - **Important Note:** If leadership is unavailable or an employee is working outside of a Best Buy facility and imminent danger is perceived, the employee should contact law enforcement for assistance.

### Warehouse Safety.

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Working in the warehouse area presents a variety of hazards for any worker and poses special safety issues. Unless your role specifically requires you to be in this area, you should otherwise remain away from it. Those whose role requires them to be in the warehouse need to be careful about what they are doing, and they must always be aware of other workers around them – particularly anyone using pallet jacks, Big Joe and other forms of material-handling equipment.

The following are just a few hazards that present themselves on and around warehouse areas:

- Powered equipment traffic
- Slips, trips and falls
- Unsecured loads
- Debris on floor
- Chemical splash
- Material handling injuries (lifting)

### Powered Equipment (Baler, Trash Compactor, Big Joe, Little Joey)

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Best Buy's equipment is designed with the safety of the operator in mind. Any equipment may, however, present dangers when carelessly operated or improperly maintained.

Select programs may be extended access to powered equipment to executed select identified activities. All use of powered equipment is contingent on taking the Merchandising Level 2 3PL Learning Network curriculum, passing a hands-on certification with a Best Buy store leader and following all Best Buy SOP and Safety policies.

Employees operating powered equipment must:

- Be 18-years or older at the time he/she is assigned to operate powered equipment.
- Complete all training components, including eLearnings and a hands-on certification evaluated by a qualified leader.
- Understand the operational characteristics, proper use, and limitations of each piece of equipment assigned to use.
- Report any unsafe conditions or defective equipment immediately to an available Supervisor or Manager.
- Verify that the daily pre-operational inspection checklist has been completed on the equipment prior to operation of equipment.
- Adhere to all the safety requirements of the powered industrial lift equipment, i.e. using the lanyard, safety belt, safety chains as required on Big Joe, or the harness required for the J2 Order Picker.
- Report all injuries/illnesses and property damage immediately to an available Supervisor or Manager.
- Never climb in warehouse storage racking or top stock.
- Never operate powered equipment they are not trained and certified on.
- Be aware of their surroundings, and while moving product throughout the store, protect customer space to avoid any potential collision.

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- Utilize a spotter (another individual tasked with watching for hazards or other individuals) while using powered lift equipment on the salesfloor during open hours, as this is required. Spotters are required in the warehouse if other employees are working nearby.
- Utilize the applicable safety devices without exception when on the equipment.
- Never have more than one person on powered lift equipment at a time.
- Never alter or manipulate power equipment to operate outside of design.
- Never use ladders on power equipment to reach additional heights.
- Never use earbuds or headphones while using powered equipment.
- Wear proper apparel for the task. Loose clothing, ties, or jewelry can become caught in moving parts.

### Hand Tool Safety.

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Hand and power tools are a common part in our everyday lives and are present in nearly every industry. These simple tools can be hazardous and have the potential for causing severe injuries when used or maintained improperly. Special attention toward hand and power tool safety is necessary to reduce or eliminate these hazards. The greatest hazards posed by hand tools result from misuse and improper maintenance.

Training on proper use and safe handling of tools will be conducted by a designated Best Buy representative for any non-Best Buy worker assigned to a position requiring hand tools. The following safe work practices associated with operating hand tools must be followed:

- Appropriate personal protective equipment such as safety glasses and gloves may be required.
- Workplace floors must be kept as clean and dry as possible to prevent accidental slips.
- Power tools must be fitted with guards and safety switches; they are extremely hazardous when used improperly. The types of power tools are determined by their power source: electric, pneumatic, liquid fuel, hydraulic and powder-actuated.
- Never carry a tool by the cord or hose.
- Never yank the cord or the hose to disconnect it from the receptacle.
- Keep cords and hoses away from heat, oil and sharp edges.
- Disconnect tools before servicing and cleaning them, and when changing accessories such as blades, bits and cutters.
- Wear proper apparel for the task. Loose clothing, ties, or jewelry can become caught in moving parts.
- Remove all damaged portable electric tools from use and tag them: "Do not use" and report it to a Best Buy supervisor or manager.

Non-Best Buy workers are not authorized to perform service or maintenance on hand tools.

### Ladder Safety.

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It is required that all applicable employees complete ladder safety training (31171). The training addresses critical safety practices related to ladder use and notes that not all positions at Best Buy involve tasks requiring ladders.

Multiple ladder types are available to aid in the completion of tasks, such as access needed to stored products and supplies. Since ladders vary by size, design and abilities, your role is to ensure you know how to:

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- Use ladders in a safe manner
- Select the right ladder for the task at hand
- Complete a visual inspection before each use and ensure the following do not exist:
  - Cracked or bent frames, handrails, braces or steps
  - Broken welds
  - Broken wheel casters, wheels, or locking mechanisms
  - Missing or damaged bumpers



If you need a ladder to perform a task, please see a member of Best Buy management to assist you in finding the correct ladder and assist you if needed.

## Safe Lifting Practices.

Lifting items is one of the leading causes of injury in the workplace. Overexertion and cumulative trauma are generally the biggest factors in these injuries. When using smart and [safe lifting practices](#), you are less likely to suffer from back sprains, muscle pulls, wrist and elbow injuries, spinal injuries and other injuries caused by lifting. When lifting is part of your day-to-day activities, it's easy to create poor habits. Below are some guidelines on how to manually move products in a safe and efficient manner:

- **Keep a wide base of support.** Your feet should be shoulder-width apart, with one foot slightly ahead of the other (karate stance).
- **Squat down, bending at the hips and knees only.** If needed, put one knee to the floor and your other knee in front of you, bent at a right angle (half kneeling).
- **Keep good posture.** Look straight ahead and keep your back straight, your chest out and your shoulders back. This helps keep your upper back straight while having a slight arch in your lower back.
- **Slowly lift** by straightening your hips and knees (not your back). Keep your back straight, and don't twist as you lift.
- **Hold** the load as close to your body as possible, at the level of your belly button.
- **Use your feet** to change direction, taking small steps.
- **Lead with your hips** as you change direction. Keep your shoulders in line with your hips as you move.
- **Set down your load carefully**, squatting with the knees and hips only.
- **Team lift.** Test the weight of the product before lifting to determine if you can safely lift it by yourself. Use a team lift when necessary.

### Keep in mind:

- Always stretch prior to work and after breaks.
- Do not attempt to lift by bending forward. Bend your hips and knees to squat down to your load, keep it close to your body, and straighten your legs to lift.
- Never lift a heavy object above shoulder level.
- Avoid turning or twisting your body while lifting or holding a heavy object.



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### Hazard Communication Program: Employee Right to Know.

Best Buy is committed to both a safe work environment for our employees and non-Best Buy workers, as well as a safe shopping experience for our customers. You have the right to know about potential chemical hazards you work or may come in contact with, the type of hazard they may pose and steps to protect yourself and others.

Best Buy management teams have direct access to our 3E web-based service. This service provides a comprehensive list of Best Buy's hazardous material inventory and associated Safety Data Sheets (SDSs) 24 hours a day, 7 days a week, 365 days a year. To access information, utilize the 3E SDS on-line tool (search "SDS" on Connect) or call 3E's 24x7x365 hotline at (800) 451-8346 or (760) 602-8703. Non-Best Buy workers may request information regarding potential chemical hazards by contacting the Best Buy supervisor or manager for assistance.



- **Why should I know the hazards of the chemicals I work with?** Chemicals present both physical hazards and health hazards to you and our customers:
  - Physical hazards include flammable and combustible liquids, compressed gases, explosives, etc.
  - Hazardous chemicals can enter your body through inhalation, swallowing, contact with skin, or through the eyes, causing both short-term and long-term health hazards.
  - In the case of acute/short-term health hazards, symptoms appear shortly after exposure to a high concentration. Such symptoms may include rashes, burns, dizziness and nausea.
- **What if I come into contact with a hazardous chemical?** Emergency eyewash stations and bottles are available and located in multiple areas at each Best Buy facility.
  - If chemicals get into eyes, locate the eyewash station and flush your eyes for 15 minutes.
  - If not accessible, use running water to flush your eyes.
  - If chemicals are swallowed, call 911 and seek immediate medical attention.
  - If chemicals contact skin, wash thoroughly with soap and water.
  - If hazardous vapors or fumes are inhaled, move immediately to fresh air.
  - Report incidents to the Best Buy supervisor or manager immediately.

### Hazard Material Management.

The US Department of Transportation (DOT) publishes the list of all hazardous materials in the Code of Federal Regulations (CFR) for easy recognition and reference. Each hazardous material is assigned a hazard class based on the type of hazard the material poses. Overall, there are nine hazardous material classes.

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- **Additional icons:** These class placards often feature additional icons to further describe the hazardous material, such as:



- **Corrosive:** Materials that attack and destroy living tissue or that produce severe corrosion of steel
- **Danger to environment:** Materials that pose a threat/adverse effect to the surrounding natural environment
- **Explosive:** A chemical compound, mixture, or device which is designed to function by explosion that is substantially instantaneous with the release of gas and heat
- **Flammable:** Materials that are easily set on fire, or prone to catching fire
- **Irritant:** Material is a biological, chemical, or physical agent that stimulates a characteristic function or elicits a response, especially an inflammatory response
- **Oxidizer:** Material that causes ignition of combustible materials without the aid of an external ignition source
- **Toxic:** Material is poisonous and/or infectious in nature

If you suspect a product may be potentially hazardous but cannot find a label, notify a Best Buy supervisor or manager. All questions can also be supported at [hazmat@bestbuy.com](mailto:hazmat@bestbuy.com).

## Electrical Safety.

Non-Best Buy workers are not authorized to service, repair or attempt to modify equipment or power sources in the work environment.

Electricity is electric current (the flow of electrons) used as a source of power. This current always follows a pathway. As designed, the pathway is wires and cords; however, your body can become a pathway too. This results in electrical shock. The severity and effects of an electrical shock depend on several factors, including the pathway through the body, the amount of current, the length of time of the exposure and whether the skin is wet or dry.

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Water is a conductor of electricity, allowing current to flow more easily in wet conditions and through wet skin. The effect of an electrical shock may range from a slight tingle to severe burns to cardiac arrest.

- Electrical safety guidelines: Use only electrical cords that are in good condition, with no cracking/fraying in the outer cover or any internal wires exposed.
- Ensure all plug ends do not have ground pins removed.
- Report any missing outlet or switch cover plates to a Best Buy supervisor or manager.
- Extension cords should only be used for temporary purposes; never used as a permanent wiring source.
- Never run cords through walls, doorways, ceilings or floors.
- Take any power tool or cord (including extension cords) out of service that have missing grounding pins or defective cords and contact a Best Buy supervisor or manager.
- Ensure there is a minimum of a 36-inch clearance around all electrical panels.

### Scissor Lift Safety.

Best Buy may have scissor lifts onsite that are supporting project related work. Best Buy requires all employees and non-Best Buy workers to be trained on this equipment and to demonstrate the safe operation of this equipment.

If you have not been trained prior to arriving onsite, do not operate any scissor lift.

### Lockout/Tagout (LOTO) Safety.

LOTO is defined as: Specific practices and procedures to safeguard workers from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. Within Best Buy, all workers, fit into one of the following LOTO roles:

- **Other employee:** Works in an area where LOTO is being used (e.g., non-Best Buy worker)
- **Authorized employee:** Services equipment and is trained and authorized to apply LOTO (e.g., Asset Protection Specialist, manager)
- **Affected employee:** Operates or uses equipment with the potential of being serviced by an “Authorized” employee under LOTO (e.g., Inventory/Merchandising, SWAT and other authorized powered industrial equipment employees)



As a non-Best Buy worker, you are typically designated as an “Other” employee. Your responsibilities associated with the LOTO program are as follows:

- Do not attempt to start equipment/machines that are locked out or tagged out.
- Do not attempt to remove or tamper with locks or tags for any reason.

“Affected” or “Other” employees must not attempt to restart or re-energize equipment that is locked/tagged out. Removal of locks/tags, or the startup of equipment/machines, could endanger the lives of those performing the work.

### Environment Programs and Policies.

As a non-Best Buy worker, what are the most important things to know about the Best Buy environmental policies and programs?

- Chemicals: Take caution when handling products and if there is a chemical spill, immediately tell a manager.
- Hazardous waste: Chemicals of any kind cannot go in the trash or compactor or down the drain.
- Universal waste: Batteries and light bulbs cannot go in the trash or compactor.
- Used electronics: These items must always be recycled and cannot go in the trash or compactor.

Please read the following information to understand the Best Buy and regulatory requirements. All workers are required to follow these requirements:

- **What is hazardous waste?** Any powders, liquids, aerosols, compressed gases, or gels that are old or expired, damaged, or no longer needed. These items cannot go into the trash or compactor (e.g., cleaners, bleach, hand soap, hand sanitizer, detergents, solvents, paint, spray paint, compressed air, screen cleaner, adhesives, etc.)
- **How to dispose of hazardous waste?** If you have an old, expired, damaged, or no longer needed material, contact a Best Buy supervisor, manager or inventory specialist for proper disposal. These items cannot go into the trash or compactor or down the drain.
- **What is universal waste?** Batteries and light bulbs that are used, spent, broken or no longer needed. These items cannot go into the trash or compactor (e.g., rechargeable batteries, fluorescent light bulbs, LED bulbs and HID light bulbs that are used or no longer needed.) **Note:** If you come in contact with a broken fluorescent bulb, immediately notify a Best Buy supervisor or manager. Never throw broken bulbs in the trash or compactor as they contain trace amounts of toxic materials.
- **How to dispose of universal waste?** If you have a used, spent, broken, or no longer needed light bulb or battery, contact a Best Buy supervisor, manager or Inventory Specialist for proper disposal. These items cannot go into the trash or compactor.
- **What are used electronics?** Any electronic item with a cord, circuit board, or battery cannot be thrown into the trash or compactor, they must be recycled. Always ask a Best Buy supervisor, manager or Inventory Specialist where to put these items (e.g., computers, tablets, keyboards, TVs, DVD players, audio equipment, phones, speakers, headphones, mp3 players, cords, cables, remotes, security devices).
- **What cannot be discarded in the trash receptacles or compactor?** No hazardous waste, universal waste, or used electronics are allowed in the trash or compactor, they must be recycled. If you are not sure if something can be thrown into the trash or compactor, ask a Best Buy supervisor or manager.
- **What to do when encountering chemical spills and cleanup?** If you are aware of a chemical spill of any kind, immediately notify a Best Buy manager or supervisor.

