



Corporate Responsibility & Sustainability Report

Fiscal 2025

[Corporate.BestBuy.com](https://corporate.bestbuy.com)

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A message from our CEO



Corie Barry, CEO
Best Buy Co., Inc.

Fiscal year 2025 (FY25) was a year of momentum for Best Buy. Our team remained focused and resilient despite a challenging business environment. Through our disciplined operational execution and a deep commitment to creating inspiring customer experiences, we not only achieved strong profitability but also worked to build and scale new profit streams.

This success is built on the relationships we create with those who are connected to our work, from our employees and customers to shareholders, vendors and the communities we serve. These meaningful collaborations create a positive cycle of growth, innovation and shared benefit for everyone who is part of our journey.

The progress we've made is also a powerful result of the unique talents of our team members across the enterprise. Best Buy's vibrant culture is fundamental to who we are, and I take immense pride in the many ways we invest in and support our employees — and in the ways they support each other and their communities.

Our dedication to our people is grounded in the company's values and amplified by our commitment to a culture of belonging and engagement. When each of us can be at our best, every day, we make the extraordinary possible and continue to bring our purpose to life.

As you read this report, you will see the impact we have made across our corporate responsibility and sustainability initiatives.

While there is work that still lies ahead, I am proud of the external recognition we have received for our efforts thus far to support our employees, our community and the environment.

Here are a few ways we've been recognized for this work in FY25:

- We were named to the 2024 Best Places for High School Graduates to Start a Career list, a first-of-a-kind ranking released by The American Opportunity Index.
- For the eighth consecutive year, we made CDP's prestigious Climate A List, which looks at best practices associated with environmental leadership.
- We were named to the annual Dow Jones Best-in-Class North America Index. The index assesses various dimensions including carbon reduction, human rights and corporate governance.

We couldn't do this work without the tireless dedication of our team members across the company, and I am so grateful to them. They care deeply about our customers, our communities and one another.

On behalf of Best Buy, I would like to express my gratitude to all our stakeholders. It is an honor to work together in pursuit of a brighter, more sustainable future.

Respectfully,

A handwritten signature in black ink, appearing to read 'Corie Barry', written in a cursive style.

Our strategy

Best Buy continues to be a trusted source for cutting-edge technology, offering a broad range of products, unique in-store and digital experiences, and expert services. Our deep commitment to enriching lives through technology remains at the core of everything we do.

We are working to continue to strengthen our position in retail as the leading omnichannel destination for technology. With this in mind, we are focused on three priorities for FY26:

1. Drive omnichannel experience improvements that resonate with our customers
2. Launch and scale incremental profit streams, including Best Buy Marketplace and Best Buy Ads
3. Drive operational effectiveness and efficiency to fund strategic investments and offset pressures

We look forward to building on our momentum and are incredibly confident in the strategy and in the dedication of approximately 85,000 employees who work passionately to bring it to life.



Our FY25 at a glance

Approximately

85,000
employees

\$41.5 billion
revenue

1,000+
stores

U.S. online sales were

34%
of domestic revenue

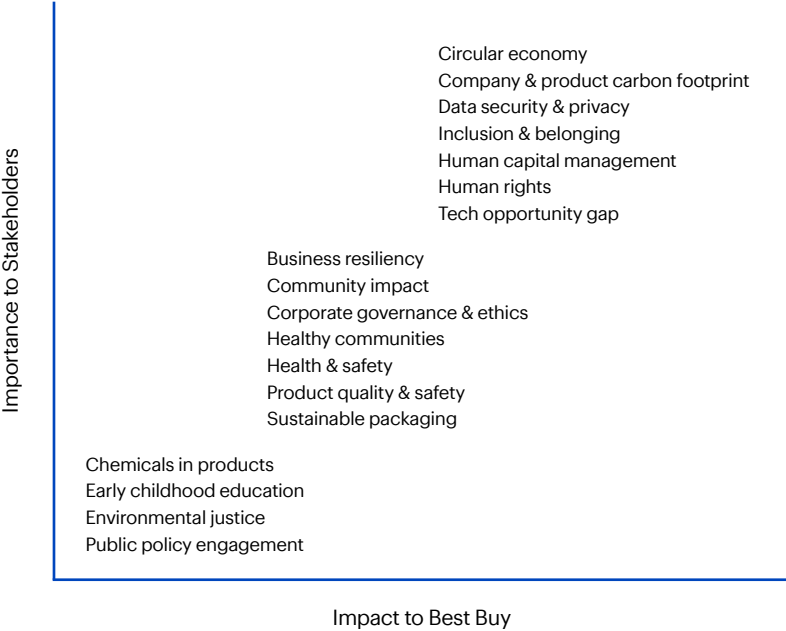
About this report

Founded in 1966 and with global headquarters in Richfield, Minn., Best Buy has been reporting yearly on a variety of corporate responsibility and sustainability topics since 2006. This report includes our operations in the U.S. and Canada (where noted), reflecting the fiscal year ending Feb. 1, 2025 (FY25), unless otherwise stated. While most of the report focuses on the performance of our retail business, this report also includes information on the Best Buy Foundation®, Teen Tech Centers™ and Best Buy Health™. The Responsible Sourcing section reflects our private-label manufacturing and products we directly import.

This report has been prepared with reference to the Global Reporting Initiative (GRI) Universal Standards. Best Buy’s Scope 1, 2 and 3 emissions data is independently verified by Optera at a limited assurance level. Other frameworks referenced or taken into account include Sustainability Accounting Standards Board (SASB) and Sustainable Development Goals (SDGs). Best Buy also reports to CDP and our disclosures are available within the [Resource Library](#) on our corporate website. Feedback about this report is welcome at CorporateResponsibility@BestBuy.com.

Through a materiality assessment including stakeholder surveys and interviews, we plotted issues on a matrix based on materiality to Best Buy. All of the issues listed are of high importance to both stakeholders and our business; however, the issues were scored and ranked by the degree to which internal and external stakeholders believed in the importance of the issue, the potential impact to Best Buy and the potential Best Buy had to impact the issue within the retail industry. We revisit this materiality matrix at a regular cadence of 2-3 years based on the constantly evolving retail landscape. For more information and full financial disclosures, please see the Best Buy FY25 Annual Report (Form 10-K) on our [investor website](#).

Corporate Responsibility & Sustainability impact areas



Highlights

Environmental

ENERGY

74% carbon emission reduction (over 2009 baseline), compared to our goal to reach 75% by 2030 and be carbon neutral by 2040

WASTE

69% waste diversion, compared to our goal of achieving 85% waste diversion across our U.S. operations by 2025

Nearly **69%** of supply chain facilities achieved zero waste TRUE certification, compared to our goal of certifying all U.S. supply chain facilities by 2025

WATER

Nearly **21%** decreased enterprise water usage since 2019, compared to our goal of reducing water usage 15% by 2025

SUSTAINABLE PRODUCTS

128 million ENERGY STAR® certified products have been purchased at Best Buy since 2017. As a result, we estimate Best Buy customers will save nearly \$5.2 billion in energy costs, surpassing our 2030 goal of helping customers save \$5 billion over the lifetime of their products.

Over **144 million** pounds of electronics and appliances collected for recycling in FY25

Employees

36 average training hours per employee

28% U.S. turnover

\$19.10 average wage of full-time and part-time hourly employees

Over **\$1.5 million** employee logged donations which, when coupled with the company match, resulted in over \$2.1 million in donations

Community

68

Best Buy Teen Tech Center locations supported by The Best Buy Foundation at the end of FY25

Best Buy customers gifted over **\$7.3 million**

in tax-deductible donations to the Best Buy Foundation, in support of programs like Teen Tech Centers, while making a purchase at Best Buy stores, BestBuy.com or the Best Buy app.

More than **86,000**

young people reached through Best Buy Foundation programming

Responsible Business Practices

100%

of potential supplier factories audited before doing business



Developed Responsible GenAI Policy

Recognition



ENERGY STAR®

2024 was our 11th consecutive year being recognized as a Partner of the Year by the U.S. Environmental Protection Agency's ENERGY STAR program.



MSCI Inc.

Rated AAA (highest possible) by MSCI ESG Research



Climate A List

Named for the 8th consecutive year



FTSE4Good

FTSE4Good Index

Included in FTSE4Good Index



ISS Governance

Awarded Prime status on ISS-ESG Corporate Rating



Disability: IN

Recognized as a Best Place to Work for Disability Inclusion

American Opportunity Index

Best Places for High School Graduates to Start a Career, Named #8

Ethisphere

11-Time World's Most Ethical Companies Honoree®

Dow Jones Best in Class North America Index

Included in for the 13th year

Stakeholder engagement

Best Buy has been cultivating relationships with multiple stakeholders — the many people and organizations who have a collective stake in what we do. We interact daily and in a variety of ways with our employees, customers, shareholders, vendors and communities where we live and work. Additionally, we engage in dialogue with external organizations that provide valuable insights that help us to evolve and grow. Ultimately, we make decisions with the future in mind — to strengthen our business, help our employees develop and grow, improve people’s lives and promote the health of our communities for years to come.

Here are a few examples of how we engage and interact with our stakeholders.

Employees

- Create a culture of belonging and engagement where everyone feels valued and has the opportunity to thrive
- Focus on holistic well-being for our employees and their loved ones
- Gain employee insights and feedback through formal surveys and other listening channels

Customers

- Put customers at the center of all we do, enabling them to enrich their lives through technology
- Create a world of personalized discovery and inspiration for customers to unlock what technology can do for them
- Invigorate our customer experiences on the Best Buy app, on our website, in stores and in their homes to take what they love to the next level
- Lean on customer insights and feedback to understand what’s important to our customers

Investors and shareholders

- Disclose metrics and information that support our initiatives and engage with shareholders on a variety of topics throughout the year
- Ensure good company governance and ethics

Vendors and partners

- Partner with product vendors and manufacturing suppliers to innovate and bring additional business value
- Work with our manufacturing suppliers to strengthen their social and environmental performance through coaching, focused trainings and capacity building

Communities and environment

- Invest in programs that create economic opportunity for young people by equipping them with the skills, knowledge and access needed for success in tech-reliant careers
- Connect with our communities to understand their needs and collaborate on solutions
- Reduce our impact on the environment and help our customers do the same

Elected officials, regulators and non-governmental organizations (NGOs)

- Engage in the political process by sharing expertise and insights, and advocating for public policy positions, to protect and grow the business in ways that directly impact our employees, customers, shareholders and communities
- Maintain relationships with NGOs, including associations and activists, to educate them on our business and understand their priorities

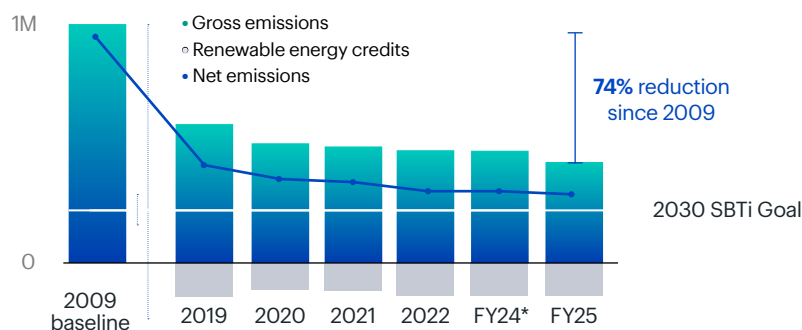
Environmental

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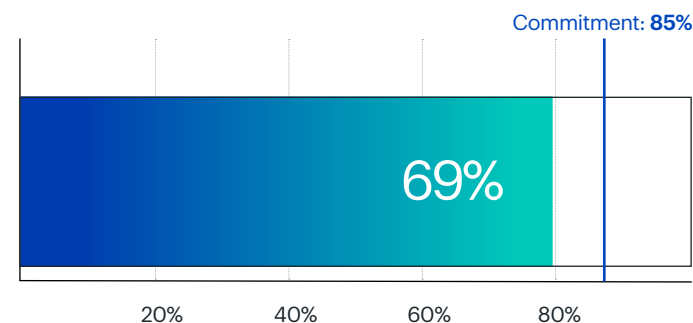
Environmental progress

Carbon emissions reduction in U.S. and Canada operations (in MTCO₂e)



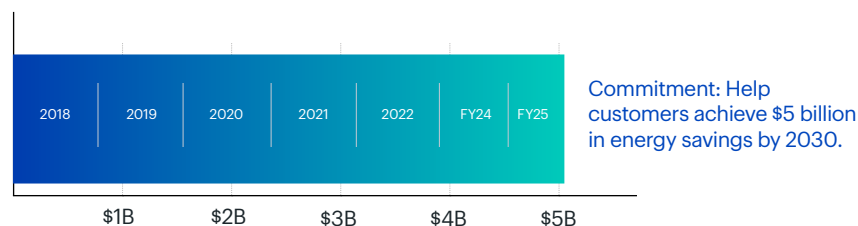
From 2009 through the end of FY25, we reduced our operational carbon usage by 74%, and are working toward achieving carbon neutrality by 2040.

FY25 waste diversion across our U.S. operations



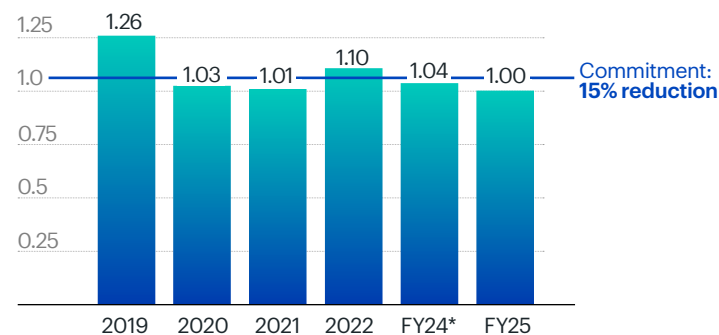
In FY25 we achieved 69% waste diversion, working toward our goal of 85% waste diversion across our U.S. operations by 2025.

Energy savings in \$ from ENERGY STAR certified products sold in the U.S. (over the course of the products' lifetime)



We have a goal to help customers save \$5 billion over the lifetime of their products by 2030. More than 109 million ENERGY STAR® certified products have been purchased at Best Buy since 2017. As a result, we estimate Best Buy customers will achieve energy savings of nearly \$5.2 billion, surpassing our goal.

Water usage across U.S. and Canada operations (in millions of cubic meters)



We have reduced enterprise water usage by nearly 21% since 2019. We achieved our 2025 water reduction goal of 15% reduction in FY24.

*To align with regulatory filings, starting with FY24 in this annual report and going forward, we are moving to measuring carbon emissions and water reduction from 12 months of calendar year (CY) to 12 months of fiscal year (FY).

Environmental sustainability

Best Buy aims to meaningfully reduce our impact on the environment and help our customers do the same. We focus on aligning our business model in ways that improve people's lives and promote the health and well-being of our communities for years to come.

Best Buy aspires to drive forward the circular economy, a system that maximizes resource efficiency by promoting reuse, repair and recycling to reduce waste, and using sustainable resources that can naturally replenish over time.

To achieve this, we prioritize the areas where we can make the greatest impact, including:

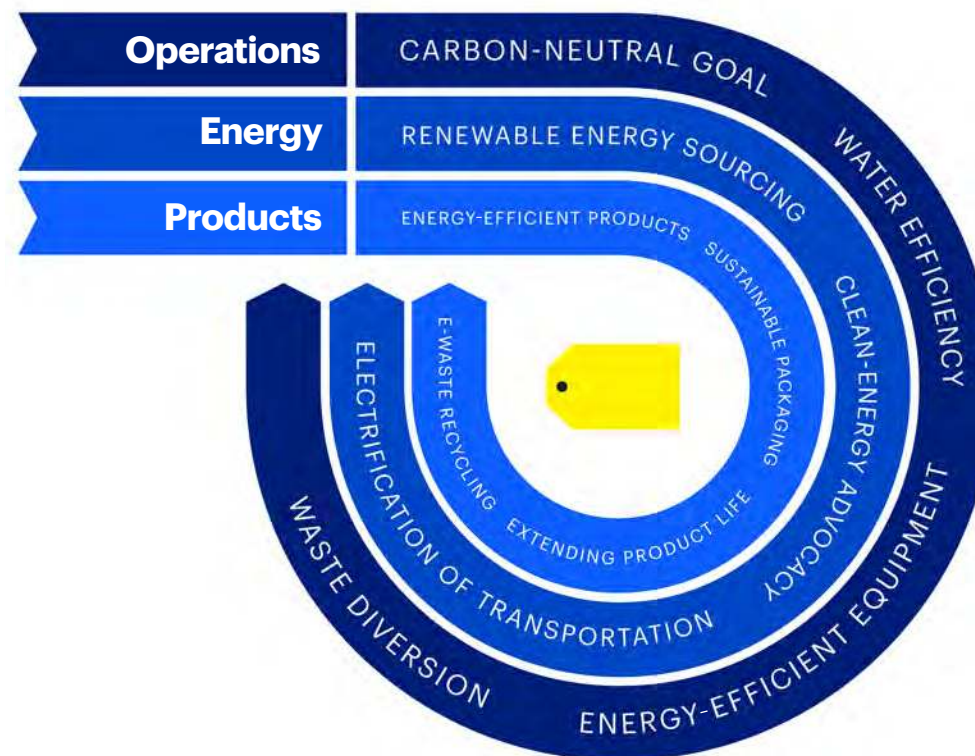
Operations: Managing the environmental impacts of our operations to reduce carbon emissions, water usage and waste.

Energy: Transitioning to sourcing renewable electricity.

Products: Developing and supporting programs that reduce the environmental impact of the products we sell throughout the entire product life cycle.

The foundation of our environmental program is our ISO 14001-certified Environmental Management System (EMS), which covers all U.S. operations. Our EMS helps us systematically manage progress toward our environmental commitments and ensures that we comply with all applicable laws and regulations. We are certified by a third party to the newest standard, ISO 14001:2015.

Circular economy



Sustainable operations

Best Buy recognizes the urgency of addressing climate change and the impact our operations have on the planet. To help address climate change and reduce our impact, we continuously seek opportunities to reduce our energy consumption. We make investments in energy-efficient equipment and look for additional ways to improve our energy-management processes. We then prioritize renewable energy sources for the remainder of our energy consumption.

Our carbon emissions

We measure Scope 1, 2 and 3 carbon emissions following the standards of the Greenhouse Gas (GHG) Protocol.

For more information about our Scope 1, 2 and 3 carbon emissions, please see page 59 in the appendix.

Our impact

Scope 1: Our Scope 1 emissions result from the on-site use of fuels and refrigerants across our operations, including buildings and company-operated transportation.

Scope 2: Our Scope 2 emissions result from the consumption of purchased energy used to operate our facilities.

Scope 3: We measure five areas in Scope 3 including employee commuting, business travel, waste, purchased goods and services and use of sold products.



SUSTAINABLE OPERATIONS

Climate-related issues

Responsibilities for climate-related issues

Our general counsel and chief risk officer serves as our environmental sustainability executive officer and reports directly to our CEO. As part of this role, this leader oversees our environmental programs and has direct oversight of climate-related activities, including risks and opportunities. This leader has the authority, influence and resources to act on climate-related risks and opportunities in alignment with our corporate strategy and goals.

Our board of directors has an active role in advancing and overseeing our corporate responsibility and sustainability initiatives. Within the board, the Nominating, Corporate Governance and Public Policy Committee has responsibility and oversight for climate-related issues.

This committee oversees our CR&S strategy and reputational risks by way of discussions on a regularly scheduled basis with leaders. Additionally, this committee oversees our sustainability goals and progress, social responsibility programs and public policy positions and advocacy.

For more information, see the Nominating, Corporate Governance and Public Policy Committee Charter on our [investor website](#).

Process for identifying climate-related risks and opportunities

To support our sustainable operations strategy, we follow a process for identifying, assessing and responding to climate-related risks and opportunities. Climate-related risks include impacts to revenue due to extreme weather events like hurricanes and floods that could result in our inability to keep stores open for business as scheduled or the inability to deliver products to our stores for extended periods. Climate-related opportunities include leveraging our business continuity plans for a competitive advantage, enhancing our environmental reputation to attract stakeholders and boost sales, and meeting the growing demand for energy-efficient technologies.

We identify climate-related risks and opportunities on an annual basis across our direct operations. We then assess the potential size and scope of the risks. Through this assessment, we develop strategies and goals and engage with external stakeholders to minimize environmental impacts across our operations.

As part of our broader commitment to building a more efficient, resilient and environmentally responsible supply chain, we continue to invest in key initiatives that drive operational excellence and business growth, while supporting our sustainability goals. This includes two critical, multi-year transformation programs.

- Our Sourcing Transformation initiative reimagines how we source and fulfill customer orders by enabling more precise, data-driven and automated inventory decisions, unlocking optimization opportunities and strengthening our ability to grow responsibly.
- Our Large Product Transformation program leverages upstream warehouse strategies to improve inventory flow, enhance fulfillment efficiency and reduce transportation emissions across our network.

Our annual climate change assessments incorporate stakeholder materiality and ISO 14001 significance evaluations, identifying climate-related risks and opportunities with potential impacts over a five-year horizon. When developing plans for mitigating risks and recognizing opportunities, we prioritize reducing business operating costs, reducing financial risks associated with energy needs and capitalizing on opportunities to deliver customer value through energy-efficient products and services. For more information on the management of our climate-related risks and opportunities, see our most recent [CDP Climate Response](#).

SUSTAINABLE OPERATIONS

Carbon-neutral goal

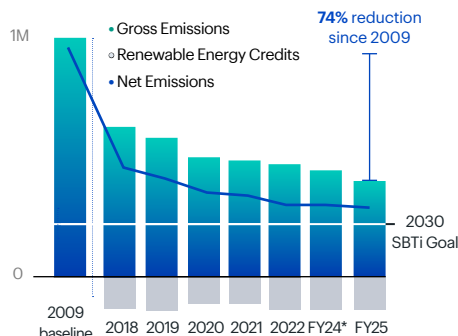
Our Scope 1 and 2 targets

In 2019, we set a goal to reduce carbon emissions by 75% by 2030 (over a 2009 baseline) and to become carbon neutral by 2040.

These goals align with Science Based Targets initiative (SBTi) requirements, ensuring emissions reduction meets the Intergovernmental Panel on Climate Change's (IPCC) target to limit global warming below 2°C.

Our progress reducing carbon emissions

At the end of FY25, we have reduced our operational carbon usage by 74% since 2009.



*To align with regulatory filings, starting with FY24 in this annual report and going forward, we are moving to measuring carbon emissions from 12 months of calendar year (CY) to 12 months of fiscal year (FY).

Our actions to reduce carbon emissions

We focus on a variety of initiatives across our operations that contribute to our reduced carbon emissions. This includes continuing to invest in cleaner solutions and innovative ways to reduce our operations' environmental impact.

Enhanced building controls

In FY25, we installed approximately 100 smart building control units in stores, bringing the total number of equipped locations to roughly 800. With these enhanced controls, we can easily program our heating, ventilation and air conditioning (HVAC) systems to heat and cool the buildings more efficiently. Additionally, these controls improve lighting efficiency by ensuring lights are only activated during operational hours.

Our path to carbon neutrality

While we have achieved significant progress toward our carbon emissions reduction goals from operational reductions and renewable sourcing, we recognize there is more work to be done. We aim to achieve our carbon reduction goals by minimizing our energy usage, advocating for a cleaner grid and sourcing from renewable energy sources, and neutralizing remaining emissions with additional quantifiable, permanent and socially beneficial offsets.



CDP Climate A List

We are proud to be recognized as an environmental leader for our ongoing work to reduce our impact on the planet. For the eighth consecutive year, the international climate authority CDP named Best Buy to its prestigious Climate A List, which recognizes excellence in environmental transparency and action. The list acknowledges our actions to cut emissions, mitigate climate risks and advance a low-carbon economy. We are among the top 2% of over 22,700 CDP respondents scored in 2024 (see the appendix for further data).



The Climate Pledge

We were one of the early companies to sign The Climate Pledge, a commitment to be carbon neutral across our business by 2040. Today, more than 550 businesses across the world have signed the pledge.

Get There Greener (Best Buy Canada)

Our "Get There Greener" Preferred Carrier Program is a partnership between our vendors, carriers, and Best Buy Canada that reduces our environmental impact in our supply chain operations.

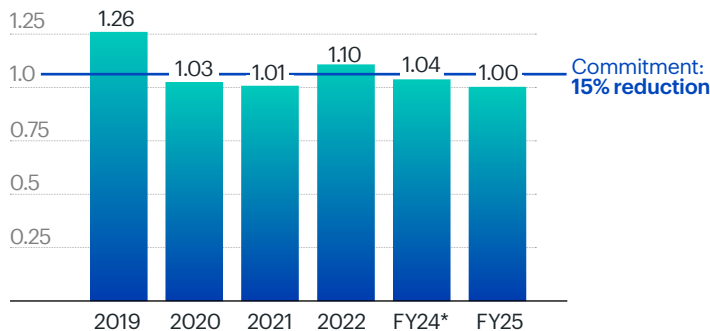
Through this shared freight program, vendors partner with high-volume, top-performing carriers that deliver daily to our distribution centers — facilitating and consolidating full truck load deliveries into our distribution centers. This maximizes space in trucks and decreases emissions in our supply chain. In FY25, we saved 7,767 truck loads in Canada using preferred carriers.

SUSTAINABLE OPERATIONS

Water efficiency

Water scarcity is a growing, worldwide issue. Our business relies on healthy watersheds in the regions where we operate, and some of the products we offer, like washing machines and dishwashers, are dependent on water.

Water usage across U.S. and Canada operations (in millions of cubic meters)



*To align with regulatory filings, starting with FY24 and going forward, we are moving to measuring water usage from 12 months of calendar year (CY) to 12 months of fiscal year (FY).

Our water target

By taking steps to reduce our water consumption and helping our customers do the same, especially in water-scarce regions, we strive to make this resource more abundant and readily available to the communities we serve. From our stores to our distribution centers to our headquarters in Minnesota, we are committed to sustainably managing the water we use. In 2019, we committed to reducing enterprise water usage by 15% by 2025. We are proud to have met this goal in FY24.



Our progress reducing water

In FY25, we used nearly one million cubic meters of water in our U.S. and Canadian operations.

After exceeding our FY24 water reduction target of 15% by achieving a reduction of 17%, we've not only sustained our momentum but built upon it, reaching a reduction of nearly 21% in FY25.

We reached this goal by implementing improved processes and reporting tools to quickly address water usage anomalies in our stores, supply chain facilities and corporate campus. Additionally, we upgraded faucets in several facilities to touchless models, which use less water. These water management practices and equipment upgrades are part of our ongoing effort to reduce water usage across our operations. We are also helping our customers reduce their water usage by offering ENERGY STAR certified products that save energy and water. Our full water statement can be found on our [corporate website](#).

SUSTAINABLE OPERATIONS

Waste diversion

Reducing waste in our operations is an integral part of our environmental strategy to conserve resources and advance the circular economy.

In FY25, we achieved 69% waste diversion, compared to our goal of 85% waste diversion across our U.S. operations by 2025.

In FY24, we began using a new methodology to calculate our waste diversion rate that aligns with the Environmental Protection Agency's (EPA) waste diversion methodology. Waste data includes information that was reported by our vendors. When exact data was not available, weights have been estimated based on vendor provided samplings, past waste audits, historical data of similar-sized facilities, and finally, using EPA provided estimates when actuals or Best Buy specific estimates were not available.

TRUE certification for zero waste

In FY25, we achieved 69% waste diversion*, compared to our goal of 85% waste diversion across our U.S. operations by 2025. To improve our waste diversion, we partner with a B Corp-certified software provider to use technology and analytics to identify opportunities that reduce waste — with a focus on efforts that support the certification of Total Resource Use and Efficiency (TRUE) zero waste at our supply chain locations.

Our supply chain facility in Chino, Cali., was the first location to achieve TRUE certification for zero waste in FY22. TRUE certification helps facilities define, pursue and achieve zero-waste-goals, which increases their resource efficiency, cuts their carbon footprint and supports public health. Facilities achieve certification by meeting rigorous program requirements administered by Green Business Certification Inc.

In FY25, we achieved TRUE zero waste certification at six additional supply chain facilities, bringing our total to 20 certified facilities. We plan to certify the remaining nine facilities in FY26, completing our goal of achieving TRUE Zero Waste certification across all facilities by the end of 2025.

We added 29 new cardboard balers in FY25 to help divert cardboard from ending up in a landfill. Cardboard balers help reduce waste by compressing the cardboard so it's easier to transport and recycle with other consolidated bales of recycling. With these additions, we are working to further improve our waste-diversion capabilities. Our store locations have cardboard balers for recycling.

In addition to balers, our supply chain locations use polystyrene densifiers, which break apart and condense expanded polystyrene (EPS) into cubes, taking up less room on trucks, which makes shipping more efficient.



Mark Irvin, chief supply chain officer

"We are proud of the innovation and progress we have made as a company to achieve our goal of a zero-waste supply chain. Our employees' commitment has been instrumental in helping us reach our goal and is proof that by working together we have the power to make a big impact. By adopting zero waste principles in our supply chain, we are not only minimizing our environmental impact but also improving our efficiency for the long-term success of the enterprise."

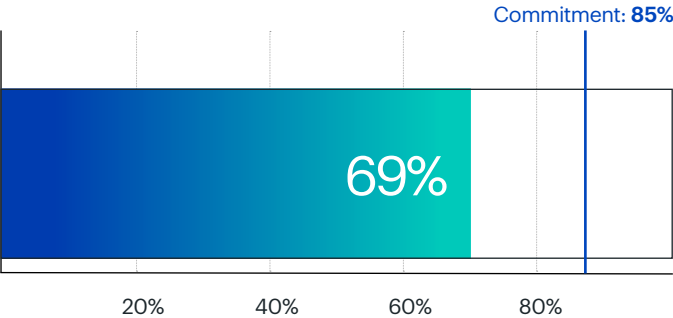
SUSTAINABLE OPERATIONS

Waste diversion

Employee engagement

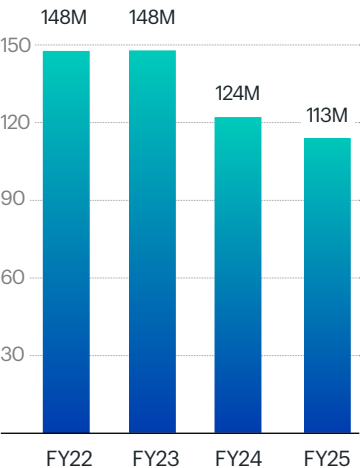
Employee engagement is a key component of our waste reduction strategy. In FY25 we continued to utilize our Green Team program to support 100% of our U.S. distribution center locations. Members of Green Teams help support our waste diversion goal and zero-waste certification efforts, as well as educate and train their colleagues to ultimately drive a zero-waste culture and minimize the environmental impacts of our facilities.

FY25 waste diversion across our U.S. operations

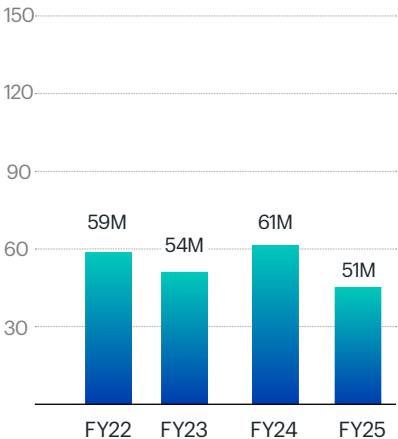


Non-hazardous waste (enterprise)

Pounds of materials recycled

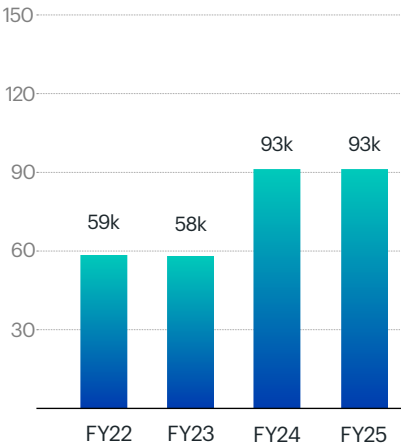


Pounds of materials landfilled

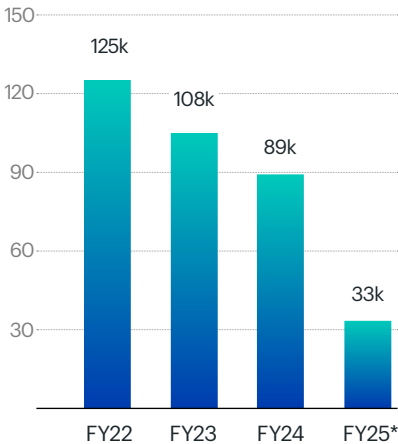


Other waste (enterprise)

Pounds of hazardous waste



Pounds of universal waste



*In FY25, we were able to get more granular data access that allowed us to separate Universal Waste from State Regulated and Non-Hazardous/Non-Regulated materials.

Energy

Finding solutions to save energy and reduce carbon emissions is another part of our strategy to support the transition to a circular economy, as energy efficiency is critical to conserving resources. We do this primarily by sourcing renewable energy — our proven and scalable approach — while also piloting new electrification opportunities across our supply chain to support future emissions reductions.

Renewable energy

In the last five years, we have invested in five total solar fields, helping to accelerate progress toward our carbon reduction goals. Through these investments, we acquire Green-e® certified Renewable Energy Credits (RECs), which encourage the production of new renewable energy systems. We are proud to be a Green Power Partner (GPP), an EPA-led program that seeks to develop new renewable generation capacity nationwide while also helping to protect the environment.

Supply chain solutions

As our supply chain continues to evolve and grow, we remain committed to finding innovative solutions that benefit not only our operations and customers, but also the environment. A recent example of this commitment is the purchase of electric vehicle (EV) yard trucks at our Ontario and Compton, Calif., facilities. Our teams replaced existing diesel powered yard trucks with state-of-the-art EV models, opting for a cleaner, more advanced solution over traditional diesel options. This supports our ongoing efforts to reduce our overall carbon footprint and stay true to our sustainability goals. Best Buy also advocates for a cleaner grid. For more information, see the Political Activity section on page 56.

Sustainable products

Best Buy is committed to helping our customers live more sustainably. To support this commitment, we are developing and supporting programs that minimize the environmental impact of the products we sell — throughout the entire product life cycle.

Energy-efficient products

According to the EPA, the ENERGY STAR mark is recognized by 90% of American households. Nearly 840 utilities, state and local governments, and nonprofits leverage ENERGY STAR in their efficiency programs, reaching roughly 95% of households in all 50 states.

We sell ENERGY STAR products in over 30 categories, including appliances, televisions, smart thermostats and more. ENERGY STAR certified products save money, reduce energy and water use, and protect the environment by meeting strict energy-efficiency guidelines set by the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy.

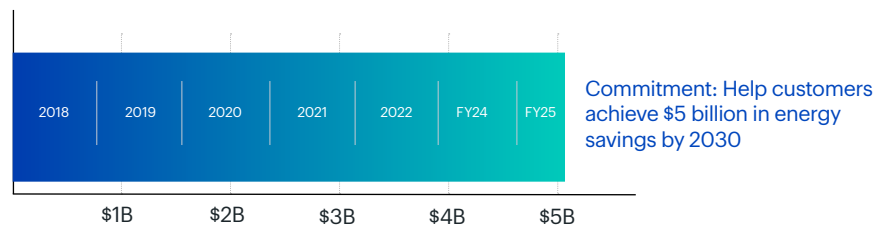
We are proud to have been a speaker at the 2024 ENERGY STAR Products Partner Meeting. The ENERGY STAR Product Partner Meeting was hosted by ENERGY STAR for partners and industry to discuss new program initiatives, product specifications and other outreach activities. At this meeting, our sustainability team shared the energy and water savings benefits of heat pump laundry products and highlighted our unique position in the market to sell new and innovative products to early adopters within our customer base. Best Buy is proud to be an ENERGY STAR Partner of the Year with a distinction of Sustained Excellence for over a decade, which recognizes our consistent energy management and savings enterprise-wide.

We make it easy for customers to shop for energy-efficient products, both online and in our stores, by highlighting the ENERGY STAR mark. For the past 15 years, we have offered an employee e-learning specific to ENERGY STAR through our training platform, the Learning Network. Store employees who take the training learn about the benefits of ENERGY STAR certified products, which products are certified, how to identify them and how to help customers find them. Since 2009, nearly 328,000 employees have taken this training.



Sustainable products

Energy savings in \$ from ENERGY STAR certified products sold in the U.S. (over the course of the products' lifetimes)



Our Scope 3 target

We are committed to helping our customers reduce their carbon emissions from the products we sell. Many of the products we sell at Best Buy require energy to be used. Within Scope 3 emissions, the “use of sold products” category is our largest source of emissions at Best Buy. That’s why in 2019, we set a goal to reduce carbon emissions from ENERGY STAR eligible products sold to our customers by 20% by 2030 (over the 2017 baseline), saving our customers \$5 billion in energy costs. This is the Scope 3 component of our science-based carbon goal.

Our progress helping customers live more sustainably

In a time when the challenges of climate change seem overwhelming, we recognize that our customers are making a positive difference by choosing ENERGY STAR certified products. More than 128 million ENERGY STAR certified products have been purchased at Best Buy since 2017. As a result, we estimate Best Buy customers will save nearly \$5.2 billion in energy costs, already surpassing our 2030 goal of helping customers achieve \$5 billion in energy savings over the lifetime of their products.

Expanding our assortment of sustainable products

In FY25, ENERGY STAR products made up 48% of total purchases in applicable categories. We expanded our assortment of energy-efficient appliances, including washer/dryer all-in-one combination products that use heat-pump technology, as well as additional models of heat-pump dryers. Heat-pump dryers can reduce energy usage and are also ventless, providing customers more flexibility in where they do laundry in their home. We also continue to expand our assortment of ENERGY STAR certified cooktops and ranges, the newest ENERGY STAR product category at Best Buy. Residential electric cooktops that have earned the ENERGY STAR are approximately 18% more energy efficient than standard electric models.



Rebates

To improve the purchasing experience of energy-efficient products, we partner with electric utilities to help customers access rebates for products that use less energy and water. Utility rebates can reduce the cost to consumers, making it a more affordable purchase option. Through our online [Rebate Finder](#), we help customers find localized rebates for refrigerators, freezers, dryers, smart thermostats and more.

SUSTAINABLE PRODUCTS

Sustainable packaging

We continue to work with industry stakeholders to make our packaging more sustainable in our private-label products and in the fulfillment of customer purchases.

Our packaging statement

In FY25, we continued to stand behind our [public statement](#) to support our enterprise initiatives that address how we can improve our packaging so that it preserves the value of the product and supports circular economy opportunities. With this commitment, we focus on the principles outlined on this page and the following when considering the impact of packaging.

Material efficiency and effectiveness

We are working to right-size and optimize our packaging while protecting products from damage. This helps reduce shipping resources, costs and waste.

We continued optimizing our system to consolidate customer orders, ensuring multiple shipments could be packed into fewer boxes for improved efficiency. With this change, we consolidated 12% more of our multi-item orders, resulting in more than 590,000 fewer boxes shipped compared to the previous fiscal year.

Additionally, our supply chain locations continued reducing the amount of corrugate material used in shipping materials. When vendors send products to our supply chain locations, the boxes contain “inner packs” of corrugate material that separates the boxes that were previously distributed to stores. We continue working with our vendors to reduce the material needed for those products.

We also continued to partner with our vendors to use an assortment of box sizes that reduce void fill to “right-size” boxes in relation to the products being shipped.

Packaging messaging

Best Buy recognizes the importance of including messaging on our packaging to help our customers know how to recycle it.

We are committed to making it easier for our customers to know how to dispose of the packaging of products they purchase at Best Buy. Last year we continued to partner with How2Recycle®, a standardized labeling system that provides transparent on-package disposal instructions. Because recycling programs vary by region, it's sometimes hard to know if recyclables end up in the right place. The How2Recycle program helps get more materials in the recycling bin by providing clearer package messaging.



SUSTAINABLE PRODUCTS

Sustainable packaging



Design for recovery

With a focus on design, we concentrate on procuring packaging materials that are recyclable, compostable or reusable to reduce environmental impacts and improve end-of-life management.

In FY25, we pivoted from using padded poly mailers to curbside recyclable paper mailers at all our locations. The new paper mailers are padded to protect items in shipping and are made without plastic or any other compromised material, making them 100% curbside recyclable. We plan to continue the use of paper mailers for the foreseeable future.

For televisions that need to be shipped and do not have their original box, we use a modular packaging unit called a “TV taco,” or a recyclable cardboard corrugate box. These units protect the televisions, extending their life so they can be repaired or purchased again as an open-box product.

Recycled content

We are working to include more packaging materials made from recycled content.

Best Buy has transitioned some of our shipping boxes to an option made from 40% recycled content. Additionally, our packaging cushioning is made from at least 90% recycled plastic, with air pillows made from a minimum of 50% recycled plastic content, of which 30% is post-consumer recycled plastic.

Circular supply chain

We continue to work with vendor partners on a pilot to close the loop on virgin plastics. In the plastic recycling pilot, we collect bubble wrap and other single-use plastic films that are used to protect televisions and appliances and recycle it into feedstock for the bubble wrap we procure.

Additionally, to improve the efficiency of our equipment at supply chain locations and reduce waste, we continue to collaborate with local companies and our recycling partners to recycle expanded polystyrene (EPS).

In FY25, we recycled approximately 4.2 million pounds of EPS. Our full Packaging Statement can be found on our [corporate website](#).

SUSTAINABLE PRODUCTS

Extending product life

Our repair, trade-in and recycling programs help our customers support the circular economy throughout the lifecycle of their products by keeping old tech out of landfills and giving it a second life.

Repair

We repair approximately 288,000 devices annually at Geek Squad City, a facility located near Louisville, Ky. We help our customers extend the life of their products by utilizing the skills of our Geek Squad Agents and repair partners. Most Best Buy stores house a Geek Squad Precinct, where products — from computers to mobile phones to digital cameras — are repaired. Our repair technicians fix larger items like TVs and appliances in customers' homes. Best Buy's repair operations are a critical asset in our circular economy strategy of keeping products in the "in use" phase for as long as economically possible.

Trade-in

In FY25, we helped customers trade in more than 777,325 devices. The Best Buy Trade-In Program is the core of our "reuse" phase of the product life cycle. In nearly all of our stores, we offer customers a convenient way to get value for products that are still in good working condition. Many companies offer phone trade-in options, but Best Buy goes beyond phones and includes laptops, tablets, cameras, smart watches and video game consoles. These products are typically resold in secondary markets, bringing a useful second life to products that might otherwise sit idle in someone's home, get recycled or end up in a landfill. The Best Buy Trade-In Program also provides an opportunity to those who might not be able to afford brand-new technology.



Best Buy outlet stores

Best Buy outlet stores offer a wide assortment of discounted products like appliances, televisions, computers, accessories and more. In FY25, we operated 25 outlet stores across the country. Each has a Geek Squad area where customers can get tech support. By shopping at our outlet stores, customers are extending the life of non-new technology, maximizing the use of the product, and they can also find energy-efficient products at lower prices.

SUSTAINABLE PRODUCTS

E-waste recycling

To address the global issue of electronic waste, we established our recycling program in 2009, a comprehensive consumer electronics and appliances takeback program. Through this program, our customers can bring their tech to Best Buy to be recycled responsibly — no matter where the products were purchased from. After customers drop off their devices, the products are delivered to one of our recycling partners who then determines if the product can be repaired, repurposed or recycled.

Our recycling partners process the products and provide data to support how much weight we have collected to recycle.

In FY25, we collected an estimated 144 million pounds of electronics and appliances for recycling.

Through our e-waste recycling collection program, we are helping to keep electronics out of landfills, which benefits the environment and human health.

Before partnering with Best Buy, our recycling partners must pass a thorough environmental, safety and downstream audit process, and they are subject to recurring on-site, desktop and downstream assessments. In addition to our own standards, we require all electronics recycling partners to maintain ISO 14001 certification, an ISO 45001 safety certification or industry equivalent and be certified to eStewards® or R2® industry certifications.

Recycle-by-mail technology boxes

We offer a service to help our customers easily recycle their tech by mail. To request this service, customers can order the prepaid Best Buy Technology Recycling Box online and then fill it with tech like tablets, cords, keyboards and more. Customers can drop off the box at their nearest UPS drop-off location for it to be shipped, so the tech can be responsibly recycled.

Standalone Haul-Away service

Through our Standalone Haul-Away service customers can request pickup and recycling for old electronics. This keeps tech, including appliances, out of landfills and gives it a second life. The Best Buy Standalone Haul-Away service will remove and recycle large products, including TVs, major appliances, all-in-one computers, monitors and select smaller products, with a limit of two products every two days.



Chemicals management

Best Buy supports the responsible use of chemicals in compliance with all laws and regulations. Through our chemical management program, we reduce the potential for exposure to chemicals of high concern (CHCs) for our employees, our customers and in the disposition of the products we sell.

Our [chemicals statement](#) reflects the latest changes in our chemicals management program. This includes a commitment that new televisions in our private-label brand will adhere to the European Union's eco-friendly display enclosure requirements outlined in Commission Regulation 2019/2021. Our commitment is designed to promote a safer circular economy and better support the recycling of plastics.

We address the human health and environmental risks of chemicals in the following ways.

Regulatory compliance: Our compliance management systems ensure the products we sell comply with all applicable chemical regulations.

Beyond compliance restrictions: Our Restricted Substances List (RSL) constrains the use of CHCs in products and packaging, going beyond what is required by regulations.

Goals: We publicly share quantifiable goals to reduce or eliminate chemicals in our products and packaging.

Transparency: We report progress toward our goals, including in this annual report.

Supplier monitoring and corrective action: We participate in the Responsible Business Alliance supplier audit program to monitor the safe use of chemicals by our private-label suppliers and require them to correct any identified gaps, as referenced on page 54.

Trade organization participation: We support innovation in green chemistry and product chemical disclosure through our membership on Change Chemistry and our participation on their Retail Leadership Committee.

Employees

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A great place to work

Best Buy employees work in retail stores, distribution centers, homes, offices and call centers. We are focused on bringing the best experiences to our customers — and that starts with a strong company culture.

We believe in the power of our people.

Best Buy is focused on bringing the best experiences to our customers — and that starts with a strong company culture. By fostering a culture of belonging and engagement, we help our employees feel appreciated and comfortable being their authentic selves at work. We support one another, our identities and our communities.

At the end of FY25, we employed approximately 85,000 employees in the U.S. and Canada. Approximately 53% were full-time, 35% part-time and 12% occasional/seasonal.



Engaging employees

Best Buy has always embraced our employees as a fundamental part of our values and identity.

Employee feedback

Employee feedback plays an important role in helping us evolve, work together better and achieve our goals. One important part of this culture is our bi-annual Blueprint survey.

For nearly five years, we have asked all employees to participate in an anonymous and voluntary survey called Blueprint. The survey includes questions that help identify how we can build a more inclusive culture, with a focus on belonging and engagement.

In FY25, we transformed Blueprint to better listen, measure and act. Updates included more questions focused on individual and team experiences, with increased clarity making it simple for leaders to understand results and action. We also increased the frequency of surveys to twice per year, increasing the amount of feedback from our employees and allowing us to measure progress throughout the year.

After each survey, leaders across the enterprise review results and act on feedback. They meet with their teams, hold conversations and select key areas to focus on with the goal of improving their employees' engagement and experience. In addition to surveys, we encourage leaders to stay connected with employees in a variety of ways throughout the year, including regular check-ins, development conversations and team meetings. This ensures employees' voices are heard and leaders are equipped to take immediate steps to address concerns and elevate ideas.

Quarterly Conversations

Our Quarterly Conversation program provides structured time for employees and leaders to have meaningful, purpose-driven conversations about performance and development. These are employee-driven conversations designed to check in on the employee's biggest accomplishments and key learnings from the quarter. This format is consistent across the enterprise.

We also updated the Quarterly Conversation form in FY25, enabling employees to spend more time delving deeper into what matters most to them. These questions use insights from an employee's profile and previous Quarterly Conversations to help with development tracking and create more time for detailed conversations, ultimately helping both leaders and employees keep track of progress and have more time for meaningful discussions. The form includes questions that capture skills employees are working on to identify key learning experiences to support their growth. This helps leaders and employees prioritize individualized development targeted through experiential learning opportunities.

Through these conversations, we emphasize the importance of frequent touchpoints through check-ins, coaching, feedback and development to build trust between employees and their leaders. These consistent interactions enable leaders and employees to have more authentic conversations grounded in accomplishments, key learnings and progress.

Continuous listening and learning

Throughout the year, corporate and field employees across the enterprise participate in listening sessions, bringing together their voices, experiences and insights about the work environment. These discussions are held in person and virtually. Topics this year included how we can continue to share visions of good across teams while also creating a better understanding of where we can improve. These sessions yield helpful context to the Blueprint survey feedback and aid teams in highlighting specific issues and identifying possible solutions.

We invest in tools to guide leaders in their action taking. With LinkedIn Learning, full-time employees can participate in a variety of online courses, including those that specifically focus on employee engagement and leadership development in the areas they seek to improve. Our Blueprint survey platform also includes templates and programs to track leader focus areas and progress over time, encouraging leaders to continue conversations that focus on employee experiences throughout the year.



Serving our customers

At Best Buy, we put customers at the center of everything we do. We know that our customers' expectations have evolved, and we're shaping our future experiences to reflect this. With a new, added layer of personalization in our app and online experiences, we're creating a world of discovery so they can explore the magic of technology and find the best-for-them tech, no matter where or how they choose to shop.

Customer feedback

Best Buy's customer experience measurement program encompasses a holistic and robust approach. We gather feedback from customers at key moments in their shopping journeys, as well as perceptions they have of Best Buy at an overarching, relational level. It's critical to understand what is and isn't working for our customers in-store, online, in their homes and virtually. Insights garnered from these various listening posts are critical at all levels of our enterprise, as they inform everything from coaching opportunities to tactical, operational opportunities and all strategic-level decisions.

Our FY25 strategy focused on sharpening our customer experiences. While it can be hard to compare customer service scores with our competitors due to differences in methodology, according to an external customer experience benchmark, Best Buy is at or above average in customer experience satisfaction. We accomplished this success, in part, by:

- Adding dedicated labor focused on computing, home theater and major appliances in stores across our enterprise so that our customers can get the specialized advice they need. We'll continue refining this model to boost sales proficiency and customer experience while expanding to more locations this year.
- Improving our customer service experience and operational efficiency by modernizing our Interactive Voice Response phone system with AI-powered solutions. These advancements intelligently route customers to the right agent, reducing friction and improving resolution speed.
- Leveraging technology to enable seamless self-service options for key functions such as price matching, order status inquiries and membership management. This shift not only improves customer satisfaction by offering faster, more convenient solutions, but also optimizes resource allocation within our support teams.
- Using text analytics in 100% of our customer service agent interactions and creating a real-time performance dashboard that highlights top contact drivers and call volume trends and provides daily alerts for anomalies. This allows us to quickly identify and resolve issues that affect multiple customers.

Additionally, our Relationship Net Promoter Score (NPS), which measures a customer's likelihood of recommending Best Buy, also improved 840 basis points from FY24 to FY25. Our store updates, enhanced experiences and labor enhancements contributed to this improvement.



Learning and development

Creating economic mobility and career paths are at the heart of our learning strategy, which is why we invest in training and developing our employees' skills. We believe these investments open career opportunities and create a more productive, engaged and adaptable workforce. It's critical to Best Buy's success that our employees are trained to have diverse knowledge and skillsets to meet customer needs and expectations.



Here are a few examples of how we did this in FY25.

We broadened our learning campaigns for new products, engaging employees across the organization, strengthening vendor partnerships and providing deeper training in artificial intelligence to help our customers use their products more effectively.

We enhanced our portfolio of risk, compliance and safety microlearning courses to enable employees to continuously develop safe, secure and ethical behaviors to protect the company.

Other training

Many of our field and corporate leaders engage in leadership development programs, including participating in skill development and the leadership skills framework that focuses on the 4 Quotients (4Qs): adaptability, emotional, intelligence and technology. This allows us to be clear and consistent in how we think about leadership development and career movement in the company. More details about the 4Qs can be found on page 29.

We support different ways for our teams to learn, including working alongside a specialty coach. This has allowed us to upskill our teams by certifying them in important skills and product categories. Team members who have worked with a coach are more confident in their roles and better able to serve customers.

We coach leaders, including an executive development team dedicated to executive training and officer development to connect the growth and development of our officers to the success of Best Buy. Making this happen requires that the programs and services we deliver help leaders continually expand their thinking, enhance their capabilities and refine their skill sets.

Our internal Officer Development Program applies industry-leading learning methodologies to build enterprise leaders who are more equipped to lead through times of uncertainty and change. All new officers also participate in customized learning experiences, helping them build stronger enterprise leadership skills.

We continue to standardize onboarding experiences in our supply chain, services teams and call centers. Our measurement shows that prioritizing this experience kickstarts development and establishes a clear career path, which results in better retention within the organization.

Leadership skills framework

We utilize a leadership skills framework called the 4Qs that are based on four types of competencies: adaptability, emotional, intelligence and technology. Employees are encouraged to learn the new framework, talk about the skills that align to these competencies with their leaders and explore trainings that develop these skill sets. We also utilize the 4Qs Behavioral Competency Model that ties behaviors to each competency. This allows our employees to focus on their development and better understand their strengths and weaknesses.

The 4 Quotients (4Qs)

Adaptability Quotient (AQ)

Ability to lead, adapt and thrive in a time of uncertainty and change

Intelligence Quotient (IQ)

Ability to apply reason, cognitive thinking and learning experiences to one's role

Emotional Quotient (EQ)

Ability to leverage social and emotional skills to understand people's strengths, work effectively with others and create a culture of belonging

Technology Quotient (TQ)

Digital fluency and the ability to understand and thrive in a digital economy

Experiential learning

As we look to the future, we continue to evolve our learning approach to consider all aspects of the Best Buy employee experience — knowledge, performance, career goals and learning preferences — and create customized, relevant and impactful topics.

Our leaders are gaining valuable insights through our leadership development programs by actively engaging in experiential learning opportunities. This hands-on approach enables them to effectively apply the knowledge and skills they acquire. We support functional upskilling across the organization with role specific workshops and in-market training. These skills-development programs help boost confidence and proficiency in our teams as we continue to adapt to an evolving customer and environment.

In FY25, we estimate our U.S. employees have each spent an average of 36 hours during the year on training and development.



Employee benefits

Best Buy invests in a wide array of benefits to support employees and their loved ones with their overall well-being, including physical, mental, financial and work-life. We believe that focusing on our employees' well-being allows them to bring their whole selves to work and creates a culture of belonging, leading to greater employee engagement and productivity.

Meaningful moments

Over the last few years, we have made intentional investments in benefits that help us meet the unique needs of all employees, especially during critical, meaningful moments. Some of these focus areas include:

Work-life support: In FY25, we rolled out a well-being sabbatical for full-time employees with five or more years of service. The Well-being Sabbatical provides employees an opportunity to take four weeks off (once every three years) to focus on their well-being.

In recognition of our most tenured employees, we began granting those with 20 or more years of service additional paid time off. We also added more time off tiers for part-time employees at three and six years of service.

Lastly, in FY25, we transitioned from seven fixed holidays to five floating holidays and two fixed company holidays (Thanksgiving Day and Christmas Day) to provide employees with the flexibility of celebrating the days most meaningful to them.

Caregiver support: We partner with Wellthy to provide caregiver support for employees, which includes personalized help with issues ranging from emergency housing and health care to substance abuse, elder care and many other moments of crisis or complexity. Wellthy also offers backup childcare, which helps employees find quality, safe and affordable

childcare when they need to work and experience a gap in their regular childcare arrangements. We offer full-time and part-time employees access to Joshin, providing disability and neurodivergence support in the workplace and at home. For qualifying leaves of absence, such as child bonding or family care, employees can receive up to four weeks of caregiver pay at 100% base pay.

Time-away support: We provide up to six weeks of pay at 100% during a qualifying medical leave of absence, ensuring predictable pay for employees in need. When combined with caregiver pay, eligible employees can receive up to 10 weeks at 100% pay for maternity leave.

Financial hardship support: We support employees facing personal financial hardships through the HOPE Fund, which stands for Helping Our People in Emergencies. Offered in partnership with the Richard M. Schulze Family Foundation, the HOPE Fund allows employees to apply for up to \$2,500 in financial assistance. Read more about the HOPE Fund on page 32.

Tuition support: We've expanded our list of universities and training programs that offer tuition discounts, special scholarship opportunities and reduced fees for employees, and in some cases, their immediate family members. When combined with our tuition assistance program, eligible employees can earn a degree, online or on-campus, with no out-of-pocket costs.

Mental health support: We support employees' mental health by equipping them with the resources needed to notice these issues in themselves or others, so they know when and where to seek support. In FY25, we continued our partnership with the Question, Persuade and Refer (QPR) Institute to train a team of dedicated leaders to become certified instructors of suicide prevention. Since launching this course in FY24, many Best Buy leaders have been trained to effectively intervene on behalf of employees in crisis. Results show that once a leader completes this training, they experience a significant improvement in recognizing warnings signs of a mental health crisis and are more

comfortable finding support for employees in need. We plan to continue our partnership with the QPR Institute and will keep evolving the training content to meet the needs of our employees.



Employee community engagement

Best Buy employees play an active role in supporting our communities. Through our employee community engagement initiatives, we are focused on deepening relationships with community members and our partner organizations. We do this through programs like Geek Squad® Academy (GSA), employee volunteer opportunities and employee gift-matching.

Geek Squad Academy

In FY25, the GSA program hosted 36 camps, training nearly 2,000 youth between the ages of 10 and 18 to become “Junior Geek Squad Agents” through hands-on experiences with some of the latest technology, including new curriculum focused on learning through video game design.

GSA facilitates short, high-impact educational camps for youth. The program sparks excitement and interest in tech through a series of high-energy, interactive classes on topics such as robotics, music production and coding. Our GSA partners consist of local nonprofits and youth-serving organizations that share a focus on teaching students about the latest technology in a fun, hands-on environment.

GSA camps are led by Best Buy employees from the same communities in which the students live. Camps are offered in two lengths to allow for a wider variety of nonprofit organizations across the country to host the program; full-scale camps host 100 to 200 students over two days. In FY25, GSA piloted a new camp format intended for smaller cohorts, enabling the program to engage in new locations.

GSA started in 2007 when several Geek Squad Agents piloted programs in the Midwest to

teach high school students how to build their own computers. During the pilot, an agent looked at the local technical education market and realized none of the programs were designed for young women. She decided to change that and, in the summer of 2007, a weekend “PC Build” in Chicago was replaced with a weeklong technology camp for girls — and the first GSA was born.

In the years since, GSA has expanded to serve young people across the United States, including U.S. military bases.

GSA programming was made possible by the engagement of over 900 employees in FY25.

“I continue to be inspired by the role employees play in serving our communities. Our programs, like Geek Squad Academy, are what make our culture special and unique, and they wouldn’t be possible without our inspiring and engaged team members. Our people aren’t simply teaching technical skills; they’re helping youths build life-long skills to open doors they never thought possible.”



David Nygaard, president, home and enterprise services



Employee community engagement

Best Buy Canada

Providing space to community nonprofits

We provide space in our Vancouver, B.C., headquarters to local nonprofit partners, allowing them to use our facilities for events and conferences at no charge. This reduces their event costs and provides Best Buy employees with the opportunity to volunteer and connect with these groups.



Volunteer and donation match

In FY25, employees logged over \$1.5 million in donations which, when coupled with the company match, resulted in over \$2.1 million in donations to over 1,700 nonprofits.

Best Buy offers a volunteer match program that financially supports nonprofit organizations where our employees volunteer. For every 10 hours an employee volunteers at a qualifying nonprofit, we donate \$100 to that organization, with a maximum donation of \$1,000 per employee. Employees can also volunteer in teams for an added incentive; volunteer events with 10+ employees that are at least 2 hours are eligible for an additional \$500 grant.

Best Buy offers a 40% match on reported employee donations to qualifying nonprofit organizations.

Employee volunteering

We support our communities through employee volunteer programs. These volunteer initiatives focus on helping our employees deepen relationships in their communities by supporting programming that increases access to technology, as well as providing technology training for teens. This work is supported by a variety of volunteer resources offered to Best Buy employees.

To prepare employees to volunteer on behalf of Best Buy, we offer a series of trainings that provide a foundational understanding on topics that empower employees to become better partners in their communities. The toolkit encompasses web-based courses and

a resource library that covers subjects such as applying inclusive behaviors and company values while volunteering, managing and planning volunteer events, safety and well-being, and navigating Best Buy's community resources.

Voting

We encourage our employees to be engaged in the communities where we live and work, which includes exercising their right to vote. For nearly two decades, our internal, nonpartisan Turn Up the Vote program has provided tools and resources to help employees vote. These include voter registration assistance; polling place locators; help with absentee, mail-in and early voting; and access to candidate and ballot initiative information.

We partner with nonpartisan, business-led organizations that are committed to civic engagement and fair and transparent elections, including the Civic Alliance and Time to Vote. Additionally, we offer paid time off for employees who volunteer at the polls on Election Day.

HOPE Fund

Nothing is more important than the well-being of our employees. The Best Buy HOPE Fund was established in 2021 to help employees who are facing financial difficulties due to an unforeseen personal hardship beyond their control. Some examples of unforeseen hardship include expenses related to medical or mental health bills not covered by insurance, domestic abuse, funerals and unexpected damage to personal

property not covered by insurance. In partnership with The Richard M. Schulze Family Foundation, the HOPE Fund supported more than 500 Best Buy employees experiencing financial hardship in FY25. Employees who are supported through the HOPE Fund can receive up to \$2,500 in financial assistance.

In FY25, employees were able to reserve spots for winter car storage at the Richfield, Minn. corporate campus, which runs from October to May for a small fee. All fees collected benefited the HOPE Fund.



Inclusion and belonging

We believe in an inclusive work environment with a culture of belonging where everyone is valued, can thrive and has equal opportunities within the organization. At the core of this environment are our decades-old company values, which include unleashing the power of our people so that each person can learn, grow and be the best version of themselves. We believe that creating this environment is the right thing to do and has been key to our long-term success.



Building an impactful and inclusive culture for all

We are incredibly proud and encouraged by what we've accomplished collectively to expand inclusion and belonging over the past few years. Nurturing a culture of inclusion is fundamentally important to the success of our business and strengthens our employees' sense of belonging. The inclusive culture we strive for is supported by our Inclusive Behaviors, a framework that empowers employees to bring their authentic selves forward. These behaviors include:

- **Vulnerability** is the ability and willingness to share our life experiences, shortcomings and mistakes with others today to be stronger tomorrow, together.
- **Empathy** is being purposeful about understanding the unique experiences of everyone around us.
- **Courage** is the ability to think or act boldly in the presence of fear.
- **Grace** encourages us to create an environment to take calculated risks, learn and recover from mistakes, and be kinder to ourselves and others in the process.

Used together, these behaviors transform our self-awareness and ability to understand, collaborate with and support others.

Employee metrics

To advance this work, we focus on key themes including engagement, belonging and retention. Sharing turnover data with our stakeholders is one way we provide transparency on our efforts to build a more inclusive culture. Our low employee turnover rate for FY25 illustrates this in action:



Another way we capture employee sentiment is with our annual employee survey, Blueprint. Blueprint scores consistently show inclusion and non-discrimination are some of our top strengths as a company.

Lastly, we measure belonging and employee engagement through employee participation in our Quarterly Conversations, which allow for

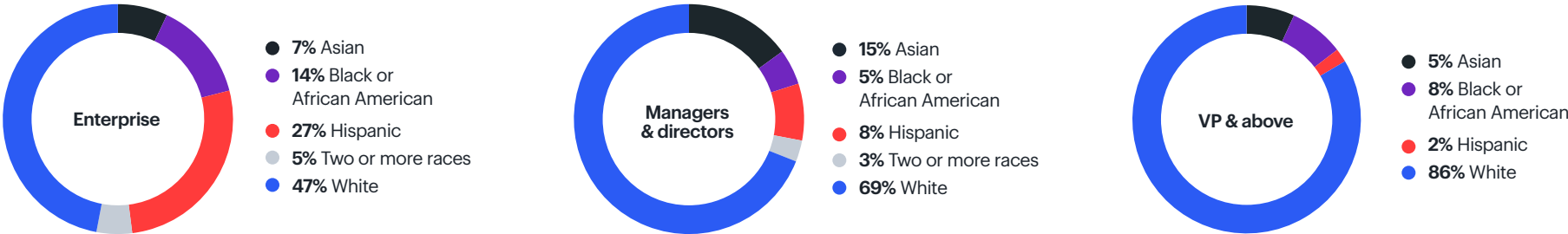
meaningful discussion around an employee's progress, wins and goals within their role.

More information on our Blueprint survey and Quarterly Conversations can be found on page 26 of the Employee Engagement section.

We will continue to regularly gather feedback so we can make Best Buy an even better place to work where everyone feels included and that they belong.

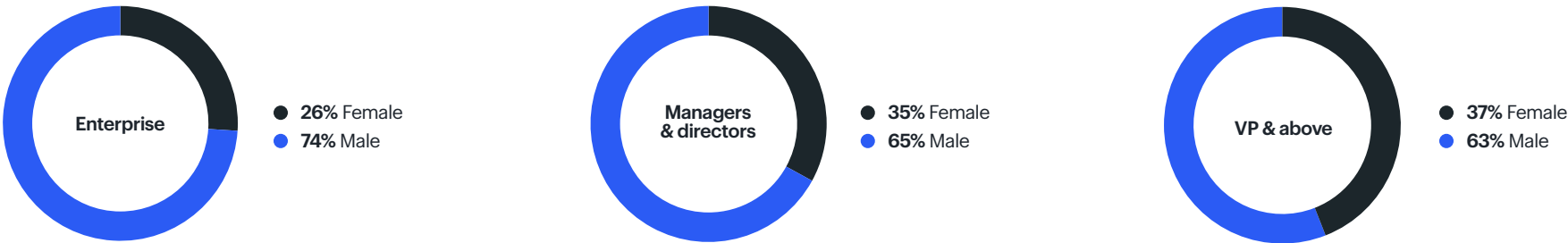
Inclusion and belonging

FY25 U.S. racial and ethnic composition by role

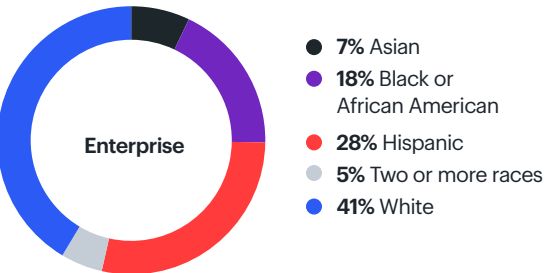


FY25 enterprise* gender composition

*U.S. and Canada



FY25 U.S. hiring



Representation data is self-reported. Due to rounding and exclusion of employees who do not self-identify, numbers presented may differ from exact totals. Groups with 1% or less representation are included in the total calculation but are not included in these graphs. Please see our [Resource Library](#), which contains links to our EEO-1, for additional demographic data about Best Buy's U.S. workforce, reported to categories required by the EEOC.

Inclusion and belonging

Recruitment and hiring

Demonstrating inclusive hiring practices and developing a strong talent pipeline are integral parts of our inclusion and belonging strategy. This approach also aligns with our company value of unleashing the power of our people — everyone at Best Buy has their own story to tell and brings a unique set of experiences to our team.

Blue Check Interview Panelists: We strive to make our hiring experience more inclusive. One way we do this is through Blue Check Interview Panelists (BCIPs). BCIPs are Best Buy employees who have completed trainings on the talent-selection process and creating an inclusive hiring experience. Panelists come from other parts of the business outside of the hiring team to provide added objectivity to the interview process.

Internships: In FY25, we hosted our annual Corporate Internship Program at our corporate offices in Richfield, Minn., and Atlanta. Interns participated in professional development events, trainings, social events, volunteer opportunities and talks with senior executives. They also had the chance to explore mentorship opportunities, join employee resource groups and network with Best Buy employees.

Our annual Store Internship Program gives students from our Teen Tech Center locations the opportunity to work at Best Buy retail stores and be immersed in various areas, including customer service, sales and Geek Squad. Additionally, interns have access to mentorship from Best Buy store leaders and professional development workshops hosted by partners of the Best Buy Foundation.

"We believe that to fulfill our purpose of enriching lives through technology, it's essential to embed inclusion and belonging in everything we do. Best Buy is a purpose-driven company and by creating a culture where everyone feels welcomed, valued and has opportunities to thrive, we can create a brighter future for our employees, customers and communities."



Amelia Hardy,
chief inclusion
& belonging
officer



Inclusion and belonging

Pay equity

We are focused on creating a culture where people feel valued and can be their authentic selves. That recognition includes comparable pay, regardless of gender, race or ethnicity.

Pay is an important part of our overall compensation offering, and ensuring employees understand our pay system helps to fuel our culture and support employee engagement. To combat pay gaps, Best Buy regularly reviews our pay data, policies, practices and tools.

Best Buy’s U.S. pay equity results

	Women relative to men	POC* relative to white
Unadjusted pay gaps** Median pay rate	102.5%	93.9%
Adjusted pay gaps*** Controlled pay gap	99.8%	99.8%

How pay gaps are measured

Ensuring employees are paid fairly is a guiding principle across our pay processes. Annually, we conduct an enterprise pay review, which considers employees’ responsibilities, tenure and location, and other job-related factors. Adjustments are made as needed.

*POC represents the following: American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino of any race, Native Hawaiian or other Pacific Islander, and anyone of two or more races.

**The unadjusted median pay rate includes all U.S. employees (hourly and salaried) as of Feb. 1, 2025. The pay rate was calculated using all wages, bonuses and stock awards that vested in fiscal 25 and dividing by hours worked

***Adjusted pay gaps measure pay differences associated with race or gender after factors are considered such as job responsibilities, seniority, experience and local labor market conditions. This is calculated using a statistical model to explicitly focus on measuring whether peers doing similar work with similar qualifications are paid comparably.

The adjusted pay gap includes all U.S. employees as of Feb. 1, 2025, excluding officers, commission-based sales professionals, and employees on tenure-based, step-rate programs in Supply Chain. The model focuses on base pay, as almost all bonus and stock programs for this population are driven by job level, salary and company results on a formulaic basis. Control variables in the model include job level, time in job level, tenure with Best Buy and local geography.

\$15

minimum starting wage

\$19.10

average wage of full-time and part-time hourly employees

98.7%

percentage of hourly employees paid more than local statutory minimum wage*

*Based on local minimum wage for each U.S. location in which we do business as of end of FY25.

Inclusion and belonging

Enterprise Inclusion Groups (EIGs)

Our Enterprise Inclusion Groups (EIGs) build relationships, grow from exploration and learning, and are one of the best forms of networking by offering an opportunity for all employees to connect with others who have similar — or different — cultures, interests, perspectives and hobbies. EIGs are open to all employees and include Employee Resource Groups (ERGs) and Focused Inclusion Networks (FINs).

Last year, we worked to increase cultural and community events and initiatives that further drive a sense of belonging for all employees. Due to this focus, EIG membership grew by more than 6% in FY25.

Employee Resource Groups (ERGs)

Our ERGs bring together employees from across the company to foster community, belonging and allyship. They aim to elevate cultural perspectives while promoting mentorship and career development for all employees.

- Asian ERG
- Black ERG
- disABILITIES ERG
- Emerging Careers ERG
- Indigenous ERG
- Military ERG
- Pride ERG
- Unidos ERG
- Women's ERG

Focused Inclusion Networks (FINs)

FINs allow employees to engage and connect through shared interests, beliefs, skills, hobbies and passions.

- Best Buy Auto Club
- Best Buy Cycling
- Best Buy Run & Walk Club
- BlueSounds
- Christian Connection Network
- Conservative
- Data Analytics
- Enneagram
- Families
- Gaming
- Jewish Network
- Muslim Network
- Natural Employee Wellness (N.E.W.)
- Net Impact
- Photography
- Project Management Practitioners
- University of St. Thomas Alumni
- Remote Workers
- Saint Cloud State University Alumni
- Toastmasters
- University of Minnesota Alumni

Inclusion & Belonging Councils

Our Inclusion & Belonging Councils are an integral part of our strategy to foster inclusion among all employee groups. These councils are made up of a cross-functional group of leaders who meet regularly to drive initiatives that support inclusion and belonging efforts in collaboration with the enterprise Inclusion & Belonging team. With the support of Inclusion & Belonging Councils, each business group within Best Buy integrates the enterprise Inclusion & Belonging strategy into its unique team.

Mentoring

We are growing our mentorship programs, which are available to all employees to help create career development opportunities and increase a sense of belonging. Our ERGs also promote mentorship and career development.

Marketing

Being thoughtful about how we market our products, reach potential customers and represent all people in our social media and advertising is a critical part of our marketing strategy. We continue to work on better representing employees and customers through our Marketing Review Council.

The council is composed of a cross-functional group of employees that consults, discusses and advises Best Buy's marketing and creative work to ensure it accurately and respectfully reflects our employees and customers. This council reviews and provides guidance on advertising campaigns across broadcast, digital, online, radio, social, influencer and in-store channels.



Community

39 Community initiatives - U.S.

41 Community initiatives - Canada



Community initiatives - U.S.

As a purpose-driven company, we aim to strengthen the places where our employees and customers live and work by supporting the Best Buy Foundation and its commitment to community.

BEST BUY Foundation®

On a mission to build brighter futures

By investing in tech access, career training and vibrant communities, the Best Buy Foundation creates opportunities for young people to unlock their potential and pursue their dreams.



Grantmaking

The Best Buy Foundation partners with nonprofit organizations across the country that share our focus on empowering young people with the skills, knowledge and access for tech-reliant careers of the future.

Best Buy Teen Tech Centers

The Best Buy Teen Tech Center program provides a wide range of options for teens to explore their next step in education, the workforce or entrepreneurial ventures. Through partnerships with national nonprofits, local employers and diverse education and training institutions, young people gain technical skills and enhance their social-emotional development, while older teens can participate in more structured career programs that can lead to a paid internship.

The Best Buy Teen Tech Center program is the Best Buy Foundation's signature initiative. Best Buy Teen Tech Centers are in communities across the U.S. and Canada. They include a network of creative, youth-centered community hubs where teens can develop critical skills through hands-on activities that explore their interests in areas like augmented and virtual reality, audio engineering, 3D design, entrepreneurship and more.

Select Best Buy Teen Tech Centers offer Career Pathways programming to help participants explore STEAM (science, technology, engineering, art and math) careers while gaining both technical and life skills. The program culminates in a paid internship with a local employer, providing real-world experience.

The Best Buy Foundation fundraising

The Best Buy Foundation's work is made possible by the generosity of dedicated employees, community organizations, Best Buy business partners, philanthropic supporters and customers.

Best Buy customers play an important role in supporting the Best Buy Foundation and its work. Between June 2024 and January 2025, Best Buy customers contributed more than \$7.3 million to the Foundation through tax deductible donations made at check-out.

Additionally, the Best Buy Foundation's website includes comprehensive information on Teen Tech Centers and Foundation grantmaking and allows individuals to make independent donations. To learn more, visit the [Best Buy Foundation website](#).

Progress in FY25

68

Best Buy Teen Tech Center locations supported by The Best Buy Foundation

More than

\$6 million

Best Buy has committed since 2020 to supporting the Best Buy Scholars program

More than

86,000

young people reached through Best Buy Foundation programming in FY25

Community initiatives - U.S.

Community

Best Buy continues to partner with organizations that focus on early childhood education, environmental wellness, healthy communities and college engagement. Through these partnerships we are building and deepening relationships with organizations that drive impact and enhance the well-being of our employees, customers and communities. Consistent with past years, all Best Buy charitable giving in 2025 was reviewed to ensure alignment with Best Buy's mission, values and duties to shareholders.

Early childhood education

We champion early childhood education by working with community-based organizations and school districts that prepare early learners and families for school readiness and create a pipeline into careers in academia.

In FY25, we continued our partnership with Northside Achievement Zone (NAZ) in Minneapolis, sponsoring events and early childhood education programs. We also volunteered and provided backpacks and school supplies to early learners at Richfield Public Schools in Richfield, Minn. and KIPP Minneapolis in Minneapolis, and worked closely with organizations that provide in-home early learning and family service support to students and families.

Healthy communities

Best Buy Health's purpose is to enrich and save lives through technology and meaningful connections, with a goal to enable care at home for everyone. To advance these goals,

we support nonprofit organizations that help communities meet their urgent health needs, connect youth to healthcare careers and advance digital literacy for all.

In FY25, we supported organizations focused on creating healthy communities. This included funding Youth with Stethoscopes events at Hennepin Healthcare, which connect youth to high-quality work-based learning opportunities; donating technology to scholars in the Bluford Healthcare Leadership Institute; supporting the expansion of the Native American Community Clinic in Minneapolis; advancing digital literacy skills for individuals and families in Massachusetts through Tech Goes Home; and helping provide barrier-free education to individuals pursuing healthcare careers through support of Virtua Health's EMT program. We also supported Open Arms of Minnesota, which provides medically-tailored meals to critically ill people and their families in need.

Our focus on healthy communities also created memorable moments for employee engagement. Through our nonprofit partners, employees volunteered with organizations like Open Arms and raised funds during the American Diabetes Association Relay for Life and Alzheimer's Association Walk to End Alzheimer's. We also hosted educational sessions for employees to learn more about how these organizations are tackling health challenges in our communities.

Environmental wellness

As part of our strategy to reduce our impact on the planet and to strengthen our communities, we are investing in work that supports healthy and sustainable communities.

In FY25, Best Buy funded organizations that support community-led solutions that address urgent environmental challenges. We supported the Environmental Initiative Awards, an annual recognition program that celebrates people and projects working in partnership of a healthy environment; Fresh Energy, whose mission is to shape and drive policy solutions to achieve carbon-neutral economies; Wild Rivers Conservancy, which works toward ensuring the ecological integrity of the St. Croix and Namekagon Riverway; and Urban Roots' paid internship program, which provides youth opportunities in gardening, entrepreneurship, cooking and conservation.

Additionally, on Earth Day, we partnered with Neighborhood Forest's Plant One, Give One program. Through this partnership, we distributed 500 trees to our employees, community partners and children in their program.

College engagement

We are building a network that includes a variety of higher education institutions.

In FY25, Best Buy hosted students in its first two-day College Inclusion and Development Summit for college students to have an immersive experience on campus as they gain professional skills, explore internship opportunities and network with fellow students and professionals. We also sponsor professional association conferences and visit college campuses to recruit students and foster strong relationships.

Best Buy scholarships

Best Buy scholarships provide financial support to enable teens (especially those who have attended Best Buy Teen Tech Center locations and other strategic partners specializing in college and career readiness programs) to attend postsecondary institutions and earn a degree. Through partnerships with the University of Minnesota Carlson School of Management, College of St. Benedict and UNCF, Best Buy has provided more than \$6 million since 2020.

As a part of our commitment to expand college prep and career opportunities, prospective college students and their families receive college application and transition support. Once enrolled, Best Buy Scholars receive various wrap-around services, such as college success coaching and internships.

Community initiatives - Canada

BGC Canada partnership

BGC Canada (formerly Boys & Girls Clubs of Canada) provides safe, supportive places where kids and teens can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

Since 2001, Best Buy Canada has been a proud partner of BGC Canada. Some examples of this partnership include funding initiatives such as our Best Buy Teen Tech Center located in Delta, B.C., Best Buy Grade 10 Scholarships and many other programs throughout the years.

For the second year in a row, Best Buy Canada partnered with BGC Canada to create a special holiday gift card that features artwork created by BGC club members from across Canada. For each holiday-themed gift card sold, Best Buy Canada contributed \$1 to BGC clubs across the country. The gift cards were available in-store and online over the holiday season. In May 2024, Best Buy Canada received the Philanthropic Leadership Award at the Retail Council of Canada's Excellence in Retailing Awards for their 2024 holiday gift card campaign. This prestigious award recognizes retailers who have shown their commitment to social impact, community support and more.



FY25 holiday gift card collaboration with BGC Canada

Teen Tech for Tomorrow

The Teen Tech for Tomorrow program is designed to provide Canadian teens with opportunities for a tech-reliant future. This initiative includes four main programs: Teen Tech Grants, Teen Tech Teams, Teen Tech Network and Teen Tech Center. We believe that every Canadian teen, regardless of background, deserves a chance to succeed in tomorrow's digital world. In FY25, we allocated the first round of Teen Tech Grants and Teen Tech Teams.

Teen Tech Grants

Through our Teen Tech Grant program, schools can get grants of up to \$10,000 to purchase tech to support basic needs, libraries, STEAM courses and more. In FY25, Best Buy Canada awarded grants to over a dozen Canadian schools.

Teen Tech Teams

Through Teen Tech Teams, we provide high school robotics teams with funds to purchase cutting-edge tech, motivating them and setting them up for success in their future careers. Successful robotic teams received a \$5,000 grant and an Alienware gaming laptop.

Teen Tech Network

Every school that wins a Teen Tech Grant or Teen Tech Teams grant will become part of a national community of youth, who will collaborate on projects and compete for prizes, all while boosting critical thinking skills and getting hands-on experience.

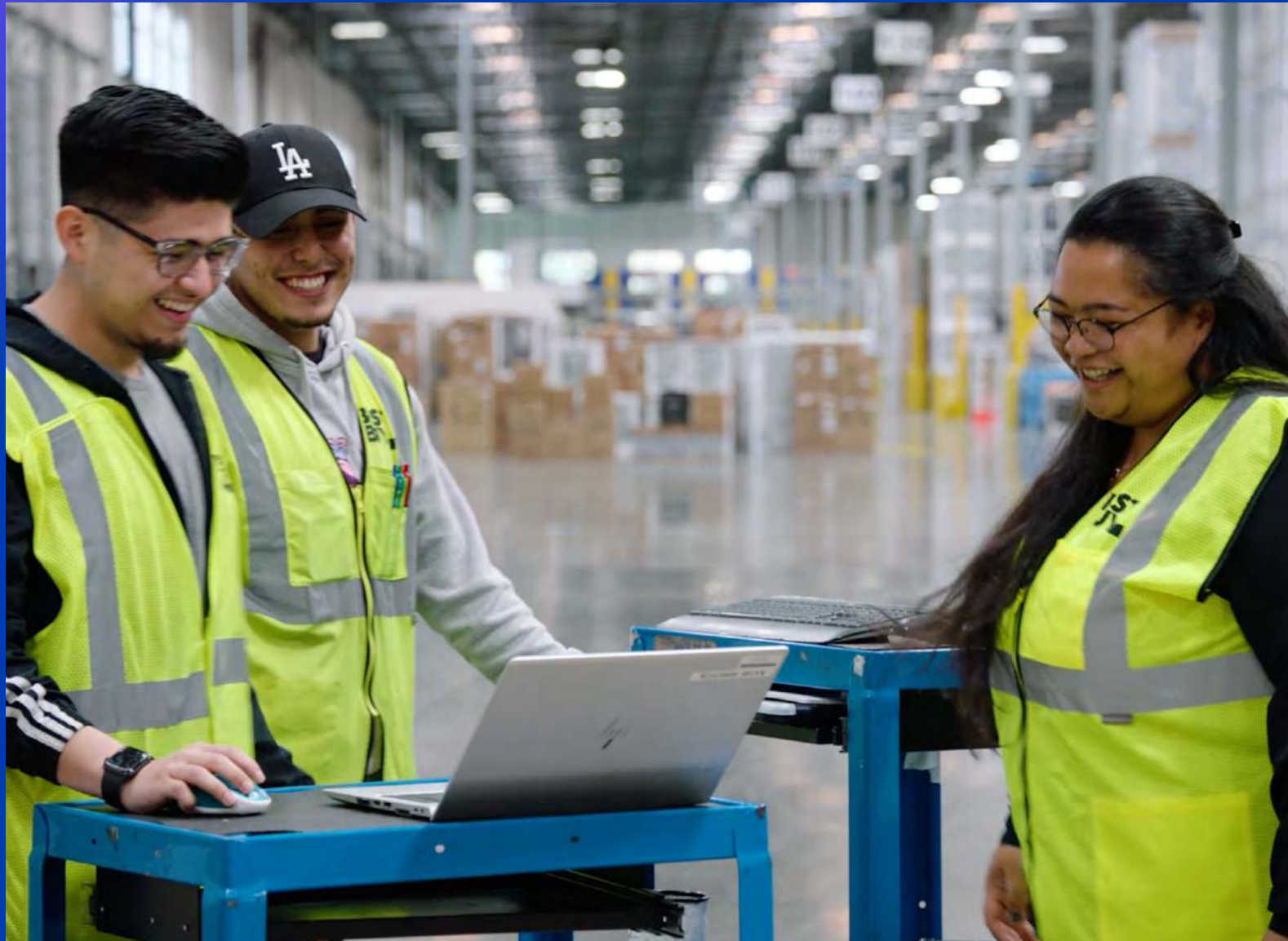
Best Buy Canada Teen Tech Center

In 2021, Best Buy Canada launched its first Teen Tech Center – a free, safe and creative place to experience hands-on learning with professional level tech. Participating teens learn new skills, stay on track with school and nurture positive relationships – which helps open doors for their future careers.



Responsible business practices

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Corporate governance

Our longstanding approach to corporate governance is to develop and implement principles that enable the success of our strategy and business objectives, are rooted in a robust ongoing dialogue with our shareholders and are inspired by best practices. Consistent with this approach, we continue to build upon a strong framework of corporate governance policies and practices, including the following:

Board structure

- Independent Chair
- Lead Independent Director (at times when our Chair is not independent)
- Annual Director Elections
- Robust Annual Board Evaluation Process
- Majority Vote for Directors
- All Independent Committees
- No Director Related Party Transactions
- Director Overboarding Policy
- Director Retirement Policy

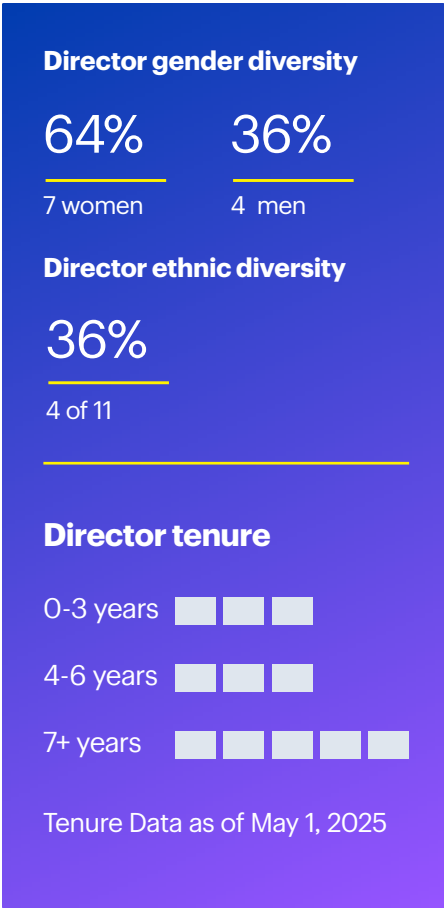
Shareholder rights

- No Cumulative Voting Rights
- No Poison Pill
- Proxy Access By-Laws
- No Supermajority Voting Requirements in our Articles of Incorporation

Compensation

- Pay-for-Performance Compensation Programs
- Annual Say-on-Pay vote
- Anti-Hedging and Anti-Pledging Policies
- Clawback Policies for both cash and all equity awards that meet and go beyond the requirement of the Dodd-Frank Act
- Stock Ownership Guidelines for Directors and Executives

The Board seeks a wide range of experience and expertise from a variety of industries and professional disciplines in its directors and carefully assesses and plans for the director skill sets, qualifications and diverse perspectives required to support the company's long-term strategic goals. More detail can be found in our FY25 Proxy Statement and Corporate Governance Principles, located on our [investor website](#).



Corporate responsibility and sustainability governance

Our CR&S governance starts at the highest level of our company. Given the depth and breadth of risks relating to CR&S matters, we share oversight and responsibility for such risks across the entire Board and all its committees, leveraging the risk oversight expertise of each Board committee based on subject matter.

- The Nominating, Corporate Governance and Public Policy Committee oversees the Best Buy's CR&S strategy and reputational risks by way of discussions on a regularly scheduled basis with management. This Committee oversees our sustainability goals and progress, social responsibility programs and public policy positions and advocacy.
- The Audit Committee plays a significant role in the oversight of relevant risks related to compliance, including ethics and environmental and safety audits.
- The Compensation and Human Resources Committee oversees Best Buy's human capital management and inclusion and belonging-related risks through a rigorous regular review of our human resource policies and programs.
- The Finance and Investment Policy Committee focuses on the risks of our CR&S-related financial investments to ensure alignment with the company's objectives.



"Our Board and Executive Leadership Team firmly believe that Corporate Responsibility and Sustainability governance is a cornerstone of a thriving and sustainable company. We understand the impact our business has on the planet, people and communities we serve. By prioritizing these robust governance practices and principles, we're able to mitigate risks, enhance our reputation and ensure the long-term success of our business."

Todd Hartman, executive vice president, chief legal & risk officer



Ethics

We are a values-driven, human organization dedicated to serving our employees, customers, shareholders, vendors and communities where we live and work in an ethical manner.

Our Code of Ethics encourages employees to do business with integrity. We expect our suppliers, vendors and other third-party business partners to uphold the same high standards of business conduct as we do. These principles are outlined in our [Supplier Code of Conduct](#), located in our [Partner Portal](#).

Our Code of Ethics also encourages employees to speak up when they see conduct that is inconsistent with our values and responsibilities. And it provides the resources to do so, including our independent, third-party operated Open & Honest Ethics Line, available 24/7, through which reports can be made anonymously. This line is also available to our private-label factory workers.

Every year, our employees participate in a Code of Ethics training, which contains real-life examples of situations employees encounter to help guide their decision-making. In FY25, we enhanced this annual training to include job-specific scenarios, creating a more customized and applicable experience that provided examples of acting with integrity for all employees. By tailoring our approach, we enable our employees to be at their best, every decision, every day.

Additionally, employees across the enterprise annually participate in anti-harassment and non-discrimination and confidential information training. Newly hired employees are also greeted with a host of onboarding courses on topics such as conflict of interest and vendor gifts and entertainment.

We are committed to being a transparent and responsible business. In line with this commitment, we are sharing the following FY25 information with our stakeholders:

Number of reports addressed.....	15,380
Percentage of reports categorized as allegations	78%
Percentage of reports categorized as inquiries.....	22%

These metrics reflect the “speak-up” culture we seek to foster, where employees feel comfortable sharing concerns and raising questions.

We recognize the importance of ongoing connections between leaders and employees to reinforce that culture. For example, we support our leaders with Ethics Chats, a series of resources to help guide conversations in team settings about the importance of ethical behavior at Best Buy, and team trainings focused on doing business with integrity throughout the year.

These resources and others were highlighted in FY25 during Compliance & Ethics Week, which also featured a panel discussion on the importance of responsible generative artificial intelligence (GenAI).

Responsible use of generative artificial intelligence (GenAI)

We embrace the potential presented by GenAI. It enables us to imagine new experiences and opportunities to inspire and delight consumers, more efficiently address operational challenges and empower our organization to effectively compete in a rapidly evolving market.

In the process of unlocking the potential of GenAI, we have taken steps that are consistent with our company values in a manner that mitigates cybersecurity risks and honors our privacy promises. Our Responsible GenAI Policy provides specific requirements concerning GenAI deployments while our Best Buy AI Guiding Principles serve as a bridge from our use of AI to our purpose and vision.

We have been recognized by Ethisphere as one of the 2025 World’s Most Ethical Companies®, our 11th time being named to the list. We are one of four retailers to receive the honor this year, which considers issues such as culture, environmental and social practices, ethics and compliance activities.

Best Buy AI guiding principles

Embrace new possibilities
Encourage continuous testing and adaptation on our journey of learning how to harness AI for net positive impact at Best Buy.

Enhance humanity
Leverage AI to enhance our products and how we serve customers to better meet their needs and create overall positive human impact.

Fair for everyone
Our use of AI will respect the diverse needs and experiences of all people, consistent with our commitment to do the right thing as reflected in our Code of Ethics.

Transparent and clear
Provide relevant and accessible information, tailored to the situation that will help everyone understand their interactions with our AI systems.

Safe and accountable
Our use of AI will process data securely, consistent with our privacy promises, and will be designed to measure the effectiveness of achieving our intended outcomes and efficiencies.

Cybersecurity and privacy

Securing customer information and honoring our privacy promises are core employee obligations at Best Buy, as highlighted in our Code of Ethics. Our customers entrust us with their information, and we seek to honor that trust through our cybersecurity and privacy practices.

Cybersecurity

We recognize the importance of ensuring the ongoing safety and security of our data, systems and technology. To effectively address information security risk, we have established a dedicated information security team to assess, monitor and maintain our assets, while also responding to cyber-related incidents.

Our information security program, led by our chief information security officer (CISO), is designed around the industry-standard National Institute of Standards and Technology's Cybersecurity Framework. We periodically engage with outside expertise to help develop this program and are audited annually for compliance with Payment Card Industry Data Security Standards as applicable. The CISO updates our Board of Directors' Audit Committee regularly on our program and cybersecurity matters.

We have a dedicated cyber threat intelligence team to ensure that we stay abreast of new and evolving threats. Our teams continually evaluate our cyber risk and perform technical assessments against our systems to ensure our resilience. Our teams also monitor for newly released vulnerabilities, working quickly to understand applicability to our systems and performing mitigation where necessary.

We operate a suite of technical information security capabilities designed to detect and protect our organization from attempted

attacks. Our cybersecurity operations and response teams continually monitor and respond to threats to keep our systems secure. We have a detailed and exercised plan prepared to guide our response to major information security events. Best Buy did not experience any material cyber incidents in FY25.

Privacy

We work to ensure that consumers can actively engage with us concerning their privacy. For example, the California Consumer Privacy Act grants California consumers a set of personal information options, including asking for access to the information a business has collected about them or to delete certain information. Best Buy has extended the availability of these personal information options to all U.S. consumers.

Consumers can learn more about our privacy practices on our dedicated [Privacy Hub](#).

Employee training and awareness

Our dedicated information security and compliance training and awareness team is proactively disseminating awareness messages to our employees throughout the year, providing consistent and specific reminders reinforcing secure user behavior and highlighting emerging threats.

All employees participate in Best Buy's security and privacy awareness program, Valuable Information Protection (VIP). VIP uses a variety of approaches to educate employees on information security and privacy to foster a security-minded culture that honors our privacy promises. This program encompasses a variety of modules, incentivized engagement activities and targeted role-specific learnings based on responsibilities and risk level. We update VIP content frequently to reflect current security and privacy challenges.

Our Phishing and Social Engineering Program is another critical component of our VIP efforts. Our strategy for preparing employees to serve as the critical line of defense against cybercriminals includes high-frequency simulation exercises, leadership accountability achieved through the regular sharing of simulation metrics and engagement opportunities such as phishing-simulation competitions.

U.S. Cyber Trust Mark

Our customers are increasingly relying on the convenience of wireless interconnected smart products, also known as Internet of Things (IoT) products. While IoT products offer many benefits, they can be susceptible to a range of security vulnerabilities that are exploited by bad actors. To help keep our customers and

our nation's infrastructure safe, we are proud to participate in the development of the Federal Communications Commission's (FCC) U.S. Cyber Trust Mark Program.

The FCC's U.S. Cyber Trust Mark Program was initiated as a public-private partnership in response to a 2017 Presidential executive order that focused on strengthening the cybersecurity of critical infrastructure.

The program reflects collaboration between the U.S. federal government and industry stakeholders who have been working to enhance the cybersecurity of wireless consumer devices connected to the internet.

Over the last year, our Privacy team has participated in the program's creation and feedback process, also speaking in support of the program at CES®, the most prominent technology event in the world, hosted by the Consumer Technology Association.

This Trust Mark is a voluntary cybersecurity labeling program for IoT products. While still under development, we envision our vendor partners will use this label on qualifying products that meet the program's cybersecurity standards, giving consumers the opportunity to prioritize cybersecurity in their consumer electronics purchases.

Health and safety

The health and safety of our employees and customers is a top priority at Best Buy. We regularly review our health and safety programs and adjust as needed to the changing demands of our business. Our goal is to prevent and reduce the number of injuries that occur to our employees and customers, and only through the full engagement of all employees are we able to achieve this goal.

Employee training and awareness

We educate and empower our employees to take ownership of their workplace safety through our Own Your Safety training program. To foster safe behaviors, our comprehensive program includes onboarding, continuous learning and risk-based training to address incident trends. To help keep safety top of mind, leaders are equipped with tools and resources to strengthen the safety culture within their teams.

In addition to the Own Your Safety program, we host a variety of other programs for our employees to ensure safe behavior across the enterprise. Some of these programs include:

- **Health and Safety Walks and Truck Inspections:** We conduct monthly Health and Safety Walks and Powered Industrial Truck inspections in an online tool, allowing for greater visibility in a more accessible format. Health and Safety Walks include a comprehensive questionnaire with checklist items related to the interior and exterior safety of stores, emergency resources and compliance, and store equipment. Truck inspections are made up of eight steps, each examining a different part of the vehicle to ensure all parts are functioning properly.
- **Workplace Violence Awareness Program:** Through our Workplace Violence Awareness Program, we equip our employees with the skills necessary to recognize and address the warning signs and levels of violent behavior and follow up with the appropriate response based on that assessment. Our program teaches employees how to identify and de-escalate potentially unhealthy or unsafe situations, whether in stores or in our customers' homes.
- **Near Miss Program:** Our Near Miss Program helps identify hazards in the workplace before an injury can occur, giving us the opportunity to analyze and address the hazard. Employees share any key learnings or observations from the Near Miss Incident with fellow employees and leaders, providing a teaching opportunity to improve safety in their location and beyond. This process often results in further actions, such as creating a new process or training, retraining, making an engineering change or having accountability discussions with employees.
- **Natural Disaster Support:** We work to go above and beyond in employee health and safety. This includes sending employees text messages when a natural disaster strikes to verify that they are safe, shutting down stores threatened by civil unrest or severe weather, and offering financial help through the HOPE Fund, which is described on pages 30 and 32.

Investments in employee safety

In FY25, we invested in supply chain safety and productivity by deploying Automated Guided Vehicles (AGVs) — powered industrial trucks that safely operate without human interaction and streamline product movement within our warehouses. To maintain a secure environment alongside AGVs, we updated training programs for warehouse personnel and powered equipment operators. Additionally, we implemented new safety compliance measures, including pre-use inspections for all AGVs and a noise survey to ensure sound levels were within permissible limits.

Best Buy remains committed to providing a safe working environment and building a strong safety culture. A critical element of building that culture is to ensure we document and review all injuries and put plans in place for future prevention.

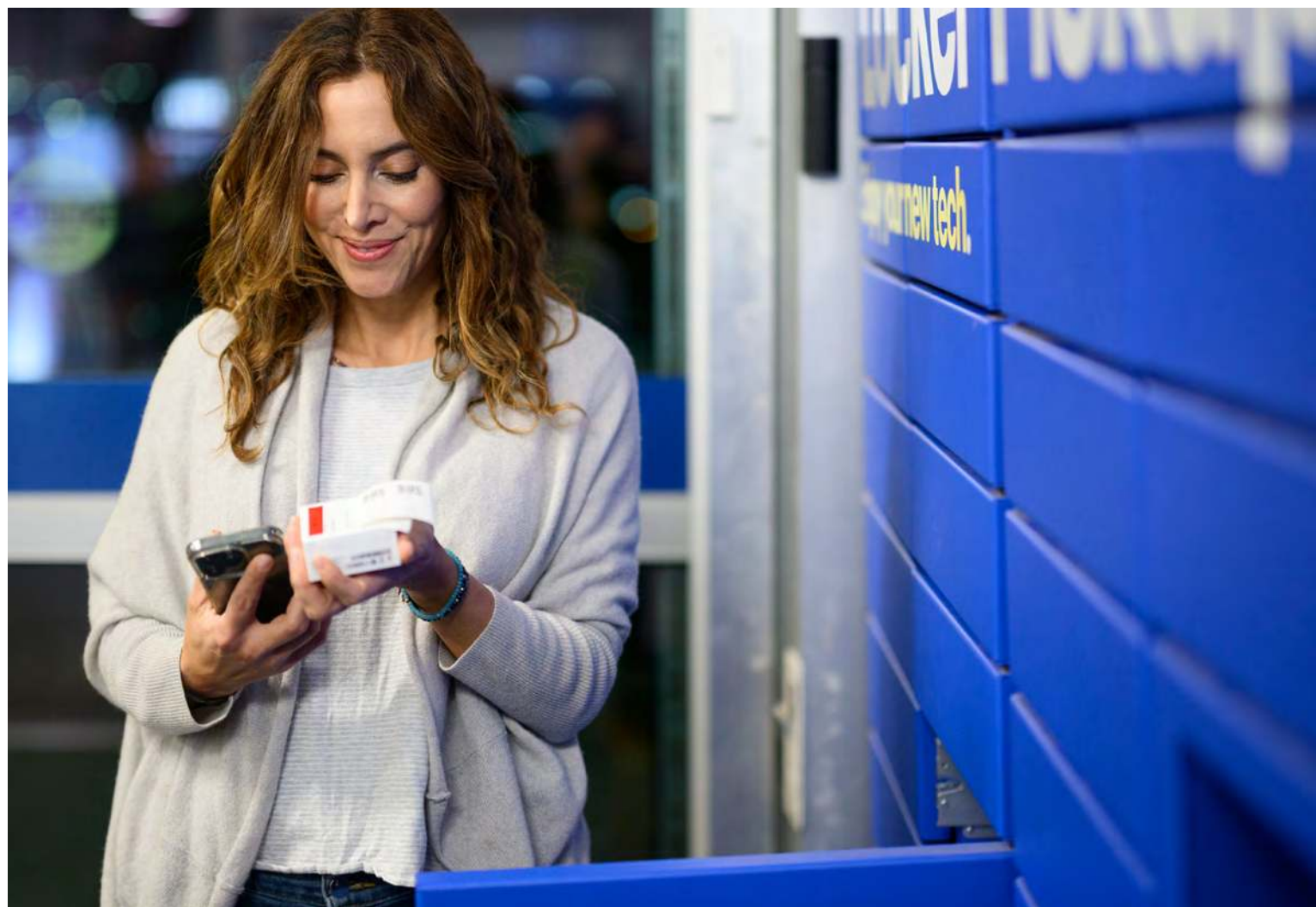


Product safety

We expect the products we sell to work the way they're supposed to work and be safe for our customers to use. We take pride in our company and the products we offer, and we take action on any potential safety hazards not only to ensure compliance, but also because it's the right thing to do.

For Best Buy assorted products, we review product inquiries and reported incidents. We monitor product safety legislation to ensure clarity for retailers and safety for customers. In addition, we track voluntary and mandatory standards and ensure our private-label products meet our safety specifications. Additionally, we manage hazardous substances through our Chemicals Management program. For more information, see page 23.

Nothing is more important than the safety of our employees and customers. We will continue to monitor our broad assortment of products, assess our product categories for safety improvements and act when necessary to protect our valued customers. Product recall information can be found by searching "product recalls" on the Best Buy [website](#), calling 1-800-566-7498 or visiting the Consumer Product Safety Commission [website](#).



Human rights

Best Buy is committed to respecting human rights as outlined in the United Nations Guiding Principles on Business and Human Rights. We seek to avoid adverse human rights impacts, remediate impacts we may cause or contribute to, and drive continuous improvement of our human rights management. Furthermore, we seek to advance human rights through our actions and operations, with special consideration to vulnerable groups, such as women and migrant workers in our supply chain.

We believe that we can have the greatest impact by focusing on our most salient human rights risks as determined by our Human Rights Impact Assessment (HRIA), most recently completed in FY24. Our priorities continue to be informed by this assessment to most effectively manage the risks identified, including impacts to vulnerable groups.

We seek to manage these risks by:

- Respecting the rights of workers in the supply chain and leveraging industry partners through the Responsible Business Alliance to improve raw material sourcing, recruiting practices, working conditions, and environmental performance in the global electronics supply chain.
- Respecting the right to a safe and healthy workplace by reducing the potential for exposure to chemicals of high concern.
- Respecting the rights of Best Buy employees and striving for an inclusive and respectful workplace free of harassment and discrimination.
- Respecting the rights of our customers, including children, and their right to privacy.

- Respecting the rights of Best Buy Health customers and their right to health by providing access to quality services and products to enable care at home for everyone.
- Seeking to advance the right to education in the communities where we operate by sharing our knowledge of technology.
- Respecting the rights of workers in the consumer electronics recycling value chain through adherence to policies and standards for safe and responsible recycling.

We adhere to a set of internationally recognized standards and principles to ensure we meet our commitment to respect human rights, including:

- Following global standards of human rights such as the United Nations Guiding Principles on Business and Human Rights.
- Maintaining strong governance practices, including our Human Rights Executive Committee, that includes several of the company's most-senior executives.

- Communicating our human rights commitments.
- Proactively engaging stakeholders to protect and advance human rights through our memberships and partnerships.
- Heightening our engagement with suppliers to improve upon the issues found at the factory level and to provide targeted training, resulting in an increased closure rate of our supplier Corrective Action Plans (CAP).
- Elevating the visibility of our supply chain grievance mechanism to ensure it's accessible to factory workers, including requiring our suppliers to post grievance mechanism information in factories and having strict processes in place to ensure rapid resolution and remediation of violations and issues of concern.
- Enhancing our supplier training to include more content on responsible recruitment practices and carbon reduction efforts.
- Optimizing our minerals due diligence process.

For more details, see our [Human Rights Corporate Statement](#).

Responsible sourcing

In addition to being a retailer, Best Buy manufactures private-label products including appliances, televisions and accessories. We partner with factories on the design and packaging, production and testing of these products. We also partner with them to ensure they meet our expectations for safe workplaces where workers are treated fairly. Additionally, factories manufacturing products for direct import, or for companies acquired by Best Buy, are covered by our Responsible Sourcing program. We take the same monitoring approach to managing these suppliers as we do our private-label suppliers, and all data included in this section includes private label, Best Buy Health and direct import.

Our Responsible Sourcing program was developed to adhere to the Organization for Economic Cooperation and Development's (OECD) Due Diligence Guidance for Responsible Business Conduct and the United Nations Guiding Principles for Business and Human Rights. Our company measures responsible sourcing risks in the supply chain on an ongoing basis.

Through our Responsible Sourcing program, we seek to mitigate risk, enhance our partnership with suppliers and create value for all stakeholders. We are an active member of the Responsible Business Alliance (RBA), as are many of the major brands we sell. Collectively, we embrace a common [Supplier Code of Conduct](#) and audit methodology that creates business value by improving working conditions and environmental practices throughout the supply chain.

All of our supplier contracts require adherence to our Supplier Code of Conduct. Additionally, we engage with internal cross-functional teams including sourcing, engineering and supply chain, to promote awareness of our program and deepen the integration of the work into all functions of our business.

Our Responsible Sourcing program for our private-label suppliers consists of a five-step process, working closely together to manufacture quality products while ensuring workers are treated fairly in a safe environment.



"Our Responsible Sourcing program is essential to our private-label business, ensuring we bring our customers the quality products they expect from us while also maintaining a fair environment for all our workers. I'm incredibly proud of our team as they continue to better this work by increasing the engagement, reporting and training among our suppliers and improving practices that prioritize consumer and worker safety."

Newton Guillen, vice president of Best Buy private-label brands

1. Code introduction

Before working with new suppliers, Best Buy provides an in-depth training on our code and program, including our expectations on critical risks such as human trafficking and forced labor.

We regularly update our due diligence processes, procedures and protocols to ensure their continued adherence to international norms and effectiveness for the issues we encounter in the supply chain. Version 8.0 of the RBA Code of Conduct went into effect on Jan. 1, 2024. We adopted this new code, which provided additional provisions for workers on topics like equal pay for equal work, reasonable accommodation for workers with disabilities and tightened requirements for facilities in creating a comfortable, safe and appropriate work environment.

2. Self-reporting

New suppliers are required to complete a self-assessment questionnaire (SAQ) in the supplier qualification process.

Existing suppliers assess their performance against the code by completing an annual SAQ. In FY25, we achieved a 98% completion rate for SAQs for both new and existing suppliers.

3. Monitoring

Best Buy conducts third-party audits at 100% of our potential supplier factories, which includes environmental and human rights screening criteria. If we identify any priority non-conformance, our highest severity audit finding, it must be addressed immediately. Suppliers that are unwilling or unable to address priority violations are rejected. For all other issues identified, we require the supplier to take corrective action.

For existing suppliers, Best Buy conducts a full audit at least every other year to identify any gaps between suppliers' performance and the code. We align our own audit protocol to that of RBA, and we also accept other approved third-party audits. Our audits include worker interviews and visits to all structures on the factory premises, including warehouses, dormitories and canteens. We not only assess their social and environmental performance, but we also review the management systems they have in place.

Our audit protocol, non-conformance classifications and corrective action protocol can be found on our corporate website's [human rights page](#).

Corrective Action Plans (CAP)

We believe continued dialogue with suppliers results in more meaningful improvements for supply chain workers, promotes healthy and safe working conditions, and reduces negative environmental impacts.

Therefore, whenever non-conformances are found during an audit, we expect our suppliers to identify the root cause of the issue(s) and indicate how they intend to improve it and measure progress. The suppliers then must close the non-conformances according to Best Buy's timelines and provide the supporting evidence.

While we recognize the time and effort it takes suppliers to address non-conformances, we believe we can make a stronger impact on remediation efforts by implementing a monitoring mechanism.

Based on our audits and accepted report findings, we found eight factories in violation of fees charged to workers. Through our CAP process, we worked with the factories to return physical examination fees to 782 workers and to purchase social or commercial insurance for 201 workers. Starting in FY24, we require

an additional third-party audit if suppliers do not submit a CAP or if they do not remediate the non-conformance within the reasonable timeframe allowed.

Our progress in FY25

The data below shows the progress of CAP closures for all findings identified in FY25 audits. If a supplier does not submit a CAP or does not remediate within the allowed timeframe, we require an additional third-party audit.

82% of all findings were closed or downgraded

95%

of high-risk major non-conformances were closed

81%

of major non-conformances were closed

89%

of minor non-conformances were closed

For more information on non-conformances, please visit the Responsible Sourcing Program Overview page on our [corporate website](#).

4. Training and communication

Best Buy is transparent with our suppliers on our priorities, monitoring approaches, audit assessment steps, code requirements, key elements of a supply chain sustainability management system and the steps to improve their adherence to our requirements. We host our annual supplier meeting and leverage virtual trainings to deliver this content and deepen our relationship and engagement with our suppliers. We have made RBA's training resources available to all suppliers to improve factory performance.

In FY25, we:

- Hosted a webinar providing program updates and training on our updated Supplier Code of Conduct, which 154 suppliers attended.
- Monitored the completion of our onboarding training by new suppliers to ensure they have the tools necessary to integrate the expectations of the Supplier Code of Conduct into their operations.

5. Reporting

Each year we publicly disclose our suppliers' compliance with our Code of Conduct. The table below aggregates the performance of suppliers across our key audit categories.

Category	Compliance rate
Labor	73%
Health and safety	68%
Environment	86%
Ethics	98%
Management system	79%



Worker voice

Our supply chain workers are critical stakeholders who provide insights on factory performance and inform our efforts and resources to deliver the greatest impact.

To empower workers to voice their opinions and concerns in the workplace and beyond, our worker voice program enables them to answer customized survey questions through their personal mobile devices. Workers are surveyed anonymously and remotely in their native language. In FY25, we reached 1,228 workers in China, Taiwan, Vietnam and Thailand, surveying them on their satisfaction, working conditions, working hours, wages and benefits, and evaluating awareness and knowledge of available tools. The survey results inform how we develop our programs to have a greater impact on some of the most systemic issues at the supplier and factory level and on individual workers.

Factory oversight and management

While we rely primarily on third parties for our core program audits, Best Buy's own team conducts new supplier facility visits and is increasingly on site conducting post-audit validation visits. During these visits, we cross-reference information submitted in worker interviews and worker voice surveys with audit results, follow up on discrepancies and conduct on-site audit checks on high-risk findings.

Upskilling factory management

In FY25 we developed and piloted our Corporate Responsibility and Sustainability Pioneer Program in Vietnam to address systemic needs we have observed related to upskilling factory management on labor and environmental management in this region.

The goal of the Pioneer Program is to equip key factory management with training and coaching related to labor and environmental management and upskill leadership to promote factory sustainability and compliance. We designed the program to allow our own team to engage in deeper conversations with our suppliers, drive systemic and sustainable change by empowering our partners and build trust-based relationships. We have concluded our pilot stage and look to expand upon the success of the program in FY26 and beyond.

Foreign migrant workers

While migrant workers are a small percentage of the workers in our supply chain, we seek to do our part to mitigate the unique risks they face.

Responsible employment and recruitment, including its associated fees and cost, is critical to the protection of foreign migrant workers and their rights. To that end, we are committed to working with our suppliers to ensure no foreign migrant worker pays recruitment fees for their job and that all workers retain control of their travel documents and have full freedom of movement. We align with RBA on its parameters around prohibited fees and leverage its advanced due diligence guidelines, tools and examples of best practices to stay informed of macro and emerging risks to continually enhance our [due diligence approach](#):

Risk identification: When evaluating a new supplier located in a key labor migration receiving country, an additional pre-screening assessment is conducted to investigate whether any foreign migrant workers were hired and, if so, whether they paid prohibited recruitment fees, have full access to their government-issued documents, have full freedom of movement and have safe and adequate living conditions.

In FY25, we mapped and identified potential risks facing foreign migrant workers in our supply chain. We then asked existing suppliers

with migrant workers to complete an SAQ specific to their management of foreign migrant workers. We also conducted additional on-site assessments at three factories we deemed highest risk and conducted in-person interviews with workers, and had others complete an anonymous survey in their native language on their mobile device. These additional due diligence steps allow us to have a much more holistic view of the status of foreign migrant workers in our supply chain and insight into the management systems of factories where the workers are employed.

Risk response and reimbursement: If a prohibited recruitment fee is identified, the supplier is required to conduct the fee investigation and provide a full list of all fee items that workers paid from their country of origin along the way to the country of factory location. A reimbursement plan with pay date and impacted workers is required. We work closely with suppliers to reimburse all applicable fees to workers based on the agreed-upon timeframe. Once the issue is closed, a third-party follow-up audit is scheduled to validate the fee reimbursement.

Prevention: We continue to look for ways to provide our suppliers with tools to prevent forced labor in the supply chain, and we have expanded our efforts to known labor recruitment agencies used by our suppliers. In FY25, we required these labor agencies, in addition to our suppliers, to complete a training course to ensure they both fully understand our requirements and increase adoption of the standards laid out in our code. With 100% of the agencies completing the training, we are increasing our efforts to make an impact on migrant labor recruitment systems.

For newly hired foreign migrant workers, suppliers are required to follow our policy to ensure all related recruitment fees should be supplier-paid with no costs incurred by the workers.

While we did not find any instances of forced labor or prohibited recruitment fees in FY25, we remain committed to our no-fees policy and will continue to report on these findings. Since FY18, we have worked with suppliers to ensure they have reimbursed all RBA-prohibited recruitment fees, totaling more than \$500,000 to 735 workers.

Tier 2 supplier monitoring

We mapped our Tier 2 suppliers to evaluate their management system of risk management and identify those that carry the highest potential risks. This process increases the visibility of potential adverse human rights impacts beyond where our products are assembled. The scope of this mapping included manufacturers of parts/components with private-label logos and vendor-sourced packaging suppliers of our private-label products.

Moving forward, we will prioritize risk mitigation posed by the highest risk Tier 2 suppliers through an SAQ managed by Best Buy and conduct on-site audits as needed.

Responsible sourcing beyond private-label

Since 2015, factories manufacturing products for direct import, or for companies acquired by Best Buy, have been covered by our Responsible Sourcing program. We take the same monitoring approach to managing these suppliers as we do our private-label suppliers, including code introduction, self-reporting, monitoring, training and communication.

Best Buy has also deepened the integration of Responsible Sourcing Program into our existing Goods Not for Resale (GNFR) third-party risk management system. Our GNFR Responsible Sourcing Program increasingly assesses risk across Health and Safety, Labor, Environment, Ethics and Management Systems in line with Best Buy's Code of Conduct. This includes

assessing salient risks according to factors like geography and industry, requiring high-risk vendor completion of SAQs and identifying gaps in management systems. When issues are identified through the assessment process, the program helps manage risk by providing training and resources to bring third parties in line with our expectations. We centralize this process to allow for a holistic view and management of the risks inherent with our third parties.

In FY25, we piloted an audit program with four of our U.S. e-waste recycling facilities, broadening the scope of our on-site audits from not only manufacturing locations but also GNFR facilities. We assessed the facilities against our Supplier Code of Conduct, with our standard audit adapted for this particular industry. Results of the audits provided vendors with information on how to build capacity around internal management systems, including how to strengthen confidentiality and effectiveness of grievance mechanisms, and how to conduct further due diligence with labor agencies that provide temporary workers to facilities. We look to expand our on-site audit efforts in other high-risk GNFR industries moving forward.

Additionally, we utilize a holistic risk assessment for branded vendors in high-risk areas or categories. As we continue to adapt to the evolving geopolitical landscape, this framework allows us to dive into key risk areas nimbly and efficiently, allowing our category teams to bring a more complete view to their business decisions.

Chemicals

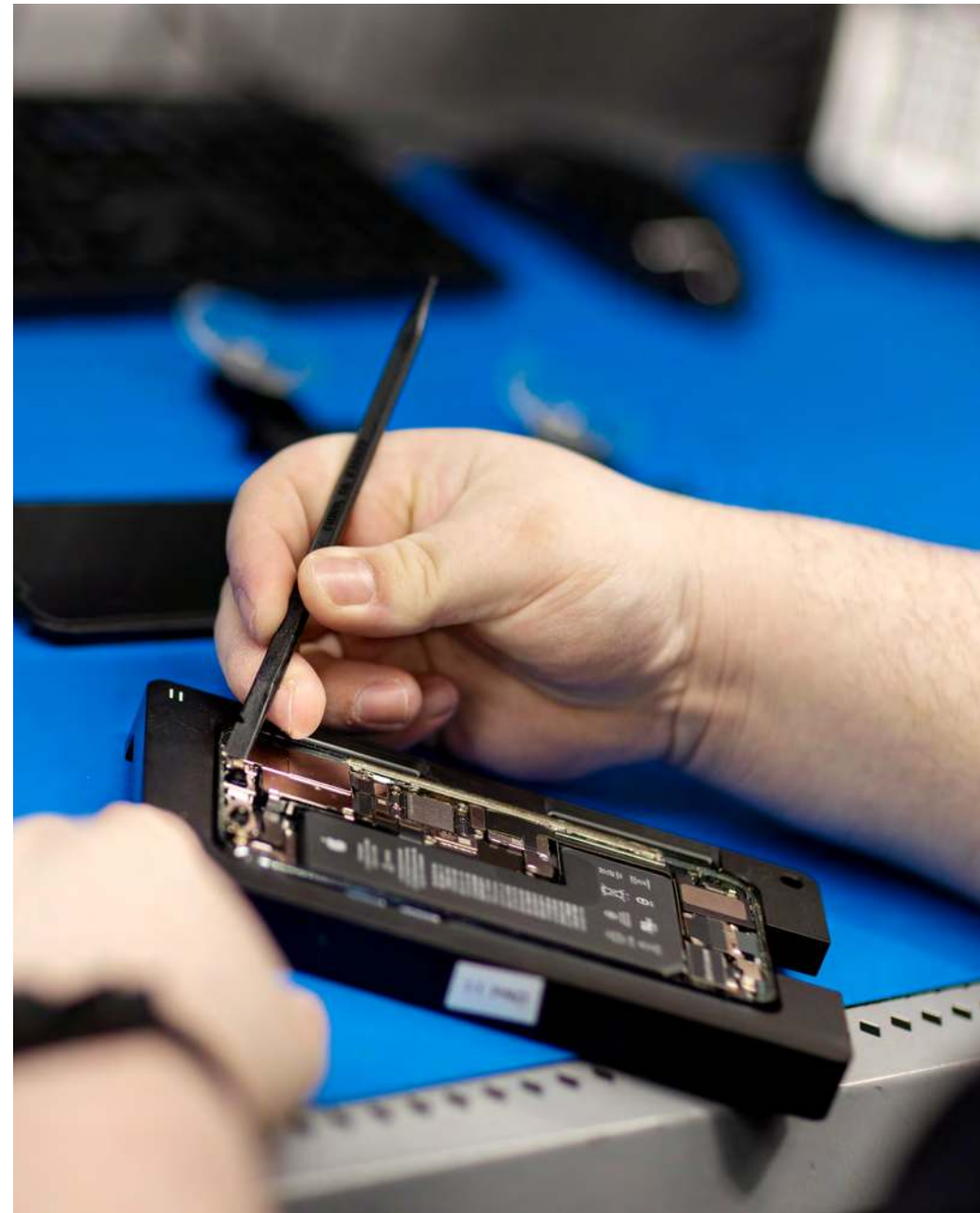
Chemicals, while necessary as part of many manufacturing processes including our products, directly impact the health of the people who make them. In FY25, we adopted the RBA Industrial Focus Process Chemicals (IFPC) list, expanding our chemical monitoring list.

We continue to engage and work closely with industry initiatives, NGOs and multi-stakeholder workgroups on methodology exploration. Through our participation in RBA's Chemical Management Workgroup, we have access to tools and guidance developed by the Clean Electronics Production Network (CEPN). We have adopted the CEPN's Process Chemical Data Collection (PCDC) template and have surveyed all our suppliers using this tool. We shared results from key suppliers with RBA so that they, along with CEPN, can assess the landscape of chemical processing across the electronics industry. This transparency directly contributed to the development of a prioritized list of chemicals targeted for substitutions for the electronics industry.

Our suppliers also play a key role in chemical management. We work closely with our suppliers on high-risk chemical identification, management and minimization of risk. We leverage the PCDC and Qualitative Exposure Assessment (QEA) Tools to identify high-risk chemicals. In FY25, 100% of our factories producing private-label products completed the high-risk chemical assessment.

Based on this assessment process, we identified factories using chemicals on the Manufacturing Restricted Substance List (MRSL) and RBA IFPC, provided them with advanced training and required these factories to remove or to adhere to MRSL restrictions and RBA IFPC requirements. We have established a reporting mechanism to require our suppliers to annually report their status and removal plan. We will continue to work closely with our suppliers to control the risk of hazardous substances by removal, replacement or other actions in the coming years.

Over the past four years, we have identified 55 factories using high-risk chemicals. Of those, 41 factories have removed the chemicals from the manufacturing process. Best Buy continues working closely with the remaining factories to reduce, replace or take other appropriate risk mitigation actions.



Energy consumption and greenhouse gas (GHG)

To enhance our circular economy efforts and help to scale GHG capabilities across our global supply chain, we require our suppliers to report their Scope 1 and Scope 2 emissions, establish a GHG reduction goal and monitor

GHG reduction opportunities through energy efficiency or renewable energy adoption.

In FY25, we updated emission factors of various activities and optimized the goal-setting section of our factories' reporting template, which includes a new section that allows them to report information surrounding their GHG goals more accurately.

We offer additional training to our suppliers through the RBA Online Academy to build awareness and knowledge on climate change, GHG emission accounting and goal setting. We also developed a GHG emission data calculation tool that is based on methodology from the International Panel on Climate Change (IPCC) and the GHG Protocol. With this tool, our suppliers are able to calculate their own Scope 1 and Scope 2 GHG emissions to develop their own GHG emission inventory.

We are proud to report the following progress for FY25:

104 (100%)

of in-scope private-label factories reported Scope 1 and Scope 2 GHG emission data.

65 (63%)

of in-scope private-label factories established a GHG reduction goal.

32 (31%)

of in-scope private-label factories were identified as using energy from renewable sources.

Conflict minerals

The Democratic Republic of the Congo (DRC) and its neighboring countries have reserves of tin, tantalum, tungsten and gold (known as 3TG), all of which are commonly used in the manufacturing of many consumer products. Occasionally, these minerals are illegally sourced and traded by armed groups who are responsible for human rights violations. As such, 3TG are known as "conflict minerals."

Best Buy is committed to working toward a conflict-free supply chain for our private-label products. We align our conflict minerals program with the OECD's Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict Affected and High-Risk Areas, an internationally recognized framework. The scope of our minerals due diligence program includes private-label suppliers where we have a sufficient level of influence over their manufacturing.

Despite advances in supply chain transparency and traceability capabilities, it remains a challenge to identify, with absolute certainty, the smelters, refiners and recyclers in our private-label supply chain. Training our direct suppliers and auditing their performance are key steps to addressing this.

In FY25, 98% of our in-scope suppliers received conflict minerals training materials.

We partner with brands and retailers across multiple industries to identify relevant smelters and refiners and encourage their participation in the Responsible Mining Initiative's (RMI) Responsible Minerals Assurance Process (RMAP), or an equivalent program, including the London Bullion Market Association's (LBMA) Good Delivery program and the Responsible Jewelry Council's (RJC) Chain of Custody program.

Our performance

89%

Relevant processing facilities reported by these suppliers have been found conformant to the RMI, LBMA or RJC standard via an independent, third-party audit or have committed to go through an audit

100%

Products containing necessary 3TG that have had their supply chains surveyed

100%

Relevant suppliers who returned a conflict minerals reporting template

98%

Relevant suppliers who have a conflict minerals policy

More details can be found in our conflict minerals statement and conflict minerals report on our [corporate website](#).



Political activity

Best Buy engages in the political process by developing and advocating for public policy positions that impact our business and communities where we live and work. As part of our commitment to transparency, Best Buy discloses our efforts, priorities and any use of corporate funds for political purposes.

2024* public policy priority issues

Cybersecurity and data privacy: We supported policies to strengthen the nation's cyber infrastructure and are committed to safeguarding customer data and ensuring a relationship with customers that better understands and serves their needs and interests.

Artificial intelligence and technology innovation: We supported policies that allow for the smart and safe expansion of artificial intelligence and emergence of new, innovative technologies and products that improve consumers' lives.

Environmental sustainability: We promoted the responsible recycling of electronic waste and policies that encourage energy-efficient design, innovation and use.

Fair competition: We supported the review and modernization of antitrust laws to ensure applicability to large technology platforms. We also continued to advocate for increased competition in the payments ecosystem and expanded interchange reforms to debit and credit cards to reduce "swipe fee" expenses.

Telehealth and care at home: We supported policies that leverage technology to empower patients to receive health care and disease management services from the comfort and

safety of their homes through telehealth and remote patient monitoring under the care of their providers.

Immigration reform: We supported policies that advance comprehensive immigration reform.

Retail crime: We supported the continued creation of federal, state and local task forces to work in partnership with local district attorneys. In addition, we supported efforts to curb organized retail crime and counterfeits, including increasing transparency of online marketplace sellers.

Supply chain and infrastructure: We supported investments in the nation's multimodal infrastructure and the free flow of commerce while promoting a safe and secure supply chain.

Tax: We continued to support retaining a fair and competitive corporate tax code and protect against drastic corporate tax increases that disproportionately impact the retail industry.

Trade: We supported trade policies that address trade barriers disproportionately challenging to businesses. Responses to those unfair trade barriers sought to minimize impacts to American consumers so as not to increase costs of tech products.

Workforce issues: We supported policies that provide employers with the flexibility to complement the modern workforce and attract and retain talent by offering competitive wages, benefits and flexible scheduling.

Political contributions

Best Buy made two corporate contributions to political organizations on a bipartisan basis. All contributions of more than \$5,000 to political organizations are reviewed and approved by the Best Buy Contributions Steering Committee. These political organizations received equal funding totaling \$110,000 in 2024:

- Democratic Governors Association
- Republican Governors Association

Best Buy contributed \$25,000 towards the "Defeat the Costly Tax on Sales" campaign to reject the Oregon Measure 118 ballot initiative.

To encourage employee participation in the political process, Best Buy maintains an employee-funded, non-partisan federally-registered political action committee ("Best Buy Employee Political Forum"), and its activity can be viewed on the Federal Election Commission's [website](#).

Please see the Best Buy Political Activity & Government Affairs Policy and the 2024 U.S. [Political Activity & Public Policy Report](#) for additional information on our political activity and membership associations.



Membership associations

Best Buy maintains memberships across many nonprofit organizations including trade associations, policy groups and professional organizations. Some of these organizations include:

- Alliance to Save Energy
- American Indian Opportunities Industrialization Center
- Attorney General Alliance
- Business for Social Responsibility (BSR)
- Business Roundtable
- Ceres
- Civic Alliance
- Clean Energy Buyers Association
- Consumer Technology Association
- Disability:IN
- Environmental Initiatives Sustainable Growth Coalition
- Green Chemistry and Commerce Council
- Hispanic Association on Corporate Responsibility
- Human Rights Campaign
- International Consumer Product Health and Safety Organization
- Merchants Advisory Group
- Minnesota Business Partnership
- National Center for Electronics Recycling
- National Governors Association
- National Minority Supplier Development Council
- National Retail Federation
- Public Affairs Council
- Responsible Business Alliance
- Responsible Labor Initiative
- Responsible Minerals Initiative
- Retail Council of Canada
- Retail Industry Leaders Association
- State Government Affairs Council
- State Legislative Leaders Foundation
- Sustainable Packaging Coalition
- U.S. China Business Council
- Women's Business Enterprise National Council

For a more detailed look at our membership associations, see our 2024 U.S. [Political Activity & Public Policy Report](#).

Appendix

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Environmental data

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TCFD index

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Sustainable Development Goals

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GRI Universal Standards

Environmental data

Carbon data

CY22

FY24***

FY25***

Scope 1: direct emissions	236,269 MTCO ₂ e	209,440 MTCO ₂ e	185,561 MTCO ₂ e
Scope 2: indirect emissions (market-based)	114,658 MTCO ₂ e	105,120 MTCO ₂ e	82,445 MTCO ₂ e
Scope 2: indirect emissions (location-based)	265,649 MTCO ₂ e	266,501 MTCO ₂ e	245,443 MTCO ₂ e
Scope 3 Category 1: Purchased goods and services	NA	NA	2,977,901 MTCO ₂ e
Scope 3 Category 5: Waste generated in operations	21,177 MTCO ₂ e	24,125 MTCO ₂ e	20,947 MTCO ₂ e
Scope 3 Category 6: Business travel	15,577 MTCO ₂ e	27,829 MTCO ₂ e	28,917 MTCO ₂ e
Scope 3 Category 7: Employee commute	2,395 MTCO ₂ e	1,598 MTCO ₂ e	60,281 MTCO ₂ e
Scope 3 Category 11: Use of sold products	21,444,872 MTCO ₂ e	14,202,986 MTCO ₂ e	12,644,392 MTCO ₂ e
Total Scope 3: other indirect emissions (Purchased goods and services, business travel, employee commute, use of sold products, waste generated in operations)	21,484,021 MTCO ₂ e	14,202,986 MTCO ₂ e	15,732,438 MTCO ₂ e
Energy consumption within the organization	Fuel consumption: 3,544,963,200,000,000 joules Total Scope 1 and 2: 1,737,006 MWh	Fuel consumption: 3,017,318,400,000,000.00 joules Total Scope 1 and Scope 2: 1,590,611 MWh	Fuel consumption: 2,596,492,800,000,000 joules Total Scope 1 and Scope 2: 1,444,042 MWh
Energy intensity (Scope 1 + Scope 2)**	0.424 MWh/Sq Ft	0.0259 MWh/Sq Ft	0.0234 MWh/Sq Ft
GHG emissions intensity (Scope 1 + Scope 2)**	0.012 CO ₂ e	0.0077 MTCO ₂ e	0.0069722 MWh/Sq Ft
Reduction of GHG emissions (Scope 1 + Scope 2 location-based)**	-12,772 MTCO ₂ e or 2.5% decrease YOY	-25,977 MTCO ₂ e or 5.2% decrease YOY	-44,937 MTCO ₂ e or 9.4% decrease YOY
Reduction of GHG emissions (Scope 1 + Scope 2 market-based)	-37,997 MTCO ₂ e or 9.8% decrease YOY	-36,592 MTCO ₂ e or 210.4% decrease YOY	-46,644 MTCO ₂ e or 14.8% decrease YOY
Reduction of energy consumption (Mwh associated with Scope 1 + Scope 2 usage)	19,601 MTCO ₂ e or 1.1% increase YOY	146,395 MTCO ₂ e or 8.4% decrease YOY	146,569 MTCO ₂ e or 9.2% decrease YOY

*Emissions are calculated for the lifetime of the product when the product was purchased.

**Number does not include RECs.

***To align with regulatory filings, starting with FY24 in this annual report and going forward, we are moving to measuring carbon emissions from 12 months of calendar year (CY) to 12 months of fiscal year (FY).

Environmental data

Materials recycled	FY23	FY24	FY25
Paper	2,775,940	2,473,573	3,177,688
Cardboard	73,613,200	70,032,180	66,937,102
Plastic	2,710,582	2,330,500	2,251,514
Expanded polystyrene	5,170,991	4,812,580	4,253,072
Metal	174,720	88,900	99,400
Pallets	39,298,480	27,585,920	21,706,806
Totes	475,980	355,769	561,237
Single stream	5,212,445	14,736,120	13,442,980
Organics/compost	259,055	443,140	484,323
Large equipment batteries	958,240	1,700,161	485,037
Other	63,620	66,000	79,220
Total recycling	130,713,253	124,624,843	113,478,379

SASB index

The Sustainability Accounting Standards Board (SASB) provides a global disclosure framework to help businesses and investors develop a shared understanding of enterprise value and inform a wide range of decisions. We have provided relevant data noted below according to SASB’s industry standard for Multiline and Specialty Retailers & Distributors.

Table 1. Sustainability Disclosure Topics & Metrics

Topic	Metric	Location of disclosure
Energy Management in Retail & Distribution	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Environmental appendix - p59
Data Security	Description of approach to identifying and addressing data security risks	Cybersecurity and privacy – p46
	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	Cybersecurity and privacy – p46
Labor Practices	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	Inclusion and belonging - p36
	(1) Voluntary and (2) involuntary turnover rate for in-store and distribution center employees	Inclusion and belonging - p33
Workforce Diversity & Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	Inclusion and belonging - p34
Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental or social sustainability standards	Sustainable products – p19 (partially)
	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	Chemicals management – p23 Chemicals Management Statement
	Discussion of strategies to reduce the environmental impact of packaging	Sustainable packaging – p20-21

Table 2. Activity Metrics

Number of: (1) retail locations and (2) distribution centers	10K p19-20
Total area of: (1) retail space and (2) distribution centers	10K p19-20

TCFD index

The Task Force on Climate-Related Financial Disclosure (TCFD) has developed a framework to help public companies and other organizations more effectively disclose climate-related risks and opportunities through their existing reporting processes.

Governance	Found on	Strategy	Found on	Risk management	Found on	Metrics & targets	Found on
Board's oversight of climate-related risks and opportunities.	CDP Corporate Questionnaire: (4.1.1), (4.1.2), (4.2), (4.2.2) collectively demonstrate how the board is engaged in climate governance, from structural oversight to competency development.	Climate-related risks and opportunities identified over the short, medium and long term.	CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (3.1), (3.1.1), (5.3.1), (5.3.2) collectively address how Best Buy defines time horizons, identifies and evaluates risks and opportunities, and integrates them into strategic and financial planning.	Processes for identifying and assessing climate-related risks.	CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (2.2.7) focus on how Best Buy defines time horizons, establishes processes for identifying and managing environmental risks and opportunities, and evaluates interconnections between environmental factors.	Metrics used to assess climate-related risks and opportunities in line with strategy and risk management process.	CDP Corporate Questionnaire: (2.4), (3.6.1.15), (3.6.2), (7.45), (7.53), (7.53.1) span across Sections C2, C3, and C7, and cover how Best Buy defines substantive financial impacts, quantifies the effects of climate-related opportunities, tracks emissions intensity, and monitors progress against science-based targets.
Management's role in assessing and managing climate-related risks and opportunities.	CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (2.2.7) focus on how the organization defines time horizons, identifies and manages environmental risks and opportunities, and integrates these processes into broader management systems.	Impact of climate-related risks and opportunities on business, strategy and financial planning.	CDP Corporate Questionnaire: (5.1), (5.1.1), (5.1.2), (5.2), (5.3), (5.3.1), (5.3.2), (5.4), (5.4.1) explore how scenario analysis, transition planning, and financial alignment are used to integrate climate-related considerations into Best Buy's strategic and financial decision-making	Processes for managing climate-related risks.	CDP Corporate Questionnaire: (2.2), (2.2.1), (2.2.2) focus on how Best Buy identifies, assesses, and manages environmental dependencies, impacts, risks, and opportunities, including the integration of these processes into broader risk management systems.	Scope 1, Scope 2 and Scope 3 greenhouse gas (GHG) emissions, and the related risks.	CDP Corporate Questionnaire: (7.1), (7.2), (7.3), (7.4), (7.5), (7.6), (7.7), (7.8), (7.9), (7.10), (7.45), (7.53), (7.53.1) cover the full spectrum of emissions reporting, including methodologies, verification, performance trends, and science-based targets.
		Resilience strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	CDP Corporate Questionnaire: (5.1), (5.1.1), (5.1.2) focus on the use of scenario analysis to assess environmental outcomes and the implications of those scenarios, such as a 2°C or lower warming pathway, on the organization's strategy and resilience planning.	Processes for identifying, assessing and managing climate-related risks are integrated into overall risk management.	CDP Corporate Questionnaire: (2.2), (2.2.1), (2.2.2) describe how Best Buy uses its ISO 14001-certified Environmental Management System (EMS) to systematically integrate climate-related risk processes into broader enterprise risk management frameworks.	Targets used to manage climate-related risks and opportunities and performance against targets.	CDP Corporate Questionnaire: (7.53), (7.53.1), (7.54), (7.54.2), (7.54.3), (9.15.1), (9.15.2) span climate and water-related targets, including science-based targets, net-zero goals, and water withdrawal reduction commitments.

Sustainable Development Goals

The United Nations Sustainable Development Goals have been widely accepted as collective aspirational goals. While Best Buy is not a current member of the United Nations Global Compact, we embrace the objectives, and many of our programs support the goals shown below.



GRI Universal Standards

Best Buy has reported the information cited in this GRI content index for the period February 4, 2024 - February 1, 2025, with reference to the GRI Standards.

GRI standard	Disclosure number	Disclosure	Found on
GRI 2: General Disclosures 2021	2-1	Organizational details	4-5, 10K p4-5
	2-2	Entities included in the organization's sustainability reporting	5
	2-3	Reporting period, frequency and contact point	5
	2-4	Restatements of information	10, 14, 15, 59
	2-5	External assurance	5
	2-6	Activities, value chain and other business relationships	4, 10K p4
	2-7	Employees	34
	2-9	Governance structure and composition	44-45, Proxy p17-25
	2-10	Nomination and selection of the highest governance body	Proxy p29
	2-11	Chair of the highest governance body	Proxy Pg. 35
	2-12	Role of the highest governance body in overseeing the management of impacts	13, 45 Proxy p.22-23, CDP Climate 2023 C1.1, C1.1a, C1.1b, C1.1d
	2-13	Delegation of responsibility for managing impacts	Proxy p22-23, CDP Climate 2023 C1.2
	2-14	Role of the highest governance body in sustainability reporting	45
	2-16	Communication of critical concerns	CDP Climate 2023 C1.2
	2-17	Collective knowledge of the highest governance body	Proxy p31-44
	2-18	Evaluation of the performance of the highest governance body	Proxy p24-25
	2-19	Remuneration policies	Proxy p52-80
	2-20	Process to determine remuneration	Proxy p54-58
	2-21	Annual total compensation ratio	Proxy p79
	2-22	Statement on sustainable development strategy	63, CDP Climate 2023 C3.1, C3.2, C3.2a, C3.2b, C3.3
	2-23	Policy commitments	49
	2-24	Embedding policy commitments	50-54

GRI Universal Standards

GRI standard	Disclosure number	Disclosure	Found on
GRI 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	45, 54, Best Buy Code of Ethics
	2-28	Membership associations	57
	2-29	Approach to stakeholder engagement	5
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	10K p58-62
	201-2	Financial implications and other risks and opportunities due to climate change	CDP Climate 2023 C2.2a, C2.3a, C2.4a
GRI 302: Energy 2016	302-1	Energy consumption within the organization	59
	302-3	Energy intensity	59
	302-4	Reduction of energy consumption	59
	302-5	Reductions in energy requirements of products and services	19,59
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	15
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	59
	305-2	Energy indirect (Scope 2) GHG emissions	59
	305-3	Other indirect (Scope 3) GHG emissions	59
	305-4	GHG emissions intensity	59
	305-5	Reduction of GHG emissions	59
GRI 306: Waste 2020	306-3	Waste generated	16-17, 60
	306-4	Waste diverted from disposal	16-17, 60
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	33-34
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	29
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	44, Proxy p.5-6, 32-43
	405-2	Ratio of basic salary and remuneration of women to men	36
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	40-42
GRI 415: Public Policy 2016	415-1	Political contributions	56