

FY26 Corporate Responsibility & Sustainability Report



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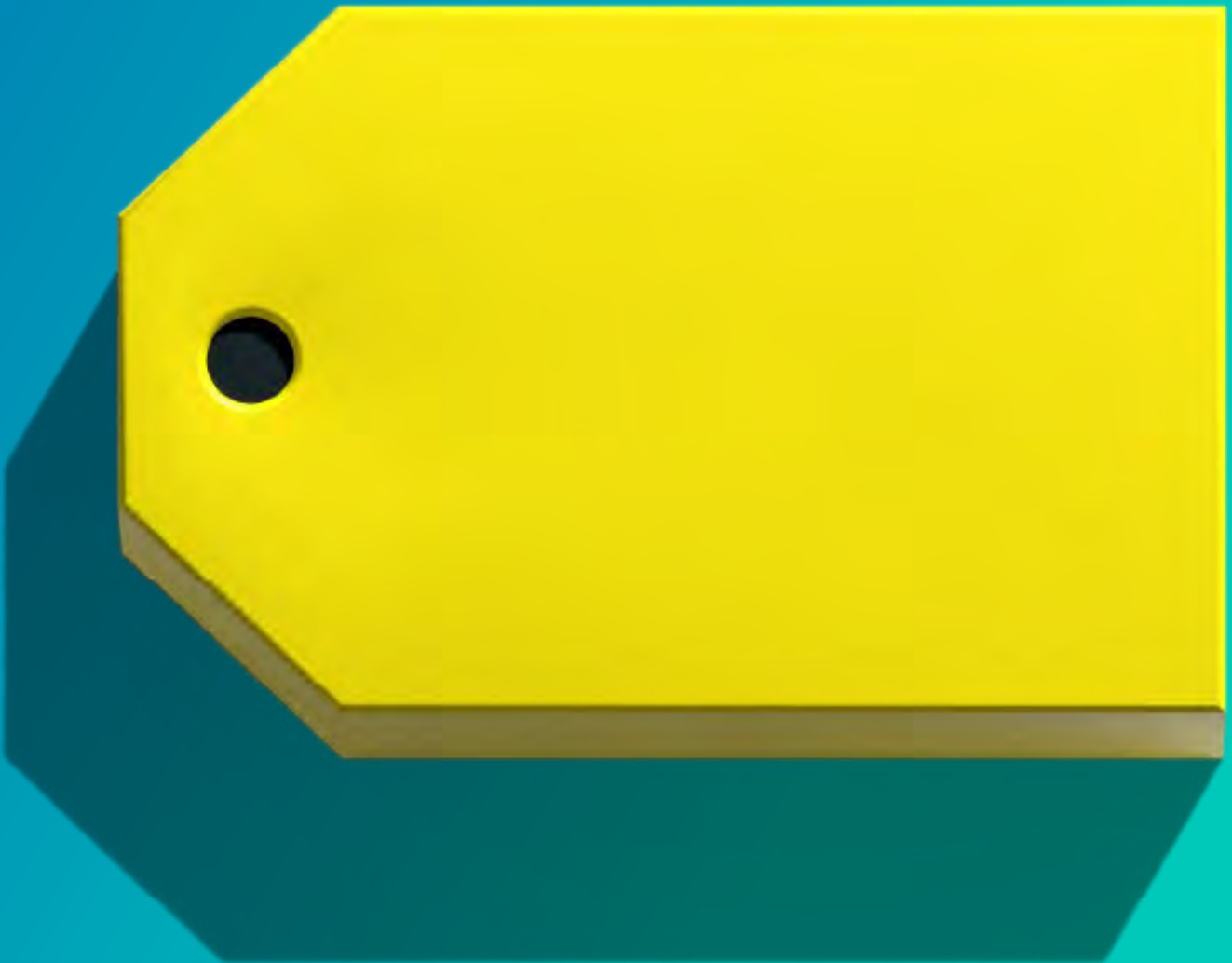
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About this report

Founded in 1966 and with global headquarters in Richfield, Minn., Best Buy has been reporting annually 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 Jan. 31, 2026 (FY26), 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® and Best Buy Teen Tech Centers®. 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. Other frameworks referenced or taken into account include Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD) in combination with International Financial Reporting Standards (IFRS) S2 Climate-related Disclosures issued by the International Sustainability Standards Board (ISSB). Best Buy also reports to CDP and our disclosures are available within the [Resource Library](#) on our corporate website. Best Buy's Scope 1, 2 and 3 emissions data is independently verified by Optera at a limited assurance level.

For full financial disclosures, please see the [Best Buy FY26 Annual Report \(Form 10-K\)](#) on our investor website.



A message from Best Buy leadership



As we mark Best Buy's 60th anniversary, we've been reflecting on how much has changed since 1966 — and what has remained constant. For six decades, this company's success has come from our teams' ability to adapt, to innovate and to stay focused on serving customers and communities like no one else. That spirit was on full display throughout fiscal year 2026.

This was a year of meaningful progress. We strengthened our position in the market, found creative ways to elevate the customer experience and built momentum behind important growth initiatives like Best Buy Marketplace and Best Buy Ads. At the same time, we remained focused on what has always set Best Buy apart: our people. Every day, more than 80,000 employees show up with an exceptional level of talent, resilience and a relentless

drive to enrich lives through technology. We remain committed to investing in them through competitive benefits, career development opportunities and an inclusive environment where people can be at their best. The results of those investments were reflected in record-breaking employee engagement — highlighting the pride our teams take in our culture, our shared company values and the work we do together.

We're equally proud of the progress we made across our corporate responsibility and sustainability goals. During FY26, we expanded access to more energy-efficient products and continued building a more circular economy through initiatives like our Trade-In Program and e-waste recycling efforts. Reaching 100% TRUE Zero Waste certification across our supply chain facilities is a milestone we're incredibly proud of.

Through the Best Buy Foundation, we also continued our work to expand economic opportunity for young people. With a refreshed strategy and deeper community partnerships, we're helping more individuals gain the skills, real-world experiences and support needed to thrive in future careers.

At the core of how we operate is a collective commitment to doing business the right way. We rely on integrity and ethical decision-making, responsible sourcing and product safety and never lose sight of our duty to protect human rights and the health and safety of our employees and customers.

We're proud to see these efforts recognized externally. In FY26, Best Buy was honored to receive:

- Ethisphere's World's Most Ethical Companies® recognition (for the 12th time).
- Placement on CDP's Climate A List (for the ninth consecutive year).
- Inclusion in the Dow Jones Best-in-Class North America Index.

The opportunities in front of us have never been more exciting. To our employees, customers, shareholders, partners and communities: thank you. You have helped write a remarkable 60-year story and we look forward to building the next chapter together.

Respectfully,

Corie Barry, CEO

Jason Bonfig, Incoming CEO

Our strategy

Our deep commitment to the customer experience and our purpose to enrich lives through technology remain at the center of everything we do. Both of these areas continue to be our greatest strengths as we navigate through a CEO transition with goals to ensure a smooth handoff and to use it as an opportunity to start accelerating the business where we can.

The pace of change for both our business and our customers continues to accelerate. To remain close to our customers — and adapt quickly alongside them — we're focusing on four priorities.

Our priorities

- 
- 1 Advance Best Buy as a retail, media and advertising, and technology company
 - 2 Expand and grow our reach
 - 3 Elevate the Best Buy experience
 - 4 Be a human-powered, customer-focused company

We look forward to taking advantage of our momentum and are incredibly confident in the strategy and in the dedication of more than 80,000 employees in the U.S. and Canada who work passionately to bring it to life.

FY26 at a glance

More than

80,000
employees

\$41.7 billion
revenue

1,068*

stores

*as of January 31, 2026



Our values

Best Buy's culture is anchored in our company values. They guide the way we work together, serve our customers and make business decisions.

Have fun while being the best.

We pride ourselves on being an exciting and rewarding place to work. We love using our products to improve our customers' lives. It's hard not to have fun working with the latest technology and when we have fun while doing our jobs, everyone benefits.

Learn from challenge and change.

We recognize that we're all human. We often have to overcome unique challenges and we work in an industry that's constantly changing. Thankfully, our supportive team is here to help grow from challenge and embrace change.

Show respect, humility and integrity.

We are constantly focused on improving. As our employees challenge themselves to grow their talent, their confidence improves — and so does our customer experience. We believe that every person deserves to be treated with respect and every customer deserves honest, impartial service.

Unleash the power of our people.

Everyone on our team has their own story to tell and everyone brings a unique set of experiences. Our people are empowered to be their best selves. We love using our team's diverse talents to deliver a world-class customer experience and enrich lives through technology.

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 reach their full potential, improve people’s lives and promote the health of our communities for years to come.

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

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

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-enabled 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

Customers

- Put customers at the center of all we do, enabling them to enrich their lives through technology
- Invigorate our customer experiences on the Best Buy app, on our website, in stores and in their homes
- Lean on customer insights and feedback to understand what’s important to our customers

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

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

- Engage in the political process by sharing expertise and insights and advocate for public policy positions to protect and grow the business
- Maintain relationships with NGOs, including associations and advocacy groups, to educate them on our business

Environmental

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Environmental progress overview

Goal		FY24 progress	FY25 progress	FY26 progress	Status
Carbon reduction	Reduce our enterprise carbon emissions by 75% by 2030 over a 2009 baseline	69% reduction	74% reduction	74% reduction	🔄 Making progress
	Achieve enterprise carbon neutrality by 2040				🔄 Making progress
	Reduce our carbon emissions from electricity-consuming products sold to our customers in the U.S. and Canada by 20% by 2030 over a 2017 baseline*	Not available**	17% reduction	24% reduction	✅ Achieved
Product stewardship	Help customers in the U.S. save \$5 billion over the lifetime of their products by 2030	\$4.6 billion	\$5.2 billion	\$5.8 billion	✅ Achieved
Waste diversion	Divert 85% waste across our U.S. operations by 2025	67% waste diversion	69% waste diversion	66% waste diversion	🔴 Target not met
	TRUE certification across all of our supply chain locations by the end of 2025	48% locations certified	69% locations certified	100% locations certified	✅ Achieved
Water reduction	Reduce our enterprise water usage by 15% by 2025	17% reduction	21% reduction	24% reduction	✅ Achieved

Unless otherwise noted, our carbon emissions reduction goals are measured against fiscal year (FY) targets (FY30), while our carbon neutrality goal and all other goals are measured against calendar year (CY) targets. Some metrics presented in this report are rounded for readability.

*We are currently updating our science-based target to reflect a revised methodology and emissions boundary. As a result, this goal may be updated in future reporting. **Earlier historical data are not presented due to changes in the Scope 3 Category 11 boundary and are not directly comparable to current-year results.

Environmental sustainability

Our approach

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.

We take a systems approach that is grounded in integrating sustainability across our value chain in ways that reinforce both environmental benefits and our long-term business resilience. This means designing programs and operational practices that support circularity and reduce our environmental impact at every stage.

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

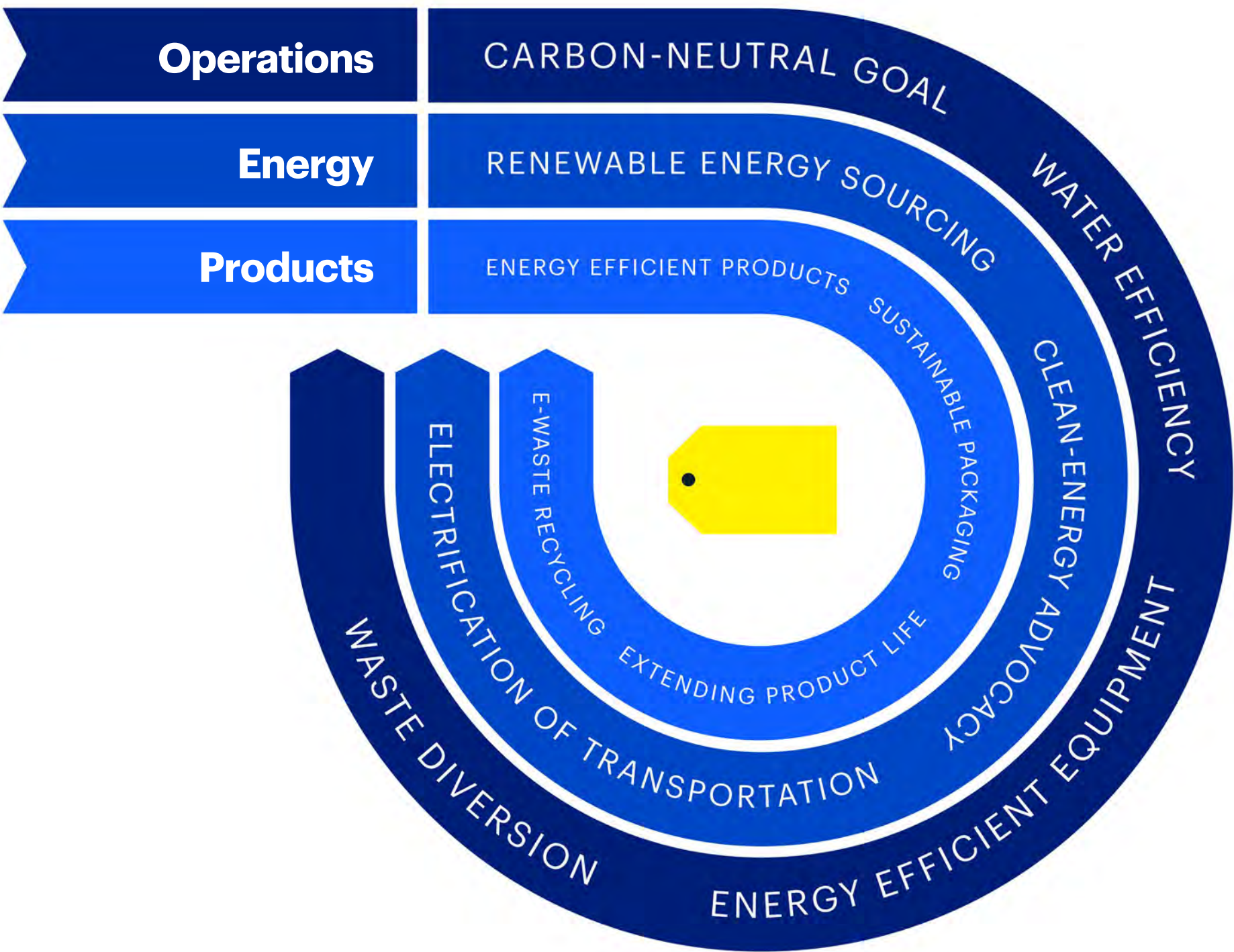
Operations: Managing the environmental impacts of our operations to reduce carbon emissions, water usage and waste.

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 latest standard as of January 31, 2026, ISO 14001:2015.

Circular economy



Climate-related issues



Responsibilities for climate-related issues

Our chief legal and 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 through regular and consistent discussion 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

We identify, monitor and assess our climate-related risks and opportunities to inform decision-making and to proactively mitigate and respond to emerging challenges. To support our sustainable operations strategy, we follow a process for identifying, assessing and responding to climate-related risks and opportunities in line with recommendations from the TCFD in combination with the ISSB. We have also partially mapped our TCFD reporting to related IFRS S2 indicators, which can be found in the appendix.

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.

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 delay product deliveries 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, drive sales and meet the growing demand for energy-efficient technologies.

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 these plans, 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, see our most recent [CDP Climate Response](#).

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 73 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 off-site generation of purchased energy used to operate our facilities.

Scope 3: We measure six areas in Scope 3 including employee commuting, business travel, waste generated in operations, purchased goods and services, use of sold products and end-of-life treatment of sold products.



* Due to improved data collection, emissions resulting from the disposal and treatment of sold products and associated packaging at end-of-life have been added to our emissions inventory. The emissions from end-of-life treatment include electronics and appliances containing metals, plastics, glass and hazardous components (e.g., batteries, refrigerants), as well as packaging materials such as corrugated cardboard, plastic films and expanded polystyrene. These emissions occur through recycling, landfill and incineration processes outside Best Buy’s operational control. We also expanded the Scope 3 Category 11 (use of sold products) boundary to include additional product categories and products sold by Best Buy Canada.

Reporting categories not currently included in our GHG reporting are deemed immaterial to the business, fall outside of our operational control or are consolidated within another category.

Carbon-neutral goal

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 700 businesses across the world have signed the pledge.

Our Scope 1 and 2 targets

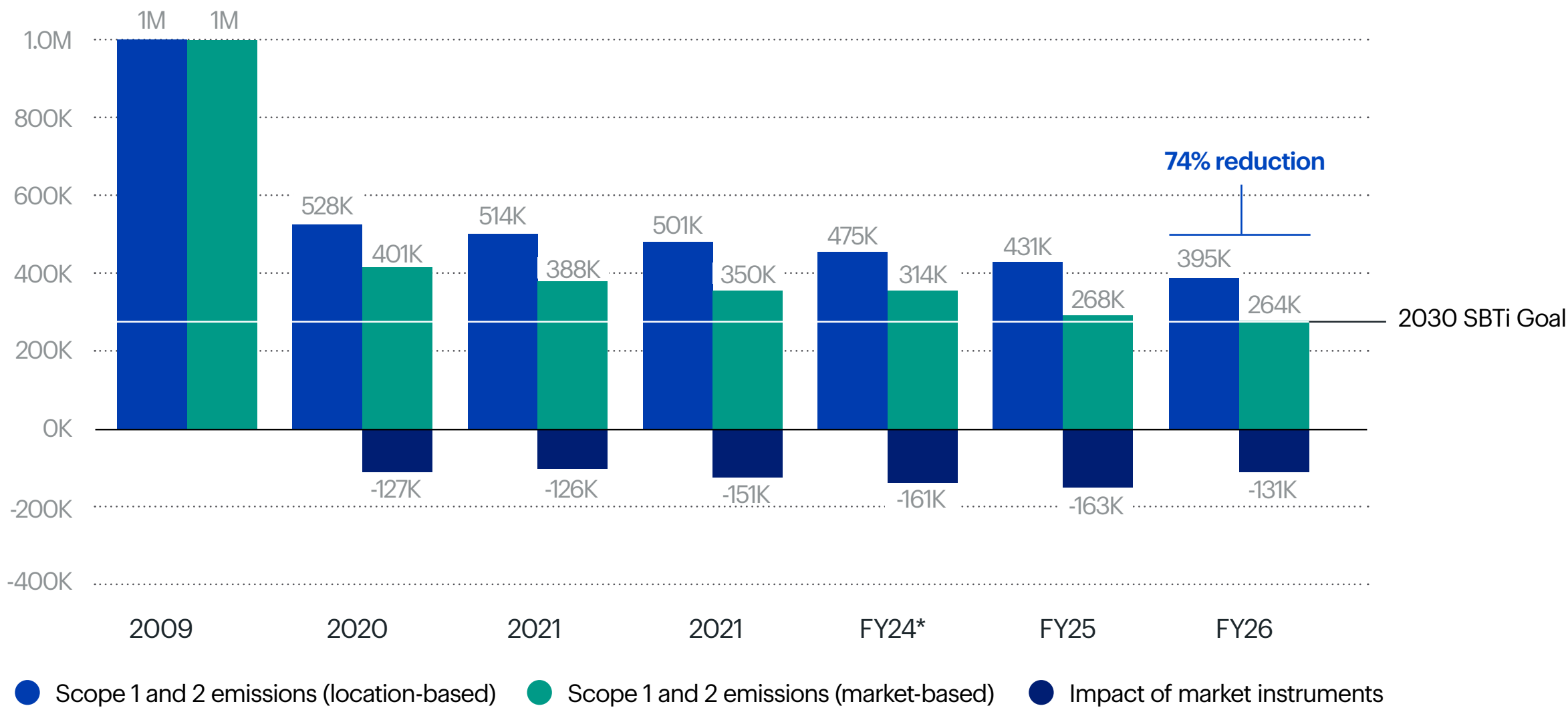
In 2019, we set a goal to reduce operational carbon emissions by 75% by 2030 (over a 2009 baseline) and to become carbon neutral by 2040.

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 to 1.5°C.

Our progress reducing carbon emissions

From 2009 through the end of FY26, we reduced our operational carbon usage by 74% and are working toward achieving carbon neutrality by 2040.

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



* To align with regulatory filings, starting in FY24 we transitioned from measuring carbon emissions based on the calendar year (CY) to the fiscal year (FY) and continue to report on this basis.

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 continuing to minimize our energy usage, advocating for a cleaner grid and sourcing from renewable energy sources and neutralizing remaining emissions with credible offsets that are quantifiable, permanent and socially beneficial.



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 ninth 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 5% of over 22,100 CDP respondents scored in 2025 (see the appendix for further data).

Advancing sustainable operations

We focus on a variety of initiatives across our operations that contribute to our reduced carbon emissions. These include continuing to invest in cleaner energy solutions and innovative advancements such as enhanced building controls.

Supply chain efficiency and optimization

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 productivity.
- Our Large Product Transformation program leverages upstream warehouse strategies to improve inventory flow, enhance fulfillment efficiency and optimize our current network to meet the inventory needs and better deliver on the customer promise of product availability and timely delivery.

Enhanced building controls

To help reduce energy consumption and associated carbon emissions across our stores, we continue to leverage and optimize the smart building controls installed across approximately 800 locations. These enhanced controls allow us to program our heating, ventilation and air conditioning (HVAC) systems to heat and cool buildings more efficiently.

Additionally, the controls improve lighting efficiency by aligning in-store lighting schedules with employee schedules rather than general operating hours, ensuring lights are activated only when buildings are truly occupied. We also replaced external light sensors, which tend to have a shorter lifespan, with lighting programmed using more accurate and reliable dawn and dusk timing.

Did you know? Our external store lighting integrates the day of the year and the sun’s positioning in relationship to the store to calculate lighting scheduling.

Our building controls use infrared blasters to manage the technology on display in our stores. Instead of leaving devices powered on or manually shutting down individual displays, the infrared blasters detect when the store lights turn off and automatically put all televisions, computers and other electronics into standby mode.

We also integrate National Weather Service (NWS) data into our building systems. Outdoor humidity data helps us adapt interior climate conditions and Air Quality Index alerts automatically trigger the closure of our HVAC economizers, an action that limits air intake and increases filtration if outdoor air quality is poor or unhealthy. Using NWS data within our smart building controls helps reduce energy use while improving in-store comfort and ensuring a safer environment for employees and guests.



Best Buy Canada's environmental programs

Best Buy Canada, a wholly owned subsidiary of Best Buy Co., Inc., has been part of the Best Buy brand since 2001. Headquartered in Vancouver, B.C., it is one of Canada's largest consumer electronics retailers and operates more than 140 stores across the country as of FY26. Through a range of environmental programs, Best Buy Canada is helping advance a more circular economy by reducing waste, extending product life and enabling customers to make more sustainable choices. The following examples showcase initiatives developed and delivered specifically in Canada.

Get There Greener

Our "Get There Greener" Preferred Carrier Program in Canada 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, product vendors partner with high-volume, top-performing carriers that deliver daily to our distribution centers — facilitating and consolidating full truckload deliveries into our distribution centers. This maximizes space in trucks and decreases emissions in our supply chain. In FY26, we saved more than 7,000 truckloads in Canada using preferred carriers.

Circular Economy Partners Program

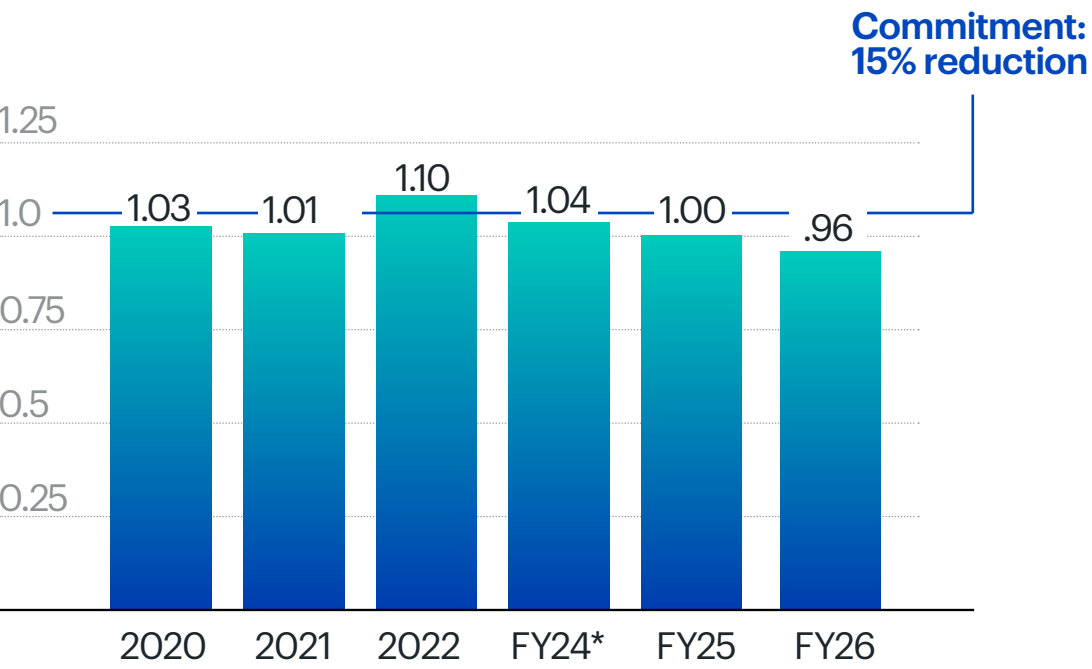
Best Buy Canada's Circular Economy Partners Program enables vendor partners to leverage our reverse supply chain operations and Best Buy Canada Marketplace platform to support the repair, refurbishment, component salvaging and resale of returned products. By extending product life and shifting items away from recycling or landfill toward reuse, the program helps vendors maximize recovery value, reduce reverse logistics costs and lower environmental impact. Since its introduction in 2021, the program has expanded to include multiple vendor partners and has supported the testing, refurbishment and resale of thousands of units through second life channels.



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 usage 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. Now, our focus is to maintain this high standard of reduced water consumption.

Our progress reducing water usage

We’ve not only sustained our momentum but built upon it. Since meeting our goal, we have reduced our water use by an additional 9%, bringing our total reduction to nearly 24% in FY26 and lowering consumption to less than one million cubic meters.

The processes and reporting tools we implemented in prior years continue to enable us to monitor and swiftly address water usage anomalies in our stores, supply chain facilities and corporate campus. These established water management practices are part of our ongoing effort to reduce water usage across our operations. Our full [water statement](#) can be found on our corporate website.



Waste diversion

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

We began using a new methodology in FY24 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.

In FY26, we increased our repair and reuse efforts, keeping more materials in use and reducing the amount of waste generated across our operations. Improvements to programs such as material reuse and pallet management helped advance our circular economy objectives by preventing waste before it occurs. While we achieved a 66% waste diversion rate, below our 85% goal for U.S. operations, this metric does not fully capture the impact of these efforts. Because the diversion rate measures only the weight of discarded materials that are diverted from disposal, it does not account for materials that never enter the waste stream due to reuse and repair. As a result, our growing focus on waste prevention reduced the amount of material counted as “diverted,” despite delivering a more sustainable

outcome. Looking ahead, we will reassess historical waste metrics, clarify desired outcomes and establish challenging yet achievable 2030 waste goals better aligned with circular economy principles.

Total Resource Use and Efficiency (TRUE) certification for zero waste

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 TRUE zero waste at our supply chain locations. 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.

Did you know? In FY26, we achieved TRUE zero waste certification at all of our 29 supply chain facilities, completing our goal of full certification by the end of 2025.

To help achieve our goal of certifying all our supply chain facilities as TRUE zero waste, 95% of our retail stores have cardboard balers to help divert cardboard from the landfill. Cardboard balers help reduce

waste by compressing the cardboard so it’s easier to transport and recycle with other consolidated bales of recycling. We will continue installing cardboard balers in our retail stores to help increase waste diversion.

Most of our supply chain locations also use polystyrene densifiers, which break apart and condense expanded polystyrene (EPS) into pellets that can be repurposed. This enables more efficient transportation, helps divert EPS from landfill and gives the material a second life rather than being treated as waste.

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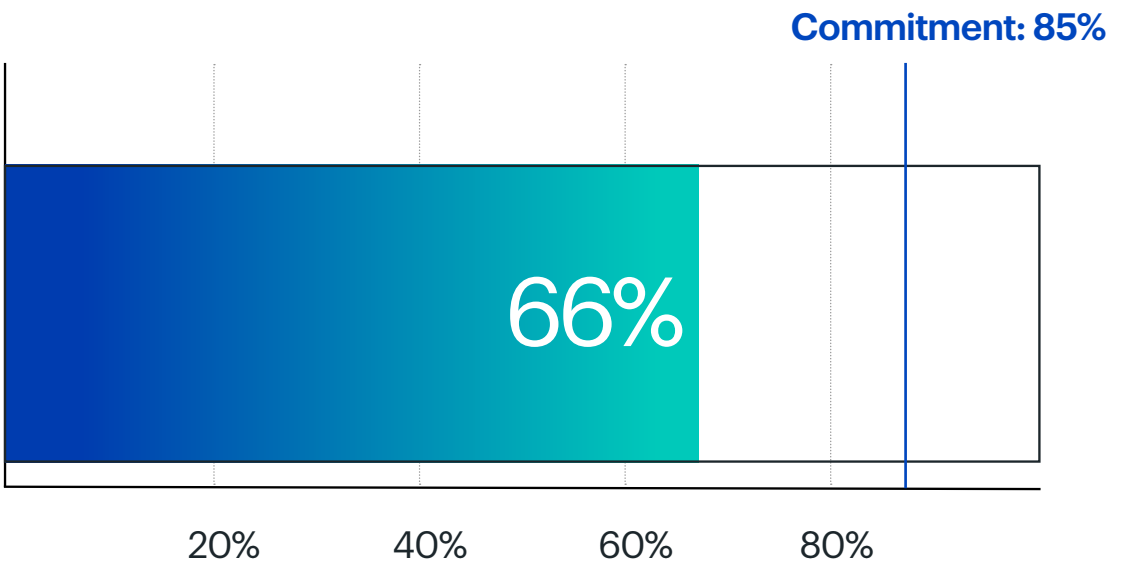
I’m proud we achieved 100% TRUE certification across our supply chain facilities and am excited to build on that momentum by expanding our work to reduce waste, advance circularity and drive greater environmental impact across our operations. This is just the beginning of what we can accomplish as we continue pushing for more sustainable, smarter solutions across our business that set us up for long-term success.

Tim Dunn, head of sustainability

Our Green Team program

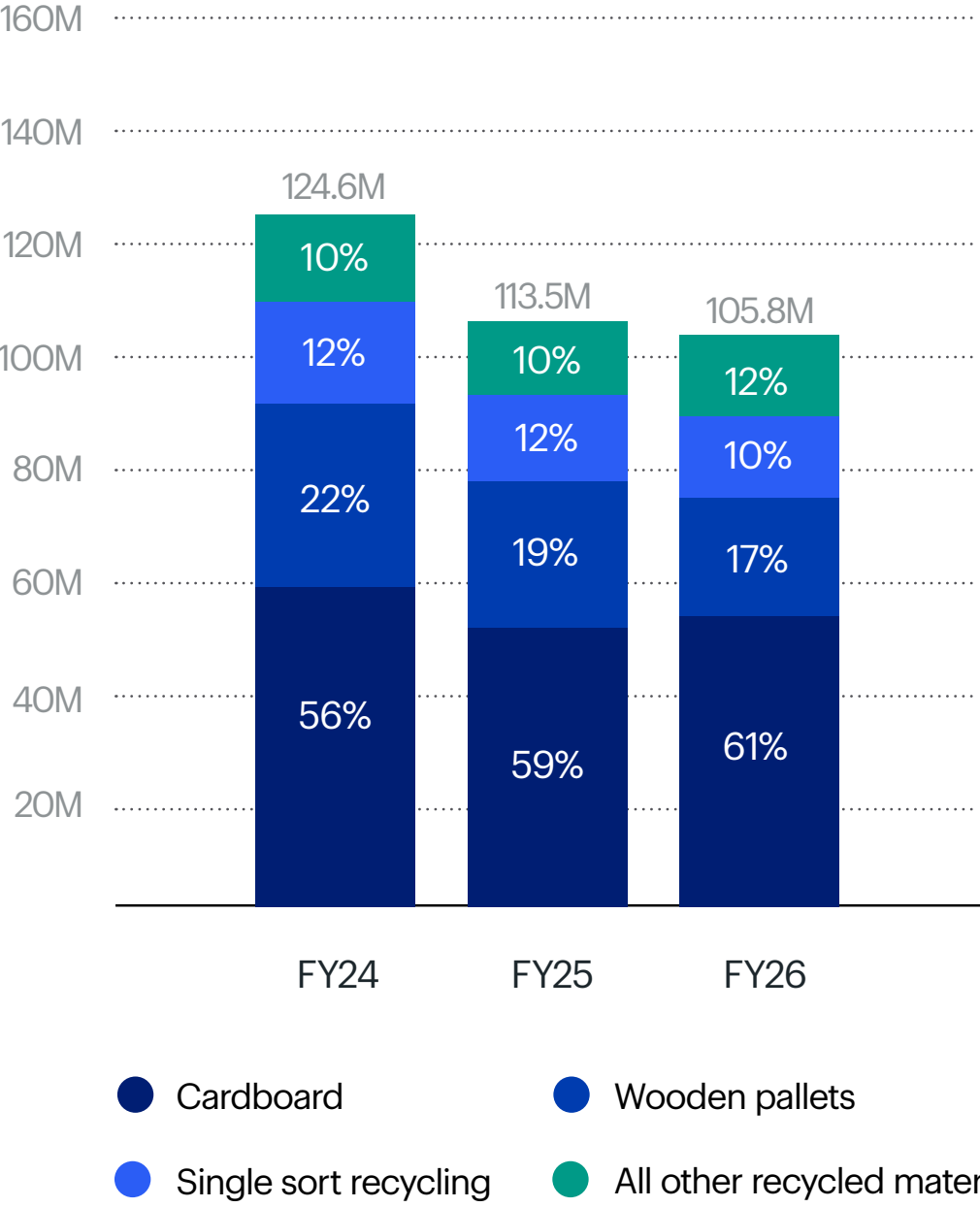
Employee engagement is a key component of our waste reduction strategy. We continue to utilize our Green Team program to support 100% of our U.S. distribution center locations. Members of Green Teams help support our waste diversion goal and zero-waste certification efforts, as well as educate and train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

FY26 waste diversion across our U.S. operations

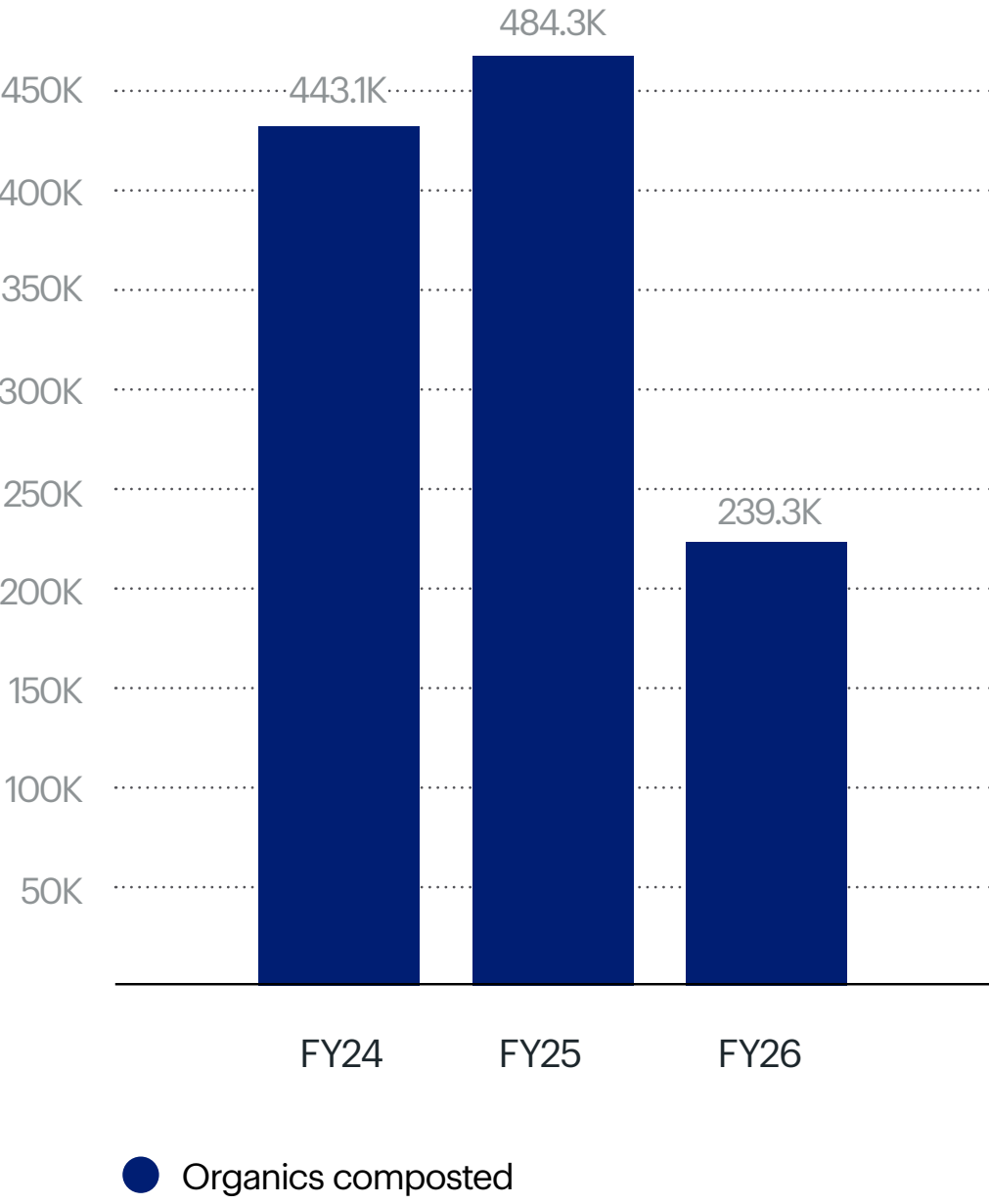


Waste diversion continued

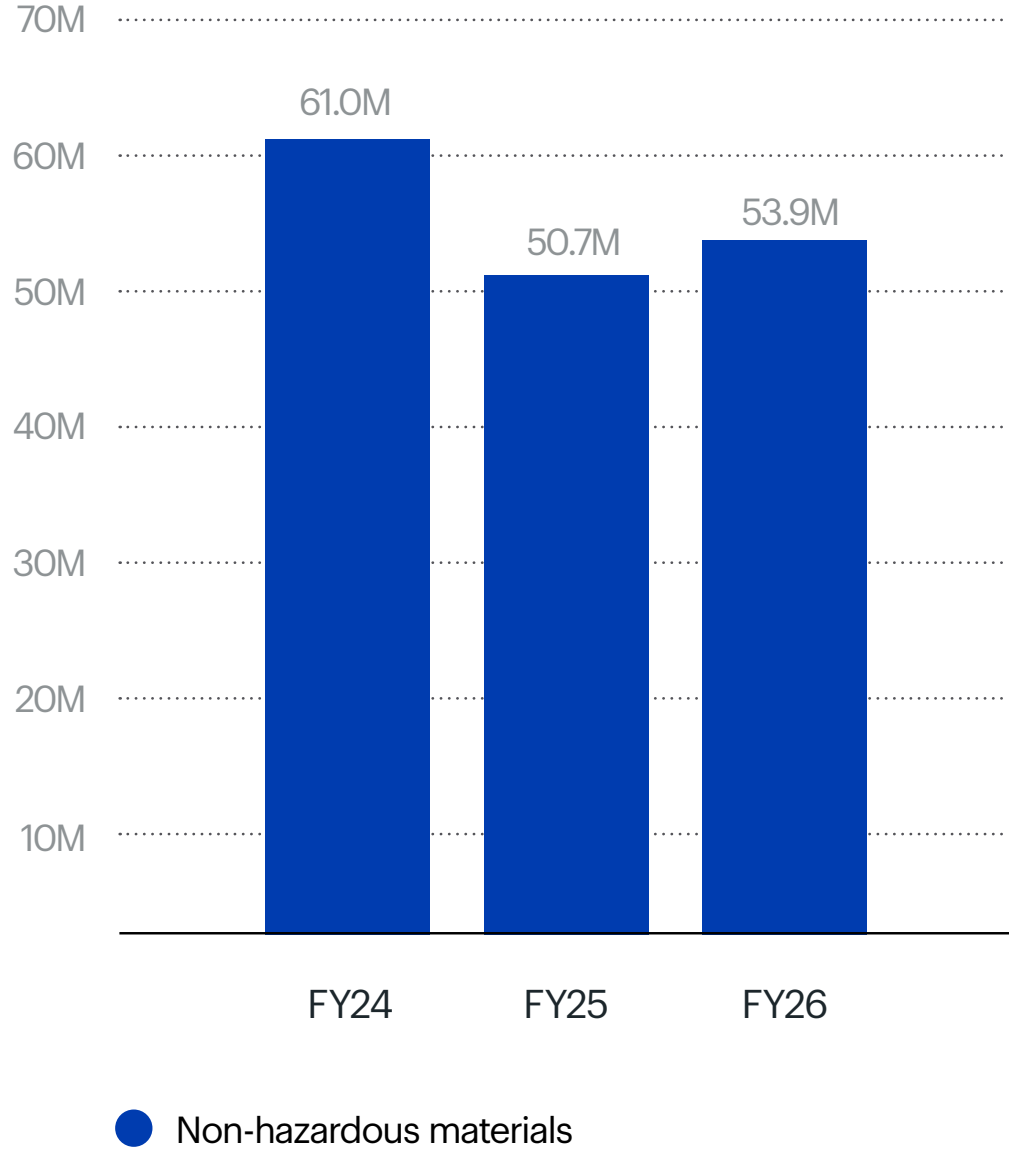
Pounds of waste diverted via recycling



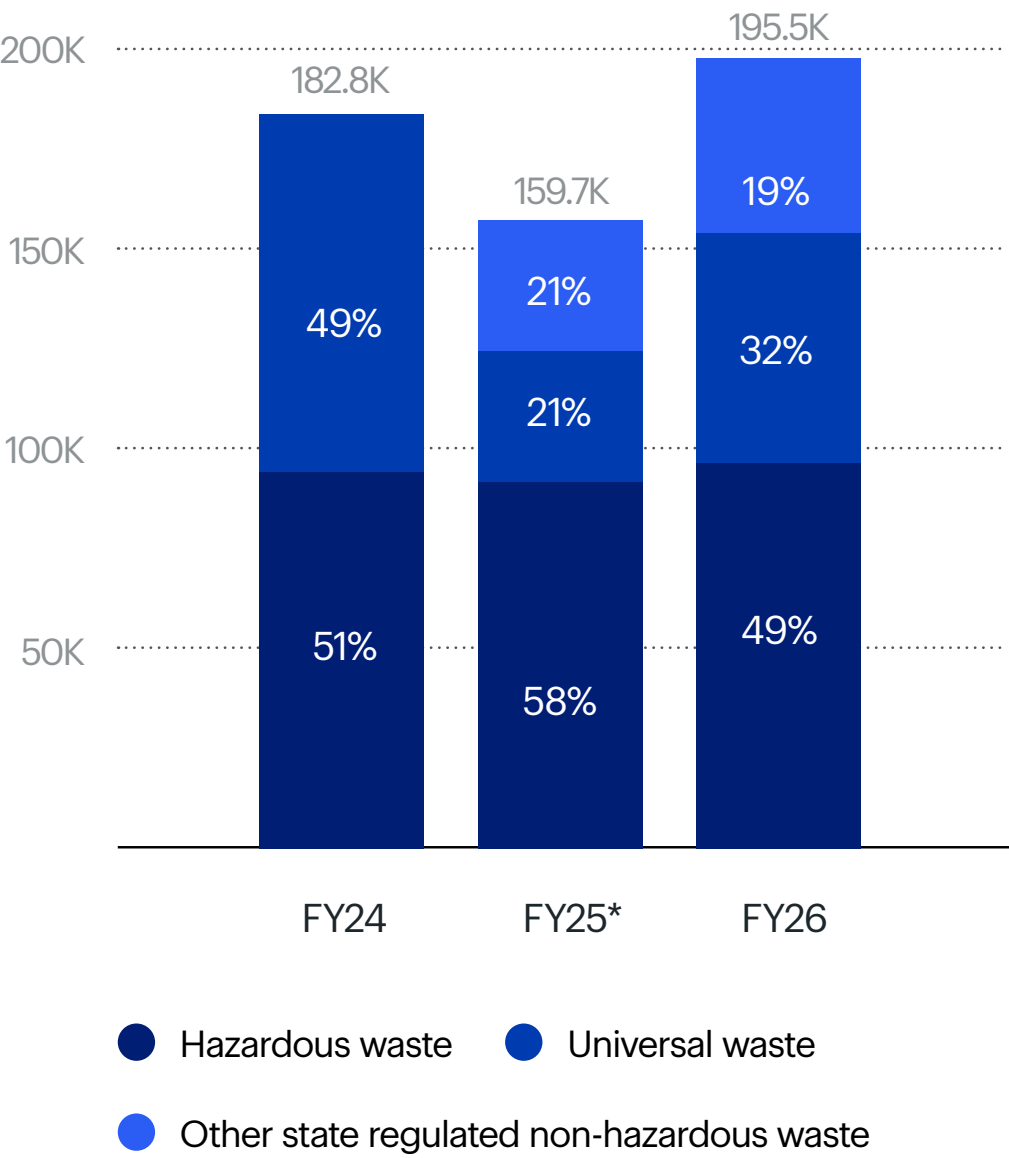
Pounds of organics diverted



Pounds of materials



Pounds of regulated materials



Waste diversion reflects materials recycled, reused or otherwise diverted from landfill, including compost. Our waste categories are based on disposal vendor classifications and applicable regulations. Pounds of materials includes landfill-bound materials, such as trash, non-recyclable packaging, fixtures and facility debris. Pounds of regulated materials includes hazardous and universal waste streams managed through specialized programs. Hazardous waste includes materials that may pose environmental, health or safety risks and require specialized handling, such as damaged batteries, oil, paint and chemical products. Universal waste includes commonly generated regulated materials, such as batteries and lamps, that require special handling and disposal. The values presented in these graphs are approximations.

**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 six 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.

Community solar garden

In FY26, our Long Island City, New York, store partnered with a clean technology solutions company to install a rooftop solar array that is now generating renewable electricity as part of our broader clean energy strategy. Based on partner-provided data, the system produces approximately 446,000 kWh of renewable electricity annually, comparable to the amount of energy required to power 42 average U.S. homes for one year. It is also expected to avoid emissions equal to the carbon

absorbed by over 5,000 mature trees over 10 years. By supplying clean energy and contributing to the “green lung” effect within the Long Island City industrial corridor, the project delivers measurable environmental benefits to both our operations and the surrounding community.

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. As part of our efforts to reduce emissions and manage operational costs, we look for opportunities to support near-term compliance needs while building insight to guide longer-term decarbonization decisions. For example, we invested in electric yard switchers, battery-powered vehicles used to move cargo containers and trailers, that produce zero tailpipe emissions, at two distribution centers in California. These investments help mitigate California warehouse emissions compliance costs while reducing reliance on diesel fuel and associated maintenance expenses. Just as importantly, the pilot allows us to evaluate performance, operational feasibility and total cost of ownership to inform potential future deployment across our supply chain.



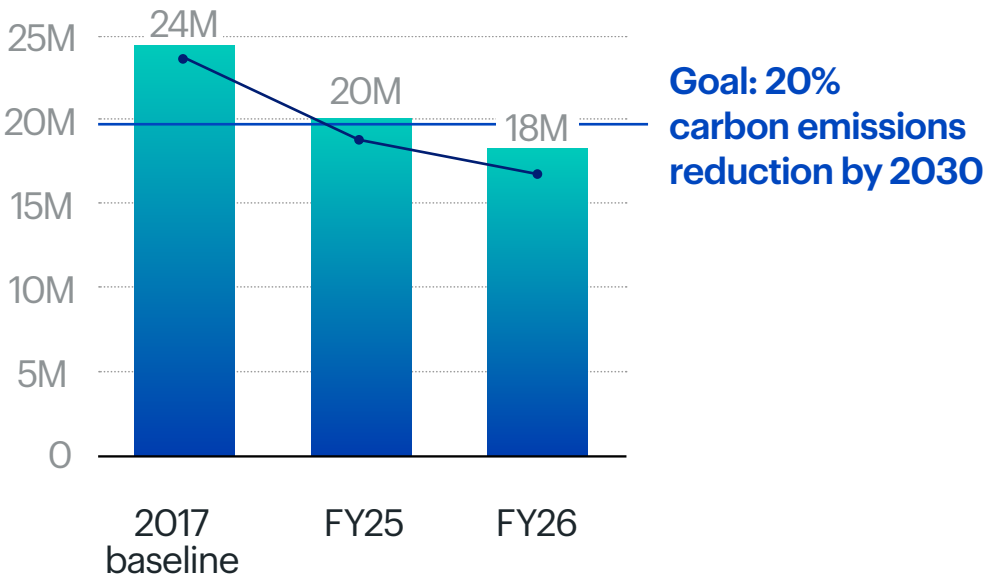
Product stewardship



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

As an electronics retailer, Best Buy sells a high volume of electronics and appliances that consume energy during their use phase. The electricity required to operate these products over their expected lifetime represents our largest source of Scope 3 emissions within the “use of sold products” category. That’s why, in 2019, we set a goal to reduce carbon emissions from electricity-consuming products sold to our customers by 20% by 2030, compared to a 2017 baseline. We are currently working to establish a new science-based target with an updated emissions boundary, which may result in revisions to this goal. We also set a goal to help customers save \$5 billion in energy costs. The emissions reduction goal represents the Scope 3 component of our science-based emissions target. To help reduce these emissions, we assort and promote ENERGY STAR® certified products.

Enterprise use of sold products emissions reduction progress (MTCO2e)



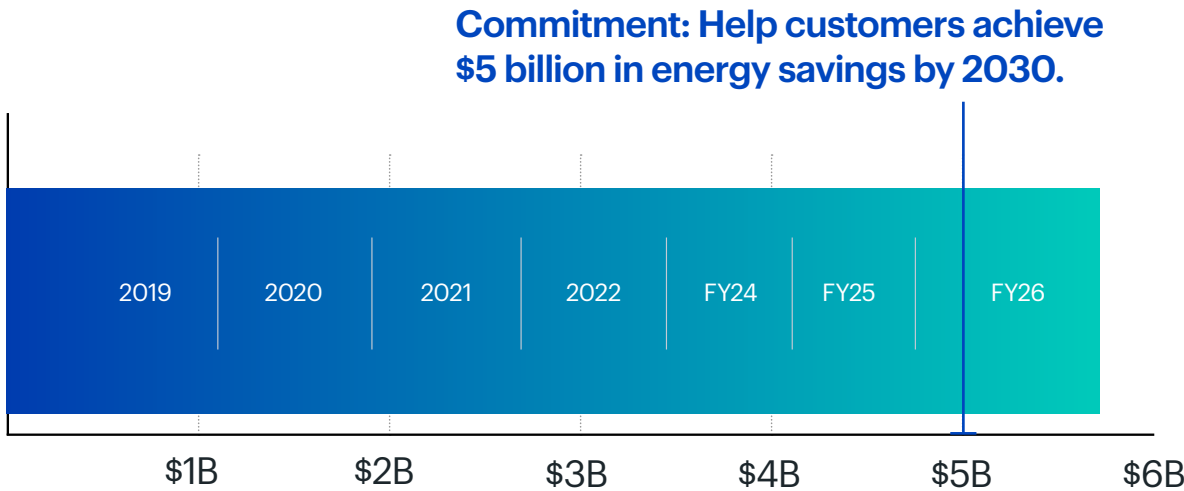
Energy-efficient products

ENERGY STAR certified products help consumers save money, reduce energy and water use and protect the environment by meeting strict energy-efficiency guidelines set by the EPA and the U.S. Department of Energy (DOE). Best Buy sells [ENERGY STAR products](#) in over 30 categories, including kitchen and laundry appliances, televisions, electric vehicle chargers, smart thermostats and more.

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 16 years, we have offered an employee e-learning specific to ENERGY STAR. 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.

Energy savings in \$ from ENERGY STAR certified products sold in the U.S.

(over the course of the products' lifetime)



Product stewardship continued

Expanding our assortment of energy-efficient products

In FY26, ENERGY STAR products in our assortment continued to increase, comprising 52% of total purchases in applicable categories. We expanded our assortment of energy-efficient appliances, including all-in-one washer-dryer 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

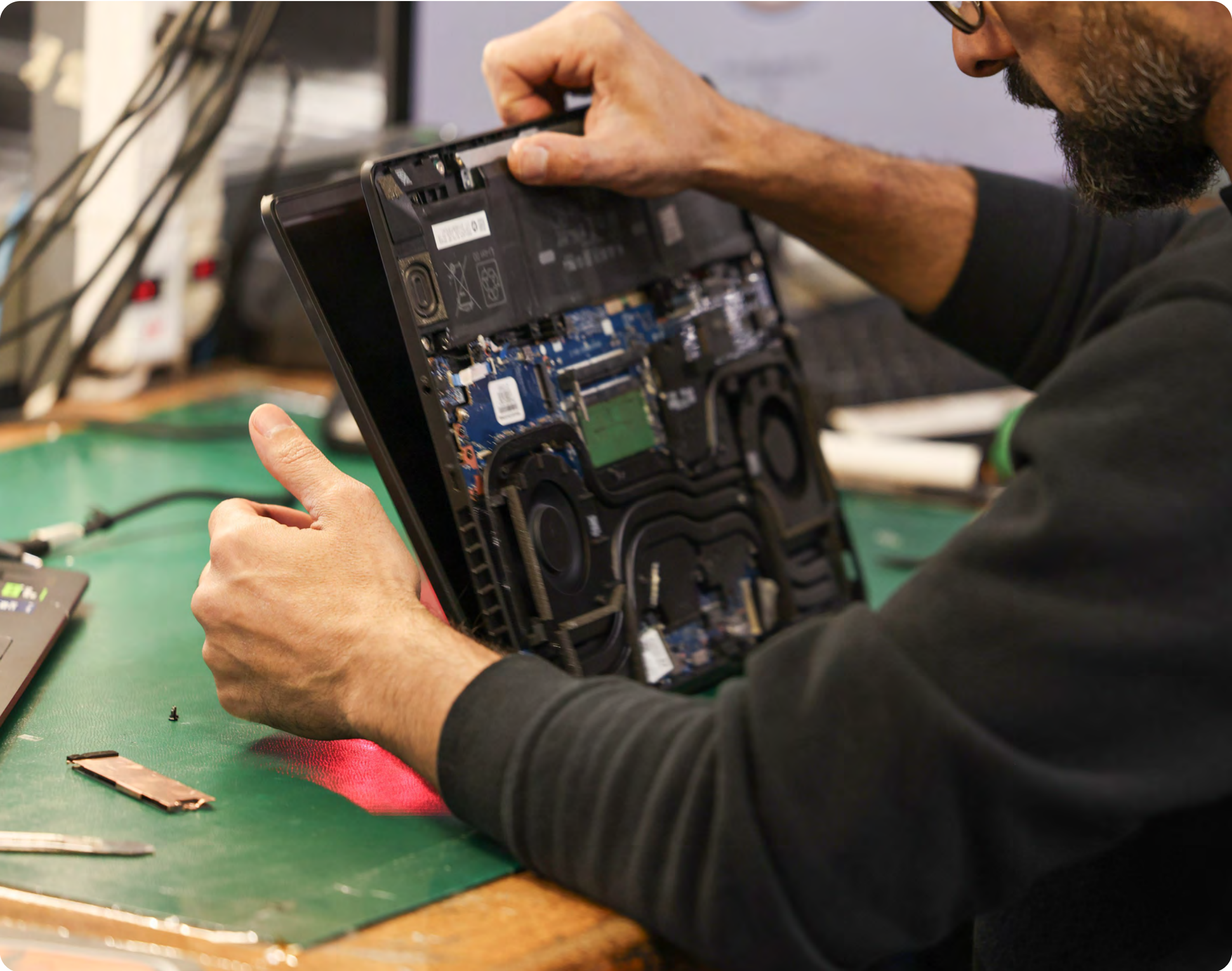
To improve the purchasing experience of energy-efficient products, we partner with electric utilities to help customers access rebates for products that use less energy and water. Utility rebates can reduce the cost to consumers, making it a more affordable purchase option. Through our online [Rebate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

Northwest Energy Efficiency Alliance (NEEA) partnership

NEEA is an alliance of utilities and partners serving Idaho, Montana, Oregon and Washington that pools resources and shares risks to transform the market for energy efficiency for the benefit of consumers across the Pacific Northwest. Best Buy’s long-standing partnership with NEEA advances shared efforts to promote energy-efficient technologies. Over the past two years, this collaboration has expanded to include Best Buy Ads marketing campaigns promoting ENERGY STAR certified televisions in the Northwest region. These efforts increased awareness of energy-efficient television options and encouraged customers to consider energy efficiency as a key factor in their television purchases.



Product stewardship continued



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: Best Buy’s repair operations are a core component of our circular economy strategy, helping keep products in use for as long as economically viable.

We extend product life by leveraging the expertise of our Geek Squad Agents, who are specialized technology professionals that provide in-store, in-home and remote tech support and trusted repair partners. Our repair network supports customers through a variety of service pathways, including:

- We repair approximately 260,000 devices annually at Geek Squad City, a facility located near Louisville, Kentucky.
- Most Best Buy stores house a Geek Squad Precinct, where products — from computers to gaming systems to digital cameras — are repaired.
- Our repair technicians fix larger items like televisions and appliances in customers’ homes.

Trade in: In FY26, we helped customers trade in more than 700,000 tech 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, video game consoles and more. 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 creates affordable pathways to technology for customers. Our program allows customers to trade in eligible electronics for a Best Buy Gift Card, credit toward a purchase, or credit on installment billing, helping offset the cost of upgrading to new technology. Eligible trade-in products are also refurbished and resold, extending their useful life while providing customers with access to quality technology at lower price points.

Product stewardship continued



E-waste recycling

To address the global issue of electronic waste, we established our recycling program in 2009, a voluntary 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, with recycling fees applying to select items. Additional information on

accepted products and applicable fees is available on [our website](#). After customers drop off their devices, the products are delivered to one of our certified, accredited recycling partners who then determine if the product can be repaired, repurposed or recycled. Once the electronic waste is handed off to recycling partners, if an item cannot be repaired or repurposed, the partner manages proper disposal in line with our requirements.

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

In FY26, 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. These third-party certifications ensure that our recycling partners dispose of e-waste in a secure and compliant manner.



Recycle-by-mail technology boxes

We offer a service to help customers conveniently recycle technology by mail. Customers can purchase a Best Buy Technology Recycling Box online, fill it with eligible electronics such as tablets, cables, keyboards and other small tech items and return it using a prepaid shipping label. Once received, our recycling partners securely process the materials for responsible recycling. By providing a mail-in option, we help make electronics recycling more accessible for customers regardless of their location. For additional information about our [Mail-In Recycling service](#), including eligible products and program details, visit our website.

Standalone Haul-Away service

Through our Standalone Haul-Away service, customers can responsibly recycle electronics and appliances they no longer need, helping keep materials in use and out of landfills. For a fee, Best Buy picks up and recycles up to two large products, such as televisions, major appliances, all-in-one computers and monitors, directly from a customer's home. Customers can also recycle an unlimited number of eligible smaller electronics during the same pickup, providing a convenient solution for responsibly managing technology at end of life.

For more information about our [Standalone Haul-Away service](#), visit our website.

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

Our public statement supports 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 following principles when considering the impact of packaging. Our full [Packaging Statement](#) can be found on our corporate website.



Material efficiency and effectiveness

We are working to right-size and optimize our packaging to reduce void fill and protect products from damage during the shipping process. This helps reduce shipping resources, costs and waste. We continue to optimize our system to consolidate customer orders, ensuring multiple shipments could be packed into fewer boxes for improved efficiency.

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 often contain corrugate inner packs used to separate products before distribution to stores. We continue partnering with vendors to redesign these inner packs and reduce the amount of corrugate material required.

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. That’s why we 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.

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.

We use curbside recyclable paper mailers at all our locations in the U.S. The paper mailers are padded to protect items in shipping and are made without plastic or any other compromised material, making them 100% curbside recyclable.

For televisions shipped without their original box, Best Buy developed a proprietary modular packaging solution known as the “TV taco.” It was designed in response to the challenge of sourcing and managing boxes that fit the many different sizes and shapes of televisions. The TV taco is universally adaptable, made from recyclable materials and includes replaceable components to reduce waste and damage. These units protect televisions during shipment, enabling repair and resale as open-box products.



Sustainable packaging continued

Recycled content

Best Buy has transitioned a portion 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 postconsumer 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 EPS. This includes operating EPS densifiers at our distribution centers, allowing us to process EPS into pellets that are sent back to our partners to be repurposed, which supports a more circular economy. We partner with several vendors to take our EPS to be repurposed into usable foam blanks, which can serve as a more sustainable alternative to traditional petroleum based foam for products such as surfboards and safety helmets, while retaining lightweight, high impact resistance and energy-dissipation properties. In FY26, we recycled approximately 4.2 million pounds of EPS.



Chemical 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 for our employees, our customers and in the disposition of the products we sell.

Our [chemical statement](#) reflects our commitment is designed to promote a safer circular economy and better support the recycling of plastics, including a commitment that new televisions in our private-label brands adhere to the European Union’s eco-friendly display enclosure requirements outlined in Commission Regulation 2019/2021.

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 chemicals of high concern in products and packaging, going beyond what is required by regulations.

Supplier monitoring and corrective action: We participate in the Responsible Business Alliance (RBA) 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 66.

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. To learn more about our progress, see page 66.

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, offices, homes 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.

We foster a culture of belonging and engagement, so our employees feel appreciated and comfortable being their authentic selves at work. We support one another, our identities and our communities.

Did you know? At the end of FY26, we employed more than 80,000 employees in the U.S. and Canada. Approximately 53% were full-time, 34% part-time and 13% occasional and seasonal.



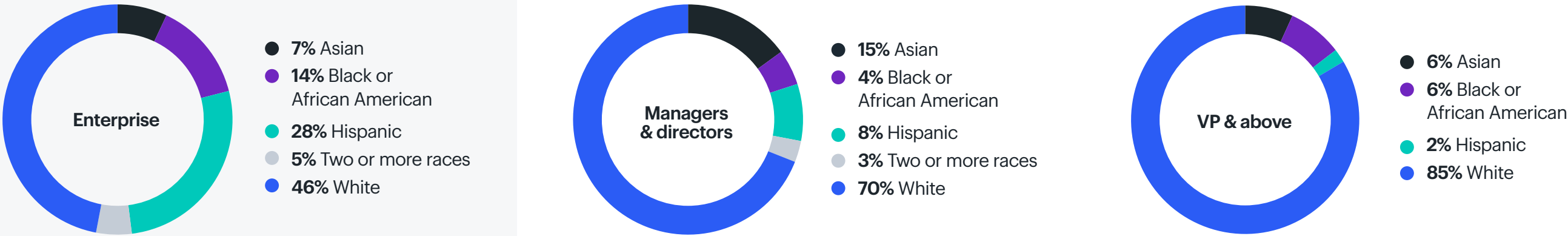
“

What I really appreciate about Best Buy is how genuinely people-first the culture is. I’ve been able to reach out beyond my immediate team and build meaningful, lasting relationships. People here show up authentically — it doesn’t feel transactional, it feels human. That creates a strong sense of trust and connection in how we work together.

Mano B., associate director of product management

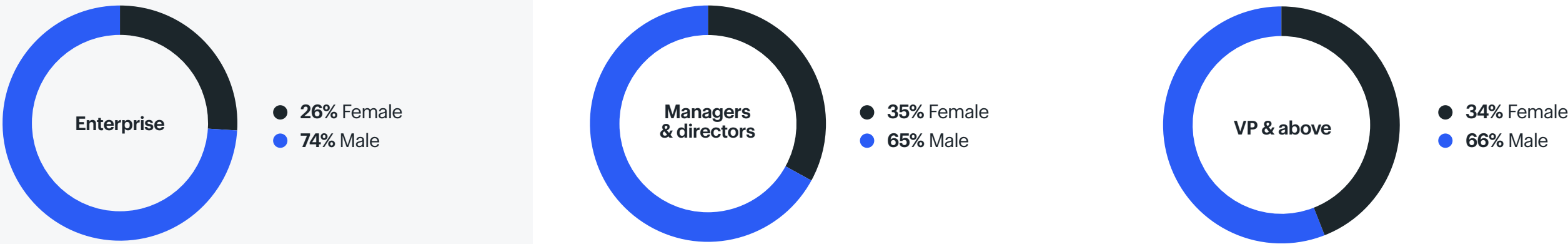
Our employees

FY26 U.S. racial and ethnic composition by role

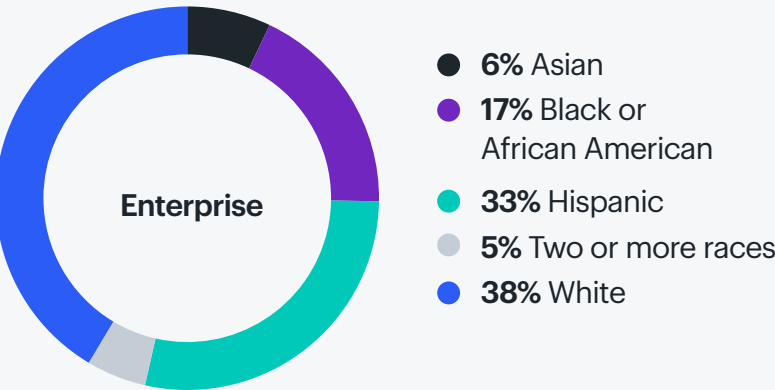


FY26 enterprise* gender composition

*U.S. and Canada



FY26 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.



Engaging employees

Quarterly Conversations

Our Quarterly Conversation program provides structured time for employees and their managers to discuss performance, development and career growth. These employee-driven conversations encourage reflection on accomplishments, learnings and feedback from the quarter. To support more meaningful discussions, the Quarterly Conversation form uses insights from employees’ profiles and prior conversations, helping track progress over time while keeping development goals front and center. By embedding development planning directly into the process, employees and their managers can focus on individualized growth opportunities, coaching and feedback. These regular conversations help build trust, strengthen leader-employee relationships and support ongoing performance and development.

Employee feedback

Employee feedback plays an important role in helping us evolve, work together more effectively and achieve our goals. One important part of this culture is our annual Blueprint employee survey. For nearly six years, we have invited all employees to participate in Blueprint, an anonymous and voluntary survey that helps us understand employee experiences and identify opportunities to strengthen belonging, engagement and growth. Our Blueprint survey results have consistently been above industry benchmark in both engagement and belonging showing how our employees feel about our culture.

Blueprint is designed to help leaders and teams listen, measure and act on employee feedback. The survey provides insights at the individual, team and organizational levels, with questions focused on day-to-day experiences as well as broader topics such as strategic clarity, belonging and overall engagement. This approach gives leaders practical insights they can use to understand results and take meaningful action.

After each survey, leaders across the enterprise review results, discuss feedback with their teams and identify focus areas to improve the employee experience. In addition to surveys, leaders stay connected with employees throughout the year through regular check-ins, development conversations and team meetings, ensuring employee voices are heard and informing actions that address concerns and elevate ideas.



“

At Best Buy, I have the opportunity to drive the conversation around my development. Quarterly Conversations provide dedicated time to discuss my career goals, challenges and growth opportunities with my leader. These conversations have given me valuable guidance on how to continue developing and preparing for my next career opportunity.

Tiffiney B., marketing associate manager

Engaging employees **continued**

Continuous listening and learning

Throughout the year, corporate and field employees across the enterprise participate in listening sessions that bring together their voices, experiences and insights about Best Buy's working environment. These discussions are held both in person and virtually. The intent of these sessions is to build trust, ground enterprise decisions in real work and turn feedback into clear actions that improve how teams operate and feel at work. These sessions provide valuable context to Blueprint survey feedback and help teams identify specific issues and practical solutions.

Through learning resources such as LinkedIn Learning, full-time employees can access a wide range of courses that support employee engagement, leadership capability and targeted skill development. Our Blueprint survey platform further equips leaders with templates and tools to identify focus areas and monitor progress over time. Together, these resources help leaders and teams respond to feedback, support continuous improvement and strengthen the employee experience.



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 create career opportunities while supporting a productive, engaged and adaptable workforce. As customer needs continue to evolve, it is critical that our employees have the knowledge and capabilities to meet their expectations.

In FY26, we supported strategic business teams, including Best Buy Ads and Best Buy Marketplace, a digital platform that expands product selection by connecting customers with products from third-party sellers. We did this by delivering structured, high-touch onboarding, developing training for new processes, systems and ways of working and providing targeted leadership development to enable growth and cultural transformation.

We also enhanced our portfolio of risk, compliance and safety training and awareness initiatives this year to enable employees to continuously develop safe, secure and ethical behaviors.



Leadership training

Many of our field and corporate leaders participate in leadership development programs focused on skill-building and our 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 across the company. More details about the 4Qs can be found on page 35.

In FY26, we evolved our leadership development offerings to include our Leadership Development Program designed for corporate, supply chain and retail leadership audiences and the Leadership Essentials Program, which focuses on building core leadership skills to help employees grow and succeed as leaders at Best Buy.

We coach leaders and have an executive development team dedicated to executive training and officer development that connects the growth and development of our officers to the success of Best Buy. Through these programs, leaders expand their perspectives, strengthen their capabilities and build the skills needed to navigate change and uncertainty. We continue to invest in our internal Officer Development Program, which 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 our officer onboarding

program, designed to accelerate their adoption of enterprise leadership. They complete a hands-on immersion in the areas where our business connects with customers, including our stores, services, marketplace and supply chain, while building direct connections with employees who serve our customers across the organization.

We support multiple ways for our field teams to learn, including working alongside a specialty coach. Specialty coaches are store-based leaders who develop coaching skills through ongoing train-the-trainer programs and then support other employees on key skills and product categories. The model is built for retail, with learning happening in real time on the sales floor. It helps us to scale skill development and certification in priority areas. Team members who work with coaches report higher confidence and are better equipped to serve customers.

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

Learning and development continued

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. At a time when skills are rapidly evolving, this framework allows us to quickly identify critical emerging skills and develop them on the job.

Employees are encouraged to learn the framework, talk about the skills that align to these competencies with their leaders in their Quarterly Conversations and build development plans around them.

We also utilize the 4Qs Behavioral Competency Model that ties behaviors to each competency, which include self-awareness, self-management, social awareness and relationship management. This helps employees focus their development efforts and better understand their strengths and opportunities.

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



Learning and development continued

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 learning experiences.

Experiential learning remains a key component of our leadership development programs, helping leaders apply new skills in practical settings. 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 skill development programs help boost confidence and proficiency in our teams as we continue to adapt to an evolving customer and environment.

In FY26, we evolved our Best Buy Altitude program, which gives corporate employees opportunities to work alongside teams in other functions and broaden their enterprise perspective. This experience helps leaders develop their leadership skills and prepare for future roles, creating a stronger talent bench for high-impact roles.

We also expanded our onboarding program for our seasonal workforce by hosting a high-impact, two-day “Culture Weekend.” This program is led by trained onboarding captains who help prepare employees for the holiday shopping season, while immersing them in our company culture. The Culture Weekend helps foster a sense of belonging and connection to the organization.

Did you know? We estimate our U.S. employees have each spent an average of 28 hours during the year on learning for training and development through our learning network.



Serving our customers

Best Buy puts customers at the center of everything we do. We know that our customers’ expectations continue to evolve and we are shaping future experiences to reflect this, including training our employees to better serve our customers throughout their entire customer journey.

We continue to improve our customers’ experiences by delivering more personalized interactions and solutions. These enhancements help customers discover and choose the right technology, 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 their perceptions of Best Buy at an overarching, relational level. It is critical to understand what is and is not working for our customers in-store, online, in their homes and virtually. Insights from these various listening points help guide decisions across the business, from coaching opportunities to operational improvements and strategic decisions.

We continue to refine our customer experiences using insights from our customer experience strategy and improvements made over the past year. We leverage the use of new technology in many areas to elevate customer experiences and drive efficiencies, including faster online shipping and delivery speeds and enhanced customer support capabilities. We further strengthen our in-store customer experience through employee training and by partnering with multiple key vendors to expand their investment in immersive merchandising areas and expert labor support.

In FY26, we added dedicated labor focused on key areas such as major appliances and computing so customers can receive specialized advice. We improved our customer service experience by modernizing our Interactive Voice Response phone system, which helps optimize customer interactions

and reduce friction. We also use text analytics in our customer service agent interactions to create a real-time performance dashboard that highlights top contact drivers and call volumes for alerts and anomalies.

We continue to build these programs with ongoing modifications, additions and improvements to ensure our customers have positive experiences at our stores, online and beyond.

We continue to improve our performance on key customer service metrics:

- Our Relationship Net Promoter Score, which measures a customer’s likelihood of recommending Best Buy, was up 350 basis points from FY25 to FY26.
- We delivered significant year-over-year gains across all five of our most important attributes: helpfulness, empathy, value, ease and our ability to meet tech needs like no other company can.
- Continued five-star customer satisfaction gains in associate availability, product availability and store appearance.
- For our online customers, we reached our fastest-ever fulfillment speeds, with 70% of online purchases fulfilled within two days during the final quarter of FY26.

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 supporting employees’ well-being helps create a culture of belonging where employees can bring their whole selves to work, contributing to stronger engagement and performance.

Meaningful moments

Many of our benefit programs are designed based on input we receive directly from our employees through our employee preference survey. Over the last few years, we have made intentional investments in benefits that help us meet the varying needs of all employees, especially during critical, meaningful moments. Some of these focus areas include:

Work-life support: A well-being Sabbatical for full-time employees with five or more years of service. The sabbatical provides employees an opportunity to take four consecutive weeks off once every three years to focus on their well-being. In FY26, we added a fully paid sabbatical after 40 years.

In recognition of our most tenured employees, we grant those with 20 or more years of service additional paid time off. We also introduced new award options for completing 30 years of service, offering a selection of premium gifts, experiences,

travel opportunities or a donation to Best Buy for Good, as well as a lifetime employee discount after 35 years.

We also offer five floating holidays and two fixed company holidays (Thanksgiving Day and Christmas Day) rather than seven fixed holidays. This provides 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 RethinkCare (formerly 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.



Employee benefits continued

Financial hardship support: We support employees facing personal financial hardships through the HOPE Fund, which stands for Helping Our People in Emergencies. Established in 2021 and offered in partnership with the Richard M. Schulze Family Foundation, the HOPE Fund provides eligible employees with up to \$2,500 in financial assistance to help address unforeseen hardships beyond their control. Examples include medical or mental health expenses not covered by insurance, domestic abuse, funeral expenses and unexpected damage to personal property not covered by insurance.

Did you know? For the second consecutive year, the Best Buy Auto Club FIN organized a car storage program at the Richfield, Minn., corporate campus, offering employees a safe and convenient place to store vehicles and motorcycles seasonally or year-round for a fee. All fees collected benefited the HOPE Fund. Since launching in October 2024, the program has raised more than \$30,000 for the HOPE Fund.

Tuition support: In FY26, we introduced a No Cost-No Debt College Degree program for eligible full-time and part-time employees. This program supplements our existing tuition assistance and tuition discount programs.

In addition to our No Cost-No Debt College Degree program, Best Buy partners with various 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: In FY26, we added new features to our Employee Assistance Program, which now include well-being assessments, well-being coaching and an increased number of covered counseling sessions.

We support employees’ mental health by equipping them with the resources needed to notice mental health issues in themselves or others, so they know when and where to seek support. In FY26, 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 leaders who complete the training improve their ability to recognize warning signs and feel 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.

Civic participation support: Through our internal, nonpartisan Turn Up the Vote program, we provide employees with resources that support participation in the civic process, including voter registration assistance, polling place locators and information on absentee, mail-in and early voting options. We also offer paid time off for employees who volunteer as poll workers on Election Day.

Employee compensation

In addition to supporting our employees through our many benefits, we are focused on creating a culture where people feel valued. Pay is an important part of our overall compensation offering and helping employees understand our pay programs supports engagement and trust. Best Buy regularly evaluates its compensation programs, policies, practices and tools to ensure we maintain pay practices that promote fair and competitive compensation and compliance with applicable reporting requirements.

Applause

In FY26, we launched Applause, a new platform for U.S. employees designed to strengthen connection, amplify appreciation and bring the Best Buy Values to life by making it easy to recognize and celebrate one another every day. Applause fuels our culture of engagement and belonging by making appreciation more visible and personal across our community.

U.S. employee compensation highlights

\$15

minimum starting wage

\$19.38

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

98.3%

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 FY26.

Inclusion and belonging



We believe in an environment of belonging where everyone feels valued and inspired to reach their full potential. Our company values form the foundation of this environment, which includes unleashing the power of our people so that each person can learn, grow and be the best version of themselves. We believe this inclusive environment is critical to our long-term success.

Building an impactful and inclusive culture for all

The inclusive culture we strive for is supported by our Inclusive Behaviors, a framework that empowers employees to bring their authentic selves forward:

- **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 where we can 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

We are proud and encouraged by the continued commitment to inclusion and belonging across our teams, reflected in our strong employee retention and low turnover. Sharing turnover data with our stakeholders is one way we provide transparency on our efforts and accomplishments:



Inclusion and belonging continued

Another way we measure employee sentiment is with our annual employee survey, Blueprint, which focuses on key themes, including engagement and belonging. Blueprint scores consistently illustrate that inclusion and non-discrimination — key elements in our Inclusion and Team Effectiveness categories — are among our top strengths as a company.

Our FY26 Blueprint results:

• Participation: 78%

• Engagement Index: 78, three points above Global Benchmark

• Belonging: 78, five points above global benchmark

Our top scoring areas:

• Inclusion Action: Employees feel comfortable being themselves on their team.

• Non-Discrimination: Employees feel that their work environment is free from harassment and discrimination.

• Learner Safety: Employees feel that it is easy to ask members of their team for help.

Our performance in Inclusion and Team Effectiveness helps shape a culture where people feel they belong and can do their best work. Employees report consistently high satisfaction across team level measures, reflecting a workplace where psychological safety and inclusion are well established.

Employee comments within the survey reinforced these results, emphasizing the value of feeling accepted and supported by both teammates and leaders. Many highlighted positive experiences with colleagues who welcomed diverse perspectives and created an environment where they could thrive.

We also measure belonging and engagement through employee participation in our Quarterly Conversations, which allow for meaningful and focused discussion around an employee’s progress, accomplishments and goals within their role. We will continue to gather feedback and take action to make Best Buy an even better place to work.

More information on our Blueprint survey and Quarterly Conversations can be found on page 32.



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Inclusion and belonging are core to who we are and how we lead. It shows up in every moment, from how we support our employees to how we serve our customers and communities. When our people feel valued and connected, they reach their full potential. Together, that’s how we build a strong culture of belonging, grow our business and create meaningful, lasting impact.

Bill Underwood, chief inclusion & belonging officer

Inclusion and belonging continued

Creating opportunities for people to grow and build meaningful careers is an important part of our culture of belonging. We strive to create an environment where employees have access to the support, development and opportunities they need to reach their full potential. Guided by our value of unleashing the power of our people, we focus on a skills-first approach, employee mobility and talent development to help employees and future talent develop the capabilities they need to succeed. These efforts strengthen our workforce while supporting long-term career growth, reinforcing a culture where employees feel supported in reaching their full potential. Creating opportunities for future talent to connect, learn and grow is another important way we extend our culture of belonging beyond our current workforce.

Internship opportunities

One way we help build future talent is through our internship programs. In FY26, we offered internship opportunities across our corporate offices and retail stores, providing participants with hands-on experience, professional development and mentorship. Corporate interns participated in trainings, networking opportunities, volunteer events and discussions with senior leaders. Through our Store Internship Program, students from Teen Tech Center locations gained experience in customer service, sales and Geek Squad roles while exploring career pathways at Best Buy. Across both programs, interns had opportunities to connect with employees, build professional skills and receive mentorship. These experiences help participants build connections, develop a sense of belonging and envision future career opportunities with Best Buy. In FY26, 93% of interns received offers and 96% accepted, reflecting the strength of our internship experience and talent pipeline.

We also offer internship opportunities to our current employees across the enterprise. In FY26, 28% of our internship participants were existing employees, up approximately 9% from the previous fiscal year.

Joe started working at a Best Buy store in 2015 as a high school student to earn some extra spending money. In 2020, he joined the Finance team at Best Buy corporate through an internship that later evolved into a full-time role. “The passion to get to know the people for who they really are, to level up everyone’s skills and to do actual, enjoyable work are why I love it here,” he said.



Inclusion and belonging continued

Mentoring

We offer a mentorship program available to all employees that supports career development, fosters meaningful connections across the enterprise and strengthens a sense of belonging. The program provides opportunities for employees to set goals, receive guidance and engage in professional development. Mentorship can make a lasting impact and bring people together from different areas of the enterprise to learn and grow. Together, mentors and mentees can build impactful professional relationships while working toward shared development goals.

Inclusion & Belonging Councils

Our Inclusion & Belonging Councils are an integral part of creating an environment where every employee feels valued. 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.

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. Inclusive and responsible marketing helps us better reflect the broad range of experiences, perspectives and backgrounds of our customers and employees and connect with the communities we serve.

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.



Community

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Community initiatives

LA Teen Tech Collective

In Los Angeles County, the Teen Tech Collective demonstrates what coordinated community partnership can make possible for young people. Developed with the Annenberg Foundation and the Greater Los Angeles Education Foundation, the Collective brings together local nonprofits, education partners and industry leaders to expand access to creative and tech-driven learning experiences. By connecting organizations that have long supported youth across the region, the Collective is helping create a more seamless path for young people to enter the creative economy or launch their own business.

One example is the Young Innovators Accelerator, launched in 2023 in partnership with Los Angeles Economic Equity Accelerator & Fellowship, a social impact organization focused on entrepreneurial education. The program, hosted in Best Buy Teen Tech Centers across Los Angeles County, guides young people through the full process of developing a business idea, from early concept to pitch. Participants learn how to test their ideas, understand their potential customers and communicate their vision. Since its launch, hundreds of young people have created original business concepts and presented them to panels of industry professionals and community leaders.

Together, these efforts illustrate how collaboration in Los Angeles County is helping young people build skills, expand their networks and take meaningful steps toward their future goals.



Community initiatives

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 advancing this work. During the Best Buy Foundation’s fiscal year 2026 (March 2, 2025 to February 28, 2026), Best Buy customers contributed over \$10.9 million to the Foundation through tax-deductible donations made at checkout.

Additionally, the Best Buy Foundation’s annual report offers comprehensive information on Teen Tech Centers and Foundation grantmaking, featuring stories of impact and deeper insights into the generosity that makes this work possible. To learn more, explore the [Best Buy Foundation annual report](#).

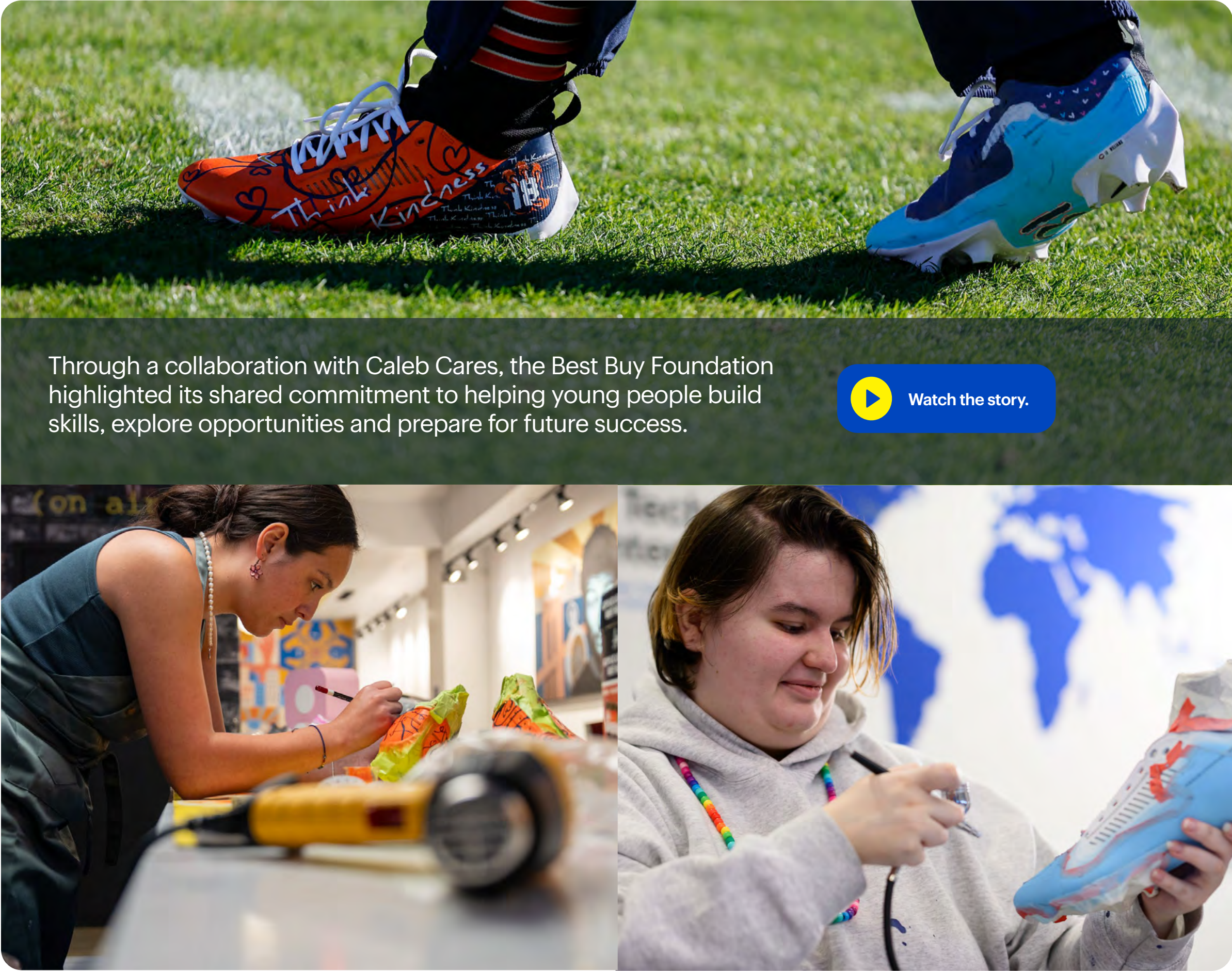
Impact in FY26: Postsecondary support and scholarships

Demonstrating a long standing commitment to supporting scholars pursuing postsecondary education, Best Buy has invested in expanding access to higher education for young people across the country. Through partnerships with the University

of Minnesota Carlson School of Management, the College of St. Benedict and UNCF, Best Buy has awarded more than \$8 million in scholarships since 2020. These scholarships provide critical financial support to enable students, particularly those who have participated in Best Buy Teen Tech Center programming and other strategic college and career readiness partners, to attend postsecondary institutions and earn a degree.

In addition to scholarships, the program offers prospective college students and their families college application and transition support to help young people confidently pursue higher education. Once enrolled, Best Buy Scholars receive various wrap-around services, such as college success coaching and internships.

As part of Best Buy’s commitment to supporting postsecondary success and expanding access to meaningful educational pathways, Best Buy and UNCF sponsored a weeklong, multi-state college tour in October 2025. Around 30 young people from seven Best Buy Teen Tech Centers across the country traveled together to explore a range of postsecondary options and envision how college could support their future goals.



Community initiatives

In addition to the work of the Best Buy Foundation, employees play an important role in strengthening the communities where they live and work. Through volunteering, mentorship and employee donation matching, employees help deepen relationships with community members and our partner organizations, contributing to stronger and more connected communities.

Geek Squad Academy (GSA)

One way employees support their communities is through GSA, a program that brings Best Buy employees together with young people for hands-on technology learning experiences.

In FY26, the GSA program hosted 36 camps, training over 1,400 young people between the ages of 10 and 18 to become “Junior Geek Squad Agents” through hands-on experiences with some of the latest technology, including a 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 where participants 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.

Did you know? 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 identified a lack of programs designed for young women. The agent 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 — marking the first GSA program.

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 nearly 1,150 employees in FY26.

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Our employees play an essential role in how we support the communities we serve. Through Geek Squad Academy, nearly 1,150 employees in FY26 helped bring hands-on technology learning to young people across the country, creating opportunities for them to build skills, grow confidence and explore new possibilities. I’m proud of how our teams continue to show up for their communities in ways that reflect our culture and create lasting impact.

Olivia Jefferson, vice president, social impact

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. To prepare employees to volunteer on behalf of Best Buy, we offer a series of trainings to provide a foundational understanding on topics that empower employees to become better partners in their communities. This work is supported by a variety of volunteer resources available to

employees. These include an online portal for finding volunteer opportunities, logging hours and tracking donations, as well as a resource hub featuring instructional videos, fundraising and event-planning guidance and FAQs. Employees can also access the Volunteer Toolkit e-learning course. The Volunteer Toolkit web-based course covers subjects such as applying inclusive behaviors and company values while volunteering, managing and planning volunteer events, safety and wellbeing and navigating Best Buy’s community resources.

Volunteer and donation match

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

In FY26, employees logged over \$1.4 million in donations which, when coupled with the company match, resulted in over \$1.9 million in donations to over 1,900 nonprofits.

We also offer 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 that are at least 2 hours with 10+ employees are eligible for a \$500 grant.



Best Buy Canada’s community programs continued



Kits for a Cause

As part of the #bluegivesback campaign, a campaign focused on our employees giving back and supporting local charities through volunteering and donations, Best Buy Canada teamed up with Kits for a Cause to support several charities across Canada. Kits for a Cause connects people and groups who want to give back to charities across North America, helping them make a meaningful impact. Best Buy Canada employees volunteered to build winter warmth kits, school supply kits, hygiene kits and more, providing meaningful support to individuals and families across Canada.

Canada-Wide Science Fair (CWSF)

As part of Best Buy Canada’s GSA program, we supported the CWSF STEM Expo by guiding visitors through hands-on activities where they coded robots to dance, draw, sing and more. Hosted annually by Youth Science Canada, the CWSF STEM Expo invites students, teachers and community members to engage with interactive STEM experiences. Many attendees describe the event as transformative, as it gives them an opportunity to boost confidence, spark meaningful connections and inspire future pathways in STEM. CWSF nurtures a welcoming environment where young people can explore their curiosity, deepen their passion for science and technology and connect with peers who share their excitement for innovation.

Toy drive drop-off hubs

For nearly two decades, Best Buy Canada employees have proudly supported toy drives across Canada, donating unwrapped toys to thousands of children and families each holiday season. Serving as community drop-off hubs, our stores help connect customers and charitable organizations to support children and families in need. Together with charity partners, stores help children in need across communities nationwide.



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, informed by ongoing dialogue with our shareholders and guided by best practices. Consistent with this approach, we continue to build on our 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 requirements of the Dodd-Frank Act
- Stock Ownership Guidelines for Directors and Executives

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Strong Corporate Responsibility and Sustainability governance helps ensure we’re doing business in a way that reflects our values and the expectations of the people we serve. It gives us the oversight and accountability to make thoughtful decisions for our customers, employees, shareholders, vendors and communities. As our business continues to evolve, this foundation helps us manage our impact, strengthen trust and support the long-term success of Best Buy.

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

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 details can be found in our [FY26 Proxy Statement](#) and [Corporate Governance Principles](#), located on our [investor website](#).

Director gender diversity

61.5%

8 women

38.5%

5 men

Data as of April 30, 2026

Director tenure

0-3 years ●●●●●

4-6 years ●●●●●

7+ years ●●●●●

Tenure data as of April 30, 2026

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 standards 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. It provides resources to support reporting concerns, 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.

Each year, our employees complete a Code of Ethics training to support consistent, values-based decision-making across the enterprise. A core theme of our FY26 training reinforced that integrity is not situational, but a foundation for everyday decisions and building trust with customers, vendors, employees and the communities we serve. A consistent message throughout the training is that every employee plays a role in fostering our ethical culture and is responsible for setting the tone

through their actions and decisions. The training also emphasizes how to raise concerns effectively and the importance of providing complete, detailed information in a report.

As part of the FY26 Code of Ethics training, over 10,000 employees also took our optional, bi-annual Ethical Culture Survey. Most notably, 90% answered favorably to the statement “I am comfortable approaching the manager I report to with issues or questions related to ethical behavior.” This favorability reflects continued improvement since the survey’s launch in 2017, illustrating our ongoing commitment to fostering a “speak-up” culture across the organization.

We also provide role-specific ethics education designed to reflect the unique responsibilities employees hold across the company. This includes Ethics-facilitated training as part of onboarding for new general managers, annual ethics discussions with officers through dedicated roundtables and team conversations focused on scenario-based ethical leadership and Ethical Culture Survey results.

We further strengthen our ethical culture through consistent communication and accessible resources. We launched an Ethical Culture Resources page that provides employees and leaders with readily available videos, infographics, quarterly communications and policy links to support ethical decision-making and meaningful employee connections. To further reinforce ethical behavior in everyday moments,

we support leaders with Ethics Chats, which are a series of resources to guide team conversations about the importance of ethical behavior at Best Buy. Additionally, we introduced ethical culture recognition cards within our enterprise recognition platform, Applause, enabling leaders and peers to acknowledge and celebrate behaviors that reflect doing business with integrity. For more information about our enterprise recognition platform, Applause, see page 39.

Employees across the enterprise also participate in annual trainings focused on anti-harassment, non-discrimination and handling confidential information. Newly hired employees also complete a host of onboarding courses covering topics such as conflict of interest and vendor gifts and entertainment.

In line with our commitment to being a transparent and responsible business, we share the following FY26 ethics reporting metrics with our stakeholders:



Ethics continued

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

We have been recognized by Ethisphere as one of the 2026 World’s Most Ethical Companies®, marking our 12th time receiving this distinction. We were one of four retailers to receive the honor this year. The World’s Most Ethical Companies designation is based on an evaluation of factors such as culture, environmental and social practices and ethics and compliance activities.

Responsible use of artificial intelligence (AI)

We embrace the potential of AI. It enables us to imagine new experiences and opportunities to inspire and delight consumers, improve operational efficiency and empower our organization to effectively compete in a rapidly evolving market.

As we explore these opportunities, we are taking steps consistent with our company values and in a manner that mitigates cybersecurity risks and honors our privacy promises. Employees are required to complete specialized training that reinforces our Responsible AI Policy before being provided access to enhanced versions of AI tooling. Our Responsible AI Policy provides specific requirements for AI deployments, while our Best Buy AI Guiding Principles connect our use of AI to our purpose and vision.



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 help 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 cybersecurity 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 FY26.

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 Risk & Compliance Enterprise Learning team proactively disseminates awareness

messages to our employees throughout the year, providing consistent and specific reminders reinforcing secure user behavior and highlighting emerging threats.

Majority of U.S. employees participate in Best Buy’s security and privacy training and awareness program, Valuable Information Protection (VIP). VIP uses a variety of approaches to foster a security-minded culture that honors our privacy promises. Employees complete a series of bite-size learnings throughout the year, participate in incentivized engagement activities like Cybersecurity Awareness Month and complete 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 increasingly rely on the convenience of wireless interconnected smart products,

also known as Internet of Things (IoT) products. While IoT products offer many benefits, if not properly secured, 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.

Our Privacy team 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 program is a voluntary cybersecurity labeling program for products in scope. 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 response 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, temporarily closing facilities and service routes threatened by civil unrest or severe weather and offering financial help through the HOPE Fund, which is described on page 39.

Product safety

We expect the products we sell to work as intended and be safe for our customers. 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 products that are stocked, sold, or fulfilled through our stores, website or app, 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 Chemical Management Program. For more information, see page 28.

Best Buy launched Best Buy Marketplace in FY26. As Best Buy Marketplace expands our assortment, we assess new product categories for potential safety risks before items enter our retail environment. Our evaluations consider customer intended use (e.g., products marketed for use by children), employee handling requirements, packaging integrity and safe product disposition protocols. These reviews help support safe management of Best Buy Marketplace merchandise throughout its lifecycle and align with our enterprise safety standards.

Every vendor we partner with is expected to meet all mandatory and voluntary safety standards to ensure we sell only the highest quality products. Products are checked against standards important to our customers and business, such as the Consumer Product Safety Improvement Act, as well as UL and ASTM International voluntary standards and we restrict products that fall under the Poison Prevention Packaging Act and the Flammable Fabrics Act.

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 on the Best Buy website, calling 1-800-566-7498 or visiting the [Consumer Product Safety Commission](#) website.



Responsible sourcing

In addition to being a retailer, Best Buy manufactures private-label products including appliances, televisions and accessories. We partner with factories in Mexico and Southeast Asia 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.

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.

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

The consumer electronics industry is highly technical, global and complex. As manufacturing expands into increasingly diverse regions, we continue to evolve our geopolitical and labor risk assessment processes to address this dynamic complexity.

As an example, we have expanded our proactive labor risk assessments at a country level, assessing existing and potential sourcing countries through open-source data as well as from the RBA. We use these assessments to educate our sourcing partner teams and consult on sourcing placement decisions.



“

For 15 years, I have led our Responsible Sourcing Program with a clear focus on embedding Best Buy’s human-centric values across our supply chain, transforming compliance into value creation. We believe that when factory workers are protected, respected and empowered, the resilience of our supply chain grows.

Shirley N., associate director of corporate responsibility & sustainability

Responsible sourcing continued

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

1. Code introduction

Before working with new suppliers, we provide comprehensive training, resources and materials on our Supplier Code of Conduct and Responsible Sourcing Program. We set clear expectations with suppliers about risks related to 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 may encounter in the supply chain. Our Supplier Code of Conduct is updated every five years. The Code update in 2024 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.

To maintain strong expectations, due diligence and compliance practices, existing suppliers assess their performance against the Code by completing an annual SAQ. In FY26, we achieved a 97% completion rate for SAQs for both new and existing suppliers.

3. Monitoring

Our monitoring approach consists of four key components: audits, CAPs, our Worker Voice program and factory oversight and management. 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 within 90 days.

Audits: For existing suppliers, Best Buy schedules auditors or takes existing audit results to ensure a full audit is conducted at least every other year to identify any gaps between suppliers’ performance and the Code. Our audits include worker interviews and visits to all structures on the factory premises, including warehouses, dormitories and canteens. Our audit protocol, non-conformance classifications and corrective action process can be found on our corporate website’s [human rights page](#).

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

While we recognize the time and effort it takes suppliers to address non-conformances, by focusing on coaching and remediation we create sustained impact and improved supplier management systems.

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.

Our progress in FY26 : The data below shows the progress of CAP closures for all findings identified in FY26 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

100% of **priority** nonconformances were closed

83% of **major** nonconformances were closed

Responsible sourcing continued

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 FY26, we reached nearly 430 workers in Southeast Asia, 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, leading to 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 on site 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.

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 suppliers about our priorities, monitoring approach, audit process and Code requirements and provide guidance to help suppliers strengthen their adherence to our requirements.

To support ongoing engagement, we host an annual supplier meeting and offer virtual training opportunities throughout the year. We also make training resources available to suppliers to help improve factory performance.

5. Reporting

Each year we publicly disclose our suppliers’ compliance with our Supplier Code of Conduct. The table below aggregates the performance of suppliers across our key audit categories. Our team works diligently with suppliers to obtain the highest possible level of conformance year-over-year.

Category	Compliance rate
Labor	72%
Health and safety	67%
Environment	85%
Ethics	99%
Supply chain management	92%

“

Our Responsible Sourcing program is at the core of our private-label business, helping us deliver the quality our customers expect while upholding fair, safe working conditions across the places our products are made. I’m proud of how our team continues to strengthen this work, deepening supplier engagement, expanding reporting and training and advancing practices that put both consumer and worker safety first.

Newton Guillen, vice president, exclusive brands

Responsible sourcing continued

Supply chain transformation

We developed and piloted our Corporate Responsibility and Sustainability Pioneer Program in Vietnam last fiscal year to address systemic needs we had observed related to upskilling factory management in emerging sourcing regions.

The Pioneer Program was designed to equip factory leaders with training and coaching on labor and environmental management to strengthen sustainability performance and compliance. The program also enabled deeper engagement between our team and suppliers, helping us build trust-based relationships while empowering suppliers to drive meaningful, lasting improvements.

The pilot delivered strong results and valuable insights. It demonstrated the benefits of moving beyond compliance-focused interactions, fostering trust-based relationships and enabling suppliers to achieve systemic, sustainable change. Building on these learnings, we scaled our efforts in FY26 and formalized them as the Cornerstone Program to strengthen the foundation of supplier CR&S management.

The Cornerstone Program includes in-person workshops, peer-learning opportunities and hands-on projects that build on the objectives of the pilot at a larger scale. The program is a prime example of our commitment to maintaining trust-based relationships with suppliers and transforming our approach from

audit- and compliance-focused interactions to coaching, partnership and continuous improvement.

Worker engagement and capacity building

We believe those closest to the work provide some of the most valuable feedback, which is why our worker engagement approach prioritizes gathering insights from the people who make our products. Their well-being and sense of ownership are important to creating lasting positive change.

To put this approach into practice, we piloted in-depth worker engagement workshops in Indonesia and Vietnam in FY26. The workshops were designed to provide an open and safe environment where supply chain workers could share their perspectives. Through a combination of arts-based activities, visioning exercises and open-ended discussions, workers were empowered to share their ideas and experiences with confidence and creativity.

We collected hundreds of comments and feedback, which were shared with factory management at each of the locations to identify opportunities for improvement. In response, management implemented meaningful improvements across factories, including reorganizing motorbike parking areas to reduce overcrowding, increasing personal locker storage and organizing culturally-informed celebrations.

Additionally, management acted on feedback related to working conditions, including installing additional time attendance machines to reduce wait times, adding more cooling fans on manufacturing floors and reducing unplanned overtime.

This pilot reaffirms our belief that meaningful impact begins with listening to those with firsthand experiences and insights into the work. By engaging with supply chain workers in this way and valuing their voices, ideas and contributions, we are helping build a more responsive, resilient and responsible supply chain.

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. 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, we require an additional pre-screening assessment to investigate whether any foreign migrant workers were hired. We assess if 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.

We map and identify potential risks facing foreign migrant workers in our supply chain every other year. For existing suppliers with migrant workers, they must complete an SAQ specific to their management of foreign migrant workers. We also conduct additional on-site assessments at factories we deem highest risk and conduct in-person interviews with workers and have others complete an anonymous survey in their native language on their mobile device. These additional due diligence steps allow us to have a 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.

Responsible sourcing continued

Risk response and reimbursement: If a prohibited recruitment fee is identified, the supplier is required to conduct an 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 reimbursement.

Prevention: We continue to identify opportunities 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. We require 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 within our existing suppliers, we found two instances of forced labor

through pre-visit audits of potential new suppliers in FY26. We did not move forward with these suppliers. 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 prohibited recruitment fees, totaling more than \$500,000 to 735 workers.

Last fiscal year, we mapped our Tier 2 suppliers and identified those that carry the highest potential risks. This increased our visibility of potential impacts within our supply chain and has enabled us to prioritize risk mitigation.

Responsible sourcing beyond private-label

Since 2015, factories manufacturing products for direct import and 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 our Supplier 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 provide a more complete view of risks and strengthen risk management across our third-party relationships.

Building on a GNFR audit program we piloted last fiscal year, we have expanded our Supplier Code of Conduct trainings to high-risk GNFR vendors, educating them on the same standards we expect of our manufacturing suppliers. We then issued SAQs to these suppliers and will continue to expand to more high-risk GNFR industries.

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.

“

As our sourcing footprint evolves and expands, we aim to drive lasting improvements across our supply chain by engaging factory leadership, elevating workers’ voices and fostering a culture of accountability.

Jill Davies, senior director, corporate responsibility

Responsible sourcing continued

Chemicals

Chemicals, while necessary as part of many manufacturing processes including our products, directly impact the health of the people who make them. Last fiscal year, 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 multistakeholder 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), a multi-stakeholder network created to address complex workplace health and safety challenges in the electronics supply chain. We have adopted the CEPN’s Process Chemical Data Collection (PCDC) template and have surveyed all our suppliers using this tool.

Our suppliers also play a key role in chemical management. We work closely with them 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 FY26, 100% of our factories producing private-label products completed the 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 stop use of the chemical 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 working with suppliers to reduce risks associated with hazardous substances through removal, replacement and other mitigation measures.

Over the past five years, we have identified 73 factories using high-risk chemicals. Of those, 47 factories have removed the chemicals from the manufacturing process. Best Buy works closely with the remaining factories to reduce, replace or take other appropriate risk mitigation actions.

Energy consumption and 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.

We offer additional training to our suppliers to build awareness and knowledge on climate change, GHG emissions accounting and goal setting. We also developed a GHG emissions data calculation tool that

is based on methodology from the International Panel on Climate Change and the GHG Protocol. Using this tool, suppliers can calculate their Scope 1 and Scope 2 emissions and develop their own GHG inventories.

We are proud to report the following progress for FY26:

107 (100%)
of in-scope private-label factories reported Scope 1 and Scope 2 GHG emissions data.

68 (64%)
of in-scope private-label factories established a GHG reduction goal.

28 (26%)
of in-scope private-label factories were identified as using energy from renewable sources.

Conflict minerals

The Democratic Republic of the Congo 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.

Responsible sourcing **continued**

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 Responsible Minerals Assurance Process, or an equivalent program, including the London Bullion Market Association's Good Delivery program and the Responsible Jewellery Council's Chain of Custody program.

Our performance (as of January 31, 2026)

90%

Relevant processing facilities reported by these suppliers have been found conformant to the Responsible Mining Initiative, London Bullion Market Association or Responsible Jewellery Council 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



Political activity

Best Buy engages in the political process by developing and advocating for public policy positions that support our business and communities where our employees 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.



2025* public policy priority issues

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.

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.

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 interchange reforms to credit cards to reduce “swipe fee” expenses.

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 multi-modal infrastructure and the free flow of commerce while promoting a safe and secure supply chain.

Tax: We supported 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 that are disproportionately challenging to business and advocated that any trade remedies for unfair practices, including tariffs, be considered in a targeted and strategic manner to minimize impacts to American consumers and 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.

*Calendar year 2025

Political contributions

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 \$100,000 in 2025:

- Democratic Governors Association
- Republican Governors Association

Please see the Best Buy Political Activity & Government Affairs Policy and the 2025 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
- Business Roundtable
- Ceres
- Change Chemistry
- Civic Alliance
- Clean Energy Buyers Association
- Consumer Technology Association
- Disability:IN
- Environmental Initiative Sustainable Growth Coalition
- 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 Canada
- Retail Industry Leaders Association
- State Government Affairs Council
- State Legislative Leaders Foundation
- U.S. China Business Council
- Women’s Business Development Council

For a more detailed look at our membership associations, see our [2025 U.S. Political Activity & Public Policy Report](#).

Appendix

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Courtesy of the Recording Academy"/photos by Rebecca Sapp, Getty Images/ 2026.

This document maps selected FY26 Best Buy disclosures to commonly referenced sustainability frameworks and identifies supporting source materials.

Framework description	FY26	GRI	SASB	TCFD	Related IFRS S2 Indicators	Source
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About Best Buy

Organizational details	See source column for more details.	2-1				3, 5, 10K p.4-5
Activities, value chain and other business relationships	See source column for more details.	2-6				3, 5, 8, 10K p.4
Number of retail locations and distribution centers and total area	Best Buy has 926 U.S. stores totaling approx. 35,954,000 sqft, and 142 Canada stores totaling approx. 3,575000 sqft. In FY26, Best Buy’s footprint included 1,068 stores across the U.S. and Canada, totaling approx. 39.5 million sqft of retail space, along with approx. 20.0 million sqft of leased and owned distribution center space as of January 31, 2026.		CG-MR-000.A, CG-MR-000.B			10K p.22-23
Approach to stakeholder engagement	See source column for more details.	2-29				8

About our CR&S report

Entities included in the organization’s sustainability reporting, reporting period, frequency and contact point	Published annually, our CR&S report covers Best Buy’s U.S. and Canada operations for FY26.	2-2, 2-3				3
Restatements of information	In FY24, we began reporting our environmental metrics on a fiscal year basis rather than calendar year. Additionally, some of our metrics may reflect minor methodology or boundary changes. See source column for more details.	2-4				14-15, 18-20
External assurance	Scope 1, 2 and 3 emissions data is verified by Optera at a limited assurance level.	2-5				3

Framework description

FY26

GRI

SASB

TCFD

Related

IFRS S2

Indicators

Source

Employees

Employees	Best Buy has over 80,000 employees.	2-7				5, 31, 10K p.7
Mechanisms for seeking advice and raising concerns	See source column for more details.	2-26				32, 41, 44, 54, Best Buy Code of Ethics
Average hours of training per year per employee	28 average training hours per U.S. employee through our learning network.	404-1				9, 36
New employee hires and employee turnover	See source column for more details.	404-1	CG-MR-310a.2			9,40 (partially)
• Voluntary and involuntary turnover rate for in-store and distribution center employees	28% U.S. voluntary retail turnover; 32% total retail turnover.					
• Voluntary and involuntary turnover rate for all U.S. employees	23% U.S. voluntary turnover; 28% total U.S. turnover.					
Diversity of governance bodies and employees including percentage of gender and diversity group representation for executive management, non-executive management and all other employees	See source column for more details.	405-1	CG-MR-330a.1			31, 53, Proxy p.5
Average hourly wage and percentage of in-store and distribution center employees earning minimum wage, by region	In the U.S., Best Buy has a minimum starting wage of \$15, an average hourly wage of \$19.38 and 98.3% of hourly employees are paid more than the local statutory minimum wage.		CG-MR-310a.1			39
Ratio of basic salary and remuneration of women to men	See data breakdown below.	405-2				
• Unadjusted Pay Gaps: Women relative to Men	102%					
• Unadjusted Pay Gaps: BIPOC relative to White	95%					
• Adjusted Pay Gaps: Women relative to Men	100%					
• Adjusted Pay Gaps: BIPOC relative to White	100%					

Framework description

FY26

GRI

SASB

TCFD

Related

IFRS S2

Indicators

Source

Environment

Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks.	See emissions breakdown below.			Metrics and Targets-b	29(a); 29A - 29C	9, 11, 14-15, 22-23, 2025 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)
Total Scope 1 GHG emissions	176,355 MTCO ₂ e	305-1				
Total Scope 2 GHG emissions (market-based)	88,095 MTCO ₂ e	305-2				
Total Scope 2 GHG emissions (location-based)	219, 563 MTCO ₂ e					
Total Scope 3 GHG emissions	22,140,296 MTCO ₂ e	305-3				
• Scope 3 Category 1 – Purchased Goods and Services	3,000,919 MTCO ₂ e					
• Scope 3 Category 2 – Capital Goods	Included in Category 1					
• Scope 3 Category 3 – Fuel- and Energy-Related Activities	86,240 MTCO ₂ e					
• Scope 3 Category 4 – Upstream Transportation and Distribution	N/A; not material to our business.					
• Scope 3 Category 5 – Waste Generated in Operations	21,246 MTCO ₂ e					
• Scope 3 Category 6 – Business Travel	24,015 MTCO ₂ e					
• Scope 3 Category 7 – Employee Commuting	56,224 MTCO ₂ e					
• Scope 3 Category 8 – Upstream Leased Assets	N/A*					
• Scope 3 Category 9 – Downstream Transportation and Distribution	N/A*					
• Scope 3 Category 10 – Processing of Sold Products	N/A*					
• Scope 3 Category 11 – Use of Sold Products	18,825,253 MTCO ₂ e					
• Scope 3 Category 12 – End-of-Life Treatment of Sold Products	126,399 MTCO ₂ e					
• Scope 3 Category 13 – Downstream Leased Assets	N/A*					

*Scope 3 reporting categories not currently included in our GHG reporting are deemed immaterial to the business, fall outside of our operational control or are consolidated within another category.

Framework description

FY26

GRI

SASB

TCFD

Related

IFRS S2

Indicators

Source

Environment

Total Scope 3 GHG emissions <i>continued</i>						
• Scope 3 Category 14 – Franchises	N/A*	305-3		Metrics and Targets-b	29(a); 29A - 29C	9, 11, 14-15, 22-23, 2025 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)
• Scope 3 Category 15 – Investments	N/A*					
GHG emissions intensity (Scope 1 and Scope 2 market-based)	0.00649 MTCO ₂ e/sqft	305-4				
Reduction of GHG emissions since 2009 baseline	74%					
FY Reduction of Scope 1 and Scope 2 GHG emissions (market-based)	1.3%	305-5				
FY Reduction of Scope 1 and Scope 2 GHG emissions (location-based)	8.1%					
Energy consumption within the organization	Fuel consumption: 2,496,618,000,000,000 joules Total Scope 1 and 2: 1,387,788 MWh	302-1	CG-MR-130a.1			(partially)
Energy Intensity (Scope 1 and Scope 2)	0.0228 MWh/sqf	302-3				
FY Reduction of energy consumption (MWh associated with Scope 1 and Scope 2)	3.9%	302-4				
Reductions in energy requirements of products and services	Best Buy helps connect customers to ENERGY STAR certified products that reduce energy use and improve efficiency.	302-5				22-23
Waste generated	53,892,178 lbs	306-3				19-20

*Scope 3 reporting categories not currently included in our GHG reporting are deemed immaterial to the business, fall outside of our operational control or are consolidated within another category.

Framework description

FY26

GRI

SASB

TCFD

Related

IFRS S2

Indicators

Source

Environment

Waste diverted from disposal	105,774,240 lbs	306-4				19-20
• Paper	3,824,260 lbs					
• Cardboard	64,849,105 lbs					
• Plastic	2,350,988 lbs					
• Expanded polystyrene (EPS)	4,200,250 lbs					
• Metal	386,075 lbs					
• Pallets	17,747,796 lbs					
• Plastic pallets and totes	1,347,202 lbs					
• Single sort recycling	10,303,536 lbs					
• Organics/compost	239,302 lbs					
• Large equipment batteries	508,657 lbs					
• Other	17,069 lbs					
Water withdrawal	963,367 m³	303-3				18
Revenue from products third-party certified to environmental or social sustainability standards	See source column for more details.		CG-MR-410a.1			11, 22-23 (partially)

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Framework description	FY26	GRI	SASB	TCFD	Related Indicators IFRS S2	Source
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Climate-related governance

Role of the highest governance body in overseeing climate-related Risks and opportunities, management of impacts and sustainability reporting	Board of Directors Nominating, Corporate Governance and Public Policy Committee has oversight and responsibility for climate-related issues. See source column for more details.	2-12, 2-14, 2-16		Governance-a	6(a); 6(a)(i-v)	13, 53-54, 10K p.6 Proxy p.22-23, CDP 2025 (4.1), (4.1.1), (4.1.2), (4.2), (4.2.1), (4.2.2), (4.2.3), Nominating Corporate Governance and Public Policy Committee Charter
Delegation of Responsibility and Management’s Role in Assessing and Managing Sustainability Impacts and Climate-Related Risks and Opportunities	Chief Legal and Risk Officer accountable for environmental governance, targets, reporting, transition planning and climate risk management.	2-13		Governance-b	6(b); 6(b)(i-ii)	13, Proxy p.22, 23, 2025 CDP Corporate Questionnaire: (4.3), (4.3.1)

Climate-related risk management

Processes for identifying and assessing climate-related risks	Best Buy annually assesses climate-related risks through its enterprise risk management and ISO 14001 processes using materiality assessments and scenario analysis across its operations and value chain.			Risk Management-a	24-25(a)	13, 2025 CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (2.2.7)
Processes for managing climate-related risks	Best Buy manages climate-related risks through its enterprise risk management and ISO 14001 Environmental Management System processes, which prioritize risks, assess significance and drive action plans across the business.			Risk Management-b	25(a)(i-vi); 25(b)	13, 2025 CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (2.2.7)
Processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management	Best Buy integrates climate-related risk identification, assessment and management into its enterprise risk management and ISO 14001 Environmental Management System processes through annual reviews, scenario analysis and cross-functional risk evaluations.			Risk Management-c	25(c); 26	13, 2025 CDP Corporate Questionnaire: (2.1), (2.2), (2.2.1), (2.2.2), (2.2.7)

Framework description	FY26	GRI	SASB	TCFD	IFRS S2	Source
					Related Indicators	

Climate-related targets

Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Best Buy tracks and discloses various metrics including but not limited to Scope 1, 2, and 3 emissions, operational energy consumption, emissions intensity and progress towards SBTi-aligned reduction goals.			Metrics and Targets-a	27-32; 29(b-g)	11, 15, 18, 19-20, 22, Climate Change Statement, Environmental Statement, 2025 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)
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	See source column for more details.			Metrics and Targets-c	33-37	11, 15, 18-19-20, 22, 2025 CDP Corporate Questionnaire: (7.53), (7.53.1), (7.54), (7.54.2), (7.54.3), (7.55), (7.55.1), (7.55.2), Climate Change Statement and Environmental Statement

Communities

Operations with local community engagement, impact assessments, and development programs	See source column for more details.	413-1				46-51
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Responsible business practices

Policy commitments	See source column for more details.	2-23				60, Human Rights Corporate Statement
Embedding policy commitments	See source column for more details.	2-24				61-67
Discussion of processes to assess and manage risks or hazards associated with chemicals in products	See source column for more details.		CG-MR-410a.2			28, 66-67, Chemicals Management Statement
Membership associations	Best Buy maintains memberships across many nonprofit organizations including trade associations, policy groups and professional organizations.	2-28				69
Political contributions	In 2025, we contributed \$50,000 to the Democratic Governors Association and \$50,000 to the Republican Governors Association.	415-1				68

Material topic definitions

Environmental

Appliance and e-waste recycling	Facilitating the disposal, recycling, or repurposing of products that are no longer usable, aiming to minimize environmental impact and promote the circular economy.
Carbon emission reduction	Reducing carbon emissions within the company’s operations and scope 3 activities.
Product life extension	Implementing strategies and practices to prolong the useful life of products through repair, maintenance, upgrading, refurbishing, and remanufacturing, contributing to a circular economy.
Product stewardship and services	Products and services designed, produced, and delivered in ways that minimize negative environmental impacts by reducing resource consumption, lowering emissions, and minimizing waste throughout their lifecycle.

Employees

Employee pay and benefits	Investments in a wide array of benefits to support employees and their loved ones with their overall well-being: physical, mental, financial and work-life balance. This includes fair and equitable pay.
Inclusion and belonging	Efforts to build and nurture an inclusive environment with a culture of belonging where everyone feels valued and has the opportunity to thrive.
Human capital management	Attracting, retaining and developing a highly engaged and skilled workforce including internships. This includes opportunities for employees to learn and grow, as well as provide feedback.
Occupational health and safety	A company’s safety performance and the mechanisms that it has in place to maintain a safe and healthy workplace environment. This includes protocols, training, work arrangements, and the physical and mental working conditions.

Community

Tech opportunity gap	Addressing the gap in science, technology, engineering and math (STEM) opportunities in underserved communities.
Community engagement	Providing support to the local communities in which the company operates through charitable contributions and by encouraging employees to engage in community volunteerism.

Responsible business practices

Cybersecurity and privacy	Management of systems for collecting personal data, vulnerability to potential data breaches and connected devices.
Ethical behavior	Oversight and management of business ethics issues such as fraud, corruption, or anti-trust violations.
Corporate governance	Effectiveness of the Board of Directors in overseeing management and corporate strategy, protecting investor value, and representing the interests of shareholders.
Supply chain human rights	Protecting human rights, including management and transparency of labor practices in private label and vendor manufacturing facilities, including human trafficking, fair wages, forced labor and child labor.