



## **BEST BUY CO., INC.**

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**Corporate Social Responsibility Report**  
2006

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## I. STATEMENT FROM OUR LEADER

Best Buy Co., Inc. - 2006 Corporate Social Responsibility Report

**FEBRUARY 25, 2006**

Things happen for a reason.

Best Buy has long been a values-driven organization. Our business flows through four corporate values: learn from challenge and change; show respect, humility and integrity; unleash the power of our people; and have fun while being the best. Every employee's performance — including mine — must support them. There are times, however, when we need to re-examine our own interpretation of these principles — and fiscal year 2006 was our year to do so.

Our approach to corporate social responsibility (CSR) practices has been more intuitive — and quiet. At times, we have a tendency to take one of our corporate values, show respect, humility and integrity, to the extreme, opting for silence. And while we thought we were doing the right thing, it turns out we weren't saying what our customers, employees, investors, business partners, and communities needed to hear.

When our shareholders suggested last year that Best Buy produce a CSR report, we readily agreed. Enhancing the transparency into our overall practices is critical for us to maintain stakeholder confidence and to grow our business, and we were grateful for their encouragement and guidance.

Initially, preparing a CSR report seemed simple enough: take the inventory of our current practices, write up a report, and make it public. But in gathering the data from leaders and employees on our corporate campus and in our stores, we discovered a greater opportunity — to take a hard look at our business model and to accelerate our CSR efforts based on groundwork that has been laid since 1966.

We also discovered that some of our employees were already ahead of our shareholders. An independent, grass-roots group, formed in 2005, took initiative to articulate a common definition for corporate social responsibility at Best Buy. Within 90 days, these employees built the foundation for a collective view of our CSR practices, including a comprehensive inventory of our current social, economic and environmental efforts, along with benchmarks from other organizations. They did this on their own time, and their labors are reflected in this report.

Then, nature intervened. "What we stand for" became clear on August 29, 2005, when we learned that 1,273 of our employees in Alabama, Louisiana and Mississippi were missing after Hurricane Katrina. What had been instinctive all these years in the Best Buy culture immediately became standard operating procedure: First, find our people, ensure their safety, take care of their immediate needs, and protect their employment. Then, make a meaningful contribution to help stricken communities rebuild. By September 9, 2005, every missing employee was found, provided with temporary housing if needed, and offered employment at any Best Buy store across the country.

And we took a measured approach to our relief efforts: Using our corporate giving strategy as our guide, we delivered an \$8 million "reboot and rebuild" program, including new computer systems for damaged schools and emergency grants for schools across the nation that enrolled displaced students. We also matched \$2 million in customer donations, made at our physical and online stores, to the American Red Cross Disaster Relief Fund.

There wasn't a committee vote to adopt these efforts, or an internal presentation to convince our management and board that these actions were right. When I look back on our fiscal 2006, I see not only spreadsheets and inventory reports reflecting emergency measures, but also the faces of our employees who cared, and who voluntarily stepped up to these challenges. I am humbled by their leadership; they ensured that our actions and words were true to the values we hold dear as a company.

This past year, we have lived our values in ways we never imagined — and in some cases, we hope to never experience again. But because of these events, we have more clarity of what Best Buy stands for — behaving according to our stated values, with or without a crisis.

Today, with this report, we begin a candid dialogue with you, our stakeholder, about our existing practices — particularly those related to our supply chain, labor, environment, and community. We don't have all of the answers yet, nor do we claim to have achieved the best practices to date. Looking ahead, we have much more work to do. We must re-examine our business model — from its impact on the environment, to the example it sets for ethical and responsible governance and employment practices. We must complete this examination both on our own and in concert with our business partners. And we will not only continue to share our practices with you, we will take your feedback to heart as we consider the sustainability and growth of Best Buy.

Meanwhile, we will continue to demonstrate our values in our business decisions, and diligently remind each employee that their actions and words define our role as a corporate citizen. As we open new stores and expand into new markets, our growth must stem from an unwavering commitment to our stakeholders and communities. The effort to define and communicate our views on corporate responsibility is yet another opportunity for those of us at Best Buy to lead by example and live by our values.



**BRADBURY H. ANDERSON**  
VICE CHAIRMAN AND CHIEF EXECUTIVE OFFICER  
BEST BUY CO., INC.

## II. PROFILE – BEST BUY CO., INC.

Best Buy Co., Inc. - 2006 Corporate Social Responsibility Report

**BEST BUY, AN INNOVATIVE AND GROWING FORTUNE 100 COMPANY, STRIVES TO MAKE LIFE FUN AND EASY FOR MILLIONS OF PEOPLE ACROSS NORTH AMERICA. OUR MISSION IS TO GIVE OUR CUSTOMERS GREAT EXPERIENCES – WHETHER THEY ARE SHOPPING FOR CONSUMER ELECTRONICS, HOME-OFFICE PRODUCTS, ENTERTAINMENT SOFTWARE AND APPLIANCES, OR USING THOSE PRODUCTS AND RELATED-SERVICES IN THEIR HOMES AND OFFICES. BEST BUY CO., INC. IS A MINNESOTA CORPORATION.**

In fiscal year 2006, Best Buy focused on the following business goals and strategic priorities:

- Converting more stores to the customer-centric operating model
- Adding new stores to better serve existing and new markets
- Expanding and strengthening service offerings
- Boosting employee retention in order to deliver better customer experiences while increasing productivity
- Adding individualized marketing capabilities to our skills in mass marketing
- Simplifying our internal processes so they respond better to changing customers' needs

### BEST BUY®

(WWW.BESTBUY.COM AND WWW.BESTBUY.CA)

North America's No. 1 consumer electronics retail store. Best Buy offers an unparalleled assortment of entertainment and technology products.

### FUTURE SHOP (WWW.FUTURESHOP.CA)

Canada's largest, fastest-growing retailer of consumer electronics. Future Shop offers the latest digital products along with a wide selection of brand-name televisions, computers, audio, entertainment software and hardware and appliances.

### MAGNOLIA® (WWW.MAGNOLIAAV.COM)

High-end electronics retailer specializing in audio and video solutions for homes, automobiles and businesses. Stand-alone stores are located primarily on the West Coast; boutique stores can be found inside select Best Buy stores across North America.

### PACIFIC SALES® (WWW.PACIFCSALES.COM)

Southern California's source for superior, brand-name appliances and products for the home. Pacific Sales has a reputation as a source for builders/contractors and designers, as well as a one-stop shopping alternative for consumers looking to save both time and money.

### GEEK SQUAD® (WWW.GEEKSQUAD.COM)

Offers consumers and small businesses a 24-hour rapid response computer service task force. Geek Squad precincts are located in every Best Buy store in North America, with stand-alone stores in several cities including Minneapolis, Atlanta and Dallas.

### STOCK LISTING: NEW YORK STOCK EXCHANGE – BBY

#### REVENUE (\$ IN MILLIONS)

from continuing operations

06	first nine months	\$20,155
05		\$27,400
04		\$24,547

#### OPERATING INCOME RATE

(adjusted for stock option expense)

06	first nine months	3.4%
05		4.99%
04		4.3%

#### EARNINGS PER DILUTED SHARE

(from continuing operations adjusted for Q2 stock split)

06	first nine months	\$0.99
05		\$1.77
04		\$1.44

#### EMPLOYEE COUNTS

06	first nine months	120,000
05		107,000
04		98,000

#### STORE COUNTS

(as of January 31, 2006)

**733 - BEST BUY (U.S.)**

**119 - FUTURE SHOP (Canada)**

**44 - BEST BUY (Canada)**

**20 - MAGNOLIA (U.S.)**

**13 - GEEK SQUAD (stand-alone, U.S.)**

**4 - GEEK SQUAD (stand-alone, Canada)**

### III. REPORT PROFILE, SCOPE

Best Buy Co., Inc. - 2006 Corporate Social Responsibility Report

This report is focused on the business practices, guidelines, and policies of Best Buy Co., Inc. and its subsidiaries and affiliates. All references to "Best Buy" in this report shall mean Best Buy Co., Inc. and its worldwide subsidiaries and affiliates. Unless otherwise indicated, the information provided does not include information concerning the operations or practices of third parties such as suppliers and service providers.

This inaugural report from Best Buy follows the 2002 guidelines provided by the Global Reporting Initiative (GRI), launched in 1997 with the goal of enhancing the quality, rigor, and utility of sustainability reporting. Open to any organization worldwide, use of the GRI guidelines is voluntary and intended to complement other initiatives to manage economic, environmental, and social performance and related information disclosure. GRI is scheduled to issue revised guidelines in calendar 2006. In the event Best Buy continues to follow the GRI guidelines, future reports may indicate the degree to which the company reports in accordance with GRI standards.

Because the reporting period for this first report is fiscal year 2006 (March 1, 2005 through Feb. 25, 2006), Best Buy acknowledges that some information contained in this report is partial and/or un-audited. The publication of our next report will coincide with our fiscal 2007 annual report and will feature audited numbers for that period.

Locations and sources for additional information about Best Buy practices are referenced throughout this report.

#### *Voluntary stakeholder review of this report*

The contents of this report were reviewed by a partial stakeholder group. We thank the following organizations for their review and comment:

- Employee members of the Best Buy CSR work group
- Christian Brothers Investment Services, Inc.
- General Board of Pension and Health Benefits

#### **Statement From Our Employees**

The Best Buy Corporate Social Responsibility (CSR) team formed in fiscal year 2006 to build awareness of CSR, its benefits and activities for our customers, employees, shareholders and the communities we impact. As a self-governed, but leadership-sponsored team, our goal is to promote socially responsible business practices through education and dialogue. We represent a variety of internal departments and are pleased with the collective efforts and attention given to this first CSR report. We feel Best Buy is committed to being a strong corporate citizen; through publishing this report, we look forward to sharing this perspective with a larger audience. We foresee partnering with leadership in fiscal year 2007 to build more successful CSR initiatives, bringing our practices to the forefront of industry standards.

To provide feedback on this report, or for more information please contact: [ethics@bestbuy.com](mailto:ethics@bestbuy.com)

### IV. GOVERNANCE STRUCTURE, MANAGEMENT SYSTEMS FOR CORPORATE SOCIAL RESPONSIBILITY

Although Best Buy has participated in the good of the community since our founding days, those related activities have been largely initiated and driven by our employees, and not managed centrally. In fiscal year 2007 a more formal structure will govern our CSR-related activities in a way that will retain the entrepreneurial spirit of our community involvement, but also permit some centralized coordination of our many activities.

More information about our current corporate governance structure can be found by visiting the "For our investors" link at [www.bestbuy.com](http://www.bestbuy.com).

## V. PERFORMANCE INDICATORS

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**THE SUMMARIES PROVIDED IN THIS REPORT FOLLOW THE BEST BUY CODE OF BUSINESS ETHICS, WHICH PROVIDES OVERARCHING GUIDANCE FOR OUR ECONOMIC, ENVIRONMENTAL, AND SOCIAL PRACTICES. FOR MORE DETAILS ABOUT THE BEST BUY CODE OF BUSINESS ETHICS, PLEASE VISIT THE "FOR OUR INVESTORS" LINK AT WWW.BESTBUY.COM.**

### A. ECONOMIC INDICATORS

Future reports for corporate social responsibility will coincide with annual report production and provide audited figures for that fiscal period. For this report, information related to economic indicators (net sales; cost of all goods, materials and services; providers of capital; public sector indicators; and major externalities) can be found in our SEC filings; please visit the "For our investors" link at [www.bestbuy.com](http://www.bestbuy.com).

### B. ENVIRONMENTAL INDICATORS

#### Waste

Methods for waste minimization include recycling (balers, commingled loads, and construction material), reduction in packaging (e.g., repacks), and reducing hauls by monitoring light loads (devices and training of employees) as well as evaluating and optimizing the use of equipment, including preventative maintenance. These methods reduced our number of hauls (trips) to transport solid waste by 13,000 in calendar 2005, eliminating more than 390,000 miles (reducing emissions and fuel consumption). Future opportunities include review of equipment options (e.g., reverse logistics) and further reduction in packaging.

#### Recycling

Programs include electronics (customer take backs, recycling events, and recycling fixtures in the stores), appliances (customer take backs), lamps and lighting, cardboard and mixed office paper (compactors, balers, reverse logistics, and consoles), plastics (shrink-wrap, packaging, containers), metal (fixtures and shelving from construction projects), and pallets.

In 2005 (calendar), Best Buy:

- Sponsored or hosted 20 recycling events across North America, with consumer households donating more than 1.06 million pounds of electronics (an increase of 30 percent from 2004)
- Collected more than four million pounds of recycled appliances for reuse or recycling, preventing more than 25,000 tons of material – including lead-lead glass, mercury, and cadmium – from entering landfills
- Recycled more than 50,000 fluorescent or HID lamps

- Collected more than 200,000 units – more than 35,000 pounds – of material at in-store recycling kiosks, where consumers can voluntarily recycle used cell phones, ink jet cartridges, and rechargeable batteries at no cost
- Recycled approximately 58 million pounds - 29,000 tons - of fiber-based material
- Collected more than 1.5 million pounds of plastics for recycling

#### Energy

Efforts include management systems (central control of lighting and climate in facilities); maintenance optimization of equipment and heat transfer surfaces; billing data collection and analysis; utility capacity buyback programs; load sharing, or use of generators; and alternative lighting fixtures have reduced energy use in our facilities. With these efforts, Best Buy has:

- Reduced expenses of \$8.3 million annually
- Procurement savings of \$2.2 million annually
- Conserved approximately 85 million kilowatts annually
- Reduced energy consumption through alternative lighting fixtures (converted in 75 West Coast locations) by nearly 50 percent annually

#### Transportation

Best Buy has a multi-faceted employee transportation program for its corporate campus. The program, recognized nationally by the Department of Transportation and the Environmental Protection Agency, encourages and rewards use of alternative forms of transportation. Today, more than 10 percent of approximately 5,000 corporate employees ride bikes, carpool, or take the bus to work. Employees who choose to ride the bus are given a free, year-long bus pass; those who carpool or vanpool are rewarded with reserved parking.

#### Suppliers

Best Buy expects its suppliers to conduct business in a way that demonstrates respect for the environment. Best Buy's Supplier Compliance Standards provision on environmental requirements attempts to ensure that business partners not only respect and comply with national and local environmental laws and regulations, but behave in ways that will build towards greater sustainability through the conservation of natural resources and through reduced reliance on wasteful or hazardous materials.

For instance, suppliers are encouraged to reduce excess packaging, use recycled and non-toxic materials whenever possible, and take steps to minimize the negative impact their business might have on the environment particularly concerning material selection and the handling and disposal of hazardous material and other waste.

Suppliers are also encouraged to develop and maintain an environmental management system based upon the ISO 14000 series standards.

### **Sustainable Designs**

The following guidelines are used for all new Best Buy real estate properties:

*Site planning:* Continue to use existing buildings and sites; protect and minimize the impact on natural and agricultural areas; reduce need for automobile use; protect and/or restore sites.

*Material use:* Reduce the amount of materials used; use alternative materials with less environmental impact; reduce and manage construction waste; use sustainable cleaning products.

*Water management:* Reduce the quantity of water needed for the building; reduce burden on potable water supply and treatment facilities; ensure water efficiency is economically beneficial in landscaping.

*Energy performance:* Ensure high energy efficiency and system performance; encourage renewable and alternative energy sources; support ozone protection protocols.

Indoor environmental quality: Tobacco smoke control; asbestos/PCB removal or encapsulation; outdoor air delivery monitoring; maintenance of good indoor air quality; indoor chemical and pollutant source control; thermal comfort and system controls; green cleaning and pest control.

## **C. SOCIAL INDICATORS – BEST BUY PRACTICES**

### **Employee Policies**

In addition to compliance with applicable laws, Best Buy maintains a wide range of employee policies – from absence pay to work hours – that help the company and our employees live our values. All employee policies and procedures are posted on TagZone, an Intranet accessible to any employee of Best Buy.

Each year, Best Buy requires that employees at a manager level or higher submit a signed Conflicts of Interest Disclosure Statement. In addition, beginning in fiscal year 2006, the same group of employees must acknowledge in writing their commitment to the Code of Business Ethics.

Employees are also encouraged to share feedback by participating in our semi-annual Viewpoint survey.

### **Training and Education**

Please find a full list of all retail and corporate employee training programs in the Appendix section of this report.

### **Diversity and Opportunity**

The Best Buy diversity strategy is designed to help employees and leadership understand and leverage diversity as a key driver for growth, with a focus on employees, customers and communities.

#### *Key Diversity Objectives:*

- (1) Help leaders gain the confidence and the ability to discover and unleash the unique and diverse knowledge and experiences of individuals and teams.
- (2) Encourage new idea generation and testing across a variety of ethnicities, cultures, ages, and perspectives.
- (3) Build deep and lasting relationships with employees, customers and communities.

#### *Education and Awareness*

The diversity team has created a Cultural Immersion program, which is a collaborative learning journey to help field and corporate participants gain a greater understanding of how diversity supports local markets and communities, leads to business growth and creates an innovative work environment for employees. The three-day cultural immersion training takes place in Memphis, Tenn., where participants spend time in discussions, visit the National Civil Rights Museum, and take steps in building plans designed to unleash the power of our people to better serve customers and communities in more meaningful ways.

Objectives of the training program are to:

- Build understanding of the history and role of race in U.S. culture and the perceptions of white privilege; explore demographic information around gender and race within the company.
- Enhance the manager/employee relationship; learn how consistent and respectful behaviors foster an inclusive environment that builds trust, and helps all employees feel valued and successful.
- Engage employees to build relationships more effectively with customers.
- Develop sustainable community partnerships that build pride in employees and positive customer perceptions.
- Be willing and able to share best practices with store teams.

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### *Develop a Multi-Cultural Network*

The Best Buy Diversity team has a nationwide network that drives business results by enabling a means for information sharing and learning focused on multi-cultural growth. The scope and elements include technology that provides:

- Easy access to experts and resources
- The ability to share best practices across the organization
- A human solution to help retail stores achieve their goals, including business performance and visible diversity
- Visibility to Best Buy leadership on the trends, innovative ideas, and needs surfacing nationwide
- Content for robust and compelling communication that can be used internally and externally

### *Employee Resource Groups*

An Employee Resource Group at Best Buy is a group of employees who form a network based on the primary areas of diversity, such as age, race, ethnicity, gender, disability, sexual identity and gender expression. These areas represent the greatest need for knowledge and support and take into consideration the company's capacity to provide support for common interest around any dimension of diversity.

By recognizing and supporting employee needs for community identity, Best Buy recognizes the "whole" employee, enabling them to be more productive on the job. The support made possible through membership in Employee Resource Groups helps employees better articulate common issues and provides a framework for working out solutions in partnership with management. Resource groups positively impact the employee experience, customer experience, and profitable growth. In addition, Employee Resource Groups are valuable resources to support recruitment, retention, mentoring, new employee integration, networking, customer solutions, expanding the customer base, and community advocacy.

The following Employee Resource Groups currently operate at the Best Buy corporate campus:

- Asian Employee Network (AEN)
- Black Employee Network (BEN)
- Latin Involvement Network (LatIN)
- People Respecting Individual Differences Equally (PRIDE) – supporting our gay, lesbian, bisexual and transgender employees
- women's Leadership forum (woLf)

### **D. SOCIAL INDICATORS - SUPPLIER PRACTICES**

Best Buy has always expected its merchandise suppliers to abide by all applicable laws and industry standards. In addition to other controls, our standard Vendor Agreement requires vendors to represent and warrant that the goods they are selling are not produced using any forced or illegal child labor.

In 2003, Best Buy opened an office in Shanghai, China, to help facilitate orders made directly to manufacturers in China and the Asia-Pacific region. These orders typically are for goods to be

produced under a Best Buy private label. As Best Buy commenced this direct-to-factory sourcing model, we recognized that we needed to take on greater responsibilities to ensure compliance with the law and our own corporate values. Therefore, Best Buy imposed a vendor code of conduct and began a factory monitoring program to confirm adherence to fundamental labor and human rights standards. This vendor code of conduct was updated in July 2004 and renamed the "Supplier Compliance Standards" (attached as Appendix I). The Supplier Compliance Standards set forth Best Buy's expectation that its vendors comply with all applicable laws and regulations, maintain just and decent working conditions, share Best Buy's respect for the environment, and implement sound security measures.

Best Buy enforces these Supplier Compliance Standards through a factory monitoring program that requires suppliers to submit to an initial audit and follow-up audits to remain qualified to do business with Best Buy. Factory audits are usually performed by a qualified third party agent and may be announced or unannounced. Audits typically involve the review of facility payroll and other records, interviews with management and workers, and environmental, health and safety inspections. The supplier must provide Best Buy's designated audit team with access to the relevant supplier records, facilities and procedures.



The audit program is designed to determine production capability and adherence to Best Buy's Supplier Compliance Standards. Factories are rejected if they do not at least rate as "conditionally acceptable," meaning that although certain infractions are found, Best Buy may do business with the factory if a corrective action plan is put into place to remedy the problem. Best Buy thereafter conducts follow-up audits to ensure steps are taken to correct any issues found. Ultimately, if a factory is unwilling or unable to comply, the relationship with Best Buy is terminated; in calendar year 2005, Best Buy took such action with nine factories.

Best Buy's response to a finding of a violation depends upon the severity of the situation; such response may include:

- remediation of the identified violations in accordance with specifications and a timetable acceptable to Best Buy;
- cancellation of the affected orders;
- prohibition of subsequent use of the facility;



- termination of Best Buy business relationship with the supplier; or
- other actions as appropriate.

However, because Best Buy believes in continuous improvement and views termination as an action to be taken only as a last resort, Best Buy attempts to work in good faith with suppliers to correct violations that it believes, in its sole discretion, can be remedied without exposing facility employees to undue or inappropriate risk. In such situations, the supplier is required to submit a corrective action plan in accordance with remediation instructions given by Best Buy.

The factory monitoring program is administered by Best Buy's Quality Assurance and Quality Control team, in cooperation with third party audit firms, which is located in the country or region where the goods are produced. As Best Buy continues to expand globally, we anticipate following a similar structure by empowering local management to audit suppliers, while reporting into a centralized compliance team or the ethics department at corporate headquarters. The Ethics Office reports to the Audit Committee of the board of directors, with additional oversight from the Ethics Committee and Best Buy's Executive International Trade Council. The International Trade Council's goals are to ensure objectivity and credibility throughout the organization; to raise awareness of trade compliance matters across various internal departments; and to make improvements in these matters through the guidance, support, and policy-making of this Council. The Council fosters open communication channels through all relevant departments involved in Best Buy's global sourcing, private label, and import activities.

Calendar 2005 factory audit results – Please see the Appendix section of this report for a summary of code violations.

- Number of factories audited: 172
- Number of factories rejected/terminated based on code violation: 9

### E. SOCIAL INDICATORS – SOCIAL PRACTICES

#### Community relations, charitable giving

Best Buy aspires to help communities through its expertise in technology and services. Seeing technology as a conduit to help children learn and understand their world, Best Buy supports the efforts of nonprofit organizations that apply technology in new and exciting ways to make learning easy and fun for children. This philosophy also guides the company response in times of disaster.

Each year, Best Buy donates up to 1.5 percent of pretax earnings to its giving programs. Our giving strategy combines the resources of the Best Buy Children's Foundation, Best Buy, and store donations with the time and talent of our TagTeam employee volunteers.

In fiscal 2006, Best Buy and the Best Buy Children's Foundation donated \$29 million to its communities, exceeding our 1.5 percent annual commitment of the prior fiscal year's pretax earnings. Programs and funding efforts this past year included:

**TagTeam Awards:** Through TagTeam, the company encourages local volunteerism by providing charitable gifts to organizations where employees volunteer. Best Buy presented more than \$522,000 in TagTeam awards in fiscal year 2006.

**Scholarships:** Best Buy awards annual scholarships to graduating high-school seniors. More than \$2.18 million in scholarships were awarded this past year.

**Te@ch:** Best Buy supports schools using technology to enhance learning through the te@ch program, which has awarded more than \$9.5 million in grants to U.S. K-12 classrooms in the past three years, including \$3.54 million in fiscal year 2006.

**Capital gifts:** Best Buy awarded \$6 million to Twin Cities capital giving programs in fiscal 2006, supporting the Minneapolis Public Library, the Minneapolis Institute of Art, the Boys and Girls Clubs of the Twin Cities, and Minnesota Public Radio.

**Electronic Field Trips:** Best Buy was a major sponsor of Minnesota Governor Tim Pawlenty's November 2005 trade mission to China, funding an electronic field trip connecting Minnesota classrooms with local students accompanying the Governor's visit. Best Buy has provided more than \$350,000 in fiscal 2006 to support Electronic Field Trip programs for K-12 programs through Ball State University.

**American Red Cross:** Best Buy works with the American Red Cross to provide support in times of disaster. In fiscal 2006, a donation of more than \$2 million from Best Buy matched customer and employee donations to the Disaster Relief Fund in response to Hurricanes Katrina, Rita and Wilma.

**"Reboot and Rebuild:"** Additionally, Best Buy announced an \$8 million "reboot and rebuild" package to help schools damaged, destroyed, or over-capacitated from Hurricanes Katrina and Rita, including more than \$5 million in computer donations and up to \$3 million in te@ch emergency response awards (all awarded in fiscal 2006).

For more information about Best Buy's community relations efforts, visit [www.bestbuy.com/CommunityRelations](http://www.bestbuy.com/CommunityRelations).

### F. SOCIAL INDICATORS - OTHER BUSINESS PRACTICES

#### Bribery and corruption

Best Buy maintains a corporate policy prohibiting all improper or unethical payments to government officials anywhere in the world. Our policy is: No company officer, employee or agent has authority to offer payments to a foreign official to induce that official to affect any government act or decision in a manner that

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will assist the Company or any of its subsidiaries or divisions to obtain or retain business. Furthermore, every officer, employee and agent is obligated by company policy and federal law to keep books, records, and accounts that accurately and fairly reflect all transactions and disposition of Company assets. Guidelines for Foreign Corrupt Practices Act (FCPA) compliance: The consequences of failing to comply with the FCPA are serious for a company and its employees. Violation of the FCPA and related laws by a Best Buy employee can result in millions of dollars in fines against the company and can subject the employee to prosecution, criminal fines and imprisonment, as well as disciplinary action by Best Buy, including dismissal. Accordingly, we have developed guidelines for complying with the FCPA and related laws. The purpose of these guidelines is to ensure full compliance with the FCPA and related laws and continuation of our fine record in maintaining lawful and ethical dealings with governments throughout the world.

**Reporting Requirements:** Any transaction, no matter how seemingly insignificant, that might give rise to a violation of the FCPA must promptly be reported to the company's Legal Department or, if the employee so desires, such report may be made by calling the Open and Honest Line at 800-520-1132, by e-mail to [ethics@bestbuy.com](mailto:ethics@bestbuy.com), or by writing to Best Buy Ethics Office, 7601 Penn Avenue South, Richfield, Minnesota, USA 55423-3645.

All such reports will be treated as confidential, to be used only for the purpose of dealing with the specific problem they address. Such reports will be shared by Best Buy management and other authorized individuals only on a need-to-know basis. As long as a report is made honestly and in good faith, Best Buy will take no adverse action against any person based on the making of such a report. Employees must note, however, that failure to report known or suspected wrongdoing of which an employee has knowledge may, by itself, subject that employee to disciplinary action.

The following rules have been established for all employees, directors, agents and shareholders acting on behalf of Best Buy and its affiliates:

- Except as expressly provided elsewhere in this statement of policy, no payment or gift of any kind whatsoever may be promised, offered or made to any foreign official.
- Notwithstanding the foregoing, expenditures for meals, entertainment and other normal social amenities with respect to foreign officials are permitted provided they are not extravagant and otherwise conform to the laws and customs of the country in which the expenditures are incurred. Similarly, gifts may be given to foreign officials only if the gifts are of modest value and conform to laws and normal social customs in the official's country. Complete and accurate records sufficient to show compliance with the above rules, the FCPA in general, and any other policies of Best Buy must be maintained at all times.

### Policy on Political Involvement

#### Federal Candidates

Corporations are prohibited under federal law from using general treasury funds to make contributions or expenditures in connection with federal elections. Federal law also restricts corporations from making "soft money" contributions to national political parties. Best Buy Co., Inc. does not make corporate contributions to federal candidates or national political parties.

The Federal Elections Campaign Act of 1971 allows corporations to establish and administer political action committees or ("PACs"). Corporate PACs raise voluntary, personal contributions from a restricted class of individuals (eligible employees, shareholders and their families) and use those funds to support federal candidates and committees. PAC funds are required to be held in a separate account from the corporation's general treasury. Corporations are permitted to pay costs associated with establishing and administering a PAC but may not deposit corporate funds directly into the PAC.

Best Buy Co., Inc. has a non-partisan, federally-registered PAC ("Best Buy Employee Political Forum"). The purpose of the Best Buy Employee Political Forum is to promote good citizenship and further the business interests that are of concern to the shareholders and employees of the company and its affiliates. The PAC has a board of directors that oversees and manages its activities. Regular reports of receipts and expenditures are filed with the Federal Election Commission and can be viewed online at [www.fec.gov](http://www.fec.gov). Best Buy Co., Inc. pays the administrative costs of the PAC.

#### State/Local Candidates

Approximately 26 states allow corporate contributions to state candidates. In fiscal year 2006, Best Buy has not made any corporate contributions to state candidates or state political parties in the states that allow them.

#### Roles and Responsibilities

Government Relations Staff – This staff is solely responsible for the management and administration (including all reporting) of any political action committees associated with the company or the distribution of corporate funds as allowed by state and federal law.

#### Individual Employees

Employees may participate in campaigns and give funds in their own name to candidate(s) of their choice. The company respects and supports everyone's right to participate individually in the political process and in political activities. Any decision on whether to contribute personal time, money or resources to any political activity is entirely personal and voluntary. Company policy prohibits employees from purporting to represent Best Buy in their various political activities.

### *Outside Legal Counsel*

Our counsel advises the company on permissible political contributions and compliance with reporting requirements under law.

### **Competition and pricing**

Best Buy's antitrust compliance policy, as set forth in Best Buy's Code of Business Ethics, requires employees to comply with antitrust laws and to deal fairly with customers, suppliers and competitors. Prohibited activities include price fixing, group boycotts, tying arrangements, and agreements to split territories or customers. In 2004, a comprehensive antitrust compliance training program was implemented by Best Buy's Legal Department. The primary audience was the Best Buy marketing organization. All new hires to our marketing organization must also finish the training program. The training is intended to be a practical application of antitrust laws and how they most impact Best Buy's role as a retailer. Therefore, implications of the Sherman Act and Robinson-Patman Act are discussed, including horizontal and vertical price fixing, territory/customer allocation, minimum advertised price policies, and exclusive selling and dealing arrangements.

### **Products and Services**

Best Buy is committed to selling quality products and services in conformance with all applicable laws and regulations. In particular, Best Buy policy prohibits store employees from engaging in the following practices or tactics regarding complete solution sales (e.g., Performance Service Plans [PSPs], Product Replacement Plans [PRPs], accessories or services):

- Misleading or deceiving customers about the coverage or benefits of PSPs or PRPs.
- Disparaging products or manufacturers' warranties by saying "the manufacturer doesn't cover anything."
- Misleading customers about product availability if they refuse complete solution purchases ("walking" customers).
- Pressuring customers to buy a complete solution item to the point of jeopardizing the sale.
- "Turning over" or directing customers to another employee after unsuccessful attempts at selling the PSP or PRP.
- Price cutting or "inboarding" to include a complete solution in the sale.
- Forcing customers to sign or initial receipts when refusing or declining the PSP or PRP.
- Refusing a return or exchange on any product meeting return and exchange guidelines (whether or not a PSP or PRP had been purchased).
- Failing to provide a copy of the manufacturer's full text warranty to customers upon their request.

### **Product Safety**

Best Buy requires all consumer electronic products it purchases to pass nationally certified laboratory testing standards. This requirement includes all such products intended for resale via

its retail stores and internet Web sites operating under the brands Best Buy, Magnolia Audio Video and Future Shop. Only consumer electronics products that have been tested and certified by Underwriters Laboratories Inc. ("UL") and/or CSA International ("CSA") are approved for purchase by Best Buy and its subsidiaries and affiliates. For any questions regarding this policy please contact the Best Buy Corporate Risk Management Department.

### **Supply Chain Security**

Best Buy is a voluntarily participating member of the U.S. Customs and Border Protection ("CBP") Customs-Trade Partnership Against Terrorism, commonly referred to as "C-TPAT." The C-TPAT program is a joint effort between CBP and the trade community to reduce the threat of terrorism by means of protecting the integrity of cargo imported into the United States. Best Buy adheres to CBP-recommended security procedures applicable to importers, and Best Buy requires its suppliers and service providers involved in the importation of goods to scrutinize and, where necessary, develop sufficient security measures. As evidence of this commitment, security standards are included in the Supplier Compliance Standards. (attached as Appendix I) In November 2005, CBP officials validated Best Buy's C-TPAT compliance program and, based upon their review, indicated that they would recommend Best Buy for "tier 3" status; which is the highest designation available for importers. More information about C-TPAT can be found at [www.cpb.gov](http://www.cpb.gov).

### **Retail Sales and Advertising**

Employees must provide customers with clear, accurate information to make buying decisions. Accurate information is the foundation of our advertising practices and communicates the competitive advantages that distinguish Best Buy from other retailers.

Advertising includes product information, pricing, comparative pricing, product availability, credit terms, warranty terms and more. Listed below are expected ethical behaviors around these practices.

### **Pricing and/or Scanning Errors**

Employees must make sure scanned and posted prices are correct. If an error is identified, employees are expected to work with their manager to resolve the issue immediately.

### **Sale Pricing**

Best Buy advertises items as "on sale" only when they are reduced by at least five percent (5%) from the "matrix," or normal price. In Canada, the minimum price reduction from regular price is three percent (3%). During a sale, items are either reduced on the price tag or clearly designated by a sign as "on sale." An advertised item is not always a sale item.

## V. PERFORMANCE INDICATORS

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### **Guidelines for Mature (M)-Rated Video Games**

In March 2004, point-of-sale (POS) revisions were made to prompt the Best Buy cashier to ask for a customer's ID when purchasing an M-rated video game title. If the customer appears to be under the age of 21, the cashier must ask for a valid ID to ensure he/she is over the age of 17. In two separate weekend trainings in the stores, employees were trained on a standard operating procedure (SOP) for M-rated carding. In March 2004, the training was directed to all operations employees, and in May 2005, training was directed to the entire store and operations team at each U.S. Best Buy store. The M-rated SOP has been updated on-line and has been added to the Transaction Accountability Form that all employees who ring on a register are required to sign. This procedure allows our store management to help ensure compliance by all employees. Additionally, all new hires are required to sign this form as part of our new employee training process.

Best Buy also conducts secret shopping initiatives to measure cashier compliance with the M-rated SOP. In November 2005, the National Institute on Media and the Family, the leading U.S. resource on the effects of media and video games on children, conducted its own mystery shopper program as part of its 10th Annual MediaWise Video Game Report Card. Best Buy was the only retailer to card 100 percent of secret shoppers attempting to purchase M-rated video games.

### *Customer Privacy*

Best Buy respects customer privacy. To retain our customers' trust, we must handle customer information safely and securely. Our commitment to customer privacy is reflected in our Privacy Policy. This policy is posted at [www.bestbuy.com](http://www.bestbuy.com) and referenced on signage in our retail stores.

Any piece of personally identifiable information is considered customer information. This includes, at minimum, customer name, mailing address, e-mail address, phone number, credit card number and driver's license number. Certain federal, provincial, state and local laws are more restrictive. Only those persons (including employees and third-party contractors) who have a legitimate business purpose may access Best Buy customer information, and only if the access is expressly authorized by management or legally mandated.

Best Buy is committed to conducting international business by respecting local customs and practices while requiring its employees, agents, service providers, suppliers, and their subcontractors, to abide by applicable laws and industry standards.

These Supplier Compliance Standards ("Standards") are based upon Best Buy's expectation that its Suppliers, and their subcontractors, comply with all applicable laws and regulations, maintain just and decent working conditions, share Best Buy's respect for the environment, and implement sound security measures.

Suppliers must permit Best Buy and its agents (including 3rd parties) to engage in assessment activities to confirm compliance with these Standards, including unannounced inspections of Suppliers' facilities, reviews of books and records, and private interviews with employees. Accordingly, Suppliers should evaluate their facilities, books and records and those operated and maintained by their suppliers and service providers.

If Best Buy determines through a factory audit or otherwise that a Supplier is not meeting the requirements and expectations set forth in these Standards, Best Buy will offer guidance with respect to matters requiring correction or that need improvement. Best Buy reserves the right, however, to cancel outstanding orders, suspend future orders or terminate its relationship with the Supplier, as circumstances demand.

## 1. COMPLIANCE WITH APPLICABLE LAWS

Suppliers must comply with all applicable laws and regulations of the jurisdictions in which the Suppliers are doing business, including but not limited to labor and employment laws of those jurisdictions and any applicable U.S. laws. In particular, Supplier will adhere to the laws and regulations of the countries of manufacture and distribution pertaining to product design, manufacture, packaging, labeling, and importation. Commercial invoices and other necessary documentation must be provided in compliance with applicable laws. All products, unless specifically exempted under the applicable customs laws and regulations, shall be marked with the country of origin. Suppliers must conduct business in compliance with any applicable anti-terrorism and anti-corruption laws such as the U.S. Foreign Corrupt Practices Act.

## 2. CODE OF CONDUCT

Suppliers are expected to maintain fundamental labor and human rights standards as described below. These standards embody those embraced by the Fair Labor Association Workplace Code of Conduct ("FLA Code"). The FLA Code in turn is based on the core labor standards of the International Labor Organization. All references to local law below include regulations implemented in accordance with applicable local law.

### *No Forced Labor*

Suppliers will not use any forced labor, whether in the form of prison labor, indentured labor, bonded labor or otherwise.

### *No Child Labor*

It is Best Buy's policy that it will not knowingly do business with Suppliers that illegally or improperly employ underage workers. Accordingly, Best Buy expects that its Suppliers will not employ workers younger than the minimum age prescribed by the law of the country of manufacture or younger than the age for completing compulsory education in the country of manufacture, whichever age is higher. However, under no circumstances should Suppliers hire or employ workers younger than 15 years of age.

### *No Harassment or Abuse*

Suppliers will treat each employee with respect and dignity and will not subject any employee to any physical, sexual, psychological, verbal, or any other form of harassment or abuse.

### *Nondiscrimination*

No person shall be subject to any unlawful discrimination in employment, including hiring, salary, benefits, advancement, discipline, termination or retirement, on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social or ethnic origin, or any other applicable prohibited basis.

### *Health and Safety*

Suppliers shall provide a safe and healthy working environment to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or as a result of the operation of Suppliers' facilities.

### *Freedom of Association and Collective Bargaining*

Suppliers shall recognize and respect the right of employees to freedom of association and collective bargaining.

### *Wages and Benefits*

Suppliers recognize that wages are essential to meeting employees' basic needs. Suppliers shall pay employees, as a floor, at least the minimum wage required by local law or the prevailing industry wage, whichever is higher, and shall provide legally mandated benefits.

### *Hours of Work*

Except in extraordinary business circumstances, employees shall (i) not be required to work more than the lesser of (a) 48 hours per week and 12 hours overtime or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture or, where the laws of such country do not limit the hours of work, the regular work week in such country plus 12 hours overtime; and (ii) be entitled to at least one day off in every seven day period.

## APPENDIX A: SUPPLIER COMPLIANCE STANDARDS

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### *Overtime Compensation*

In addition to their compensation for regular hours of work, employees shall be compensated for overtime hours at such premium rate as is legally required in the country of manufacture or, in those countries where such laws do not exist, at a rate at least equal to their regular hourly compensation rate.

### **3. CONCERN FOR THE ENVIRONMENT**

Best Buy expects its Suppliers to conduct business in a way that demonstrates respect for the environment. Suppliers should be alert to environmental issues and share in the commitment to conserve natural resources. Suppliers are encouraged to reduce excess packaging and to use recycled and non-toxic materials whenever possible. Suppliers should take steps to minimize the negative impact their business might have on the environment particularly concerning material selection and the handling and disposal of hazardous material and other waste. Suppliers shall in all respects comply with local environmental laws and regulations. Suppliers are encouraged to develop and maintain an environmental management system based upon the ISO 14000 series standards.

### **4. SECURITY REQUIREMENTS**

Suppliers should develop and implement a comprehensive plan to enhance security procedures throughout their operations. These are general recommendations that should be followed on a case-by-case basis depending on the Supplier's size and structure and may not be applicable to all. The Supplier should have written security procedures in place that addresses the following:

#### *Physical Security*

All buildings should be constructed of materials, which resist unlawful entry and protect against outside intrusion. Physical security should include:

- Adequate locking devices for external and internal doors, windows, gates and fences.
- Segregation and marking of international, domestic, high-value and dangerous goods cargo within the facility by a safe, caged or otherwise fenced-in area.
- Adequate lighting provided inside and outside the facility to include parking areas.
- Separate parking area for private vehicles separate from the shipping/loading dock and cargo areas.
- Having internal/external communications systems in place to contact internal security personnel or local law enforcement.

#### *Access Controls*

Unauthorized access to the shipping, loading dock and cargo areas should be prohibited. Controls should include:

- The positive identification, recording and tracking of all employees, visitors and vendors.
- Procedures for challenging unauthorized/unidentified persons.

#### *Procedural Security*

Measures for the handling of incoming and outgoing goods should include the protection against the introduction, exchange, or loss of any legal or illegal material. Security controls should include:

- Having a designated security officer to supervise the introduction/removal of cargo.
- Properly marked, weighed, counted and documented products.
- Procedures for affixing, replacing, recording, tracking and verifying seals on containers, trailers and railcars.
- Procedures for detecting and reporting shortages and overages.
- Procedures for tracking the timely movement of incoming and outgoing goods.
- Proper storage of empty and full containers/trailers/railcars to prevent unauthorized access.
- Procedures to notify Customs and Border Protection in cases where anomalies or illegal activities are detected or suspected by the company.

#### *Personnel Security*

Suppliers should conduct employment screening and interviewing of prospective employees to include periodic background checks and application verifications in accordance with applicable statutes and regulations.

#### *Education and Training Awareness*

A security awareness program should be provided to employees and include instruction on how to recognize internal conspiracies, maintaining product integrity, and determining and addressing unauthorized access. These programs should offer incentives for active employee participation in security controls.

#### *Threat Awareness*

A threat awareness program should be established and maintained by security personnel to recognize and foster an awareness of the threat posed by terrorists and contraband smugglers at each point in the foreign-based logistical chain. This program should include routine briefings and issuance of memoranda illustrating smuggling trends, seizures and information on terrorist threats along routes or areas along the logistical chain. These Standards may be updated from time to time by Best Buy and shall be made available via Best Buy's vendor extranet website, [www.extendingthereach.com](http://www.extendingthereach.com). A copy of these Standards in the local language shall be posted in a location visible to all employees at all facilities that manufacture products for Best Buy.

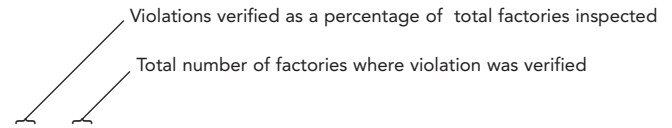
Violations of these Standards can be anonymously reported by calling the Open and Honest Line at 800-520-1132, by e-mail to [ethics@bestbuy.com](mailto:ethics@bestbuy.com), or by writing to Best Buy Ethics Office, 7601 Penn Avenue South, Richfield, Minnesota, USA 55423-3645.

# APPENDIX B: CALENDAR 2005 CODE VIOLATIONS

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## CALENDAR 2005 CODE VIOLATIONS

Number of factories inspected in calendar 2005: 172  
Number of terminated factories: 9



### A. CHILD LABOR

1A. Young Workers (ages 16 to 18 not registered with labor department)	8%	13	Corrective action required within a defined period
2A. Young workers (ages 16 to 18) have no regular health examination	3%	6	Corrective action required within a defined period
3A. Workers are not 16 years old or do not meet min. age requirement	2%	3	Factory subject to immediate termination
4A. Workers are not 16 years old at hire date, by 16 as of audit date	1%	1	Corrective action required within a defined period
5A. Workers used fraudulent identification cards, age documents for job application	1%	2	Corrective action required within a defined period
6A. Incomplete or missing age documents in personnel files	1%	2	Corrective action required within a defined period

### B. WORKING HOURS

1B. Workers do not have at least one day off in seven	35%	60	Corrective action required within a defined period
2B. Work week in excess of 72 hours	30%	51	Corrective action required within a defined period
3B. Work week runs between 60 and 72 hours	17%	30	Corrective action required through efforts reflecting continuous improvement
4B. Fraudulent wage and attendance records provided for review	2%	3	Factory subject to immediate termination
5B. No accurate and complete working records for review	9%	16	Corrective action required within a defined period
6B. Inconsistencies between working hours records and production records	2%	4	Corrective action required within a defined period

### C. WAGES AND COMPENSATION

1C. Pay is below minimum wage	19%	32	Corrective action required within a defined period
2C. Payment not provided for probation period of new worker	1%	1	Corrective action required within a defined period
3C. Overtime is not paid at an additional (premium) rate	22%	37	Corrective action required within a defined period
4C. No payment for overtime hours	1%	2	Corrective action required within a defined period
5C. Overtime is paid at an additional (premium) rate but below legal requirement	8%	13	Corrective action required through efforts reflecting continuous improvement
6C. Unclear wage statements	10%	18	Corrective action required within a defined period

### D. HARASSMENT AND ABUSE

1D. Illegal payment deductions or monetary fines	23%	40	Corrective action required within a defined period
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### E. HEALTH AND SAFETY

1E. Violations related to chemical safety-lack of material safety data sheet labels; inadequate storage	30%	51	Corrective action required within a defined period
2E. No first aid kits provided on factory floor	10%	17	Corrective action required within a defined period
3E. Fire safety-missing emergency lights; no evacuation route; no regular fire drills; blocked fire extinguisher; lack of exit indicators; locked fire service door	68%	117	Corrective action required within a defined period
4E. No hygiene certificate for canteen; no health examination for cook; lack of wash rooms on factory floor; no access to drinkable water	14%	24	Corrective action required within a defined period
5E. No approval qualifications for electrician; exposed wires	4%	7	Corrective action required within a defined period
6E. No regular inspection for goods elevator; no approval for lifting equipment	15%	25	Corrective action required within a defined period
7E. No earplugs, masks, gloves provided to workers	29%	50	Corrective action required within a defined period

### F. OTHER WORKPLACE VIOLATIONS

1F. Excessive mandatory (non-voluntary) overtime written in factory rules	2%	4	Corrective action required within a defined period
2F. Workers prohibited from leaving the facility/dormitory at certain times	2%	3	Factory subject to immediate termination
3F. Workers' government-issued identification, work permits withheld by employer	1%	2	Corrective action required within a defined period
4F. Workers required to pay inappropriate fees upon entering employment (usually found to be payment for uniforms)	6%	10	Corrective action required within a defined period
5F. No labor contracts were signed	7%	12	Corrective action required within a defined period
6F. Workers cannot resign or terminate employment as per legal procedure	1%	2	Factory subject to immediate termination

**LEGEND:** ■ Corrective action required through efforts reflecting continuous improvement  
■ Corrective action required within a defined period  
■ Factory subject to immediate termination

## APPENDIX C: FISCAL YEAR 2005 TRAINING PROGRAMS FOR

### RETAIL/RETAIL OPERATIONS EMPLOYEES (Programs are sorted by program name)

#### NEW MANAGER ORIENTATION (NMO)

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Ethics	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Onboarding program designed to get new retail managers up-to-speed. Includes an Ethics module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity
Diversity	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Onboarding program designed to get new retail managers up-to-speed. Includes a Diversity module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity; Unleash the power of our people
Strength Based Organization	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Onboarding program designed to get new retail managers up-to-speed. Includes a Strengths-Based Organization module.	1	Retail Leadership Training Team	Unleash the power of our people
Values	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Onboarding program designed to get new retail managers up-to-speed. Includes a Values module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity; Unleash the power of our people

#### MANAGER BLAST

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Diversity	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail man- agers. Includes a Diversity module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity
Counseling/ Coaching	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Counseling/Coaching module.	2.5	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Communicating Expectations	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Communicating Expectations module.	1.25	Retail Leadership Training Team	Show respect, humility and integrity



## APPENDIX C: RETAIL

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Leadership	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Leadership module.	2	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Values	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Values module.	1	Retail Leadership Training Team Have fun while being the best;	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Business Acumen	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Business Acumen module.	6	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people
Virtuous Teaching	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Virtuous Teaching module.	0.5	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people
Relationship Building	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Relationship Building module.	2	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Strengths/ Talent	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Strengths/Talent module.	1.5	Retail Leadership Training Team	Unleash the power of our people

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Time Management	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Time Management module.	1	Retail Leadership Training Team Have fun while being the best;	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Change Management	Y	New Assistant, Area and General Managers in Retail	Instructor-led: Skill building program for all retail managers. Includes a Change Management module.	1	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people

## SUPERVISOR BLAST

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Diversity	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Diversity module.	0.25	Retail Leadership Training Team	Show respect, humility and integrity; Unleash the power of our people
Counseling/ Coaching	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Counseling/Coaching module.	1	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Communicating Expectations	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Communicating Expectations module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity
Leadership	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Leadership module.	0.5	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Developing Teams	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Developing Teams module.	0.25	Retail Leadership Training Team	Unleash the power of our people
Prioritizing/ Time Management	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Prioritizing/Time Management module.	1.5	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Culture	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Culture module.	0.5	Retail Leadership Training Team	Show respect, humility and integrity
Values	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Values module.	0.5	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Business Acumen	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Business Acumen module.	3	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people
Virtuous Teaching	Y	New Supervisors	Instructor-led: Skill building program for all retail supervisors. Includes a Virtuous Teaching module.	2	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people

## APPENDIX C: RETAIL

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### HARVEST

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Diversity	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Diversity module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Show respect, humility and integrity; Unleash the power of our people
Empowerment	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes an Empowerment module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Unleash the power of our people
Virtuous Teaching	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Virtuous Teaching module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people
Coaching	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Coaching module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Root Cause Analysis	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Root Cause Analysis module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Strength Based Organization	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Strengths Based Organization module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Unleash the power of our people
Leadership	N	High-Potential Retail Individual Contributors	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Leadership module. (10 - 15 employees per store)	2	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people

### HARVEST (MANAGER)

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Retention and Development	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Retention and Development module. (3 per store)	1	Retail Leadership Training Team	Have fun while being the best; Unleash the power of our people
Decision Making	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Decision Making module. (3 per store)	1	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity

## APPENDIX C: RETAIL

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Short/Long Term Planning	N	High-Potential Retail Leadership Instructor-led:	Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Short and Long Term Planning module. (3 per store)	1	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Communication	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Communication module. (3 per store)	4		Show respect, humility and integrity
Relationship Building	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Relationship Building module. (3 per store)	4		Have fun while being the best; Show respect, humility and integrity; Unleash the power of our people
Values Shift	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Values Shifting module. (3 per store)	1	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Diversity	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Diversity module. (3 per store)	2	Retail Leadership Training Team	Show respect, humility and integrity

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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Empowerment	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes an Empowerment module. (3 per store)	2	Retail Leadership Training Team	Unleash the power of our people
Virtuous Teaching	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Virtuous Teaching module. (3 per store)	2	Retail Leadership Training Team	Learn from challenge and change; Unleash the power of our people
Coaching	N	High-Potential Retail Leadership	Instructor-led: Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Coaching module. (3 per store)	2	Retail Leadership Training Team	Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Root Cause Analysis	N	High-Potential Retail Leadership Instructor-led:	Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Root Cause Analysis module. (3 per store)	2	Retail Leadership Training Team Learn from challenge and	change; Show respect, humility and integrity; Unleash the power of our people
Strength Based Organization	N	High-Potential Retail Leadership Instructor-led:	Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Strength Based Organization module. (3 per store)	2	Retail Leadership Training Team	Unleash the power of our people
Leadership	N	High-Potential Retail Leadership Instructor-led:	Provides high-potential employees with advanced leadership education to broaden skill sets, prepare for new roles, and aid in development and retention. Includes a Leadership module. (3 per store)	2	Retail Leadership Training Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people

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### NEW EMPLOYEE TRAINING (NET)

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Leadership	Y	Line-level Retail Employees Instructor - led and	Web-based: Onboarding program designed to get new retail employee up- to speed. Includes some Leadership components.	0.5	Retail Training	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Talent	Y	Line-level Retail Employees	Instructor - led and Web-based: Onboarding program designed to get new retail employee up- to speed. Includes some Talent components.	0.5	Retail Training	Unleash the power of our people
Business Acumen	Y	Line-level Retail Employees	Instructor - led and Web-based: Onboarding program designed to get new retail employee up- to speed. Includes some Business Acumen components.	1	Retail Training	Learn from challenge and change; Unleash the power of our people

### GRAND OPENING UNIVERSITY (G.O.U)

Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Media Relations	Y	GMs	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Media Relations module.	4	Retail Training NSO Team	Show respect, humility and integrity; Unleash the power of our people
Culture	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	3	Retail Training NSO Team	Show respect, humility and integrity



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Category/ Area	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Community Relations	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	0.5	Retail Training NSO Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Virtuous Teaching	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	6	Retail Training NSO Team	Learn from challenge and change; Unleash the power of our people
Diversity	Y	GMs, CSMs	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Diversity module.	0.5	Retail Training NSO Team	Show respect, humility and integrity; Unleash the power of our people
Strength Based Organization	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	1	Retail Training NSO Team	Unleash the power of our people
Leadership	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	8	Retail Training NSO Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people
Values	Y	All Store Employees	Instructor- led: Onboarding and team building program that occurs prior to a New Store Opening (NSO). Includes a Community Relations module.	5	Retail Training NSO Team	Have fun while being the best; Learn from challenge and change; Show respect, humility and integrity; Unleash the power of our people

**APPENDIX C: FISCAL YEAR 2005 RAINING PROGRAMS**  
**CORPORATE EMPLOYEES** (Programs are sorted by category)

**ETHICS**

<i>Program Name</i>	<i>Required</i>	<i>Audience</i>	<i>Description</i>	<i>Training Hours</i>	<i>Data Source</i>	<i>Alignment with Corporate Values</i>
High Stakes Conversations - Leader prog. (Train the Trainer)	Y	Directors and above	Instructor-led: teaches leaders about managing high stakes conversations (i.e. those where opinions vary, stakes are high, and emotions run strong)	2	Kathleen Edmond, Best Buy Ethics Officer	Respect, Humility and Integrity
High Stakes Conversations - Employee Teachout	Y	Corporate / Field employees	Instructor-led: directors teach back content from leader version of program to their employees (see above)	1	Kathleen Edmond, Best Buy Ethics Officer	Respect, Humility and Integrity
High Stakes Conversations - eLearning module	Y	Employees who did not attend ILT prog., Directors and above	Web-based: eLearning the covers content from instructor-led programs (see above)	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Conflict of Interest	N	Officers/directors	Web-based: covers Best Buy conflict of interest policy.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Insider Trading	Y	Finance employees (Required); optional for all others	Web-based: covers Best Buy's insider trading policy.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Road to Respect	Y	All Corporate employees	Web-based: covers company policy on respectful behavior, including sexual harassment, conflicts of interest, ageism, etc. Focus is on employees' responsibilities.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Drive to Respect (eLearning)	Y	Corporate / Field Managers	Web-based: covers company policy on respectful behavior, including sexual harassment, conflicts of interest, ageism, etc. Focus is on managers' responsibilities.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Anti-Trust Compliance	N	Corporate employees	Instructor-led: Basic tenets for anti-trust law applicable to Best Buy businesses.	1.5	Legal Team	Respect, Humility and Integrity

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<i>Program Name</i>	<i>Required</i>	<i>Audience</i>	<i>Description</i>	<i>Training Hours</i>	<i>Data Source</i>	<i>Alignment with Corporate Values</i>
Corporate Management Series (Drive for Respect Module )	Y	Corporate Managers	Instructor-led: covers manager's responsibility in ensuring a respectful workplace whether people can do their best work. Includes modeling respectful behavior, recognizing offensive behavior, and acting to prevent offensive behavior issues.	4	HR Training, Leadership Dev Team	Respect, Humility and Integrity
Fiduciary Responsibility	Y	Finance employees (Required); optional for all others	Web-based program: defines fiduciary responsibility; profiles 3 companies who that violated their fiduciary responsibilities, including Enron, and the consequences of their actions.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Trademarks	Y	Advertising / marketing employees	Web-based: covers basics of trademark law including how to properly use and identify Best Buy trademarks and how to not infringe on others' trademarks.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Advertising Foundations	Y	Advertising / marketing employees	Web-based: covers how to choose legally acceptable elements for various types of advertisements.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity
Customer Privacy	Y	Corporate employees	Web-based: covers how to recognize customer data, use it properly and destroy it when usage complete.	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity

## VALUES

<i>Program Name</i>	<i>Required</i>	<i>Audience</i>	<i>Description</i>	<i>Training Hours</i>	<i>Data Source</i>	<i>Alignment with Corporate Values</i>
New Hire Orientation	Y	New Corporate employees	Instructor-led: include module in NHO that teaches employees about Best Buy values (e.g. Have Fun While Being the Best, Learn from Challenge and Change, Show Respect, Humility and Integrity, Unleash the Power of our People)	1	HR Training, Leadership Dev Team	Program specifically teaches all Best Buy values to new employees.

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### DIVERSITY

Program Name	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
New Hire Orientation	Y	New Corporate employees	Instructor-led: include a module in NHO that focuses on valuing diversity and an inclusive work environment.	0.5	HR Training, Leadership Dev Team	Respect, Humility and Integrity; Unleash the Power of Our People
Corporate Management Series (Diversity module)	Y	Corporate Managers	Instructor-led: covers manager's responsibility for creating an environment that embraces diversity. Includes business case for diversity and manager's role in creating inclusive environment	1	HR Training, Leadership Dev Team	Respect, Humility and Integrity; Unleash the Power of Our People
Affirmative Action	Y	Retail General Managers and above	Web-based: explains affirmative action and how it benefits Best Buy	0.5	HR Training, Custom eLearning Team	Respect, Humility and Integrity; Unleash the Power of Our People

### LIFE MANAGEMENT / WELLNESS

Program Name	Required	Audience	Description	Training Hours	Data Source	Alignment with Corporate Values
Employee Stock Purchase Plan	N	Corporate / Retail Employees	Web-based program describing how the Employee Stock Purchase plan works.	0.5	HR Training, Custom eLearning Team	N/A
Mentoring	N	All Corporate / Retail (exempt only)	Web-based training/matching software: provides information on the roles of mentors/mentees and how to get the most out of the relationship; teaches employees about the Mentor Scout program (i.e. a program/software that matches mentors and mentees within Best Buy)	0.5	HR Training, Leadership Dev Team	Unleash the Power of Our People
New Hire Orientation (Module: SBO)	Y	New Corporate employees	Instructor-led: covers basics of Best Buy's strengths-based organization philosophy.	1	HR Training, Leadership Dev Team	Unleash the Power of Our People

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<i>Program Name</i>	<i>Required</i>	<i>Audience</i>	<i>Description</i>	<i>Training Hours</i>	<i>Data Source</i>	<i>Alignment with Corporate Values</i>
Strengths-based Organization (SBO)	N	Corporate / Field employees	CD ROM: provides tips on how to understand and utilize your talents and strengths at Best Buy to increase your engagement/job satisfaction and success.	N/A	Human Capital and Leadership	Unleash the Power of Our People
Skillsoft (off-the-shelf eLearning Programs)	N	Corporate / Field employees (supervisor & above)	Web-based: access to off-the-shelf eLearning modules and books on a wide variety of topics including ethics, conflict, diversity, corporate social responsibility, decision making, etc.).	N/A	HR Training, Leadership Dev Team	All values.