

Best Buy Canada Employee Handbook

Welcome to Best Buy Canada!

Together, we're building a retail legacy online and coast to coast in our stores; it's about amazing products, the potential of technology when combined with the human spirit, and giving the very best service to our customers, every day.

We are a company of achievers, innovators, leaders and mentors.

Every employee, from Advertising Coordinators to Geek Squad Agents, Customer Service Supervisors to Blue Shirts, and everyone in between contributes to our company's unique and vibrant culture. Our culture is one of the things we're most proud of. Each employee contributes talent, energy and personality to the mix; the result is a dynamic, challenging and rewarding workplace.

Our culture is guided by the company values:

1. Have fun while being the best
2. Learn from challenge and change
3. Show respect, humility and integrity
4. Unleash the power of our people

As your career grows, you will see these values demonstrated by your leaders and peers and likely experience all of them yourself. I hope this is the start of a very rewarding and challenging journey for you. I'm glad to have you on our team. **Welcome.**

Ron Wilson, President and COO

talktoron@bestbuycanada.ca



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Personal Information

(For Your Records)

Name _____

Six-Digit Employee ID _____

“NT Login” _____ (your ETK Login—not your password)

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This Handbook provides summaries of information about the Policies and Programs that apply to all Employees of Best Buy Canada, the Distribution Centres and Geek Squad Cities (DC’s and GSC’s). Throughout this document, Best Buy Canada Ltd. will be referred to as “We”, “Best Buy Canada” or “the Company.”

Employees are responsible for reading the complete and most up to date versions of our Policies, Programs and Standard Operating Procedures (SOP’s) online on our Company intranet called ETK (“Employee Toolkit”) on a regular basis and complying with them at all times.

The terms of this Handbook concerning the employment relationship are implemented at the sole discretion of the Company and may be withdrawn or changed at any time, with notice where possible.



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Using Your Handbook

Updates

At the Company's sole discretion, the information contained herein may be modified or removed.

Please visit the Employee Toolkit on our Company intranet ("ETK") for the full and most up to date version of Best Buy Canada's Policies and Programs as well as the Standard Operating Procedures (SOP's). It is your responsibility to regularly review Policy/SOP changes and updates and to act in accordance with these Policies/SOPs at all times.

Sign Off

It is your responsibility to review and understand the Policies and Programs in this Handbook and on ETK and to sign, prior to the commencement of your employment with the Company, the *Acknowledgement Form* at the back of the Handbook acknowledging that you will comply with such Policies at all times.

Best Buy Canada's Code of Business Ethics

In addition to the general Policies and Programs contained in this Handbook, you need to be familiar with the *Code of Business Ethics* that outlines ethical standards to guide your decision-making. It highlights Company Policies that are not in this Handbook. You are responsible for complying with the *Code of Business Ethics* and may either be required to sign off on the *Code of Business Ethics* or complete an e-module course. The Company's reputation depends on it.

Interpreting and Applying Best Buy Canada Policies

These guidelines apply to all Employees working in Canada and we hope that you respect the spirit and intent of the Policies. If any provision of this Handbook conflicts with applicable provincial legislation, the provincial legislation shall apply.

Terms and Conditions of Employment

The Company strives for an efficient, productive work environment that encourages dedication and mutual respect among our Employees. The Policies and Programs contained in this Handbook and on ETK are designed to foster such an environment. We consider it an essential term and condition of your continued employment with Best Buy Canada to conduct yourself in accordance with all Company Policies and SOP's at all times.

Questions and Reporting

If you have any questions with respect to the interpretation or application of these Policies or Programs, or to report violations, you should:

Discuss the matter with your Manager/Supervisor;

Contact your Human Resources Manager; or

Contact Open and Honest, a confidential resource to question or comment on Employee relations issues.

- Call 1-888-211-7912



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- Visit www.bestbuyethics.com

Employee Toolkit (ETK)

The Company's intranet site, ETK, is an electronic vehicle used to communicate:

- Company news
- Retail and Services operational information
- Full versions of all Policies and Programs
- Knowledge management tools
- Support and training tools
- Much more...

As previously mentioned, it is your ultimate responsibility to review ETK on a regular basis to familiarize yourself with the latest information and read the most up to date Company Policies and Programs.

Our Values

- Have fun while being the best.
- Learn from challenge and change.
- Show respect, humility and integrity.
- Unleash the power of our people.

Our History

As a new member of the team, it is important for you to understand the history of Best Buy Canada and the origins of the Company's culture.

In the United States, Best Buy Co. Inc. was founded in 1966 by Richard M. Schulze in St. Paul, Minnesota, as The Sound of Music. In 1983, the Company changed its name to Best Buy Co. Inc. and began operating as a consumer electronics "superstore". In 1982, Future Shop originally started as a "one-store operation" located in Vancouver, British Columbia. Throughout the years, Future Shop grew aggressively and quickly expanded operations across Canada. In November 2001, Best Buy Co. Inc. entered the international market by acquiring Future Shop and as a result Best Buy Canada was born. In March of 2015, the Future Shop brand was consolidated under Best Buy.

Best Buy Canada operates under the Best Buy, Best Buy Mobile and Geek Squad banners as well as our web store online at BestBuy.ca. Our Geek Squad teams provide in-home, in-store or online repair and installation services across Canada. There are nearly 200 Best Buy stores across Canada, employing more than 12,000 employees. Best Buy Canada also has Distribution Centres/Geek Squad Cities in BC and Ontario.

Today Best Buy Canada is Canada's leading specialty retailer and e-tailer of consumer electronics, personal computers, entertainment software and appliances. For more information on our history and what each brand is doing, including community relations programs, please visit ETK.



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Our Culture

Diversity at Best Buy Canada

Diversity is not just about race and gender. It's about honouring the ways we are similar and different. By creating an inclusive environment for our employees, customers and the communities we serve, we can find and keep the best talent, become a trusted community partner and achieve profitable growth.

Accommodation

We are committed to accommodate those who fall under the protected grounds set out in human rights legislation in a manner which respects their dignity, is equitable, and enhances their ability to perform their work and fully participate in employment with us. To this end, we want to work together to achieve a workplace that is free of barriers or systemic issues that might lead to discrimination or impede accommodation efforts. Accommodation is an ongoing process of identifying and removing or minimizing the adverse effects of barriers in the work environment or in the method of doing work, which prevent otherwise qualified people, eligible for accommodation, from achieving expected outcomes of a job. The process is consultative, involving the Company and the Employee, and may result in specific adaptations and/or modifications in employment Policies or practices. If you require accommodation, please inform your Manager/Supervisor and/or Human Resources Manager of your limitations and needs; contact Open and Honest if you have any questions or consult our *Accommodation Policy*, available on ETK. The Company may, where appropriate, require independent verification of such limitations or needs, and you may be required to provide medical documentation to substantiate the need for accommodation.

Issue Resolution, Our Open Door Policy and Open and Honest

We encourage face-to-face discussion between you and your Manager/Supervisor as the best way to resolve most on-the-job issues. Your Manager/Supervisor is often in the best position to assess the situation, as he or she may be familiar with those involved and may have the benefit of first-hand knowledge and a possible hands-on solution. Other available options are:

- If you are not comfortable speaking to your Manager/Supervisor, or if the response is unsatisfactory, contact a more senior Manager in your area.
- If you are not comfortable approaching a more senior Manager or if you feel the action taken or the response given are unsatisfactory, you can request a further review through your District Manager or your Human Resources Manager or through other senior management who you feel may be of assistance.
- If you are not comfortable following these steps, or if they have not been successful, you may contact the Human Resources Department through **Open and Honest** at: 1-888-211-7912 or visit www.bestbuyethics.com. We have developed this tool to answer and solve problems when the ordinary approach has not been successful.
- You may choose to remain anonymous, although providing your name will help resolve your concern. A poster that provides basic information about the Program and who to contact for help is displayed throughout the workplace. You may also contact the **Ethics Office** if you have questions or concerns of an ethical nature (e.g. financial integrity, conflicts of interest, or other ethical issues that could damage the Company's reputation). To contact the Ethics Office, call



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1-800-520-1132. If you do not know whether your issue should be addressed by Open and Honest or the Ethics Office, contact Open and Honest for guidance.

No Retaliation

No retaliation will be taken against anyone for bringing a concern forward or for reporting a violation of a Policy in good faith. It is our policy that you should be able to report incidents or make your concerns known, in the manner that you are comfortable with, free of fear of retaliation. Any Employee who retaliates against someone for bringing a legitimate concern forward or any member of management who obstructs an Employee's attempt to take a problem to a member of higher management or to human resources, or who reprimands or otherwise hassles an Employee who has already done so, will be subject to disciplinary action up to and including termination of employment for cause. If you believe you have been the subject of retaliation, you should contact your Manager/Supervisor, your Human Resources Manager, or Open and Honest.

Confidentiality

Every effort will be made to deal with concerns privately, respectfully, and in the spirit of maintaining a positive work environment. Disclosure will be limited to what is necessary to conduct a prompt and thorough investigation and to what must be disclosed for legitimate business purposes. Ensuring that an open and honest atmosphere exists is everyone's responsibility. We expect all of you to live our values, to contribute to promoting a positive environment, and to conduct yourselves in a manner that is consistent with this Policy. By doing so, we will ensure that we are thoroughly canvassing the issues that arise and that all voices are heard, thereby unleashing the power of our people.

Investigators (e.g. Human Resources, Asset Protection, Legal Department, or Employee Relations, etc.) handle all issues and concerns as confidentially as possible and in accordance with our business practices, Policies and the law. Information pertaining to Open and Honest inquiries will **not** be kept in your personnel file.

Our Relationship

We want to thank you for choosing us as your employer. We value our relationship with you and want it to be fair, open and straightforward. Accordingly, we want you to understand the nature of our relationship.

Employment Classification

We have different classifications for Employees. At the time you were hired, your position was classified as part-time, full-time, or temporary/seasonal. Only after discussions between you and your manager, and an approval from your location's manager, will your employment classification change in the system. Once the approval(s) is received from the appropriate manager(s), the classification change will be reflected in the system. Please refer to the **Work Schedules and Attendance** Section for more information on Hours of Work and Availability Requirements (and also visit ETK). If you have any questions about your employment classification, you should contact your Manager/Supervisor or the Human Resources Department.



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Your First 90 Days of Employment

The first 90 days of your employment are considered an evaluation or probationary period. The purpose of this probationary period is for you and the Company to get acquainted with one another and determine whether the continuation of the employment relationship is in the mutual interest of both parties. The probationary period provides us with the opportunity to assess your skills, your suitability for employment, and your ability to work in harmony with others, among other things. For more information, contact your Manager/Supervisor or your Human Resources Manager.

Transfers

While employed by the Company, you may be transferred to a work location other than where you were originally hired or where you currently work. Any transfer, should one occur, will be based on the requirements of the business and will be at the discretion of the Company, and will take into consideration your desired career path. We will try to provide you with as much advance notice as possible should a transfer be required. Any such transfer is part of the nature of our business and shall not constitute a termination of your employment. Similarly, if your personal circumstances change or you are considering a move to another part of the country, you can request a transfer to another work location. Employee initiated transfers will be considered and accommodated where possible, taking into consideration the needs of the business at the time.

Service Bridging

The Company has a *Service Bridging Policy* in order to treat Employees fairly and consistently when they leave the Company for a short period of time. If you leave the Company for a period of less than six months and return within this time frame into a full-time role you may be able to have your prior service recognized for certain purposes (e.g. pension and benefit eligibility). The Company will follow Employment Standards legislation for service bridging when it comes to termination pay. Please visit ETK for the entire Policy or speak with your Human Resources Manager.

Employee Personal Information Policy

This section provides highlights of our *Employee Personal Information Policy*. The full policy is available on ETK or from your Human Resources Manager. During the application process and throughout your employment with the Company, the Company requires certain information about you to establish, manage and sever the employment relationship. Personal information used for these purposes is referred to as *Employee Personal Information*.

The purposes for which Employee Personal Information is collected, used and disclosed include the following:

- To gather information to make a hiring decision. For example to review your employment history, check your references, and complete background checks (including criminal and credit where applicable).
- To administer compensation, benefits, incentive and departure programs, for example to manage payroll and to establish, maintain, and administer benefits coverage.
- To meet statutory, common law, and other regulatory requirements, for example to provide information to Canada Revenue Agency (CRA) for income reporting purposes.

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- To manage the workforce, for example to conduct investigations and monitor conduct as it relates to job performance, disciplinary measures, promotions, etc.
- To administer the management of our business operations, for example to assess Employee satisfaction (through surveys, etc.).
- To monitor the premises and protect the workplace and corporate assets, for example to monitor Company Information Systems (voicemail, email, Internet, desktop and laptop computers, etc.) to ensure the use of Company equipment is lawful, ethical, and consistent with the Company's professional reputation, standards, and policies.

During the normal course of business, some of the Company's operations may result in Employee Personal Information being shared with its parent company in the United States ("Best Buy Co. Inc.") or with third parties acting on our behalf or as permitted or required by law. Some of these operations may result in personal information being stored or processed outside of Canada and, as a result, your personal information may be accessible to law enforcement and regulatory authorities in accordance with the law of these foreign jurisdictions. By accepting and continuing your employment with the Company you are consenting to the collection, use and disclosure of your Employee Personal Information for the purposes identified above.

Work Schedules and Attendance

Work Hours

Work hours and schedules are determined in accordance with internal and external customer service needs, business unit requirements, workload and operational efficiency and provincial Employment Standards legislation (or other applicable legislation) requirements. Your Manager/Supervisor will determine and communicate your schedule or post it in your department. It is your responsibility to know when you are scheduled to work. Where appropriate and available, routine schedules may be established. Special requests are considered to address work/life needs, but are contingent upon business needs, unit operation and how work is performed. With advance notice to you where possible, Managers/Supervisors may adjust the working hours of hourly-paid Employees in accordance with applicable provincial Employment Standards legislation.

Availability Requirements

You are expected to commit to being available to work the hours to which you agreed during the hiring process. You are also required to be available in accordance with the minimum availability standards depending on your employment status. The minimum availability standards may change from time to time. They are posted on ETK and you are responsible for reviewing these on a regular basis. We will make our best efforts to schedule part-time Employees in accordance with their availability based on business requirements. However, a specific number of hours of work per week cannot be guaranteed. If at some point you desire to change the hours you are available to work, you must discuss it with your Manager/Supervisor as far in advance as possible. Any such change is subject to your Manager/Supervisor's approval, which may be withheld as business circumstances require. Time records may be monitored to ensure that you work the minimum required hours.

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Travel and Expense Reimbursement Policy

The Company has a comprehensive *Travel and Expense Reimbursement Policy* which you must adhere to for all business related travel. The intent of the Policy is to ensure that you do not incur financial loss nor realize any financial gain from travel and expense charges. You are responsible for reviewing the *Travel and Expense Reimbursement Policy* before any required business travel. The Policy is available on ETK or by contacting your Human Resources Manager.

Overtime

The Company has a comprehensive *Overtime Policy* which is applicable to all Employees (whether full-time, part-time or seasonal/temporary), except Managers and other exempt Employees as defined by applicable Employment Standards legislation. Employees who are overtime eligible are required to obtain management approval before working overtime. Employees who work overtime hours and have not obtained prior management approval are required to obtain approval as soon as possible afterwards. Failure to obtain authorization for overtime hours worked may result in discipline up to and including termination of employment with cause. Requests for approval of overtime, where feasible, should be in writing. For details on eligibility for overtime pay, overtime rates, reporting requirements, and what to do if you have remote access or participate in Social Media Activities during Company time, please visit the Company ETK for the entire, most up to date *Overtime Policy*.

Attendance at Meetings and Training

When your attendance is required at a meeting that is scheduled outside of normal working hours, or you are required to travel for training, you will be paid in accordance with provincial Employment Standards legislation. For questions, please speak with your Human Resources Manager.

Rest Breaks (Not Applicable to CHQ/DC/GSC)

- As business conditions permit, you may receive up to one 15-minute rest break for every four (4) hours of work.
- Rest breaks are paid time; therefore, you must remain on Company premises.
- Rest breaks are separate from meal periods and are not to be used to extend the length of a meal period.
- “Missed” rest breaks are not to be added to the beginning or end of the workday as paid time.
- Managers/Supervisors may designate certain times during your shifts for rest breaks depending on your position, the nature of your work and department staffing considerations.

Meal Periods

- Meal periods are unpaid time and are based on the total number of hours you are scheduled or anticipated to work.
- You are entitled to one 30-minute meal period* after five consecutive hours of work (within five consecutive hours of work in Alberta). For retail Employees, this means you receive an unpaid 30-minute meal period during an eight hour shift. (*1 hour in Newfoundland and Labrador)
- You may leave Company premises on your meal period.

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- Meal breaks are meant to be taken after five consecutive hours of work. “Missed” meal breaks are not to be added to the end of the workday for the purposes of leaving early.

Rest breaks and meal periods are granted based on current business activity, varying deadlines and hours worked, and in accordance with provincial Employment Standards legislation.

Managers/Supervisors may designate certain times during your shifts for your meal periods depending on your position, the nature of your work and department staffing considerations.

Attendance and Punctuality

Attendance and punctuality are important to the efficient and successful operation of our business. Poor attendance and tardiness disrupt productivity, customer service, and makes it difficult to function effectively. When you are not here, someone else must do your job. You are therefore expected to keep regular attendance, be present at your work area ready to work at your scheduled starting time, and work as scheduled. Good attendance and punctuality are essential components of solid Employee performance and are measured by objective standards. Accordingly, unapproved absenteeism and tardiness will play an important role in your performance reviews. Best Buy Canada has comprehensive attendance policies for each area available on ETK which outlines the expectations around reporting absences, the provision of supporting medical documentation, what are considered unsupported absences, and how we will address absences due to a disability or other protected ground as set out in human rights legislation.

Our Workplace

Entrances/Exits from Stores

As part of our Loss Prevention strategy, all Employees exiting their store, the Distribution Centre or Geek Squad City may, without advance notice, be required to have any purses, bags or coats inspected as per standard procedure. At the Distribution Centre and Geek Squad City, Employees must pass through the Brijot® non-invasive, safe people screening system for detecting concealed objects when exiting the workplace. If the Brijot® system detects a concealed object, you may be wanded to determine the source or nature of the concealed object before being permitted to proceed.

Parking

Parking is available at the Distribution Centre/Geek Squad City and CHQ. You must only park in designated Company parking spots. Vehicles found in laneways, visitor parking or other non-designated areas will be towed at the owner’s expense. The Company is not responsible for any theft or damage to personal vehicles while parked on Company property. For store Employees, most locations have limited customer or visitor parking. For this reason, you should park only in those areas designated by your General Manager. You will learn more about parking during your first day of orientation.

Lockers/Break Rooms

It is your responsibility to safeguard your belongings. Where lockers are provided, they are there for your use at your own risk. The Company is not responsible for any items left in break rooms or the

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contents in lockers. Lockers are considered Company property and are therefore subject to search at any time without notice.

Smoking

- To protect the health, comfort and environment of everyone and to comply with local and provincial smoking laws regarding a “smoke-free” workplace, smoking is prohibited in the workplace. This includes the following areas:
- All enclosed workspaces such as offices, change rooms or lunch rooms;
- All common areas open to the public in enclosed buildings; and
- All commonly-shared rooms such as boardrooms, hallways, entry or exit areas, classrooms, storage or equipment rooms, computer areas, cafeterias, lounges, and restrooms.

Smoking includes the carrying or holding of a lit cigarette, cigar, lit pipe, e-cigarette, marijuana cigarette, vaping or chewing tobacco. You are expected to exercise good sense and common courtesy in respecting the needs and rights of others.

Dress Code

The Company is a professional retail organization that offers customers a unique and total shopping experience. As part of that commitment, we have developed a dress code standard that tells our customers that although we dress casually - it is neat, professional, clean and highly recognizable. Managers/Supervisors are responsible for discussing clothing options with Employees who seem to be dressing inappropriately. We are willing to make reasonable concessions and accommodation for dress or grooming directly related to an Employee’s religion, ethnicity or disability or as otherwise required by law. The details of our dress code standards are available on ETK under HR Policies or SOP Online. If you have questions about whether an item of clothing is acceptable, please contact your Manager/Supervisor or your Human Resources Manager.

Health and Safety

Our Orientation Program will provide you with all of the information you need to work safely and avoid injury well into the future. You are required to adhere to the requirements set out in this program and follow all rules and procedures presented to you during orientation and training. You can refer to the mySafety site on ETK for further information. Please contact your Manager/Supervisor or your Human Resources Manager immediately if you have any questions or concerns.

Your Pay

Compensation

The Company determines compensation based on the nature of the job performed, with consideration to what other employers in the local community pay for similar work. We regularly conduct market research to help ensure that the compensation we offer is competitive. Your pay is a confidential matter between you and the Company and is not to be discussed with others.



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Pay Equity

The Company believes in equal pay for work of equal value and is committed to complying with all applicable provincial Pay Equity legislation.

Time Records – Duty to Accurately Record Hours Worked (Not Applicable to CHQ)

Maintaining accurate time records is important. If you are an hourly Employee, you are paid according to the hours you enter into the Company's computerized time and attendance system. You are solely responsible for recording all the hours that you work and you have an obligation to work in accordance with your work schedule, and record the hours worked accurately. Your Manager/Supervisor will provide you with the appropriate method for recording daily work hours, including procedures for documenting missed or incorrect time keeping.

The hours of work of an hourly Employee include:

- Required department/store meetings;
- Required training and travel to and from certain training;
- Hours worked using special work rule transfers (such as the manager on duty); and
- Approved rest breaks.

If you are an hourly-paid Employee, you must not work before you have clocked in or after you have clocked out, commonly known as "off the clock." For example, you may not check your business voicemail, electronic mail, complete on-line training, or view/participate in social media exchanges (e.g. WhatsApp or GroupMe) for work purposes while "off the clock."

In the event you incorrectly enter your hours worked into the computerized time entry system, and are subsequently paid accordingly to those hours, you must notify your Manager/Supervisor so that a correction can be initiated. Failure to notify your Manager/Supervisor may delay receiving compensation for the time you actually worked. Repeated failure to accurately or timely record your hours worked may result in discipline up to and including termination of employment for cause.

You are prohibited from suggesting, allowing, tolerating or demanding that another Employee ignore or violate their obligation to record all hours worked. Doing so may result in discipline up to and including termination for cause. Time records may be monitored to ensure that you work the minimum required hours, as per the Availability Requirements.

Pay Schedule

The Company follows a bi-weekly pay schedule where you will be paid one week in arrears.

Pay Procedures

You are paid bi-weekly on Fridays, via direct deposit to your bank account. You will receive your pay stubs electronically through Canada Post's epost service. You are required to sign up for an epost account within seven days of your start date. If you have any questions, contact our Payroll Department at ePay@bestbuycanada.ca.



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Payroll Deductions

All earned income is subject to statutory deductions for federal and provincial Income Tax, Canada/Quebec Pension Plan and Employment Insurance Premiums. All deductions for the following federal programs are made before income tax is applied.

- Employment Insurance (EI)—Employment insurance may protect you and your family from income loss due to unemployment, sickness, or maternity/parental leave; and,
- Canada/Quebec Pension Plan (CPP/QPP)—Working Canadians who contribute to the CPP/QPP may be eligible for pension benefits when they reach retirement age or become disabled.

Depending on your participation in other Employee Programs, you may have additional payroll deductions, such as:

- My Benefits plan; and
- Pension Plan and/or Group Registered Retirement Savings Plan contributions.

Time Off

Paid Holidays

There are days throughout the year that are statutory paid holidays for all eligible Employees. These days may vary from province to province. You may be requested by your Manager/Supervisor to work during holidays. If you work on a holiday, you will be paid for hours worked in accordance with applicable provincial Employment Standards legislation. When a recognized holiday falls within your vacation time, that day will be coded as a statutory holiday, not a vacation day. For more information, please visit ETK, speak with your Manager/Supervisor, your Human Resources Manager or call the Rewards line at 1-866-612-5820.

Vacation

We believe that taking time off from work is both valuable and important to your well-being. You are provided with time off to allow time away from work for rest, recreation and important personal matters. Administration of the *Vacation Policy* depends on whether you are a full-time, part-time or a temporary/seasonal Employee. For full-time Employees, vacation hours are accrued based on completed months of service. Part-time employees earn vacation pay based on their vacationable earnings. Annual vacation entitlement is determined based on position and length of service. You must obtain approval from your Manager/Supervisor prior to scheduling vacation. Please visit ETK for complete details.

IMPORTANT: Due to the seasonal increase in business, you will be unable to take vacation time during certain months to accommodate the holiday or back to school season (Black-Out Periods). For questions relating to restrictions as well as the manner of calculating entitlement, please speak with your Manager/Supervisor or your Human Resources Manager and visit ETK for the complete *Vacation Policy*.

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Personal Business Days (PBDs)—Full-Time Employees

PBDs are allocated based on years of service and organizational level. PBDs will provide you additional paid time off to tend to your “personal business”—as a complement to your vacation entitlement. Complete details on PBDs are available on HR Hub in the ‘On the Job’ drop down menu. You can also talk to your Human Resources Manager or call the Rewards line at 1-866-612-5820.

Sick Leave and Short Term Disability Leave—Full-Time Employees

The Company recognizes that Employees may need time off due to illness or injury. To that end, eligible full-time Employees may receive paid time off for intermittent absences due to non-occupational illness or injury. For absences beyond five (5) consecutive business days, the Company also has a Short-Term Disability (“STD”) plan that provides an income continuation benefit for eligible full-time Employees who are prevented from working as a result of a non-occupational injury, disease, illness or hospitalization. The benefit consists of a percentage of your base salary and is available (subject to certain conditions) for a period of up to 16 weeks. Employee eligibility for, and receipt of STD benefits is subject to the current terms and conditions of the plan, which may change from time to time. The complete *Sick Leave Policy* is available on ETK or by contacting your Human Resources Manager.

Long Term Disability Leave—Full-Time Employees

Long Term Disability (LTD) coverage pays a monthly benefit if, after STD benefits have been exhausted or the 16 week waiting period ends, you are still unable to work due to an accident, illness, or disability and you meet the qualification criteria. The complete details of the LTD benefits are available in the *Sick Leave Policy* that is available on ETK or by contacting your Human Resources Manager.

Subrogation of Sick Leave Pay

In consideration of the Company paying sick pay benefits to you under its *STD program*, should you sustain an illness or injury unrelated to your employment and as applicable provincial laws permit, you shall:

- diligently, and in good faith, pursue any reasonable claim which you may have against a third party for loss of income; and
- remit to the Company, as reimbursement, any amount(s) recovered from a third party for loss of income (including interest credited as a result of judgment or settlement), and less reasonable legal fees incurred pursuing the recovery, as approved by the Company in writing, but only to the extent of any sick pay benefits paid to you.

Bereavement Leave

We realize that a death within your family is a time of sorrow. To help you through this difficult time, we offer our permanent full-time Employees paid time off. Generally, part-time and seasonal Employees are entitled to unpaid time off in the event of a death in their family. Some exceptions apply in specific provinces based on Employment Standards legislation. Complete details on the *Bereavement Leave Policy* are available on ETK or by contacting your Human Resources Manager.

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Jury and Witness Duty

Permanent full-time and part-time Employees who are summoned for jury duty or receive a summons or subpoena to appear as a witness in a court proceeding, not resulting from private affairs, will receive their regular pay. Any proceeds earned from your participation in the jury or witness duty must be submitted to your Manager/Supervisor. Please advise your Manager/Supervisor in writing as far in advance as possible of any expected jury or witness duty leave request.

Voting

During a federal election, you are entitled to three consecutive hours during the day while polls are open to vote. If you are scheduled to work the entire time the polls are open, you will be excused from work, without loss of pay, early enough to ensure that you have a minimum of three hours before the close of polls. You are also provided time off to vote in provincial elections. The amount of time provided varies from province to province. Ask your Manager/Supervisor or Human Resources Manager for more information.

Maternity and Parental Leave

Maternity and Parental Leave is governed by both federal and provincial employment legislation, and compensation may be available under the *Employment Insurance Act* or the Quebec Parental Insurance Plan ("QPIP"). We also have a 17 week Maternity Leave Top-Up Program for eligible birth mothers. For in-depth details on eligibility for Maternity Leave, Parental Leave, Adoption Leave, or our Top-Up Program as well as details on benefit continuation while on Leave, please refer to the *Maternity, Parental and Adoption Leave Policy* on ETK or speak with your Human Resources Manager.

Family Responsibility Leave

Generally, you are entitled to up to five days of unpaid leave during each employment year to tend to family responsibilities relating to the care, health or education of a child in your care, or the care or health of any other member of your immediate family*. For the purpose of this leave, "immediate family" means your spouse, child, parent, guardian, sibling, grandchild or grandparent and any person who lives with you as a member of your family, including common-law spouses, step-parents, step-children, and same sex partners and their children. Each employment year is calculated based on your start date. Any time taken off on any day (even one hour) qualifies as one day for the purpose of this leave. Please advise your Manager/Supervisor in writing as far in advance as possible of your leave request.

**Newfoundland and Labrador – You are entitled to up to 7 days unpaid leave. Ontario and Quebec – You are entitled to up to 10 days unpaid leave. Saskatchewan – In the case of illness or injury of a family member, you are entitled to up to 12 days unpaid leave.*

Compassionate Care Leave

You are entitled to unpaid leave to provide care for or support to a family member who is gravely ill. The length of the leave varies by province. Except in Saskatchewan, you are eligible for the leave if a medical practitioner issues a certificate stating that your family member has a serious medical condition with a significant risk of death within 26 weeks. In Saskatchewan and Ontario you only need to provide

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a medical certificate certifying the illness or injury of the family member. Please advise your Manager/Supervisor in writing as far in advance as possible of your leave request.

For the purpose of this leave, “family member” means your spouse, child, parent, guardian, sibling, grandchild or grandparent, and any person who lives with you as a member of your family, including common-law spouses, step-parents, step-children and same-sex partners and their children. Where provincial Employment Standards legislation provides you with *Compassionate Care Leave*, also known as *Family Caregiver Leave*, in broader circumstances, the Company will comply with such employment standards requirements at all times.

Reservist Leave

If you are in the Canadian Forces Reserve you may apply for *Reservist Leave*. You are entitled to both a leave of absence and job protection upon return from such leave. This entitlement is regardless of whether you reside in a province which has added this type of leave in the provincial Employment Standards legislation or not. We also have a Top Up Program for full-time permanent Employees who are deployed, either in Canada or outside of Canada for a period of up to 16 weeks. For detailed information about our *Reservist Leave Policy* and its Top Up Program, please refer to the *Reservist Leave Policy* on ETK.

Other Unpaid Leaves of Absence

If certain situations or emergencies not covered by the above leaves of absence require you to be absent from work for an extended period of time, you may request an unpaid leave of absence. Where possible, requests for leave should be made in writing and state clearly the reasons the leave is necessary. Requests are considered on a case-by-case basis and are generally granted only under exceptional circumstances. In all instances, the business must support a leave of absence. Decisions regarding a leave request will be communicated to you by your Manager/Supervisor.

In provinces where the applicable Employment Standards legislation sets out additional entitlements for unpaid or paid leave, such as *Organ Donor Leave* in Ontario, *Critically Ill Child Care Leave*, or a crime related, death or disappearance leave, the Company will comply with such requirements. Please speak with your Human Resources Manager if you have any questions about particular leaves.

Employee Programs

Employee Discounts

You are eligible for the Company’s Employee discount as soon as you commence employment with the Company. You are required to use your ETK (NT) Login information to use your Employee discount. Photo identification will be required to complete your purchase. You are expected to demonstrate personal integrity in connection with the discount and must comply with the Policy’s Terms and Conditions at all times.

The following list sets out some of the Terms and Conditions applicable to the Employee Discount privilege (the complete *Employee Discount Policy* and SOP are available on ETK or by contacting your Human Resources Manager): You may only use the discount to purchase items for personal use or gifts if and only if the product is entirely paid for by you.



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- It is **never appropriate to allow a friend, family member, or any other person to make a purchase using your discount privileges.**
- **You are never permitted, under any circumstances, to process your own purchases or purchases made by your friends or family.**
- Products that are intended as promotional gifts with purchase are not eligible for Employee purchase. An example may include a digital camera sold at retail price that includes a free bag. The bag cannot be purchased on its own.
- You may not access BestBuy.ca through a discounting website such as Ebates.
- When products have a \$0 or \$0.01 cost or clearly incorrect cost (e.g. a TV that is regularly priced at \$1,199 and is listed as \$119 in EPOS), you are required to obtain approval from your Manager/Supervisor **before** making the purchase. If you do not obtain prior approval you may be subject to discipline up to and including termination of employment with cause.
- Services such as computer repairs must not be provided free of charge or for less than 55% of the suggested selling price under any circumstances.
- You are not eligible for “layaways” and must pay for the full amount of the product at the time of purchase.

The Asset Protection Department tracks and audits all Employee purchases to ensure that they are being administered correctly. Failure to adhere to this Policy and accompanying SOP is cause for discipline up to and including termination of employment with cause.

Employee Donations

We believe in the value of making donations or contributions to support the causes that are important to all of us. You are free to personally donate to, endorse, campaign for or contribute to the organization(s) of your personal choice, political or otherwise, however, you are not permitted to make donations or contributions on behalf of Best Buy Canada.

Employees who support registered Canadian charities through personal donations are encouraged to do so through Best Buy Canada’s myGiving program. Through myGiving, you can make donations to registered Canadian charities of your choice and Best Buy will match all eligible donations by 40%. Refer to the *Employee Donations & Sponsorship Requests Policy* and *Donations SOP* on ETK for further details.

Employee Referral Bonus Program

In an effort to broaden our talent pool and to reward you for bringing qualified candidates to our attention, the Company has developed an Employee Referral Bonus Program. Please refer to the *Referral Bonus Program* on ETK for the full eligibility criteria and the current referral bonus amounts.

Employee Stock Purchase Plan

Best Buy Canada offers an Employee Stock Purchase Plan (ESPP). Full-time and part-time Employees are eligible to participate on the first day of the month following three months of continuous service. For more information, please visit HR Hub or speak with your Human Resources Manager.



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In the event of a termination without cause (regardless of the circumstances), participation in the ESPP and the Company's contribution will continue only for the duration of the minimum statutory notice period, as set out in provincial Employment Standards legislation. **You are not entitled to money in lieu of the employer's contributions after the end of the statutory notice period.**

My Retirement Pension Plan (Defined Contribution Registered Pension Plan)

All permanent full-time and part-time Employees who meet the pension requirements are eligible to participate in the Retirement Pension Plan. Full-time Employees are eligible after the first day of the month following three months of continuous service. Part-time Employees' eligibility varies based on province of employment and previous year's annual earnings. You will be notified upon program eligibility. For details on the Pension Plan visit ETK or speak with your Human Resources Manager.

In the event of a termination without cause (regardless of the circumstances), pension contributions and the Company's matching contribution will continue only for the duration of the minimum statutory notice period, as set out in provincial Employment Standards legislation. **You are not entitled to money in lieu of the employer's matching contributions after the end of the statutory notice period.**

Group Registered Retirement Savings Plan (RRSP) and Registered Educational Savings Plan (RESP)

Best Buy Canada offers you the possibility to sign up for its Group RRSP or contribute to an RESP. Program details are available on ETK or speak with your Human Resources Manager.

My Benefits Program

The Company offers all permanent full-time and part-time Employees the opportunity to participate in the Company's health, dental, disability and life insurance benefits. Full-time Employees become eligible the first day of the month following three months of continuous service. Part-time Employees become eligible the first day of the month following six months of continuous service. You will be mailed an enrollment package to your home mailing address when you become eligible. For details on the My Benefits Plan visit ETK or speak with your Human Resources Manager.

Employee Assistance Program – Life Solutions

The Company offers an Employee Assistance Program for all Employees and persons living within their household. This is a confidential, free of charge support service available to you at any time. Services range from awareness and education, to assistance from trained counsellors on issues such as child/senior care, financial planning, addictions, illness prevention and illness management, mental and emotional counselling, and nutritional consultation. Complete details are available on ETK or by speaking with your Human Resources Manager.

Commitment to Ethics

The Company's reputation in the marketplace is a direct reflection of your integrity and sense of responsibility. As a Company, we place our trust and confidence in all of you. In return, we expect you to comply with all Company Policies and Programs. In addition to the general Policies and Programs contained in the Employee Handbook, the Company has a *Code of Business Ethics* that outlines ethical rules and standards to guide your conduct and your decision-making. You are required to familiarize



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yourselves with the *Code of Business Ethics* and comply with it at all times. Our reputation depends on it.

Ethics Office

As we work toward our goal to become an Employer of Choice, it is important to create an environment in which you feel supported and protected when faced with ethical situations. Thus, the Ethics Office is available to help answer questions and address concerns regarding ethics (e.g. financial integrity, conflicts of interest) and other ethical issues that could damage the Company's reputation. The Ethics Office is also responsible for leading ethics activities (e.g. education and awareness). The Company has named an Ethics Officer who manages the Ethics Office and its initiatives. To contact the Ethics Office, call 1-800-520-1132. You are also encouraged to contact your Manager/Supervisor or your Human Resources Manager.

Conflicts of Interest Policy

You are required to observe the highest standards of business integrity and avoid engaging in any activity or interest that may be regarded as, or that could create the appearance of, a possible conflict with the interests of the Company. In addition, if you engage in activities that create the appearance of weakening the Company's overall internal control environment, you are considered to have created a conflict of interest. A conflict of interest arises when we act in our individual personal interests instead of, or at the expense of, the interests of the Company when engaged in the Company's business activities. Private, personal interests may cloud our ability to make sound, objective decisions in the best interests of the Company. You must avoid conflicts of interest and even the appearance of such conflicts. **This includes but is not limited to close and personal relationships between Employees in direct or indirect reporting relationships.**

For the complete version of the *Conflict of Interest Policy*, including examples of possible conflicts of interests and disclosure obligations, please visit ETK. Should you have further questions regarding this Policy please contact your Manager/Supervisor, Human Resources Manager, or Open and Honest at 1-888-211-7912.

Offensive Behaviour: Addressing Harassment, Discrimination and Workplace Violence

We are committed to providing all Employees with a positive and safe work environment that is free of discrimination, harassment (whether on prohibited grounds or personal/psychological harassment including bullying), or violence, whether perceived or actual. Unfair treatment of anyone, bullying, psychological harassment, or displays of aggressive or violent behaviour, under any circumstances, are unacceptable and subject to discipline up to and including termination of employment. Please visit HR Hub to view the entire *Offensive Behaviour Policy*.

Employee Conduct

We want you to find your time with the Company to be rewarding. We aim to create a pleasant and professional atmosphere that you can enjoy. For these reasons, you are expected to follow standard business behaviour and comply with all our Policies and Procedures at all times. In the event that there is a concern of unacceptable behaviour, we may complete a formal or informal investigation which will



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include an opportunity for those involved to explain what happened from their point of view. Once this process has been completed, the Company will determine what action, if any, is appropriate in the circumstances.

The following is a list of examples of unacceptable behaviour:

- Providing poor levels of customer service or being rude towards/mistreating a customer.
- Failing to report a close and personal relationship between yourself and a subordinate.
- Missing work or arriving late without permission or in breach of the applicable attendance policy.
- Failing to perform your work duties or otherwise intentionally wasting time.
- Excessive personal calls or conducting personal business during work hours.
- Using Company resources for accessing, distributing or collecting inappropriate or offensive materials.
- Soliciting or passing out literature during working time, in violation of our *Non-Solicitation and Employee Fundraising Policy*.
- Violating health or safety rules.
- Not meeting expected standards of performance.

There are some actions that can be considered so severe or flagrant that immediate dismissal for cause is warranted. These cases may require an investigation, in which case, you may be suspended with or without pay until the case is resolved.

The following is a list of examples of severe or flagrant misconduct:

- Inappropriate password control, such as using a secure password that is not your own.
- Threatening, cursing, swearing or using abusive or obscene language while on Company property, during working hours or while representing the Company.
- Misrepresenting, falsifying or materially omitting information on an employment application, during the hiring process, or during employment.
- Misrepresenting products, policies or services to customers.
- Fighting, instigating a fight, or attempting to hurt another individual while on Company property, during working hours or work related events.
- Possession of explosives, firearms, weapons, or illegal drugs while on Company property, during working hours or work related events.
- Any form of harassment, discrimination or workplace violence directed towards another individual.
- Intentionally destroying or abusing Company property.
- Writing or authorizing your own sales invoice, payment, credit, return or refund.
- Entering or asking someone else to enter sales under your own name when you were not involved in the sale.
- Unauthorized price changes or misuse of your discount privilege.
- Editing or manipulating your own time or anyone else's time without an authorized time edit form.
- Theft of Company products or services, or other dishonest acts while on Company property, during working hours or work related events.

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- Severe insubordination or refusal to follow work direction.
- Reporting to work under the influence of alcohol, marijuana/ cannabis, or illegal drugs or any other activity on Company property involving alcohol, illegal drugs or abuse of prescription drugs.
- False or malicious accusations against the Company or against another Employee, customer or vendor.

Progressive Discipline Policy

As discussed above, the appropriate disciplinary action depends on the circumstances:

- Serious offences call for immediate reaction. In such situations, the disciplinary action may be applied without delay, up to and including termination of employment for cause. For further information on termination for cause, please refer to the section of this Handbook entitled “When Employment Ends.”
- Less serious infractions, such as dress code violations or tardiness, may be more appropriately handled by working through various levels of discipline, beginning with discussion about the matter with your Manager/Supervisor.
- The following are the steps of our *Progressive Discipline Policy* which is designed to give you an opportunity to improve your performance or conduct. One or more of these steps may, however, be omitted depending on the individual circumstances of the misconduct:
 - Verbal warning (documented)
 - Written warning
 - Final written warning
 - Termination with cause

In certain circumstances, you may be suspended from employment with or without pay until an investigation is completed. In the case of an investigation, you, and other Employees involved, are expected to assist and cooperate as best you can. All information obtained from you during an investigation is kept confidential to the fullest extent possible.

Non-Solicitation

You are encouraged to use your work time effectively and for business purposes only. You are prohibited from soliciting other Employees when on working time; distributing leaflets, pamphlets or any other materials in work areas; and posting personal notices on Company bulletin boards. In addition, non-Employees may not come on Company premises for any form of solicitation or distribution of literature. For the entire *Non-Solicitation and Employee Fundraising Policy*, please visit ETK or speak with your Human Resources Manager.

Theft and Fraud

The removal of any Company property without prior authorization shall be considered theft. Accordingly, the following acts are strictly prohibited (this list is not exhaustive):

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Giving any product to a customer without entering the transaction into the cash register or receiving payment.

- Removing cash, product or other property from the cash register, store, or offices.
- Assisting or participating in copying or pirating of software.
- Personally using or taking credit for a benefit or rebate that you are not rightfully entitled to (e.g. using the Trade & Save for other than its intended purpose to close a sale, inflate sales results, or for a personal purchase).
- Loaning a product to anyone.
- Unauthorized exchange of products.
- Removal of another individual's belongings.
- Access to services (e.g. Home Theatre Installation) without paying for it, or in violation of the *Employee Purchase Policy*.
- Unauthorized removal or copying of Best Buy Canada documents.
- Unauthorized creation, alteration, or destruction of Best Buy Canada invoices.
- Misrepresenting the Company or its policies to close a sale.
- Misrepresenting your authority to a customer, supplier, or the public.
- Deceiving or attempting to deceive management.
- Failing to honestly answer a direct question put to you by management.

The use of deception to gain any advantage may constitute fraud. Accordingly, the following acts are strictly prohibited:

Asset Protection

We have established Policies, Procedures and objectives to help guard against “shrink.” Shrink is defined as the loss of inventory, cash or other Company property. The Asset Protection Department is primarily responsible for controlling all of these areas. Deterring or preventing theft before it happens is its primary objective. This is accomplished through various means such as ongoing training, specific Policies and Procedures and award Programs.

It is your responsibility to help prevent shrink. That means everything from greeting every customer within 10 feet of you to reporting safety and theft concerns to your management team, Regional Asset Protection Manager or Human Resources Manager. You are required to report theft. If you are not comfortable reporting theft concerns to your management team or the Regional Asset Protection Manager, you can contact **Open and Honest at 1-888-211-7912**.

Note that rewards may result from tips phoned in on this line. Please also note that to limit losses it may be necessary to perform inspections as permitted by law. These may include an inspection of your possessions - such as desks, computers, lockers, carrying bags, overcoats or your person using a metal detector.



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Copyrights and Licenses

As the leading consumer electronics retailer in Canada, our Company plays a key role in the sale, distribution, and use of software, music, games, movies, satellite TV, and other products that are subject to copyright, licensing, and subscription restrictions. Our *Copyrights and Licenses Policy* prohibits the unauthorized use of copyrighted or licensed materials. To engage in the unauthorized use of the products and services that we provide is not only illegal, but it is also a conflict of interest, as it conflicts with the Company's business interests. Moreover, it goes against our Company values which call upon all Employees to show respect, humility, and integrity. Failure to abide by this Policy is cause for discipline up to and including termination of employment. The full Policy is available on ETK or from your Human Resources Manager.

Social Media Policy

If you post Confidential Company Information, or discuss matters relating to the Company or its business, it can directly or indirectly impact our Company and our Stakeholders. We have therefore established a detailed *Social Media Policy* to provide you with guidelines and standards for your Social Media Activities as they relate to the Company. You are required to adhere to our *Social Media Policy* and the Canadian Social Media Guidelines at all times. Please visit ETK for the entire Policy or ask your Human Resources Manager.

Confidential Information Policy

We have a comprehensive *Confidential Information Policy* and *Customer Information Policy*. The full Policies are available on ETK or from your Human Resources Manager. The Company's proprietary information and competitive knowledge are ranked into three classifications – Public, Confidential, and Top Secret – according to the level of risk to the Company. You are responsible for understanding the classification of information with which you are working and handling it accordingly. If you have any questions, please contact your Manager/Supervisor, the Privacy Manager (privacymanager@bestbuycanada.ca), your Human Resources Manager, or call Open and Honest. There is also has an SOP called *Privacy and Data Protection* (retail) and you are required to adhere to both the Policies and SOP. Please visit ETK.

Information Security Standards and Policies Best Buy maintains comprehensive policies on Information Security in order to protect the confidentiality, integrity and availability of Best Buy Information (e.g. in any form: digital, paper, spoken, various media types, held intellectually) and Information Resources. These include our Confidentiality Policy, Information Security Policy and Information Classification Standard (the "VIP Policies").

Best Buy employees are trained on our VIP Policies by completing Valuable Information Protection training ("VIP Training") when hired, and at least annually thereafter. Employees are expected to comply with the all aspects of VIP Policies and standards during their employment. Please visit ETK to review all of the VIP Policies.

Our Company Resources are monitored to ensure compliance with the ethical, professional, and operational standards set for the workplace. We may monitor, inspect, search and/or record any



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activities occurring on Company resources without notice of any kind. Users of Company Resources should have no expectation of privacy.

If you are unable to comply with information security requirements outlined in the VIP Policies or the information security standards, please contact EIPPolicyException@bestbuy.com. If you are aware of a situation that may be a security risk to Best Buy, you must report it by contacting Best Buy's Open and Honest hotline at 1-888-211-7912 or *CSIRT via email.

Employment of Relatives

It is our goal to avoid creating or perpetuating circumstances in which the possibility of favouritism, conflicts of interest, or impairment of efficient operations may occur. Therefore, while your relatives may be hired, immediate family may not work in a direct reporting relationship. Immediate family is defined as your spouse, children, step-children, legal dependents, parents, brothers, sisters, grandparents, grandchildren and parents-in-law. Managers/Supervisors should exercise caution in hiring decisions to ensure that a new Employee is not placed in a direct reporting relationship with immediate family.

In general, Managers/Supervisors should follow these guidelines:

1. You will not be permitted to directly or indirectly supervise the work of immediate family. "Indirectly supervise" is defined as supervising a close relative from a second level of supervision, and includes the "Manager on Duty" level of supervision.
2. Third-level supervision will be allowed if the other guidelines of this Policy can be followed.
3. Personnel movement or transfers will not be allowed when this movement or transfer results in a supervisory/subordinate relationship or a second level of supervision between immediate family, or when the possibility exists that this type of relationship is likely to result from the personnel move or transfer.
4. Relationships within the organization will not be permitted where an Employee handles cash transactions involving immediate family, or where his/her immediate family member is responsible for control over those items.
5. No organizational relationship involving immediate family will be allowed to exist regardless of their positions, if it creates a disruption, violates confidentiality rules, or has a negative impact on the work and business at Best Buy Canada.
6. Every reasonable attempt will be made to find another location for the Employee who was reassigned without violating this Policy. Where reasonable attempts to realign reporting relationships cannot be identified, other viable options will be considered.

You should also refer to the Company's *Conflict of Interest Policy* as issues or questions arise regarding the employment of relatives and close and personal relationships within the Company.

Use of Alcohol/Drugs/Controlled Substances Policy

We want safety for our Employees, contractors, and customers. As such, we have a zero-tolerance for the unlawful or unauthorized use, possession or distribution of alcohol, drugs and controlled



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substances. Marijuana/ cannabis is considered a controlled substance. Actions such as, but not limited to, the following are prohibited:

- Reporting to work and/or being on Company property while under the influence of intoxicants, illegal drugs or unlawful or unauthorized controlled substances, including marijuana/ cannabis;
- The unlawful or unauthorized use, possession, transfer or trafficking of such intoxicants, illegal drugs or controlled substances in any manner, while on Company time, Company premises, representing the Company or in Company vehicles;
- Using Company property (e.g. Company money, Corporate credit cards, parking lots, other Company premises, etc.) or your position within the Company to make or traffic intoxicants, illegal drugs or unlawful or unauthorized controlled substances;
- Using unlawful or unauthorized drugs, including marijuana/ cannabis, at Company-sponsored events; use of alcohol at these events is discouraged; and
- Any other unlawful or unauthorized use, possession or trafficking of intoxicants, illegal drugs or controlled substances in a manner that is detrimental to the interests of the Company.

We strive to maintain a safe and healthy workplace; therefore, attending work after having consumed or while under the influence of alcohol, marijuana/ cannabis, or other controlled substances is not permitted under any circumstances. If you take medications, either prescription or over-the-counter, that may adversely affect your ability to perform work safely and productively, you must report the use of the medication to your Manager/Supervisor. This includes drugs that may affect judgment, coordination or other senses including drowsiness or dizziness. You are not required to disclose the nature of the medical condition or the type of medication being taken.

Your Manager/Supervisor, in conjunction with your Human Resources Manager and/or our short-term disability benefits adjudicator, will determine whether you can remain at work and if any work restriction will be necessary.

If the Company has a reasonable suspicion that you are violating any aspect of this Policy, the Company may immediately suspend you pending an investigation. The Company reserves the right to search desks, lockers, file cabinets and other Company property and premises at any time without prior notice if warranted. Your refusal to cooperate in this process will constitute insubordination and may result in corrective action up to and including termination. A reasonable suspicion includes a suspicion that is based on specific personal observations such as your manner, disposition, muscular movement, appearance, behaviour, speech or breath-odour, and/or information provided to management by an Employee, by law enforcement officials, or by the Loss Prevention Department.

Violations of this Policy will result in discipline, up to and including termination of employment for cause. The determination of whether a violation of this Policy results in discipline or termination of employment will be subject to applicable provincial human rights legislation.

Gifts and Vendor Relations

Best Buy's reputation in the marketplace depends on the quality and integrity of our relationships with vendors. All employees are expected to avoid business practices or activities which could create the appearance of impropriety or undue influence in Best Buy's relationships with vendors. Employees are



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therefore not permitted to accept gifts from vendors or suppliers, except in the very limited circumstances set out in the *Gifts and Vendor Relations Policy*. Employees may also not accept vendor-paid entertainment (such as concerts or sporting events) or travel unless there is a legitimate business purpose, the event or travel has been disclosed in advance at www.bestbuyvendorpolicyform.com, pre-approved by a Senior Vice President (or above) and meets the other requirements set out in the policy. Similarly, employees must not accept vendor-paid meals unless there is a legitimate business purpose, the meal is not extravagant and is promptly reported to the employee's manager, and the other requirements of the policy are met. Employees are also generally prohibited from offering or giving, directly or indirectly, a gift to an associate or representative of any current or potential customer or vendor in connection with a transaction or proceeding between the Company and the other organization.

Employees are expected to make vendors aware of the requirements of the policy. If you do receive a gift or an offer of entertainment or travel from a vendor, you must promptly report it to the Ethics Office using the disclosure form at www.bestbuyvendorpolicyform.com. You are required to report any violation of the *Gifts and Vendor Relations Policy* or any other suspected or actual illegal or unethical conduct to the Legal Department, or Open and Honest. For more details on what is permissible, what to do when gifts are offered or received, or if you have any questions, please visit ETK for the complete *Gifts and Vendor Relations Policy* or contact your Manager/Supervisor, Human Resources Manager or Open and Honest.

When Employment Ends

Your employment with us may terminate at any time at the request of either yourself or the Company. This may take place in one of several different ways:

Resignation

If you decide to voluntarily terminate your employment with the Company, we request that you submit a written resignation to your Manager/Supervisor at least two weeks in advance of your last day of work. You will receive any outstanding vacation pay with your last paycheck. You are required to turn in all Company property (e.g. keys, electronic equipment, Employee access cards, etc.) to your Manager/Supervisor on or before your last day of work. The Company reserves the right to shorten the length of your notice period, subject to applicable Employment Standards legislation. If you fail to personally notify your Manager/Supervisor of an absence of three or more consecutive scheduled work days, or if you walk off the job without authorization, you will be deemed to have resigned.

Termination during your Probationary Period

The first 90 days of your employment are a probationary period. Except in Manitoba, if you are terminated during this period, for any reason, you will not be entitled to receive any advance notice or pay in lieu of notice or severance pay. If you work in Manitoba and you have completed one month of service, you are entitled to one week notice or pay in lieu of notice in accordance with provincial Employment Standards legislation.

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Termination without Cause

Typically, termination without cause occurs during restructuring, workforce reduction or permanent market changes. However, the Company may terminate your employment without cause for any other reason at any time. If this occurs, unless otherwise stated in your offer letter, you will be provided with only the minimum notice and/or compensation, including statutory notice or pay in lieu of notice, statutory severance pay, and vacation pay, as applicable, in accordance with the applicable provincial Employment Standards legislation. Best Buy Canada will be under no further obligation with respect to notice or pay in lieu of notice at common law. In the event of a termination without cause, benefit continuation, including short term and long term disability benefit coverage, ESPP contributions, and pension contributions will only continue for the duration of the minimum statutory notice period as set out by the applicable provincial Employment Standards legislation. The Company will not provide you with any amount in lieu of the loss of the employer's matching contributions under the Pension Plan after the end of the statutory notice period.

Termination with Cause

You are expected to conduct yourself in a manner that promotes a positive work environment. If you conduct yourself contrary to Company Policies and standards, you may be subject to disciplinary action, suspension from work without pay and/or termination of employment for cause. If you are terminated with cause, you are not entitled to receive notice of termination (or pay in lieu of notice) or severance pay, whether pursuant to Employment Standards legislation or common law.

The following employment situations are some examples of "cause" for terminating employment (this list is not exhaustive):

- Consistent poor performance. If your performance is seriously lacking (such as, but not limited to, excessive tardiness, absenteeism, etc.), your Manager/Supervisor will make the problem clearly known to you and discuss how your performance could be improved. If, after clear warnings, you have not been able to improve, your Manager/Supervisor may decide to terminate your employment with cause.
- A serious breach (as determined by the Company) of the Policies set out in this Handbook, the *Code of Business Ethics*, or *Confidential Information Policy* and *Customer Information Policy*, such as, but not limited to, verbal or physical harassment, theft of Company products or services, using alcohol, drugs or other controlled substances during Company time, or serious misuse of Company email or systems.
- Any intentional or grossly negligent disclosure of any confidential information, as determined by the Company.
- Violations of insider trading laws or any other laws. An act of dishonesty such as fraud, embezzlement, theft of Company products or services, or falsifying employment or Company records.
- Completing another Associate's/Employee's time record or falsifying your own time record. Conduct that is deemed materially detrimental to the Company's business or financial position.
- Personal conduct of such a serious and substantial nature that it is deemed to injure the Company's reputation if you are retained as an Employee, such as pleading guilty or being convicted of a crime that is reasonably related to our business. Any and all omissions,

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commissions or other conduct that would constitute cause at law to terminate the employment relationship without notice or pay in lieu of notice.

Your Final Pay Statement Record of Employment and T4

Your final pay statement will be issued through epay. Your Record of Employment is electronically submitted to Service Canada as soon as your employment ends. If you choose to apply for Employment Insurance benefits, Service Canada has your ROE on file. You do not need a copy of your ROE to begin an Employment Insurance application. If you would like to have your own copy, please visit www.servicecanada.gc.ca or call 1-800-206-7218. You will receive your T4 slip and RL-1 (Quebec residents only) via your epost.ca account in February of each year. If you are not set up on epay, your T4 slip and RL-1 (Quebec residents only) will be mailed to the address we have on file for you. These are typically mailed out by the end of February.

Employee References

In order to ensure the accuracy of information that is shared with people outside the Company and to ensure compliance with privacy legislation, the Company only provides employment verification letters and does not provide job references for current or former Employees. Similarly, except Human Resources Managers, you may not provide any information regarding a current or former Employee to any individual who is not employed by the Company. Any information provided either on social media websites, such as LinkedIn or Facebook, or contrary to this Policy is the personal opinion of the individual providing the information. The Company does not assume responsibility for such statements, or the accuracy of them and will not be liable for any misrepresentations.

Should you have further questions regarding this Policy please contact your Manager/Supervisor, your HR representative, Open and Honest or the Employment Verification inbox at employletter@bestbuycanada.ca (preferred) or 604-412-1609. For the detailed version of the Policy, please visit ETK.

Additional Sources of Information

Your Resources and Communication Channels

Communication and knowledge management is an extremely important part of all our jobs. Exchanging information is a shared responsibility. If you have questions about the contents of this Handbook or have concerns regarding any work-related matter, you are encouraged to contact your Manager/Supervisor, and if necessary, the next-level Manager or the Human Resources Department. There are a variety of resources available for you to obtain information. Please use the list and numbers in the section of this Handbook called 'If You Have Questions' to help with communication.

If You Have Questions...

The first person you should contact is your Manager/Supervisor or your Human Resources Manager. It is their responsibility to help you gain a greater level of job satisfaction and become a productive and informed member of our team. However, there may be times when you are not comfortable talking to your Manager/Supervisor or may not be getting a response as quickly as you would like. In those



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situations try calling one of the numbers below.

Open and Honest	1-888-211-7912 or www.bestbuyethics.com
The Ethics Office	1-800-520-1132
Privacy Manager	privacymanager@bestbuycanada.ca
Benefits Questions	1-866-866-8659
Employee Assistance Program	1-877-809-3143 guidanceresources.com (ID: BBYCanada)
Payroll	epay@bestbuycanada.ca
Employment Letters	employletter@bestbuycanada.ca
Address Change	address_change@bestbuycanada.ca
Name, Marital Status Change	hdataent@bestbuycanada.ca
SIN number or Date of Birth Change	hdataent@bestbuycanada.ca

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Best Buy Canada Employee Handbook

Acknowledgement of Receipt

You are required to complete and return the following acknowledgement of receipt of this Handbook. I acknowledge having received a copy of the 2019 Employee Handbook ("Handbook").

I acknowledge that I have read and understood all of the Rules, Policies and Programs contained in this Handbook and understand that it contains important information on general personnel Policies of the Company and on my privileges and obligations as an Employee.

I agree to abide by the Rules, Policies and Programs contained in this Handbook and on the Company's intranet. I understand that failure to comply with such Rules, Policies and Programs may result in the imposition of disciplinary action including suspension without pay or termination of employment for cause.

I further understand and agree that I am required to act in accordance with the Confidential Information Policy and Customer Information Policy, Code of Business Ethics, and in accordance with our workplace Health and Safety guidelines at all times, and that failure to do so may lead to disciplinary action up to and including a suspension without pay or termination of employment with cause. In the event that my employment is terminated for cause, I will not be entitled to receive notice or pay in lieu of notice.

In the event of a termination without cause, benefit continuation, including short term and long term disability coverage, ESPP contributions, and pension contributions will only continue for the duration of the minimum notice period required by the provincial Employment Standards legislation. Furthermore, I will be provided with only the notice or pay in lieu of notice described in my offer letter/Terms and Conditions of Employment.

I further understand that the Company may, from time to time, and with prior notice when possible, change, rescind, add to or revise any Rules, Policies, Programs or benefits described in this Handbook and the Company's intranet at its sole discretion and that I am responsible for regularly reviewing the Rules, Policies, and Programs on the Company's intranet.

I acknowledge that I have had an opportunity to discuss the content of this Handbook with my Manager and/or a representative of the Human Resources Department and that I understand my offer letter/Terms and Conditions of my employment.

Dated at _____ this ____ day of _____ (Month), ____ (Year).

Employee Signature: _____

Employee Name (please print): _____

