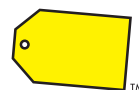


Think Ahead

Corporate Responsibility:
Our Aspirations and
Fiscal 2008 Performance Report

Best Buy Co., Inc.



BEST BUY™

Our philosophy

...and the technology will follow the people.

What is a connected world, really? Is it all about the technology? No. It's all about the people: parents connecting with their kids; teachers connecting with students; volunteers connecting with community members; employees connecting with customers. A connected world is best observed at a local level, between individuals, in their lives and in their communities. They simply use technology to connect.

We believe that only an employee living in the same community as a customer can really see the connections that exist — and that creates an enormous opportunity for our business. We can only grow through the approximately 150,000 individuals worldwide who make us Best Buy. They are the ones who can best step up to address the local technology needs, concerns and challenges facing the people who live there.

Those needs, concerns and challenges are expanding beyond the technology choices in our stores. Many of our customers want to know that the products they buy from us are responsibly made and sourced. They want perspective on energy-efficient and environmentally responsible technology choices that save resources and money. They want confidence that their old electronics are recycled or refurbished, not dumped in a landfill. They want us to do more than give charitable donations; they want us to participate in their community and help it thrive. They want our stores to be efficient and sustainable. Above all, they want to know that our employees and company are trustworthy, responsible and committed to their communities. And they want to know what we intend to do in the future.

This means our corporate citizenship and our business are one and the same. It's brought to life through our employees in communities around the planet. We must think ahead, express our aspirations for both the business and for our corporate citizenship, and move forward.

Our aspirations point to where we see Best Buy, five years from now, inside this connected world:

1. A global champion for human ingenuity and opportunity — our employees providing leadership for our industry, our customers, and our communities worldwide

2. A global advocate for consumers in the world of technology — delivering consumer electronics products and services to more people than any other company in the world

3. Environmentally and socially accountable for our brands and business operations worldwide

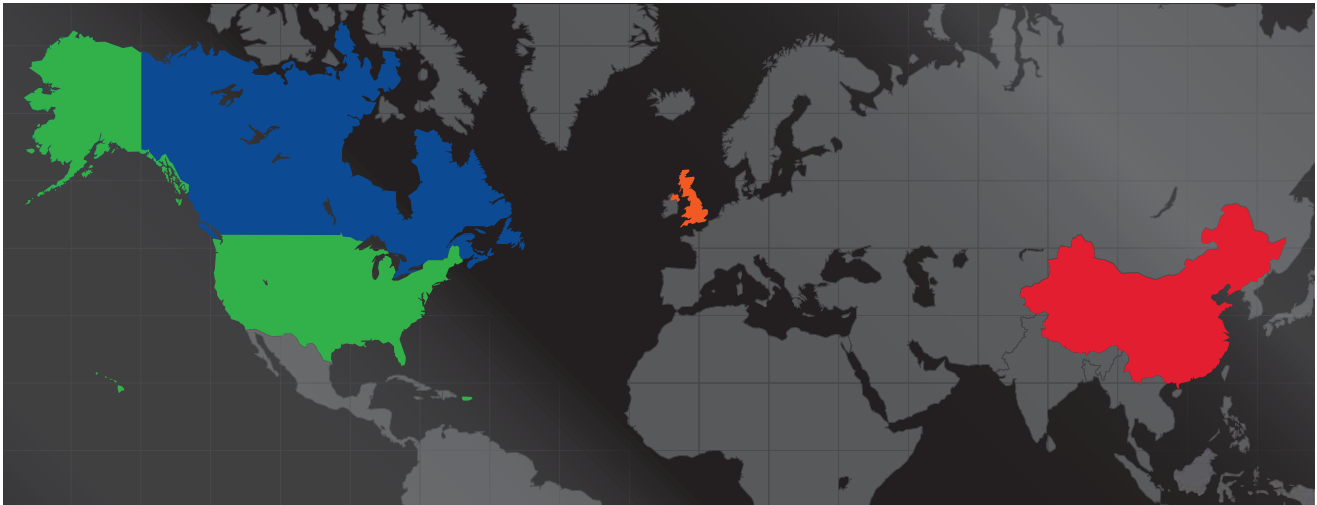
Yes, these aspirations are big. But they give you an idea of where we expect to go with the business, and how we consider and account for our social and environmental footprints as we grow. They're the common denominators for our values, our brands, employees, and business around the planet, and they'll come to life when we consistently and responsibly address the local needs of our customers and communities, every day.

This report is one of our first steps on the journey toward our aspirations. Here you'll find metrics for our fiscal 2008 social and environmental performance. You'll see examples of how we're thinking ahead, making changes and investments to be more socially and environmentally responsible, and how the power of our people is accelerating our connections with communities, with the environment, and with the rest of the planet — even in places where we aren't operating our business.

We're excited to be on this journey — we believe a connected world, centered socially and environmentally around people and their technology needs, is our destination. But we're just getting started, so consider this report as the baseline for year-over-year measurement of our progress toward those aspirations for growth and citizenship.

May 2008

Scope of operations: fiscal 2008



<p>UNITED STATES (including Puerto Rico)</p> <p>Number of Employees: 119,557</p> <p>Locations:</p> <p>Best Buy 923</p> <p>Geek Squad Precincts 923</p> <p>Geek Squad Stores 7</p> <p>Magnolia Audio Video 13</p> <p>Best Buy Mobile 9</p> <p>Pacific Sales 19</p>			MAGNOLIA AUDIO VIDEO		
<p>CANADA</p> <p>Number of Employees: 18,393</p> <p>Locations:</p> <p>Best Buy 51</p> <p>Geek Squad Precincts 51</p> <p>Future Shop 131</p>					
<p>CHINA</p> <p>Number of Employees: 9,229</p> <p>Locations:</p> <p>Best Buy 1</p> <p>Geek Squad Precincts 1</p> <p>Five Star 159</p>					
<p>UNITED KINGDOM</p> <p>Number of Employees: 128</p> <p>Locations:</p> <p>Geek Squad On-line</p>					

Stakeholder engagement

Our aspirations for corporate citizenship aren't for reporting alone — we expect the business to live by them. And that means we need to consider outside perspectives to help steer our decisions.

We already do this in numerous ways; for instance, we spend over \$30 million each year listening to our employees and customers, factoring their insights into our growth plans. But to truly expand that scope, we need to have regular conversations with representatives of our key stakeholder groups — investors, Non-Government Organizations (NGOs), communities and civic leaders — as well as the employees and customers we already actively engage. We know this will help us better consider different perspectives as we make decisions for the growth and sustainability of our business, while remaining focused on our aspirations.

In fiscal 2008, we took the time to think ahead, set our aspirations, and make sure our social and environmental metrics align year-over-year with our business operations. We've asked select stakeholders to review this report, and to provide feedback on ways we could improve it.

In fiscal 2009, we are planning to build a new advisory panel — one that represents our numerous stakeholders, inside and outside our company. We hope this panel will have a greater role by helping us stay focused on our responsibilities and our aspirations, and helping us revolutionize how we engage stakeholders store by store, community by community. Together we will map out a charter for an ongoing advisory panel that will be mutually beneficial to our key stakeholders and to the business.

Look for more details on this advisory panel, and how it works with Best Buy, in our fiscal 2009 corporate responsibility report — available in summer 2009.

Get to know the Best Buy employee

Loves to jam with customers playing "Guitar Hero" in the store.

Talks with 30.6 customers each day.

Helped the local middle school apply for, and win, a Teach Award.

Knows how much energy that fridge will use.

Speaks 20+ different languages.

Talks regularly with about 20,000 other employees in Facebook, Twitter and MySpace.

Plays in one of the Best Buy Bands. (Always wants more cowbell.)

Knows the difference between digital and high-definition television.

Not a fan of 7 a.m. store trainings on Saturdays.

Occasionally wears a black tee shirt under the blue shirt.

Cards anyone under 30 trying to buy an M-rated video game.

Loves shredding hard drives.

Is aware that there is no longer an exclamation point in Panic At The Disco.

Threw a "tech night" at the store for female customers to check out the latest electronics.

Knows Wii inventory levels for all stores in a five state area.

Posted more than 200 YouTube videos in 2007.



@15

The opportunities worldwide for @15 are endless. Fact is, there are young teens everywhere, growing into themselves and into their communities. And to sustain our business in a connected world we're going to need them.



Putting our corporate philanthropy to work for young teens – and our business

With approximately 150,000 employees with enormous passion, in thousands of communities around the world, it can be tough to focus corporate philanthropy on a particular need. But while each community might have unique characteristics, cultures and norms, there's one thing they all have — our future talent.

Some of our longstanding corporate philanthropy programs have reached our future talent in different ways, but it's difficult to know how they really help kids get ahead. For instance, our Teach Awards alone put \$3.9 million of technology into K-12 schools across the U.S. in fiscal 2008. But did those awards help prevent high school

dropouts? Our scholarships — \$2.8 million in fiscal 2008 — are awarded to exceptional high school seniors who already have made their mark and are looking to their futures. But what about younger teens who are struggling to be heard and understood?

For fiscal 2009, we've sharpened the focus of our longstanding commitment to corporate philanthropy: creating and providing opportunities for 13, 14 and 15 year-olds, so they have a better chance of finding a fulfilling life for themselves. Called @15, this program will especially come alive locally, in our stores.

We believe young teens are an overlooked group for financial and creative support. Federal education funding in the U.S. alone is usually directed at pre-K through grade 6 and post-secondary programs. And while there are some good community programs helping teens, we think we have a unique opportunity, based on who we are and what we do, to bring more to the table. After all, they're already in our stores. And someday, they may apply for our jobs. We believe we have a responsibility to help them succeed.

Our first step? We're going to look these kids in the eye, and we're going to listen to them. Then, instead of doing something *for* them, we're going to make a difference *with* them. For example, we are providing nearly \$1 million in fiscal 2009 to Youth Venture, an innovative nonprofit

33%

Of all U.S. students leave high school without a diploma



Source: Educational Testing Service study, Policy Evaluation and Research Center, 2005

organization, born from Ashoka International, that provides seed money for youth-led social change programs. The funding will support more than 300 ventures nationwide.

Additionally, we are going to give teens opportunities to help steer our corporate giving through the @15 Fund and Youth Council, where youth across the country will decide how charitable dollars are distributed. And when we can, we'll bring them into the business of Best Buy.

Our partnership with Sweat Equity Enterprises, for instance, a nonprofit organization founded by designer Marc Ecko, will help bring the insights and talents of teens into existing and new business initiatives.

We think our store employees can help bring @15 to life in ways we can't even yet imagine. We are going to help our stores connect with local young teens in ways that provide them the opportunities to learn, grow, lead and give back to their own peers.

The opportunities worldwide for @15 are endless. Fact is, there are young teens everywhere — growing into themselves and into their communities. And to sustain our business in a connected world we're going to need them.



\$31.8 million

Best Buy put
\$31.8 million into our
communities in fiscal 2008



Smarter and greener

As one of the largest retailers of consumer electronics, we have a responsibility to help consumers make smart decisions about the environmental impact of their Best Buy purchases.



Meeting new customer needs

As one of the largest retailers of consumer electronics, we have a responsibility to help consumers make smart decisions about the environmental impact of their Best Buy purchases. And that means we want to, in turn, show leadership when it comes to energy efficiency and recycling of e-waste (electronics and appliances). Like everything else in our business, that leadership relies on the connection among our employees, customers and communities.

In fiscal 2008, we expanded our e-waste recycling programs and collected 43,672 tons of old electronics and appliances. While some recycling options do provide

an incremental value, we use funds they generate to advance other environmental and sustainability efforts and tests.

Our free in-store recycling kiosks for cell phones, rechargeable batteries and ink-jet cartridges were expanded to accept CDs, DVDs, PDAs and smart phones. These kiosks are inside U.S. Best Buy stores, and this past year they were added to Best Buy Canada stores. We also expanded recycling opportunities for our communities through our partnership in 90 recycling events. We worked with other U.S. Environmental Protection Agency (EPA) Partners in eCycling to launch an industry-wide cell phone recycling campaign.

Meanwhile, in fiscal 2008, we aggressively moved forward with ENERGY STAR training for our employees across the U.S., so customer needs for energy efficiency information could be met confidently. The training programs and retailing strategies earned Best Buy our first-ever ENERGY STAR Excellence in Appliance Retailing Award, and our training programs now are provided by the U.S. Department of Energy and the EPA as templates for use by other ENERGY STAR retailers.

In turn, U.S. consumer demand for recycling was unprecedented. Our corporate campus recycling event in June 2007 collected more than one million pounds of e-waste in two days, quadrupling the 2006 event volume. In January 2008, our customer surveys told us that, more than ever, they want information on ways to use less energy and recycle old devices, televisions, computers and appliances.

1,725 tons

E-waste collected at our recycling events in fiscal 2008



Smarter and greener

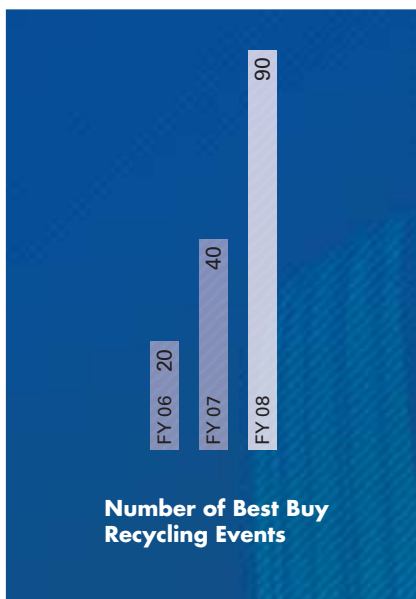
Fiscal 2009 is another year of planned expansion of our recycling options for e-waste and we aspire to hold every recycling vendor to a high standard to avoid dumping of e-waste. Initiatives are underway to lessen the packaging and toxic materials used to manufacture our Exclusive Brands products, and we're encouraging all brands we sell to do the same, directly and through our involvement in the Consumer Electronics Association (CEA) and the Electronics Industry Citizenship Coalition (EICC).

We'll continue to move forward with a number of efforts that lessen our carbon footprint. This includes Leadership in Energy and Environmental Design-certified stores and efforts to reduce our energy consumption; supporting more responsible transportation practices; and working with paper mills to find more environmentally friendly paper options for weekly advertising inserts. This is all while continuing to provide our customers, shareholders and communities with what they expect — real value.

Above all, in fiscal 2009 we plan to focus where our business has one of the greatest environmental impacts — the products we sell — to ensure our customer's expectations are met responsibly. We'll rely on the talents of our employees to continue to understand and meet the environmental needs of our customers.



Through our e-waste recycling program, Best Buy collected 43,672 tons of electronic waste in fiscal 2008.



Best Buy's Tami Kozikowski (left) and Thad Carlson (right) accept the ENERGY STAR Excellence in Appliance Retailing award from Richard Karney (center) of the U.S. Department of Energy.

Power of our people

Our employees worldwide play the major role in the growth of our business, making the connections with customers in their communities. We have a vested interest in their long-term role and commitment to Best Buy.



Our people: Making a difference, creating opportunities, helping us grow

We made great strides in fiscal 2008 to keep our best talent working for us. In our U.S. stores, we improved turnover by over 11 percent (from 68 percent to 60 percent) and our manager turnover by nine percent. These results were driven by local retention strategies. Our local leaders know their employees the best, and can create an environment that attracts and retains talent in their market. And that includes opportunities for employees to give back.

Our Tag Team Awards in fiscal 2008 provided more than \$3.4 million to nonprofits across the U.S., matching more than 151,000 hours our employees volunteered to those organizations — a near threefold increase over last year

alone. We expanded national partnerships including the National Urban League, the National Council on LaRaza, and we are the national sponsor of the touring exhibit: "RACE: Are We So Different?" We've instituted a program to help connect our executive leaders with nonprofit boards of directors, matching their professional talents and personal passions. And, with our stores, we are piloting Blue Shirt Corps, a program designed to deploy the unique talents of our employees to serve communities where a human need can be met with our technology expertise.

But some of our very best social programs have been sparked by the idea and passion of a single employee. Two employees showed us this past year what individual power, unleashed, can do to make a difference.

Meet Moira Hardek and Seth Owusu. Moira and Seth have a lot in common: Both are Geek Squad agents. Both share a love of technology and computers. And in the past year, both took action in amazing ways, in their home communities, to provide opportunities for youth.

After graduating from Mother McAuley High School in suburban Chicago, Moira became a Geek Squad agent, and today is a Mission Specialist at our corporate headquarters. Looking for a way to recruit more great female talent for Geek Squad, she went back to her alma mater to get young teen girls excited about being agents — high-water pants, white socks and all. She wanted to show them a different, more creative, side of technology — to get them interested and excited in it. Geek Squad hosted 300 young teen girls over two weeks in June 2007 for the first-ever Geek Squad Summer Academy, founded and hosted by Moira.



The first Geek Squad Summer Academy hosted 300 young teen girls in June 2007.

Power of our people

In addition to his day job as Deputy Supervisor in our Columbia Heights store in Washington, D.C., Seth Owusu does even more important work in his home country of Ghana. Seth founded Entire Village Computers Organization (EVCO), Inc., a grassroots nonprofit organization aimed at using education to eradicate poverty, hunger, ignorance and disease in sub-Saharan Africa, starting with Ghana. EVCO donates refurbished computers and accessories to village schools, where illiteracy rates are more than 80 percent, along with computer workshops and motivational speeches. Seth and EVCO see this work as critical to helping steer children in rural communities to a better place, believing that there are enough unused and used computers in the developed world that, with proper resources and organization, will introduce the smallest village in Africa to an exciting world that computers make possible.

Moira and Seth's programs are not only inspirational, they're examples of @15 in action in the U.S. and beyond. They have provided amazing opportunities to youth in their communities to learn and thrive. And their work is far from done — Seth and EVCO expect to return in June 2008 to five villages in Ghana, plus two in Nigeria. And more than 15 Geek Squad Summer Academies are planned in fiscal 2009 in 12 cities across the U.S.

While we continue to encourage individual ideas and empowerment, we literally can't afford to leave the ideas and impact of our other employees to chance. Great



Deputy Supervisor Seth Owusu founded EVCO, Inc. to help introduce kids in his native Ghana to an exciting world that computers make possible.

ideas for social change and environmental stewardship deserve — and often require — additional support to get off the ground. So in fiscal 2009, we plan to experiment with a "venture citizen fund," where employees will be invited to submit social change ideas for creative and financial consideration. Priority will be given to ideas that advance our @15 initiative, our environmental stewardship, and programs to increase technology access.

Seth says, "Let's keep people inspired to participate in their own little ways to make the world a better place. If we all do a little, we can collectively do a lot." He and Moira set the bar for all of us to do more. Look to our fiscal 2009 report for even more stories of our people, like Moira and Seth, and what they're doing to help connect their communities and make a difference.

Learn more about Geek Squad Summer Academy at www.geeksquad.com/summeracademy

Learn more about Entire Village Computers Organization (EVCO) at www.evcoafrika.org/operationhelp.html

11%

**Improvement in
U.S. store employee
turnover in fiscal 2008**



Supply chain

We invest significant time and resources to not only audit factories that make our products, but to work with them to improve environmental, workplace and labor standards.



Our supply chain practices: responsibility in action

Each day, around the world, our stores feature one of the broadest assortments of consumer electronics brands. This includes our Exclusive Brands products, like Insignia, InIt, Dynex, Rocketfish, and Geek Squad. Some of our consumer electronics are built in countries that have their own unique values, cultures and laws.

Our social and environmental responsibility (SER) team in Shenzhen, China invests significant time and resources to not only audit the factories where Exclusive Brands products are assembled, but to work with them to improve environmental processes, workplace conditions and labor practices. Our experience with manufacturers in China has focused our efforts to building manufacturers' ability to improve working conditions, lessen impact to the environment and increase business sophistication.

In order to work toward a program focused on building our manufacturers' abilities, in April 2007 our auditing program was changed towards increasing the quality of the information collected during the audit to further this goal. In FY08, all of our 196 offshore suppliers were audited by independent third party auditing firms under this new program. Numbers disclosed for fiscal 2008 in this report have not been adjusted to directly correspond to the audit data from prior years.

We are one of the few retail members of the Electronics Industry Citizenship Coalition (EICC), and we actively participate on its Board of Directors, its stakeholder advisory

board, and the joint factory audit process development team. This key partnership provides insight into best practices and creates opportunities to work side by side with other brands to facilitate improvements to our common supplier base, like working hours, working conditions, worker education and vendor training. The EICC has also partnered with the Global Environmental Sustainability Initiative (GeSI), which enables partnerships in areas of environmental concerns like product and packaging toxicity, product safety, carbon output and recycling. In addition, Best Buy, along with other leading electronic brands, is moving from the traditional punitive factory audit process to a more strategic partnership with suppliers to make systemic improvements where they really matter — the workers, their communities, their businesses and our environment.



100%
Exclusive Brands overseas factories audited — a total of 196 — through our factory auditing program

Advocacy

As we grow and strive to be a global advocate for consumers in the world of technology, we will look for ways that advocacy can take root through our employees.



Helping customers make responsible choices with technology and entertainment

Technology and entertainment choices are evolving at a dizzying pace. While that state of change is nearly constant, we don't think consumers want us to make the choices for them. We have a responsibility to give our customers the opportunity to choose what is appropriate for themselves and their families; our employees can help customers make informed decisions. But we also advocate for the consumer when it comes to our own business.

In 2006, the U.S. Congress passed a law requiring all television signals to change to digital by February 17, 2009. In response, we were the first retailer to voluntarily discontinue the sale of analog televisions. We're doing our part to prepare U.S. consumers for the transition, with information about their options and how to attain government-issued coupons for analog converter boxes. We're also bolstering

our e-waste recycling programs to handle the volume of analog televisions consumers may choose to dispose of next year, once the transition takes place.

We also continue to help consumers make responsible entertainment choices for themselves and their families. We think that raising rating-system awareness provides a significant safeguard against sales of M-rated video and computer games to minors. This past year, we reiterated our commitment to the Entertainment Software Ratings Board (ESRB) ratings, so customers can make informed purchase decisions.

We also welcome the efforts of third parties to keep a pulse on the broader issues surrounding the video game industry. One such effort is the annual report card from the National Institute on Media and the Family (NIMF), in part based on third-party mystery shopping to test retailers' effectiveness at carding minors who attempt to purchase M-rated video games. We were disappointed to lose our perfect rating in the 2007 NIMF report card — a strong reminder for us to reinforce our commitment to the ESRB ratings, to our internal carding program for store employees and to ongoing consumer education about parental roles and responsibilities when it comes to video games.

We continue to maintain our point-of-sale policy that prompts for age verification when M-rated video games are purchased. We provide a training video on this process for all new store employees and audit store performance ourselves through a mystery-shopper program. We do not place M-rated video or computer games on our in-store

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New analog TVs offered for sale in our U.S. stores after October 2007



Advocacy

interactive displays, nor do we advertise such games on television. Signage in all U.S. stores and information in print advertisements explains the ESRB ratings system.

We also teamed up twice in fiscal 2008 with Microsoft for community campaigns that encourage families to make appropriate media and digital entertainment choices. A new component of this year's campaign with Microsoft was the introduction of a PACT — a contract intended to foster family dialogue about gaming and entertainment.

The family PACT is available at our family gaming site (www.bestbuy.com/familygaming) which was recently launched to provide information and resources for consumers and their families. Another partner on the site is Common Sense Media. They offer additional resources for families to make informed decisions about entertainment options for their family. We produced two ESRB public service announcements aimed at parents who shop our stores for games, which were broadcast on national networks and in our stores.

Games & Toys - BestBuy - Windows Internet Explorer provided by Best Buy Co., Inc.

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://www.bestbuy.com/site/olspage.jsp?type=category&id=abcat0700000> English | Español

BEST BUY Weekly Ad Store Locator Outlet Center Gift Center Cart 0 Items

Gift Cards Credit Cards Reward Zone® Customer Service Wish List Order Status My Account

TV & VIDEO - AUDIO - CAR - CAMERAS & CAMCORDERS - COMPUTERS - PHONES & OFFICE - MUSIC & MOVIES - GAMES & TOYS - HOME & APPLIANCES -

SEARCH FOR Keyword or Item # All Categories GO Welcome. Please [create an account](#) or [Sign In](#).

Best Buy Introduces Electrolux Appliances LEARN MORE AND SHOP ▶

Best Buy > Games & Toys

Family Gaming Resources

Get Informed Today
Making good choices about the games you and your family play is easier with the help of this extensive family gaming resource area.

So Many Video Games. So Little Time.
CHECK THE RATING.
VIDEO GAME RATINGS SEARCH
Enter Game Name to Search Ratings SEARCH

Public Service Announcement
Best Buy President Brian Dunn talks about the ESRB and Best Buy's M-rated game policies. [Check it out >](#)

ESRB Ratings
Stay informed about your children's gaming choices with the help of the ESRB rating system. [Check it out >](#)

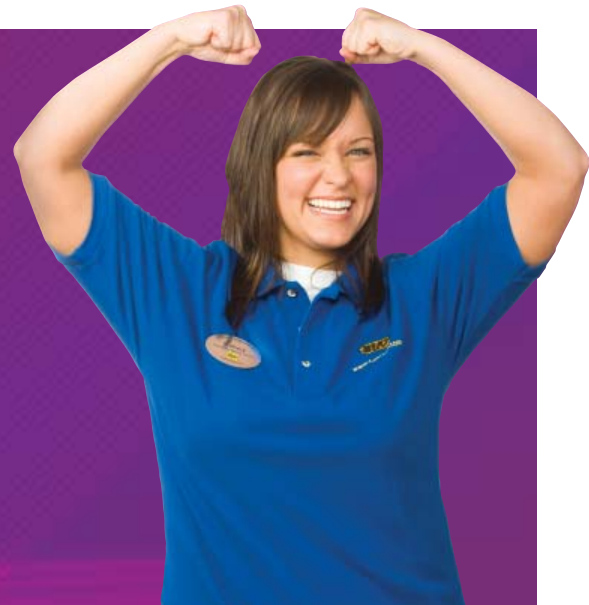
Social Gaming
It's time to get together and play. See the selection of social games >

Games for "E"veryone
Bring family gaming home. See the selection of kid-friendly titles >

We continue to help consumers make responsible entertainment choices for themselves and their families. Visit www.bestbuy.com/familygaming for more information.

Connected world

We believe in the power of our people to make a difference, locally, in their communities, and we want to share this work for the benefit of others.

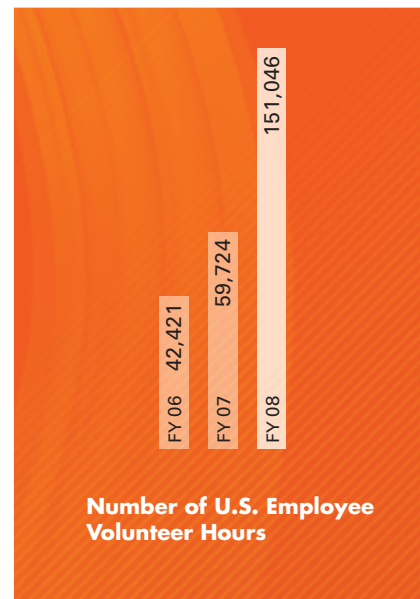


Connecting in the world in new ways

We are committed to growing Best Buy, and we're just getting started on our journey to our aspirations. We will spend much of our time in fiscal 2009 with our employees, helping them take responsibility themselves — to grow our business locally, to connect with their communities, to provide opportunities for young teens in their area, and to make a difference.

We're planning to match that local focus with an increased participation in addressing global issues and concerns. We believe in the power of our people to make a difference in their communities, and we want to share this work for the benefit of others.

Best Buy is engaging with organizations like the World Economic Forum and the Clinton Global Initiative because we believe such partnerships will bring the talents and power of our people forward to help this world, socially and environmentally. You've read about some of these commitments here, in this report. We encourage you to keep in touch with us as we continue to grow, and help this world stay connected, one person at a time.



100%

Exclusive Brands suppliers that have undergone 3rd party audits on human rights



Key performance indicators

Measuring and Managing Performance

The fiscal 2008 report marks the third time we've produced a report covering our social and environmental programs. Our first two reports primarily provided an overview of initiatives and policies with little information on how well we actually lived up to those policies. That will change starting with this year's report.

In this section you will find numerous key performance indicators (KPIs) that demonstrate our social and environmental impact. To help identify these metrics, we benchmarked others in the retail industry and reviewed several reporting guidelines, including the Global Reporting Initiative (GRI). Ultimately we had to determine which KPIs are central to Best Buy. After numerous internal and external discussions, we identified metrics as significant if they met the following criteria:

- Clearly demonstrate our social or environmental impact
- Are a high concern for our stakeholders
- Affect short and/or long-term business performance
- We have the ability to directly impact metric performance

Over the next several years we expect our metrics will continue to evolve. We will likely add new metrics while possibly removing others — always keeping in mind that they must meet the criteria outlined above. The following chart highlights the Global Reporting Initiative KPIs that are included in this year's report. In some instances the metric has been modified to better align with the program or measurement methodology employed at Best Buy.

In addition to expanding our metrics, we are also focused on collecting data from across the enterprise. As in past reports, the data captured here (unless otherwise noted) reflects the performance of Best Buy stores and the corporate offices located in the United States. As demonstrated by our aspirations, we are committed to accounting for the performance of our brands across the globe. It may take a little time, but we intend to get there. We hope that you join us on our journey.

GRI Code	Key Performance Indicators	Page
Economic Indicators		
EC 1	Direct economic value generated	17
EC 8	Donations and other community investments	18–19
Environmental Indicators		
EN 6	Initiatives to provide energy efficient products and reduction in energy requirements as a result of these initiatives	20
EN 26	Initiatives to mitigate environmental impacts of products and packaging (among Best Buy's Exclusive Brands)	20
EN 27	Volume of products collected for recycling or e-waste	21–22
Social Indicators		
LA 1	Total workforce by region	17
LA 2	Rates of employee turnover and retention	23
LA 7	Rates of injury according to the Occupational Safety and Health Administration standard	23
LA 8	Education and training in place to assist workforce members	24
LA 11	Programs for skills management and lifelong learning	24
LA 13	Breakdown of employees according to gender and minority group membership (corporate, retail, service centers and distribution centers in the U.S.)	25
HR 2	Percentage of primary Exclusive Brands suppliers and that have undergone audits on human rights	26
HR 5	Exclusive Brands suppliers identified in which the right to freely seek association and collective bargaining may be at significant risk	27
HR 6	Exclusive Brands suppliers identified as having significant risk for incidents of child labor	27
HR 7	Exclusive Brands suppliers identified as having significant risk for incidents of forced or compulsory labor	27
PR 1	Life cycle stages in which health and safety impacts of Exclusive Brands products and services are assessed for improvement	29
PR 5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	30

Key performance indicators

Organizational Profile

Best Buy Co., Inc. (NYSE:BBY) operates a global portfolio of brands with a commitment to growth and innovation. Our employees strive to provide customers around the world with superior experiences by responding to their unique needs and aspirations. We sell consumer electronics, home-office products, entertainment software, appliances and related services through approximately 1,300 retail stores across the United States, throughout Canada and in China. Our multi-channel operations include: Best Buy (BestBuy.com, BestBuy.ca, BestBuy.com.cn and BestBuyMobile.com), Future Shop (FutureShop.ca), Geek Squad (GeekSquad.com and GeekSquad.ca), Pacific Sales Kitchen and Bath Centers (PacificSales.com), Magnolia Audio Video (Magnoliaav.com), Jiangsu Five Star Appliance Co. (Five-Star.cn) and Speakeasy (Speakeasy.net). Best Buy supports the communities in which its employees work and live through volunteerism and grants that benefit children and education.

OPERATIONAL STRUCTURE

Best Buy Canada
 Best Buy China
 Best Buy U.S.
 Best Buy Mexico
 Best Buy Puerto Rico
 Best Buy Turkey
 Best Buy Mobile
 Five Star Appliances
 Future Shop
 Geek Squad
 Magnolia Audio Video
 Pacific Sales

EXCLUSIVE BRANDS

Dynex
 Geek Squad
 InIt
 Insignia
 Rocketfish

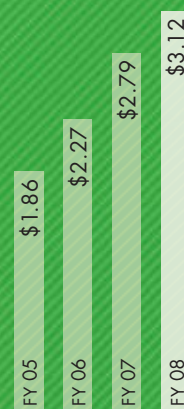
DIRECT ECONOMIC VALUE GENERATED



Revenue
(in millions)

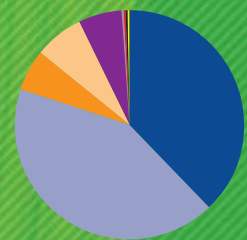


Operating income rate



Earnings per share diluted – continuing operations
(in dollars)

TOTAL WORKFORCE BY REGION

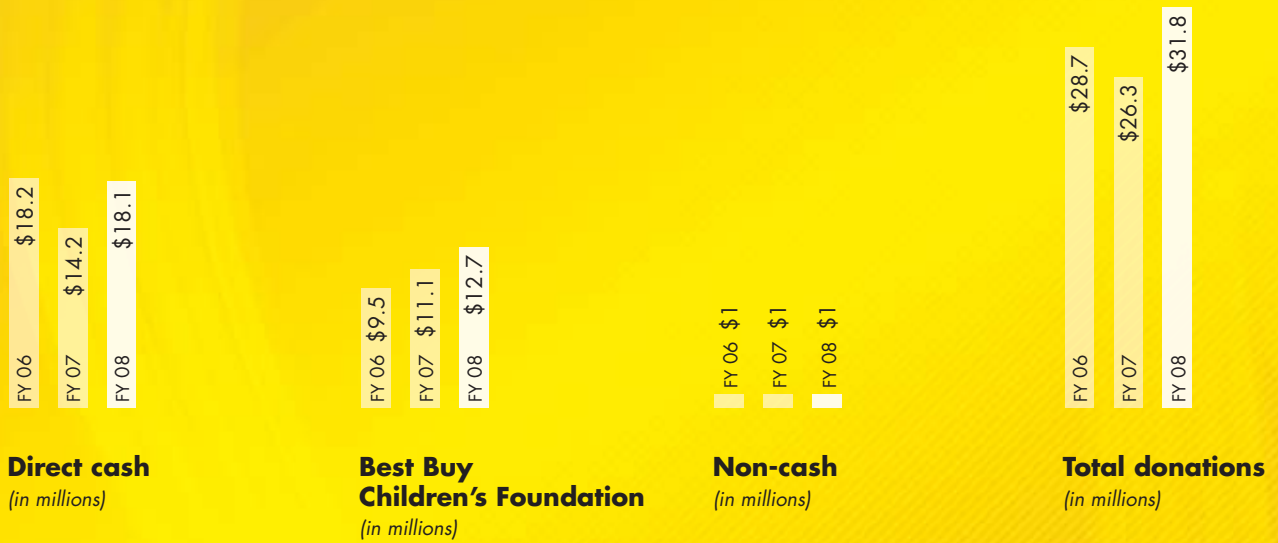


U.S. full-time	56,635
U.S. part-time	62,922
Canada full-time	8,312
Canada part-time	10,081
China full-time	9,177
China part-time	52
U.K. full-time	128
Mexico full-time	75
Turkey full-time	11
Total	147,393

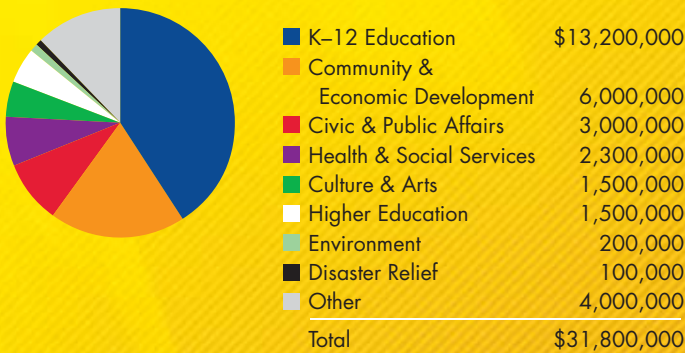
Key performance indicators

Economic Indicators

DONATIONS + OTHER COMMUNITY INVESTMENTS



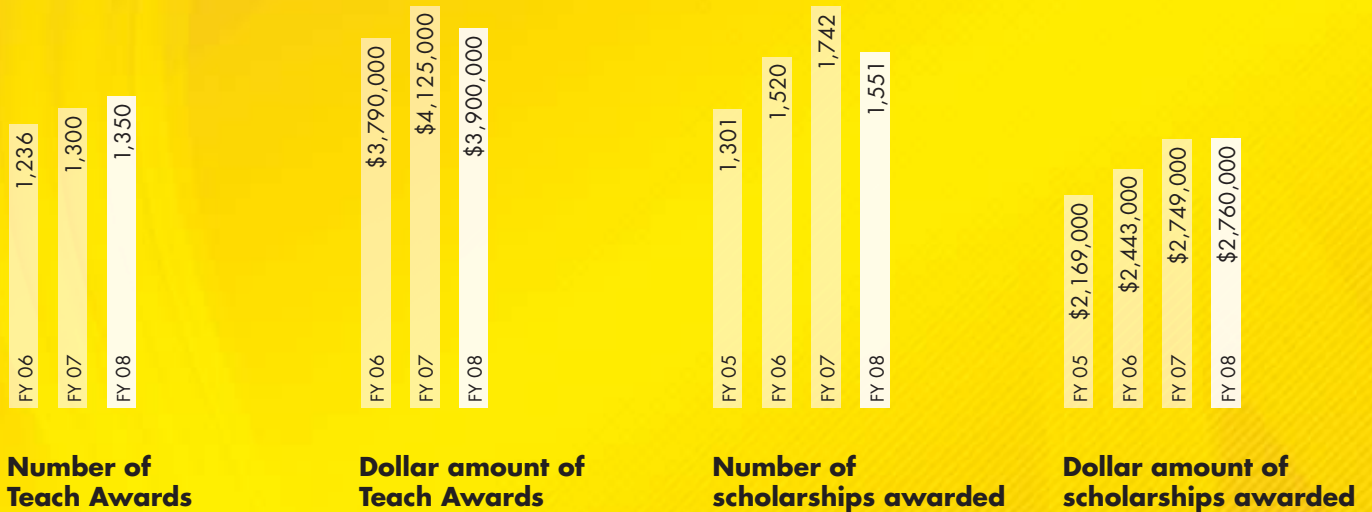
Donation by program type



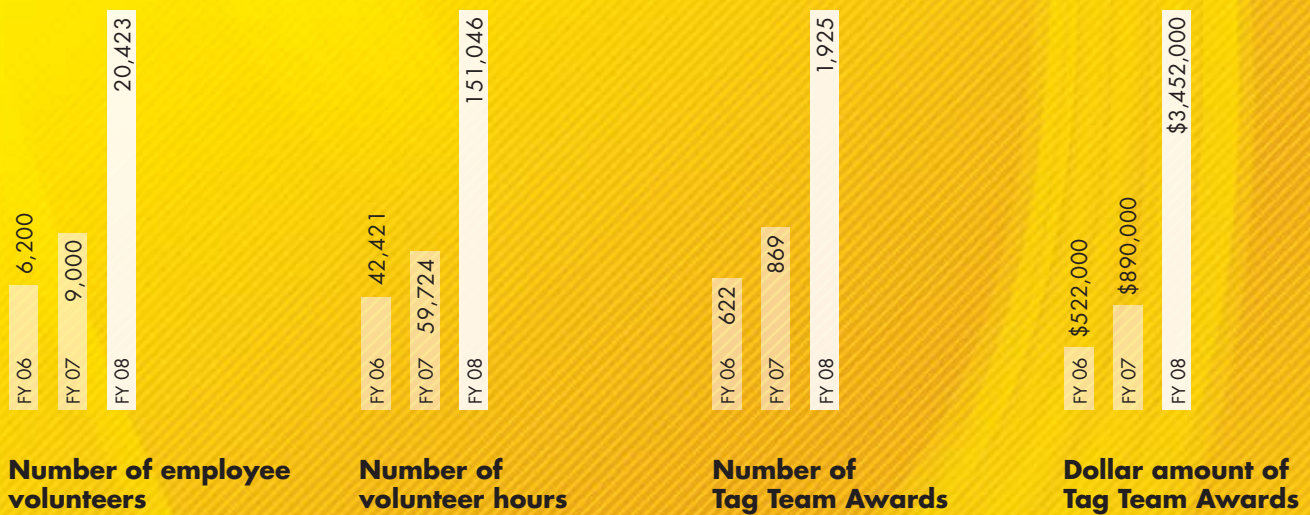
Key performance indicators

Economic Indicators

TEACH AWARDS + SCHOLARSHIPS



VOLUNTEERISM + TAG TEAM AWARDS



Key performance indicators

Environmental Indicators

INITIATIVES TO PROVIDE ENERGY EFFICIENT PRODUCTS AND REDUCTION IN ENERGY REQUIREMENTS AS A RESULT OF THESE INITIATIVES

Number of ENERGY STAR qualified products sold in fiscal 2008

6,846,659

Total energy savings (kWh/year)

960,425,787*

Consumer utility bill savings (per year)

\$101,036,793*



Carbon savings per year (pounds CO₂)

1,479,055,711*

Equivalent cars removed from the road (per year)

128,950*

**Savings calculations provided by the U.S. Department of Energy and the U.S. Environmental Protection Agency*

INITIATIVES TO MITIGATE ENVIRONMENTAL IMPACTS OF PRODUCTS AND PACKAGING (AMONG BEST BUY'S EXCLUSIVE BRANDS)

Our Exclusive Brands suppliers are measured for their compliance to regulatory standards in product and packaging toxicity. In 2008, we plan to move beyond measuring regulatory compliance and ask our packaging suppliers to complete a broader materials survey. We believe this survey will enable Exclusive Brands to create benchmarks, analyze trends, and prioritize packaging opportunities for further reduction of PVC content. In addition to working with current packaging suppliers, we also announced, at our annual Exclusive Brands Vendor Summit, in April, 2008, our intent to require our manufacturers to work with a list of preferred packaging suppliers, so that we can continue to drive efficiencies into the packaging process and into the use of alternative materials. We

anticipate that these foundational steps will help us continue to evaluate the use of alternative materials, and enable us to identify labeling options over the next 18 months. We will continue to update interested shareholders and NGO's on our progress in identifying opportunities and taking both near and long term action.

We became a qualified ENERGY STAR partner in fiscal 2008. 100 percent of our current Exclusive Brands TV products meet the current 2.2 energy saving specifications. We are hard at work with our suppliers with the goal that our newer TV products will meet the more stringent Energy Star 3.0 specification which takes effect in November, 2008.

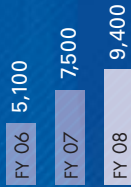
Key performance indicators

Environmental Indicators

VOLUME OF PRODUCTS COLLECTED FOR RECYCLING OR E-WASTE



In-store kiosks
(in tons)



Recycling & reuse program (electronics)
(in tons)



Recycling & reuse program (appliances)
(in tons)

NUMBER OF RECYCLING EVENTS (INCLUDES FIGURES FROM GRANTS PROGRAM)



Number of Best Buy recycling events



Collected at Best Buy recycling events
(in tons)

Key performance indicators

Environmental Indicators

VOLUME OF PRODUCTS COLLECTED FOR RECYCLING

Best Buy recycling grants program (fiscal 2008)

Number of recycling grants provided

77

Amount of funding provided through the recycling grants program

\$96,700

Amount collected at recycling grants events (in tons)

1,355

Corporate recycling

Amount of corporate office garbage diverted for composting (in tons)

31.9

Enterprise recycling



Cardboard / Paper
(in tons)



Pallets (reused or recycled wood)
(in tons)



Plastic
(in tons)



Metal (ferrous)
(in tons)

Key performance indicators

Social Indicators

RATES OF EMPLOYEE TURNOVER AND RETENTION



Total U.S. turnover



Total U.S. retention

RATES OF INJURY ACCORDING TO THE OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION STANDARD



OSHA injury and illness rates
Distribution centers



OSHA injury and illness rates
Delivery distribution centers



OSHA injury and illness rates
U.S. Best Buy Retail and Geek Squad service center locations

Key performance indicators

Social Indicators

PROGRAMS FOR SKILLS MANAGEMENT AND LIFELONG LEARNING

Our virtual corporate university, Learning Center, is used by more than 100,000 U.S. employees. All online courses, job aids, registration for instructor-led learning and prescriptive curricula based on job codes and roles in the organization, are registered and tracked. Just-in-time reporting is offered to management and administrators to help them make decisions about employee learning and development. We also have a number of university-style programs that are run at various locations, including district offices, stores and corporate headquarters.

We use a companywide talent assessment, Personal Development Guide (PDG), that allows us to compare and differentiate employee performance against performance goals and living Best Buy's values. The PDG allows us to calibrate employees by job level across Best Buy. It also provides multiple people's feedback to guide the employee's development. Long-term incentives are tied to the employee's performance rating.

Number of employees who participate in the Tuition Reimbursement program:

2,846

Tuition reimbursement spending:

\$7,844,000

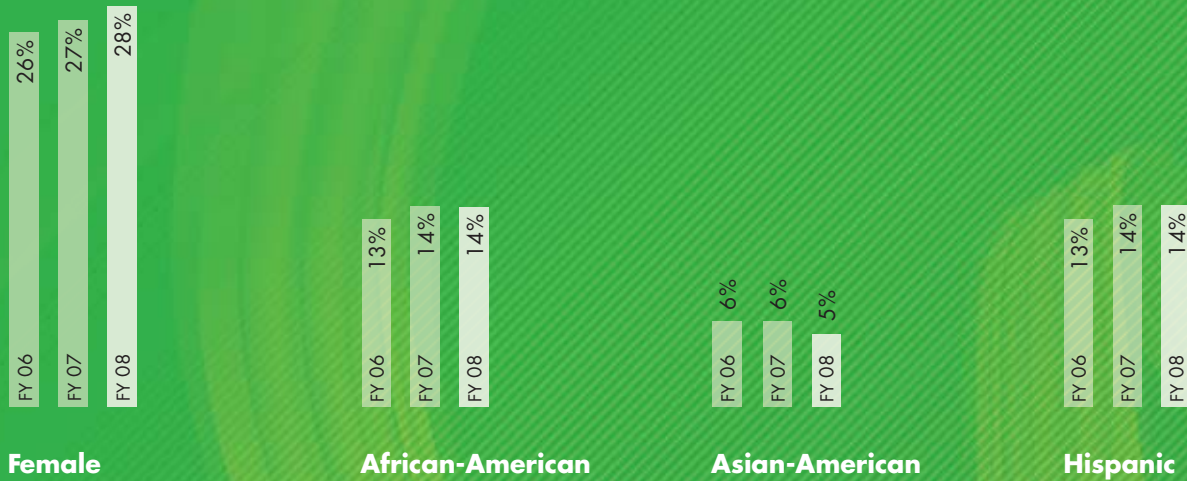
EDUCATION AND TRAINING IN PLACE TO ASSIST WORKFORCE MEMBERS

Average number of training hours per retail employee	62
Number of classroom-based sessions	1,100
Number of web-based courses	350

Key performance indicators

Social Indicators

BREAKDOWN OF EMPLOYEES ACCORDING TO GENDER AND MINORITY GROUP MEMBERSHIP



(Corporate, Retail, Service Centers and Distribution Centers in the U.S.)

EMPLOYEE RESOURCE GROUPS (ERGs)

Number of ERGs

7

- AEN: Asian Employee Network
- BEN: Black Employee Network
- INCLUDE: Focus on Abilities Not Disabilities
- LatIN: Latin Involvement Network
- PRIDE: People Respecting Individual Differences Equally
- SaGE: The Wisdom of Experience
- WOLF: Women's Leadership Forum

Number of ERG Networks at corporate and retail

95

HUMAN RIGHTS



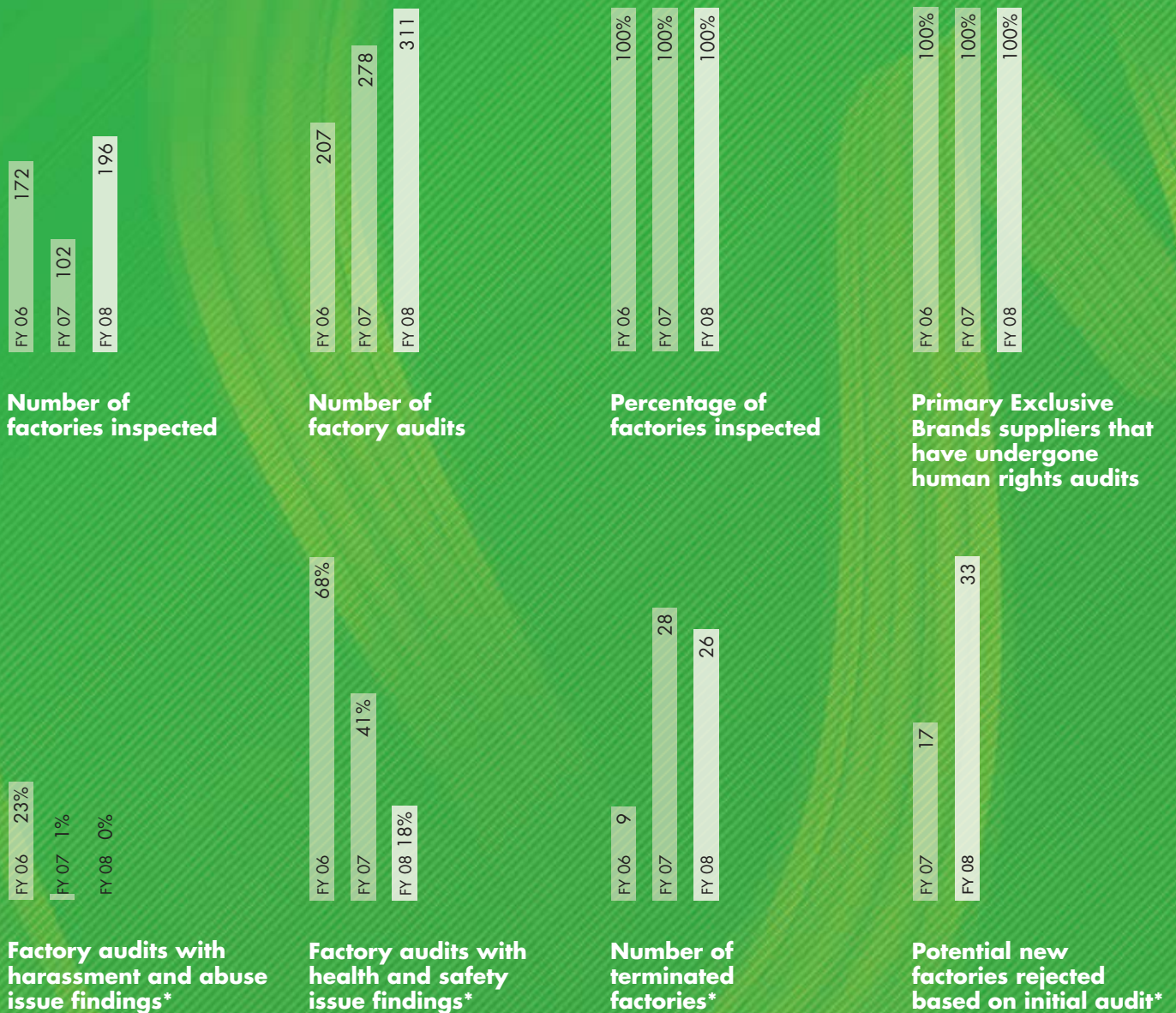
Human Rights Campaign corporate equity index rating

Key performance indicators

Social Indicators

EXCLUSIVE BRANDS FACTORY AUDITS

The following KPIs are based on fiscal 2008 factory audits conducted at manufacturing facilities that produce our Exclusive Brands products.

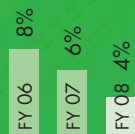


*Data collected after the April 2007 audit program revision not adjusted to directly correspond to data collected in prior years.

Key performance indicators

Social Indicators

EXCLUSIVE BRANDS FACTORY AUDITS (CON'T)



Factory audits with child labor issue findings*



Factory audits with forced labor issue findings*



Factory audits with discrimination issue findings*



Factory audits with environmental issue findings*



Factory audits with working hours issue findings*



Factory audits with right to freely seek association issue findings*



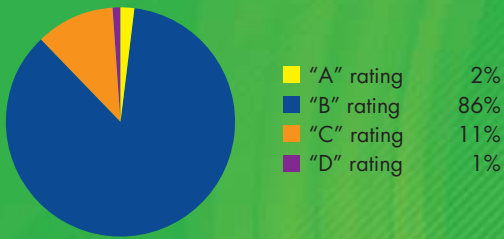
Factory audits with wage and compensation issue findings*

*Data collected after the April 2007 audit program revision not adjusted to directly correspond to data collected in prior years.

Key performance indicators

Social Indicators

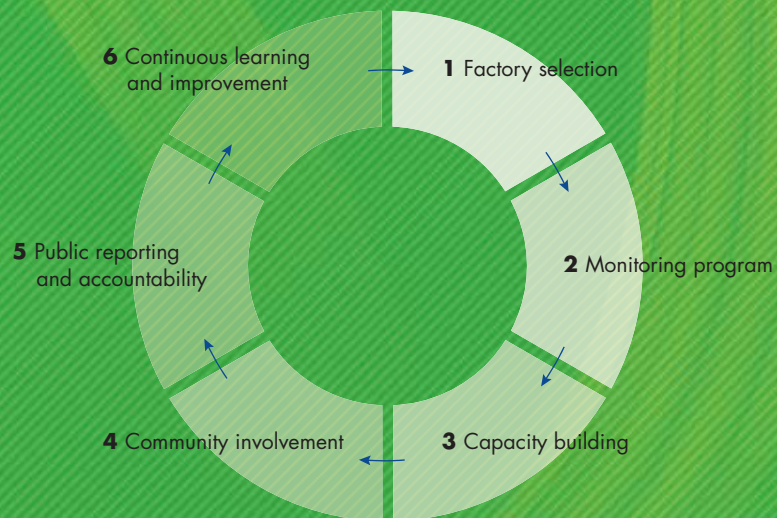
EXCLUSIVE BRANDS FACTORY RATINGS



FACTORY AUDIT LIFECYCLE AND AREAS OF FOCUS

Areas of Focus

- Child labor
- Forced labor
- Health and safety
- Right to freely seek association
- Non-discrimination
- Disciplinary practices
- Working hours
- Wages and benefits
- Environment
- International customs security (CTPAT)



Key performance indicators

Social Indicators

LIFE CYCLE STAGES IN WHICH HEALTH AND SAFETY IMPACTS OF EXCLUSIVE BRANDS PRODUCTS AND SERVICES ARE ASSESSED FOR IMPROVEMENT

Product quality and safety values

Our Exclusive Brands business developed 10 guiding principles by which every product is managed. Two of those principles related directly to product safety are:

- We put product safety first.
- We specify and test our Exclusive Brands products to meet our Exclusive Brands brand quality expectations.

We have the resources and repeatable processes to quickly identify and resolve issues in product quality and safety. In fact, more than 10% of the Exclusive Brands global team work on product quality and safety. Both third party and internal testing labs located in Asia and the U.S. together with our engineers working directly with key suppliers work to ensure Best Buy's Exclusive Brands products meet all applicable safety and regulatory requirements.



M-rated video game carding

National Institute on Media and the Family M-rated video game carding audit results

*The National Institute on Media and the Family does not release audit results for those companies that score less than 100%.

Key performance indicators

Social Indicators

PRACTICES RELATED TO CUSTOMER SATISFACTION, INCLUDING RESULTS OF SURVEYS MEASURING CUSTOMER SATISFACTION

Best Buy's Customer Satisfaction Index is an online survey taken by customers that measures their satisfaction with the Best Buy brand, as well as their experiences with our retail stores, delivery and services. The survey asks customers to provide their overall impressions of Best Buy and rate a variety of specific in-store elements (associates, merchandise, look and feel, checkout, customer service desk, and problem resolution). Customers answer questions on a scale of 1–10, and scores are reported on a 0–100 scale — generally a score of 80 or higher is considered good.

