

BEST BUY™

November 4, 2009

Re: Professional Services – Rian Wathen

Within our company we have focused heavily on preventative measures for making unions unnecessary. Our process has involved extensive training of key field leaders in the areas of Technical Services, Retail and Logistics.

We have had the good fortune of having one of the best individuals in the business work with us. Rian has been utilized as an expert resource in conducting training for these field teams. His style was highly engaging, educational and most importantly actionable. He built relationships quickly with individuals regardless of level within the organization and established a high level of credibility.

Rian has also performed work as a persuader for us during an organizing drive. His results were nothing less than world class. Our campaign started with the receipt of a petition with nearly 90% of the employees having signed a union authorization card. Seven weeks later, the union withdrew the petition.

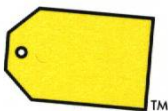
Rian established outstanding relationships with the employees in the proposed bargaining unit. And he did it quickly and effectively. Within one week employees were opening up to Rian and expressing their concerns, issues and openly discussing their thoughts on the work environment. Rian was always one step ahead of the employee group and two steps ahead of the union. His strategies were effective. His strategies also included daily activities easily executed by the ground team.

I would enthusiastically recommend Rian and his organization on any Labor related issues. We will be continuing to use Rian in the future.

Steve Hance

Sr. Manager –Risk Mitigation

Best Buy



BEST BUYTM

Mr. John Hermann
Chief Executive Officer
Labor Relations Services, Inc.
24 Corporate Plaza
Suite 100
Newport Beach, CA 92660

Dear John,

I just wanted to let you know how much we appreciated the work that Rian Wathen did with us in our recent union organizing campaign in Portland, OR. Rian's work as a persuader was critical to our ability to turn around a very difficult situation to the point that the union withdrew their petition the day before the election. Rian was a true professional and his approach to the work aligned perfectly with our corporate value of "show respect, humility and integrity." We do our best to create an environment at Best Buy that makes unions unnecessary, but if we find ourselves in a similar situation in the future, I would not hesitate to request Rian's assistance.

Sincerely,

Jim Showalter
Director, Employee Relations
Best Buy Inc.