

C0. Introduction

C0.1

**(C0.1) Give a general description and introduction to your organization.**

Nordstrom, Inc., is a leading fashion specialty retailer based in the U.S. Founded in 1901 as a shoe store in Seattle, today Nordstrom operates several hundred stores across the United States and Canada, including full-line Nordstrom stores, Nordstrom Rack stores, several Nordstrom Local service concepts and two clearance stores. Additionally, customers are served online through Nordstrom.com, Nordstromrack.com, HauteLook and TrunkClub.com. We operate a number of distribution centers and fulfillment centers in North America. We produce clothing and other products under our Nordstrom Made family of brands. Nordstrom, Inc.'s common stock is publicly traded on the NYSE under the symbol JWN.

We strive to be a responsible company where people want to work and shop, and we believe our corporate social responsibility efforts play an important role in that. Our CSR strategy focuses on three priorities: human rights, environmental sustainability and corporate philanthropy. We recognize that virtually every aspect of our business has an impact on the environment, and as our business has grown and evolved, we've been evolving our approach to environmental sustainability as well. The three impact areas we're focused on for environmental sustainability are climate change, the environmental impact of our products and services, and circularity.

In 2019, among other accomplishments, we further exceeded our energy intensity goal, expanded our use of renewable energy in our operations, launched a shopping category for more sustainable products, and reset our governance processes to ensure we are equipped to meet our goals. Measurement and reporting, like participating in this CDP Climate Change disclosure, allows us to review and assess our progress, and continue our commitment to transparency. We also publish an annual CSR report that includes our longer-term goals and targets on our CSR website, [www.nordstromcares.com](http://www.nordstromcares.com).

C0.2

**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	January 1 2019	December 31 2019	No	<Not Applicable>

C0.3

**(C0.3) Select the countries/areas for which you will be supplying data.**

- Canada
- United States of America

C0.4

**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

- USD

C0.5

**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

- Operational control

C1. Governance

C1.1

**(C1.1) Is there board-level oversight of climate-related issues within your organization?**

- Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual(s)	Please explain
Board-level committee	Maintaining strong governance is critical to driving our ongoing progress and results. Our General Counsel and Chief Marketing Officer provide updates to our Board of Directors through our Corporate Governance and Nominating Committee at least once per year, if not more often. They receive feedback and answer questions from the members of that committee at that time. With the oversight and input of this Committee, Nordstrom evaluated and later announced its 2025 CSR goals, which include goals related to climate change, the environmental impacts of our products and services, and circularity. Our Internal Audit group reports top risks to our Board of Directors, and CSR initiatives that address issues including climate change may be included. The Internal Audit group oversees the company's Enterprise Risk Management (ERM) committee, and our Legal Compliance team records the company's CSR goals and progress on a quarterly basis, on a dashboard, on behalf of the ERM Committee. We also maintain a Sustainability Committee made up of key executives and senior leaders from teams across the business. This committee meets quarterly and is chaired by our Chief Marketing Officer. Through the work of this committee, we are able to align on priorities and overcome roadblocks on complex projects and initiatives. Our Corporate Social Responsibility team collaborates closely with the teams across the business that are delivering against our shared goals and provides information to our Sustainability Committee four times each year, and additionally as needed.

C1.1b

(C1.1b) Provide further details on the board's oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	<ul style="list-style-type: none"> <li>Reviewing and guiding strategy</li> <li>Reviewing and guiding major plans of action</li> <li>Reviewing and guiding risk management policies</li> <li>Monitoring implementation and performance of objectives</li> <li>Overseeing major capital expenditures, acquisitions and divestitures</li> <li>Monitoring and overseeing progress against goals and targets for addressing climate-related issues</li> </ul>	<Not Applicable>	Our Board Governance and Nominating Committee oversees our climate-related strategy and plans, including reviewing and providing feedback on our CSR impact areas and goals. This is scheduled on an annual basis, or more frequently as needed. Climate-related topics such as capital expenditures for energy efficiency projects, acute physical risks to our assets, and inventory and sourcing topics are integrated into the plans and strategies that are overseen by the broader Board of Directors.

C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Other C-Suite Officer, please specify (Chief Marketing Officer)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Annually
Corporate responsibility committee	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Not reported to the board
Environment/Sustainability manager	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Not reported to the board
Sustainability committee	<Not Applicable>	Both assessing and managing climate-related risks and opportunities <i>The activities of our Sustainability Committee, which is comprised of senior leaders including, but not limited to our Chief Supply Chain Officer, General Counsel and President of Nordstrom Product Group, are reported to the Board of Directors through our Chief Marketing Officer at least once per year.</i>	<Not Applicable>	Annually

C1.2a

**(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).**

The Corporate Social Responsibility (CSR) team, led by the CSR Director, is responsible for goal setting, strategy, internal and external partnerships, and communication of climate-related issues and other CSR efforts for Nordstrom, Inc. This role reports to the Vice President of Corporate Affairs, who reports to the Executive Vice President Chief Marketing Officer of Nordstrom, Inc., who is a member of the company's executive team.

Our Corporate Social Responsibility team plays a critical role in driving collaboration across teams on climate related issues, including through the Sustainability Committee, which was formed in 2019. The committee is chaired by our Chief Marketing Officer, and guided by our Vice President of Corporate Affairs, CSR Director and CSR Manager. Through the work of this committee, we are able to align on priorities and overcome roadblocks on complex projects and initiatives. Members include our Chief Supply Chain Officer, General Counsel, Chief Merchandising Officer and EVP, President of Nordstrom Product Group.

The CSR team also manages the CSR Leadership Roundtable, which is made up of Vice Presidents, Directors and Managers from business areas including Risk, Procurement, Store Planning, Facilities, Supply Chain, Corporate Affairs, Restaurants, Logistics, Merchandising and Private Label Manufacturing. In partnership with the CSR team, these leaders and subject matter experts establish company-wide strategies and set goals that their functional areas are then responsible for implementing and managing. Together, this group has set short-, mid- and long-term CSR goals for applicable business units. Oversight of the committee, trends, strategy, goals and metrics, tracking and internal and external communication of our CSR efforts is the responsibility of the CSR Manager.

Specific elements of climate-related issues are monitored by the teams most closely involved in day-to-day decision making. Our Facilities team monitors our energy use and emissions, and is responsible for selecting and writing contracts with renewable energy providers. Our Raw Materials team, within our private label manufacturing group, is responsible for selecting materials that have a lesser climate impact. The CSR team serves as an adviser on decision-making, new opportunities and goal-setting on issues such as these, and the results are shared with the Corporate Responsibility committee as well as in annual reporting.

The process for monitoring climate related issues within this group is typically led by CSR, with leaders from business units speaking to the risks and opportunities within their respective areas. Issues are monitored over time, through conversations about trends, research and benchmarking undertaken when necessary, data gathered through formal stakeholder engagement processes, and opportunities presented when relevant. All information shared in the committee is made available to all group members using an online portal.

Though many of these strategic areas have direct owners, we also believe that social and environmental responsibility is part of everyone's jobs at Nordstrom. We regularly communicate about our efforts in these areas and encourage employees to learn more and become actively involved through a number of internal information sources. We also operate our business with an 'open door policy' and encourage employees at all levels of the company to bring forward ideas and suggestions to improve our program.

**C1.3**

**(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?**

	Provide incentives for the management of climate-related issues	Comment
Row 1	No, and we do not plan to introduce them in the next two years	

**C2. Risks and opportunities**

**C2.1**

**(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?**

Yes

**C2.1a**

**(C2.1a) How does your organization define short-, medium- and long-term time horizons?**

	From (years)	To (years)	Comment
Short-term	0	1	
Medium-term	1	3	
Long-term	3	5	

**C2.1b**

**(C2.1b) How does your organization define substantive financial or strategic impact on your business?**

When risks are identified, the severity of the impact is assessed, taking into account several factors including the scale and value of assets at stake, the proportion and type of business units affected, and the likelihood and scale of negative reputation impacts.

**C2.2**

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**(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.**

**Value chain stage(s) covered**

Direct operations  
Upstream

**Risk management process**

Integrated into multi-disciplinary company-wide risk management process

**Frequency of assessment**

Annually

**Time horizon(s) covered**

Short-term  
Medium-term  
Long-term

**Description of process**

At the company level, all regulatory, physical, reputation, consumer behavior, inventory, and financial risks are evaluated and categorized in total risk impact to the comprehensive business, as well as at the individual unit levels. Risks, including climate-related risks, are outlined in our 10-K filing.

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**C2.2a**

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**(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?**

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	We are committed to complying with all laws and regulations in the communities where we do business. The risks we have evaluated include government-enforced GHG emissions caps, trading programs and reporting requirements. We have evaluated these risks based on the scope of our business. Since we do not control any operations that are currently subject to government enforced GHG emissions caps, trading program or reporting requirements, we do not see significant or substantive risk to our company. Additionally, the store properties/structures that we own/control are not large users of energy or considered under any government enforcement. We are well below the minimum threshold of proposed emissions regulation. If there is regulation imposed upon heavy emitters, then we also realize the impact will be recognized indirectly through our supply chain over time. As such, we continue to keep informed of activities related to changes in regulations such as carbon taxes, cap and trade schemes, emission reporting standards and protocol, air pollution/contaminant limits, taxes relating to fuel and energy, regulations around fuel/energy/products and their labeling and the general environment. Looking at the short-, mid- and long-term we have not identified any regulations that would be significant or substantive to our business operations, revenue or expenditures in the markets where we do business. We, like many other specialty retailers, could see slight indirect impact from regulations in our operational costs due to some of the following: rising fuel prices could impact the brand suppliers in the manufacturing and shipment of raw materials and finished products; cap and trade schemes could raise energy costs, affecting the manufacturing costs; future reporting requirements could cause an increase in administrative costs for compliance. Despite the fact that we are below the minimum threshold for direct emission regulation, Nordstrom will continue our commitment to reducing our use of natural resources through projects and improvements in our stores, distribution and fulfillment centers and office buildings. And regardless of whether the risk is significant or not, we recognize the need to reduce our carbon footprint and perform conservation activities throughout our value chain.
Emerging regulation	Relevant, always included	We are committed to complying with all laws and regulations in the communities where we do business. The risks we have evaluated include government-enforced GHG emissions caps, trading programs and reporting requirements. We have evaluated these risks based on the scope of our business. Since we do not control any operations that are currently subject to government enforced GHG emissions caps, trading program or reporting requirements, we do not see significant or substantive risk to our company. Additionally, the store properties/structures that we own/control are not large users of energy or considered under any government enforcement. We are well below the minimum threshold of proposed emissions regulation. If there is regulation imposed upon heavy emitters, then we also realize the impact will be recognized indirectly through our supply chain over time. As such, we continue to keep informed of activities related to changes in regulations such as carbon taxes, cap and trade schemes, emission reporting standards and protocol, air pollution/contaminant limits, taxes relating to fuel and energy, regulations around fuel/energy/products and their labeling and the general environment. Looking at the short-, mid- and long-term we have not identified any regulations that would be significant or substantive to our business operations, revenue or expenditures in the markets where we do business. We, like many other specialty retailers, could see slight indirect impact from regulations in our operational costs due to some of the following: rising fuel prices could impact the brand suppliers in the manufacturing and shipment of raw materials and finished products; cap and trade schemes could raise energy costs, affecting the manufacturing costs; future reporting requirements could cause an increase in administrative costs for compliance. Despite the fact that we are below the minimum threshold for direct emission regulation, Nordstrom will continue our commitment to reducing our use of natural resources through projects and improvements in our stores, distribution and fulfillment centers and office buildings. And regardless of whether the risk is significant or not, we recognize the need to reduce our carbon footprint and perform conservation activities throughout our value chain.
Technology	Not relevant, explanation provided	As a multi-line fashion retailer, we are not aware of technology related to climate change (such as the development of lower carbon energy sources) that would pose a risk for our business.
Legal	Not relevant, included	While we always consider all legal risks in our planning, as a multi-line fashion retailer, we are not aware of legal issues related to climate change (such as climate litigation claims) that pose a risk to our business.
Market	Relevant, always included	Changing customer expectations for business operations and the manufacturing of goods, including apparel, could pose a risk for Nordstrom. We regularly seek feedback from our customers regarding their perceptions of our company and their expectations regarding products that are produced with a smaller carbon footprint or with a smaller impact on the environment, and we work to make strategic decisions to meet our customers' expectations in these areas. At the company level, all consumer behavior risks are evaluated and categorized in total risk impact to the comprehensive business, as well as at the individual unit levels. When risks are identified, the severity of the impact is assessed, taking into account several factors including the scale and value of assets at stake.
Reputation	Relevant, always included	Our commitment to CSR, including efforts related to climate change, is driven by our customers' feedback. They have told us that environmental efforts are important to them - specifically energy usage, sustainable products, recycling, and reducing packaging. We look for opportunities to meet their needs while also reducing our footprint by improving our energy management, fuel efficiency and waste diversion from landfill (areas where we typically impact climate change), and increasing transparency around our progress. At the company level, all reputation risks are evaluated and categorized in total risk impact to the comprehensive business, as well as at the individual unit levels. When risks are identified, the severity of the impact is assessed, taking into account several factors including the scale and value of assets at stake.
Acute physical	Relevant, always included	At the asset level, as part of our ongoing risk mitigation activity, the Corporate Emergency Response team oversees emergency response and preparation programs, working with our stores' facility teams to ensure preparation for and response to events, including those that could be related to climate change such as severe weather. Regional Risk Control and Loss Prevention Managers are responsible for monitoring and escalating issues and potential risks. The risks we have evaluated include those associated with severe weather such as floods, blizzards, wild fires, droughts, hurricanes, typhoons, cyclones, etc. We have evaluated these risks as part of an annual deep dive with business owners of functions and operations to identify, assess and prioritize risk, as well as determine mitigation activities for top priority risks when the residual risk is deemed too high. We have established business continuity plans to manage disruptions in our daily business, including contingency plans for potential acute physical impacts that could be the result of climate change. Our business continuity plans allow us to work through various incidents such as black outs/loss of power, snow and ice storms, and blizzards without major business disruptions. During major events, we have plans in place that enable us to focus on keeping our employees, customers and inventories safe.
Chronic physical	Relevant, sometimes included	Because many of our products are produced outside of the U.S., some products may be manufactured in regions that could be impacted by climate change, such as drought, human migration, rising sea levels and more. At the asset level, all physical risks are evaluated and categorized in total risk impact to the comprehensive business, as well as at the individual unit levels. When risks are identified, the severity of the impact is assessed, taking into account several factors including the scale and value of assets at stake. Though we do not believe climate change is a significant or substantive risk to us as a retailer, we recognize that there are potential risks to our company in an indirect manner. Because climate change is a large-scale issue with many outcomes, we know that the increase in severity and frequency of severe weather could affect not only on our direct business but also that of our suppliers in the mid- and long-term. We believe these risks are relatively low for Nordstrom because of our geographical spread across North America and because of our business model, which is minimally impacted by and sensitive to climate change compared to other more significant risks.

**C2.3**

**(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

No

**C2.3b**

**(C2.3b) Why do you not consider your organization to be exposed to climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

	Primary reason	Please explain
Row 1	Risks exist, but none with potential to have a substantive financial or strategic impact on business	At the company level, all regulatory, physical, reputation, consumer behavior, inventory, and financial risks are evaluated and categorized in total risk impact to the comprehensive business, as well as at the individual unit levels. When risks are identified, the severity of the impact is assessed, taking into account several factors including the scale and value of assets at stake, the proportion and type of business units affected, and the likelihood and scale of negative reputation impacts. The regulatory risks we have evaluated include government-enforced GHG emissions caps, trading programs and reporting requirements. We evaluate these risks based on the scope of our business. The reputation risks we have evaluated include those associated with reputation and changing consumer behavior, which impact our customers' desire to shop with us. We continually monitor these topics as a function of our communications and marketing activities, including through materiality assessment, which helps us understand our customers' and employees' priorities as they relate to climate change. We are taking action to provide the programs our customers and other stakeholders expect of us. The physical risks we have evaluated include those associated with severe weather such as floods, blizzards, wild fires, droughts, hurricanes, typhoons, cyclones, etc. We have evaluated these risks as part of an annual deep dive with business owners of functions and operations to identify, assess and prioritize risk, as well as determine mitigation activities for top priority risks when the residual risk is deemed too high. In each case, given the nature of our business as a multi-line fashion retailer, we do not see significant or substantive risk for our company based on the factors described above. Nonetheless, Nordstrom will continue our commitment to reducing our carbon footprint, conserving natural resources and offering more sustainable products. We will continue to monitor any emerging or growing risks in these areas and others. Regardless of whether the risk is significant, we recognize the need to reduce our carbon footprint and perform conservation activities throughout our value chain.

**C2.4**

**(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

**C2.4a**

**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Our customers have told us they're interested in products with smaller environmental footprints, including smaller carbon footprints related to raw materials inputs and efficient, responsible manufacturing. We're committed to offering products like this, as well as making the products easy to find and making their environmental impacts easier to understand. As public awareness of climate impacts continues to grow, our customers may increase their interest in more sustainable products. Through Nordstrom Made brands, we offer products that use recycled polyester and organic cotton, for example. Through our brand partners, we offer products using materials like Tencel and recycled nylon, and fabrics and products that are Fair Trade and bluesign certified. All of these choices have an opportunity to create carbon emissions reductions in our upstream supply chain.

**Time horizon**

Short-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We are evaluating the full opportunity of shifting consumer preferences related to sustainably made products. We see potential shifts in consumer purchasing of more sustainable products including related to more sustainable raw materials, manufacturing processes, and through rental and resold products. We are testing and learning through this program, which will contribute to its financial impact over time.

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

Our management approach of identifying and merchandising products into a category where customers can more easily find and buy them does not have inherent costs. Using materials and manufacturing processes that meet higher environmental standards may incur direct and indirect costs for our Nordstrom Made brands as well as for

our external brand partners. In 2018 we began building a platform on Nordstrom.com to feature more sustainable products. The product category, called Sustainable Style, later launched in 2019. We are working closely with our brand partners to identify product data that will enable us to include specific products in this category. Increasing our marketing and digital merchandising support of Sustainable Style, will also help us realize the opportunity, in addition to supporting the effort with internal and external communications. To realize this opportunity, we have set a public-facing goal to increase the proportion of more sustainable products in our overall assortment.

**Comment**

We hope that by making these products easier to find on Nordstrom.com, we will over time demonstrate customer demand for more sustainable products, which will in turn contribute to decreasing prices for more sustainable upstream inputs.

**Identifier**

Opp2

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Our customers have told us they're interested in products with smaller environmental footprints, including products that are shared or rented, and products that are resold. As public awareness of climate impacts continues to grow, our customers' interest in participating in the circular economy may increase. We are exploring apparel rental and resale opportunities, including through partnerships with third party companies.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium-high

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We are aware of customers' increasing awareness of and participation in the circular economy. It is likely that the composition of our customers' closets are changing. For these reasons, we believe our participation in the circular economy through business models such as clothing and accessory rental and resale could have a medium-high magnitude of impact, based on the proportion of business units affected, the size of the impact on those business units, and particularly the potential for shareholder or customer response.

**Cost to realize opportunity**

1

**Strategy to realize opportunity and explanation of cost calculation**

We are exploring various approaches to realize this opportunity, including testing and learning and short term partnerships. At the end of our 2019 fiscal year, we piloted a resale business called See You Tomorrow. Moving forward, we have also set public-facing sustainability goals related to our participation in the circular economy. Because this strategy continues to evolve, we are unable to share an estimated cost. Costs associated with partnerships with third-parties will vary significantly from costs that could come from shifting internal business models or expanding internal business functions.

**Comment**

**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Upstream

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Our customers have told us they're interested in products with smaller environmental footprints, including smaller carbon footprints related to raw materials inputs and efficient, responsible manufacturing. We're committed to offering products like this, as well as making the products easy to find and making their environmental impacts easier to understand. As public awareness of climate impacts continues to grow, our customers may increase their interest in more sustainable products.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We are evaluating the full opportunity of shifting consumer preferences related to sustainably made products. We see potential shifts in consumer purchasing of more sustainable products including related to more sustainable raw materials, manufacturing processes, and through rental and resold products. We are testing and learning as we work toward our goals, which will contribute to its financial impact over time.

**Cost to realize opportunity**

1

**Strategy to realize opportunity and explanation of cost calculation**

Using materials and manufacturing processes that meet higher environmental standards may incur direct and indirect costs for our Nordstrom Made brands. Shifting our raw materials strategy to sustainably sourced materials is still in process, and varies based on scale, product type, material type, and other sourcing strategies, so we are not able to provide a specific cost at this time. Through our aligned strategy to offer more sustainable products to customers through our Sustainable Style category, we are able to make available and promote Nordstrom Made products that use more sustainable raw materials. By increasing our marketing and digital merchandising support of these products we will be able to realize the opportunity more effectively.

**Comment**

We hope that by making these products easier to find on Nordstrom.com, we will over time demonstrate customer demand for more sustainable products, which will in turn contribute to decreasing prices for more sustainable upstream inputs.

**C3. Business Strategy**

**C3.1**

**(C3.1) Have climate-related risks and opportunities influenced your organization’s strategy and/or financial planning?**

Yes, and we have developed a low-carbon transition plan

**C3.1a**

**(C3.1a) Does your organization use climate-related scenario analysis to inform its strategy?**

Yes, qualitative and quantitative

**C3.1b**

**(C3.1b) Provide details of your organization’s use of climate-related scenario analysis.**

Climate-related scenarios and models applied	Details
2DS	We used scenario planning to create our strategy for GHG reductions. Our GHG reduction targets have been set and are being measured to ensure we are in accordance with the 2 Degree pathway. The portions of our business that were considered in this evaluation were those within our operational control, most significantly our store, DC and FC operations, and our transportation activities. In conducting this analysis, we considered our current emissions levels, projected company growth and emissions impact, and emissions reductions activities that could be or would be implemented. We measure and report our energy and emissions on an annual basis and within the five-years that make up our 2020 goal. Our short- and long-term planning horizons are also one and five years. The results of this analysis inform our strategies related to energy efficiency efforts in our operations, our procurement of renewable energy, and our continued investment in efficient transportation. We also used this evaluation to help us set our 2020 goals.

**C3.1d**



**(C3.1d) Describe where and how climate-related risks and opportunities have influenced your strategy.**

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	Our customers have told us that more sustainable products and services that take climate impacts into account are important to them. Over the short- and medium-term time horizons, this opportunity has influenced our strategies for sourcing raw materials and seeking out and purchasing more sustainable products from third party brands.
Supply chain and/or value chain	Yes	As we seek to meet customer and other stakeholder expectations related to climate impacts, we have expanding visibility and transparency in our supply chain to better understand our emissions and other environmental impacts. This will impact us over the short-, medium- and long-term time horizons.
Investment in R&D	No	Nordstrom does not operate a research and development team, so our strategy has not been impacted in this area over the short-, medium- or long-term time horizons.
Operations	Yes	Our customers, employees and other stakeholders have told us that accounting for the climate impacts of our operations is important to them. Over the short-, medium- and long-term time horizons we are continuing to explore opportunities to meet expectations and maintain our reputation by making more sustainable choices related to packaging, energy and renewable energy, and waste management.

**C3.1e**

**(C3.1e) Describe where and how climate-related risks and opportunities have influenced your financial planning.**

	Financial planning elements that have been influenced	Description of influence
Row 1	Direct costs Indirect costs	Climate related risks and opportunities have influenced our direct costs through choices we are making related to raw materials sourcing and purchasing, among other direct costs. Our indirect costs are influenced by choices we make about energy and renewable energy, among other indirect costs. As an example, after setting a goal to reduce our emissions intensity from 2015 through 2019, we evaluated our indirect costs related to the lighting we use in our stores and other operations. By upgrading our lighting to LED lightbulbs over several years, among other operational activities and investments that were made, we were able to exceed our emissions intensity goal. This impacted our short-, medium- and long-term time horizons, as we will continue to see cost and energy savings through this project moving forward.

**C3.1f**

**(C3.1f) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).**

**C4. Targets and performance**

**C4.1**

**(C4.1) Did you have an emissions target that was active in the reporting year?**

Intensity target

**C4.1b**

**(C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).**

**Target reference number**

Int 1

**Year target was set**

2015

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 1+2 (location-based)

**Intensity metric**

Other, please specify (Metric tons (tonnes) of CO2 per '000 gross profit)

**Base year**

2014

**Intensity figure in base year (metric tons CO2e per unit of activity)**

0.0656

**% of total base year emissions in selected Scope(s) (or Scope 3 category) covered by this intensity figure**

100

**Target year**

2020

**Targeted reduction from base year (%)**

20

**Intensity figure in target year (metric tons CO2e per unit of activity) [auto-calculated]**

0.05248

**% change anticipated in absolute Scope 1+2 emissions**

-9

**% change anticipated in absolute Scope 3 emissions**

0

**Intensity figure in reporting year (metric tons CO2e per unit of activity)**

0.0408

**% of target achieved [auto-calculated]**

189.024390243902

**Target status in reporting year**

Achieved

**Is this a science-based target?**

Yes, we consider this a science-based target, but this target has not been approved as science-based by the Science Based Targets initiative

**Please explain (including target coverage)**

In 2017, we exceeded our 2020 goal of a 20% reduction from our baseline, by reaching 116% of our goal. Our target intensity is 0.053 tCO2e/\$ gross profit. We've achieved 0.046 tCO2e/\$ gross profit in 2018. Nordstrom's intensity target covers company-wide scope 1 and scope 2 emissions, as defined by the GHG protocol Corporate Standard. The target includes all relevant GHGs as required per the GHG Protocol Corporate Standard. The target equates to a 3.65% annual reduction over the 7-year target mainframe, and was modeled using a method approved by the Science Based Targets initiative. Nordstrom reports our company-wide GHG emissions inventory and progress against this target on an annual basis.

---

**C4.2**

**(C4.2) Did you have any other climate-related targets that were active in the reporting year?**

Target(s) to increase low-carbon energy consumption or production

---

**C4.2a**

**(C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production.**

**Target reference number**

Low 1

**Year target was set**

2015

**Target coverage**

Company-wide

**Target type: absolute or intensity**

Absolute

**Target type: energy carrier**

Electricity

**Target type: activity**

Consumption

**Target type: energy source**

Renewable energy source(s) only

**Metric (target numerator if reporting an intensity target)**

Percentage

**Target denominator (intensity targets only)**

<Not Applicable>

**Base year**

2014

**Figure or percentage in base year**

20

**Target year**

2020

**Figure or percentage in target year**

90

**Figure or percentage in reporting year**

96.7

**% of target achieved [auto-calculated]**

109.571428571429

**Target status in reporting year**

Achieved

**Is this target part of an emissions target?**

No, it's not part of an emissions target

**Is this target part of an overarching initiative?**

No, it's not part of an overarching initiative

**Please explain (including target coverage)**

Per total energy sourced, in deregulated markets where we operate

**C4.3**

**(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.**

Yes

**C4.3a**

**(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.**

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	0	0
Implementation commenced*	0	0
Implemented*	2	6458
Not to be implemented	0	0

**C4.3b**

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

**Initiative category & Initiative type**

Low-carbon energy consumption	Low-carbon electricity mix
-------------------------------	----------------------------

**Estimated annual CO2e savings (metric tonnes CO2e)**

6158

**Scope(s)**

Scope 2 (market-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

0

**Investment required (unit currency – as specified in C0.4)**

600000

**Payback period**

No payback

**Estimated lifetime of the initiative**

<1 year

**Comment**

**Initiative category & Initiative type**

Energy efficiency in buildings	Building Energy Management Systems (BEMS)
--------------------------------	---

**Estimated annual CO2e savings (metric tonnes CO2e)**

300

**Scope(s)**

Scope 2 (market-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

0

**Investment required (unit currency – as specified in C0.4)**

0

**Payback period**

No payback

**Estimated lifetime of the initiative**

<1 year

**Comment**

**C4.3c**

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Financial optimization calculations	We pilot projects that have lower usage and maintenance costs and we run the dollars through our financial models.
Dedicated budget for energy efficiency	We put together business cases for energy efficiency projects. Energy efficiency is respected by management and employees at Nordstrom.
Internal finance mechanisms	We pilot projects that have lower usage and maintenance costs and we run the dollars through our financial models.

**C4.5**

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?

No

**C5. Emissions methodology**

## C5.1

---

**(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).**

### Scope 1

**Base year start**

January 1 2014

**Base year end**

December 31 2014

**Base year emissions (metric tons CO2e)**

45339

**Comment**

### Scope 2 (location-based)

**Base year start**

January 1 2014

**Base year end**

December 31 2014

**Base year emissions (metric tons CO2e)**

263670

**Comment**

### Scope 2 (market-based)

**Base year start**

January 1 2014

**Base year end**

December 31 2014

**Base year emissions (metric tons CO2e)**

263670

**Comment**

## C5.2

---

**(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

Defra Voluntary 2017 Reporting Guidelines

IPCC Guidelines for National Greenhouse Gas Inventories, 2006

The Climate Registry: General Reporting Protocol

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

US EPA Center for Corporate Climate Leadership: Indirect Emissions From Purchased Electricity

US EPA Center for Corporate Climate Leadership: Direct Emissions from Stationary Combustion Sources

US EPA Center for Corporate Climate Leadership: Direct Emissions from Mobile Combustion Sources

US EPA Emissions & Generation Resource Integrated Database (eGRID)

## C6. Emissions data

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### C6.1

---

**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?**

**Reporting year**

**Gross global Scope 1 emissions (metric tons CO2e)**

46521

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

### C6.2

---

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We are reporting a Scope 2, market-based figure

**Comment**

---

C6.3

**(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO2e?**

**Reporting year**

**Scope 2, location-based**

186379

**Scope 2, market-based (if applicable)**

151757

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

---

C6.4

**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

No

---

C6.5

**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

We have shared our intent to set a Science Based Target that will include our Scope 3 emissions, and we are now in the process of calculating our Scope 3 footprint.

**Capital goods**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

We have shared our intent to set a Science Based Target that will include our Scope 3 emissions, and we are now in the process of calculating our Scope 3 footprint.

**Fuel-and-energy-related activities (not included in Scope 1 or 2)**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

We have shared our intent to set a Science Based Target that will include our Scope 3 emissions, and we are now in the process of calculating our Scope 3 footprint.

**Upstream transportation and distribution**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

We have shared our intent to set a Science Based Target that will include our Scope 3 emissions, and we are now in the process of calculating our Scope 3 footprint.

**Waste generated in operations**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

**Business travel**

**Evaluation status**

Relevant, calculated

**Metric tonnes CO2e**

7226

**Emissions calculation methodology**

The corporate travel department collects the air travel mileage data (for long, medium and short haul flights) from our centralized corporate travel vendor. Emissions were calculated according to the Greenhouse Gas Protocol developed by the World Resources Institute and the World Business Council for Sustainable Development, using emissions factors from the United Kingdom DEFRA/DECC 2019 – business travel air – GHG Guidelines. Air emission factors selected do not incorporate radiative forcing impact and used 100-year GWPs from the IPCC's Second Assessment Report.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

100

**Please explain**

**Employee commuting**

**Evaluation status**

Relevant, not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

#### Upstream leased assets

##### Evaluation status

Not relevant, explanation provided

##### Metric tonnes CO2e

<Not Applicable>

##### Emissions calculation methodology

<Not Applicable>

##### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

##### Please explain

Nordstrom does not operate leased assets, aside from a transportation and distribution fleet which is accounted for in Scope 1.

#### Downstream transportation and distribution

##### Evaluation status

Relevant, not yet calculated

##### Metric tonnes CO2e

<Not Applicable>

##### Emissions calculation methodology

<Not Applicable>

##### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

##### Please explain

#### Processing of sold products

##### Evaluation status

Not relevant, explanation provided

##### Metric tonnes CO2e

<Not Applicable>

##### Emissions calculation methodology

<Not Applicable>

##### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

##### Please explain

As a retailer, we do not process intermediate products. Our sold goods are final products that are consumed by the end user in their current form without further processing, transformation, or inclusion in another product.

#### Use of sold products

##### Evaluation status

Relevant, not yet calculated

##### Metric tonnes CO2e

<Not Applicable>

##### Emissions calculation methodology

<Not Applicable>

##### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

##### Please explain

#### End of life treatment of sold products

##### Evaluation status

Relevant, not yet calculated

##### Metric tonnes CO2e

<Not Applicable>

##### Emissions calculation methodology

<Not Applicable>

##### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

##### Please explain



**Downstream leased assets**

**Evaluation status**

Not evaluated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

**Franchises**

**Evaluation status**

Not relevant, explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Nordstrom does not operate any franchises.

**Investments**

**Evaluation status**

Not relevant, explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Nordstrom is not an investor and does not provide financial services.

**Other (upstream)**

**Evaluation status**

Not evaluated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

**Other (downstream)**

**Evaluation status**

Not evaluated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

**C6.7**

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**(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?**

No

C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

**Intensity figure**

0.000013

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

198278

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

15524000000

**Scope 2 figure used**

Market-based

**% change from previous year**

9.24

**Direction of change**

Decreased

**Reason for change**

This decrease is primarily due to a combination of our emissions reduction activities reported in C4.3b and the impact of emissions factor changes, particularly those for electricity. Furthermore, we have purchased additional renewable energy credits (RECs) in 2019.

**Intensity figure**

3.883075

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

198278

**Metric denominator**

full time equivalent (FTE) employee

**Metric denominator: Unit total**

52226

**Scope 2 figure used**

Market-based

**% change from previous year**

2.23

**Direction of change**

Decreased

**Reason for change**

This decrease is primarily due to a combination of our emissions reduction activities reported in C4.3b and the impact of emissions factor changes, particularly those for electricity. Our emissions reduction initiatives focused on energy retrofits and efficiency upgrades that help decouple GHG emissions from revenue growth. Furthermore, we have purchased additional renewable energy credits (RECs) in 2019.

C7. Emissions breakdowns

C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Yes

C7.1a

(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
CO2	45907	Other, please specify (IPCC Second Assessment Report (SAR - 100 year))
CH4	49	Other, please specify (IPCC Second Assessment Report (SAR - 100 year))
N2O	363	Other, please specify (IPCC Second Assessment Report (SAR - 100 year))
HFCS	202	Other, please specify (IPCC Second Assessment Report (SAR - 100 year))

## C7.2

**(C7.2) Break down your total gross global Scope 1 emissions by country/region.**

Country/Region	Scope 1 emissions (metric tons CO2e)
United States of America	45412
Canada	1109

## C7.3

**(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.**

By activity

### C7.3c

**(C7.3c) Break down your total gross global Scope 1 emissions by business activity.**

Activity	Scope 1 emissions (metric tons CO2e)
Natural Gas	19656
Refrigerants	202
Propane	129
Diesel Generators	297
OTR Trucking and Distribution	23566
Corporate Fleet	343
Corporate Jet	2314
Propane (forklifts)	14

## C7.5

**(C7.5) Break down your total gross global Scope 2 emissions by country/region.**

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
United States of America	183850	149229	541313	134597
Canada	2529	2529	15808	0

## C7.6

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

By activity

### C7.6c

**(C7.6c) Break down your total gross global Scope 2 emissions by business activity.**

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Purchased Electricity	186000	151379
Purchased Chilled Water	172	172
Purchased Steam	207	207

## C7.9

**(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?**

Decreased

C7.9a

**(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.**

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	6159	Decreased	2.76	Nordstrom's gross scope 1 and 2 emissions decreased due to 'a change in renewable energy consumption' implemented in the 2019 reporting year. This change reflects additional REC procurement made in 2019. In total, 25,771 additional MWh of RECs were procured in 2019, resulting in an additional 6,159 MTCO2e reduction compared to the REC quantity purchased in the previous year. Total market-based scope 1 and 2 emissions in the previous year was MTCO2e, therefore we arrived $(-6,159/223,199)*100=-2.76\%$ .
Other emissions reduction activities	300	Decreased	0.13	The gross scope 1 and 2 emissions decreased due to 'other emissions reduction activities' implemented in the reporting year. Such projects include improved building efficiency from behavioral changes and better building energy management systems. We estimate that in 2019, 300 MTCO2e was reduced by our emissions reduction projects. Total scope 1 and 2 emissions in the previous year was 223,199 MTCO2e, therefore we arrived at $-0.13\%$ through $(-300/223,199)*100=-0.13\%$ .
Divestment		<Not Applicable >		
Acquisitions		<Not Applicable >		
Mergers		<Not Applicable >		
Change in output	16119	Decreased	7.22	Overall revenues decreased by 2.1% year over year. Lower sales resulted in decreased fleet trucking and other transportation and distribution fuel consumption. We estimate the decreased fleet fuel consumption resulted in a reduction of 4,319 MTCO2e year over year. Total Scope 1 and 2 emissions in the previous year was 199,590 MTCO2e, therefore we arrived at $2.16\%$ by $(-16,119/223,199)*100 = -7.22\%$
Change in methodology	8704	Increased	3.9	Emissions increased due to changes in emission factors for Scope 2 Market Based markets C, D, and E (supplier emission rates, residual mix, and grid average factors). In 2019, we began using the Green-e Residual mix emission factors. Additionally, we were able to obtain and apply more supplier specific emission factors. Lastly, we used the updated eGRID emission factors for the location-based calculation. In order to determine the impact of these new emission factors, we recalculated the 2019 scope 2 market-based emissions using 2018 emission factors. When using the 2018 emission factors, the total scope 2 market-based figure was 8,704 MTCO2e smaller than when we use the 2019 emission factors. Therefore, the updated emission factors for 2019 had an increasing effect on scope 2 market-based emissions by 8,704 MTCO2e. We derived the % change by dividing 8,704 MTCO2e/223,199 MTCO2e *100 = 3.90%
Change in boundary		<Not Applicable >		
Change in physical operating conditions		<Not Applicable >		
Unidentified		<Not Applicable >		
Other	11047	Decreased	4.95	This is most likely due to variations in the number of sites, YoY consumption for electricity, changes electricity emission factor (supplier-specific, residual mix and EPA eGRID) and other miscellaneous emission sources. $(-11,047/223,199)*100=4.95\%$

C7.9b

**(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?**

Market-based

C8. Energy

C8.1

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 0% but less than or equal to 5%

C8.2

**(C8.2) Select which energy-related activities your organization has undertaken.**

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	Yes
Consumption of purchased or acquired cooling	Yes
Generation of electricity, heat, steam, or cooling	No

**C8.2a**

**(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	HHV (higher heating value)	0	213538	213538
Consumption of purchased or acquired electricity	<Not Applicable>	134597	420655	555252
Consumption of purchased or acquired heat	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired steam	<Not Applicable>	0	912	912
Consumption of purchased or acquired cooling	<Not Applicable>	0	957	957
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Total energy consumption	<Not Applicable>	134597	636062	770659

**C8.2b**

**(C8.2b) Select the applications of your organization's consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	No
Consumption of fuel for the generation of heat	No
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

**C8.2c**

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

**Fuels (excluding feedstocks)**

Diesel

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

93963

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

22.552

**Unit**

lb CO2e per gallon

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Diesel

---

**Fuels (excluding feedstocks)**

Motor Gasoline

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

1154

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

19.633

**Unit**

lb CO2e per gallon

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Motor gasoline

---

**Fuels (excluding feedstocks)**

Jet Gasoline

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

9302

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

21.7

**Unit**

lb CO2e per gallon

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Jet kerosene

---

**Fuels (excluding feedstocks)**

Natural Gas

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

108250

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

---

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

1.204

**Unit**

lb CO2e per 1000 cubic ft3

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Natural Gas

---

**Fuels (excluding feedstocks)**

Propane Gas

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

664

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

12.79

**Unit**

lb CO2e per gallon

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Propane Gas

---

**Fuels (excluding feedstocks)**

Ethane

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

205

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

13.867

**Unit**

kg CO2 per gallon

**Emissions factor source**

2019 Climate Registry Default Emission Factors (May 2019)

**Comment**

Ethanol

---

C8.2e

(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero emission factor in the market-based Scope 2 figure reported in C6.3.

**Sourcing method**

Unbundled energy attribute certificates, Renewable Energy Certificates (RECs)

**Low-carbon technology type**

Other, please specify (Wind and Solar)

**Country/region of consumption of low-carbon electricity, heat, steam or cooling**

United States of America

**MWh consumed accounted for at a zero emission factor**

134597

**Comment**

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	Third-party verification or assurance process in place

C10.1a

(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

GHGVerificationStatement Nordstrom 2019\_FINAL.pdf

**Page/ section reference**

Page 1

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

C10.1b



(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

**Scope 2 approach**

Scope 2 location-based

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

GHGVerificationStatement Nordstrom 2019\_FINAL.pdf

**Page/ section reference**

Page 1

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

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**Scope 2 approach**

Scope 2 market-based

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

GHGVerificationStatement Nordstrom 2019\_FINAL.pdf

**Page/ section reference**

Page 1

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

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## C10.1c

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(C10.1c) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

**Scope 3 category**

Scope 3: Business travel

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

GHGVerificationStatement Nordstrom 2019\_FINAL.pdf

**Page/section reference**

Page 1

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

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## C10.2

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(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?

No, but we are actively considering verifying within the next two years

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## C11. Carbon pricing

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### C11.1

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**(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?**

No, and we do not anticipate being regulated in the next three years

### C11.2

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**(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?**

No

### C11.3

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**(C11.3) Does your organization use an internal price on carbon?**

No, and we do not currently anticipate doing so in the next two years

## C12. Engagement

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### C12.1

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**(C12.1) Do you engage with your value chain on climate-related issues?**

Yes, our suppliers

Yes, our customers

Yes, other partners in the value chain

### C12.1a

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**(C12.1a) Provide details of your climate-related supplier engagement strategy.**

**Type of engagement**

Information collection (understanding supplier behavior)

**Details of engagement**

Collect climate change and carbon information at least annually from suppliers

**% of suppliers by number**

50

**% total procurement spend (direct and indirect)**

**% of supplier-related Scope 3 emissions as reported in C6.5**

**Rationale for the coverage of your engagement**

In 2018, 74 of our factory suppliers were part of this engagement, which covered 50% of our total volume of private label products.

**Impact of engagement, including measures of success**

As a member of the Sustainable Apparel Coalition, we are gathering environmental and climate change information from factories where our private-label products are produced, through the SAC's Higg Index Facility Environmental Module. The Higg FEM measures environmental management systems, energy use and greenhouse gas emissions, water use, wastewater, emissions to air (if applicable), waste management, chemical use and management. We are increasing our engagement and supplier use of this tool over time. We are currently measuring our success by the number (percentage) of suppliers that are disclosing their environmental performance through this tool.

**Comment**

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### C12.1b

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**(C12.1b) Give details of your climate-related engagement strategy with your customers.**

**Type of engagement**

Education/information sharing

**Details of engagement**

Share information about your products and relevant certification schemes (i.e. Energy STAR)

**% of customers by number**

100

**% of customer - related Scope 3 emissions as reported in C6.5**

**Portfolio coverage (total or outstanding)**

<Not Applicable>

**Please explain the rationale for selecting this group of customers and scope of engagement**

In 2019 we created a shopping category for customers to find more sustainable products, including those made from materials with a lower climate impact or produced in a facility that is better managing its environmental impacts, such as energy, water and waste. Certification schemes include but are not limited to bluesign certified, Global Recycled Standard, OEKO-TEX and more. We shared this information with our customers through our website as well as through PR and marketing activities including social media. This category was and is available to all customers.

**Impact of engagement, including measures of success**

Establishing a process through we can intake new product information and offer it to our customers was its measure of success for launch. By clarifying the environmental impact of products, we have enabled our Buyers to seek out more products of this sort in the future. A secondary measure of success is that we were able to follow this project to later set a goal to increase the total volume of more sustainable products in our assortment. This goal was announced in April 2020.

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**Type of engagement**

Collaboration & innovation

**Details of engagement**

Run a campaign to encourage innovation to reduce climate change impacts

**% of customers by number**

100

**% of customer - related Scope 3 emissions as reported in C6.5**

**Portfolio coverage (total or outstanding)**

<Not Applicable>

**Please explain the rationale for selecting this group of customers and scope of engagement**

Nordstrom joined the G7 Fashion Pact as an original signatory at the time of its launch. We shared details about this industry collaboration with our customers through marketing and public relations activities. This campaign applied to all customers.

**Impact of engagement, including measures of success**

Through our PR support of this initiative and our commitment, we were able to track meaningful coverage in both consumer and trade publications. The impact of this engagement supports our reputation. Because these are engagement efforts, we measure success through metrics such as engagement with marketing emails and through social media channels such as Instagram, Facebook, Twitter and LinkedIn (views, shares, clicks). We also measure levels of engagement and customer expectations through regular consumer insights data collection, like customer surveys with questions related to our environmental impacts.

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**C12.1d**

**(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.**

We engage a number of other partners in our value chain, including our employees, the communities where we operate, and our customers.

To engage our employees as value chain partners, we offer a subsidized public transportation benefit to all eligible U.S. employees, which encourages them to consider transportation options that are less fuel intensive.

We also host a volunteering opportunity each year with our nonprofit partner Forterra, through whom we purchase offsets that now account for 100% of the emissions of our western Washington stores. This event gives us a unique opportunity for employee education, in addition to accounting for a small portion of our climate impact.

We prioritize these engagements by identifying benefits and opportunities that are meaningful to our customers and employees, including through materiality assessment. Our measures of success vary by type of engagement, but include number of employees who choose a public transportation option, and number of employees who volunteer with our carbon offsets partner.

To engage our customers as value chain partners, we regularly respond to customer questions and feedback regarding our sustainability efforts, via phone, email, chat and social media. We also report our CSR activities, including efforts related to climate change, online at NordstromCares.com and in our annual CSR report. We measure engagement in a number of ways, including media coverage (number of stories, reach of publication, tone of article), our performance on industry lists and rankings, and feedback on our social channels and sent directly to our public-facing CSR inbox.

C12.3

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**(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?**

- Trade associations
- Funding research organizations

C12.3b

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**(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?**

No

C12.3d

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**(C12.3d) Do you publicly disclose a list of all research organizations that you fund?**

Yes

C12.3f

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**(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

As part of our commitment to corporate social responsibility, we focus on efforts within our business that align with our commitment to respect the environment. As a company we generally do not get involved in policy debates on issues. However, we do look for opportunities to partner with organizations that share common viewpoints with us, and as noted, some trade associations that may engage in discussion on sustainability issues that impact our industry.

When we do engage (on a limited basis), we follow our typical review process, which includes thorough research and understanding of the organization's directives (through in-person or telephone conversations) and other reviews of the organization. Further activity would be approved at the Executive team level. If a corporate contribution were given to any organization, its review would be part of our annual giving review process, which is handled by our CSR team, with oversight of our Charitable Giving, and includes a more in-depth look at the organization's structure, including where funds are allocated.

C12.4

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**(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**

**Publication**

In voluntary communications

**Status**

Complete

**Attach the document**

**Page/Section reference**

**Content elements**

Please select

**Comment**

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**Publication**

In voluntary sustainability report

**Status**

Complete

**Attach the document**

**Page/Section reference**

**Content elements**

Please select

**Comment**

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C15. Signoff

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C-FI

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(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

C15.1

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(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Director of Corporate Social Responsibility	Business unit manager

Submit your response

---

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I am submitting to	Public or Non-Public Submission
I am submitting my response	Investors	Public

Please confirm below

I have read and accept the applicable Terms