



NORDSTROM

SHARING OUR PROGRESS

2015 CORPORATE SOCIAL RESPONSIBILITY REPORT

NORDSTROM CARES

Thank you for taking the time to review our 2015 Sharing Our Progress Corporate Social Responsibility report.

We know our customers and employees have a lot of choices when it comes to where they shop and work. To earn their trust and their business, not only do we need to offer great service and products, we also need to be a company they can be proud of. Our corporate social responsibility (CSR) efforts—doing our part to take care of our communities and respect the environment—play an important role in that. Our CSR work is guided by a simple idea: *we want to leave it better than we found it.*

As our business has evolved, our CSR programs have evolved too. At the same time, transparency around these subjects has become increasingly important. Since 2009, our annual Sharing Our Progress CSR report has been our opportunity to share our

goals and hold ourselves accountable to them. We've used it to demonstrate progress and identify opportunities to improve.

This year's report is our new take on providing even more context around our efforts, including the work we've done to enhance our giving program and minimize our environmental impact. It also includes a deeper dive on where we're headed in the future through our newly established 2020 goals, which were built based on feedback from our customers, employees, shareholders and community partners. These goals represent CSR subjects we believe are material to the continued success and growth of our business, and we believe they'll help us build on the successful work we've already accomplished.



Blake W. Nordstrom
Co-President, Nordstrom, Inc.



Peter E. Nordstrom
Co-President, Nordstrom, Inc.



Erik B. Nordstrom
Co-President, Nordstrom, Inc.

COMPANY OVERVIEW

Nordstrom is a leading fashion specialty retailer that serves customers through our Nordstrom and Nordstrom Rack stores, and online at Nordstrom.com, NordstromRack.com, HauteLook and Trunk Club. We work hard to offer our customers the best experience every time they shop with us—we focus on providing great service, selection, quality and value.

FULL-PRICE

NORDSTROM Nordstrom.com
Trunk Club

STORES **ONLINE**

NORDSTROM rack NordstromRack.com
HAUTELOOK

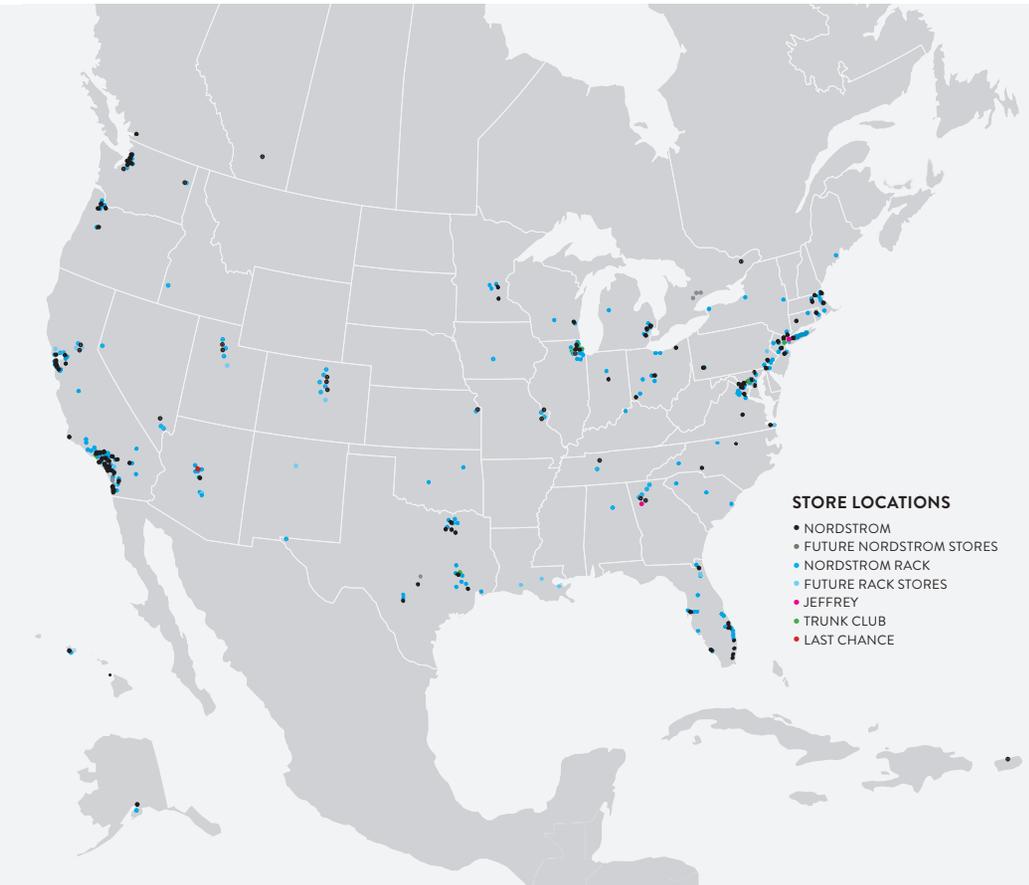
OFF-PRICE

NYSE
JWN

2015 ANNUAL REVENUE
\$14.1 billion
NET COMPANY SALES

72,500
FULL- AND PART-TIME EMPLOYEES

323 stores
IN 39 STATES, PUERTO RICO AND CANADA



Our corporate social responsibility (CSR) efforts are an extension of our commitment to service. Our work falls into two pillars: **taking care of our communities** and **respecting the environment**. This Sharing Our Progress report (covering February 1, 2015 through January 31, 2016) provides details on our work to support each of these pillars, as well as where we'll be focusing our efforts in the coming years to reach our 2020 goals.

Visit NordstromCares.com or email us at csr@nordstrom.com to learn more.

TAKING CARE OF OUR COMMUNITIES

One of our most important responsibilities is to support the people that do so much to support us as a business. From contributing to nonprofits that do great work in our own backyard to empowering factory workers around the world who produce our private label products, we are committed to taking care of our communities.



1% GIFT CARD GIVE BACK



UNITED WAY DAY OF CARING 2015



Each month on our CSR website, NordstromCares.com, we spotlight some of the nonprofit organizations we support through charitable giving and volunteering, including our Puerto Rico store's support of **Casa de Todos**, a shelter for children affected by abuse. [Learn more.](#)

GIVING BACK

For years we've given back in communities where we do business through cash grants and other giving programs. We continue to listen to our customers and employees about how we can evolve our approach, and we made some updates to our charitable giving program in 2015.

1% GIFT CARD GIVE BACK

In February 2015, we announced that Nordstrom now donates 1% of all Gift Card sales to nonprofits in our communities. The funds from this program support cash grants made by Nordstrom and our Employee Charitable Match program.

NORDSTROM-DIRECTED CHARITABLE GIVING

Each year, we give to hundreds of nonprofits throughout the United States, Puerto Rico and Canada. In 2015, we supported nearly 500 organizations in the 39 states and three provinces where we do business. The majority of our cash grants go to organizations and programs focused on caring for kids and empowering youth. We also support other nonprofits that address the community's greatest

needs, including health, education, social services and the arts.

EMPLOYEE GIVING

We also want to help our employees financially support the nonprofits that matter most to them. In August 2015, we launched our Employee Charitable Match program. Open to all Nordstrom employees who have been with the company for at least one year, the program gives each employee \$5,000 per fiscal year to match their personal donations to eligible nonprofits. Each year, all employees also have the option to make donations directly from their paycheck to any United Way agency of their choice. We're excited by our employees' response to the changes in these programs, and we look forward to seeing the impact we can have together in the future.

EMPLOYEE VOLUNTEERING

We're fortunate that our employees share our commitment to giving back by generously donating their time to local nonprofit organizations. One way is through our annual United Way-sponsored Day of Caring volunteer

events. Each year, thousands of employees across our company participate—more than 109 of our stores and corporate offices worked to make a difference during Day of Caring in 2015, from cleaning up parks to spending time with children in need.

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“Nordstrom has helped us give students the tools and information they need, not only to get into college but to thrive once they get there and beyond.”

—MARIA FERNANDA BORJA
PRESIDENT AND CEO, LATINO STUDENT FUND,
A NONPROFIT NORDSTROM SUPPORTED IN 2015



OUR TREASURE&BOND BRAND



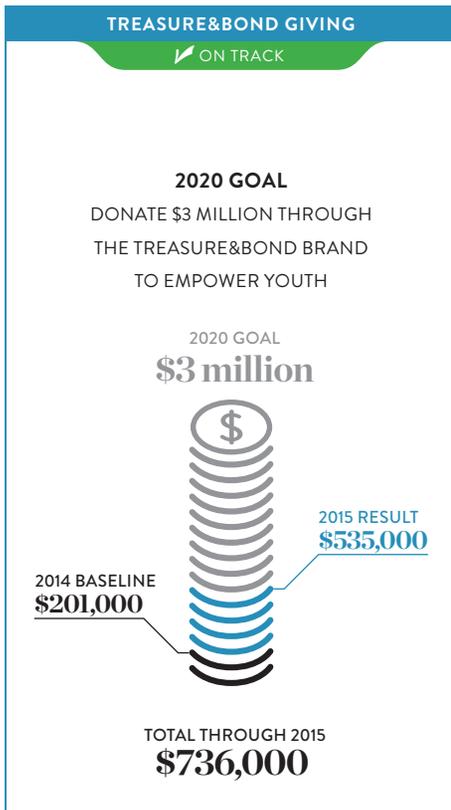
SHOES THAT FIT GIVING PROGRAM



VANCOUVER, BC, STORE OPENING GALA



DESIGNER PREVIEW FUNDRAISING EVENT



OTHER GIVING

We've continued to provide our customers opportunities to join us in giving back as well. Some highlights from 2015 include:

TREASURE&BOND

We donate 2.5% of net sales from Treasure&Bond, a Nordstrom private label brand, to organizations that empower youth. In 2015, we made a \$254,000 donation to Girls on the Run and a \$281,000 donation to Boys & Girls Clubs of America, bringing our total donation to more than \$736,000 since the brand's launch in 2014. Our customers' enthusiasm also enabled us to expand the brand in 2015. Initially launched in Women's Apparel, Treasure&Bond is now also found in Women's Shoes, Handbags and Accessories, as well as Men's Apparel. In 2016, it will expand again to include Girls' Apparel and Footwear. Our goal is to donate \$3 million from the brand's sales by 2020. [Learn more.](#)

SHOES THAT FIT

Each year during the holiday season, we partner with our customers, the athletic shoe brand New Balance and the nonprofit Shoes That Fit to give new shoes to children in need in the U.S. Together, we donated 25,290 pairs in 2015; we've donated 93,000 pairs of shoes since 2010. As we move into 2016, we'll continue with this well-loved holiday program and are working to establish a similar program in Canada. [Learn more.](#)

M•A•C VIVA GLAM

When our customers purchase any M•A•C Viva Glam Lipstick or Lipglass products, we give 100% of the proceeds to organizations that provide a wide range of services to people living with HIV/AIDS, including education, support and funding for research. We donated more than \$925,800 in 2015, which brings our total to \$13.9 million since the program started in 1997. [Learn more.](#)

STORE OPENING GALAS

Before we open the doors to a new Nordstrom store, we look for ways to give back to that community. At our four new stores that opened in 2015, we hosted events that raised nearly \$1 million for 10 local nonprofit organizations. [Learn more.](#)

DESIGNER PREVIEW

Our 2015 Designer Preview fashion show took place in Seattle to raise money for the Seattle Art Museum (SAM). More than 600 guests were in attendance and the event raised more than \$200,000 for SAM's exhibition 'Intimate Impressionism from the National Gallery of Art.'

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NORDSTROM PRODUCT GROUP FACTORY



NORDSTROM PRODUCT GROUP FACTORY WORKER



HERFINANCE PROGRAM PARTICIPANTS

PHOTO COURTESY OF BSR

HUMAN RIGHTS

✓ ON TRACK

2020 GOAL

AUDIT 100% OF NORDSTROM
PRODUCT GROUP FACTORIES FOR
COMPLIANCE TO OUR
PARTNERSHIP GUIDELINES

100%



**2014
BASELINE**

100%



**2015
RESULT**

100%



**2020
GOAL**

📖 READ OUR [PARTNERSHIP GUIDELINES](#), WHICH
INCLUDE OUR [CONFLICT MINERAL POLICY](#).

 **SUPPORTING HUMAN RIGHTS**

In addition to taking care of our communities where we work, we also have an important responsibility to support the people who make the products we sell. The majority of those products come from brands we carry. We require every vendor we do business with to adhere to all local laws as well as our [Partnership Guidelines](#), which outline our standards around employment practices, workers' rights and work environments. Our Partnership Guidelines are based on policies from the International Labour Organization (ILO), as well as other governmental and policy groups.

NORDSTROM PRODUCT GROUP

A portion of our merchandise offering is produced by Nordstrom Product Group (NPG), our private label design and manufacturing business. Comprised of more than 50 brands in 2015, NPG worked with 502 factories in 31 countries to create on-trend, quality products for our customers. Like any vendor we do business with, each of these factories is required to adhere to our Partnership Guidelines. Our NPG Social Responsibility team is also in place

to more closely support and monitor them, with the goal of ensuring they are providing a safe and healthy workplace for their employees.

Over the past two years, our NPG Social Responsibility program has refocused its efforts on increasing alignment with other divisions within NPG, including product developers and designers. This allows those teams to be better prepared to make business decisions, such as sourcing strategies, based on suppliers' social responsibility performance. We also shifted the NPG Social Responsibility team's focus from an 'audit and record' to an 'audit plus one' approach. This means the team supports a holistic approach to engaging with factories, focusing on continuous improvement, sustainable remediation and education that support the factory, workers and surrounding communities.

In 2015, all NPG employees who interacted with vendors participated in SR101—a Social Responsibility training program that educates them on our Partnership Guidelines. Beginning in 2016, all NPG employees take the training.

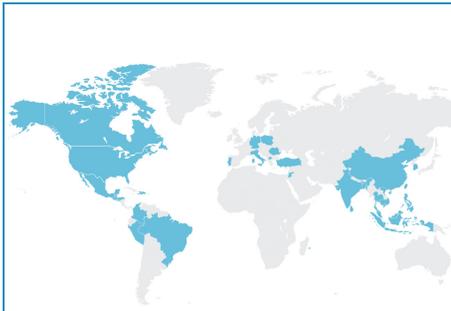
AUDIT PROCESS

We audit 100% of the factories that manufacture NPG merchandise, and we conduct an audit before we begin any production with a new factory. The audits are conducted by a third party and give us insight into any issues that need to be corrected. When possible, we may request these audits in partnership with other retailers doing business in the same factories. Our business generally makes up a very small percentage of total business in any given factory, so we've found this kind of collaboration enables us to be more effective in supporting responsible manufacturing.

In 2015, when issues were found in an audit, the majority of those issues were categorized as 'Needs Improvement.' This includes findings such as missing protective equipment like ear plugs, face masks or bandages; not having the Nordstrom Partnership Guidelines posted publicly; or not having a working light near every exit. For every finding, we work with the factory to create a corrective action plan to address it within an established time frame. We then offer

“I think this project exactly meets the needs of workers and definitely helps them, so I strongly support it. Workers come from far away to work here—it is good that everybody is healthy and happy.”

—MANAGER OF A FACTORY PARTICIPATING IN A BSR HERPROJECT PROGRAM



WHERE WE SOURCE

Our top five NPG suppliers by volume were located in:

- 1. CHINA (304 FACTORIES)
- 2. INDIA (52 FACTORIES)
- 3. UNITED STATES (47 FACTORIES)
- 4. BANGLADESH (3 FACTORIES)
- 5. VIETNAM (13 FACTORIES)

📍 CLICK THE MAP TO VIEW EACH OF THE 31 COUNTRIES WHERE NPG SUPPLIERS WERE LOCATED IN 2015.

support to the factory in implementing this plan. Of the 250 audits conducted in 2015:

- 48% of the findings have been fully remediated.
- 31% percent are pending and haven't been remediated yet, either because they're being escalated or because the factory still has more time to address the issue before the deadline.
- 21% of our findings represent issues that are more systemic in nature and take longer to remediate.

Factories with these types of findings have improvement plans in place to help them work toward compliance.

There are certain types of findings, such as child labor, physical and verbal abuse, and withholding of wages or benefits, which we categorize as 'Zero Tolerance' or 'Demands Immediate Action.' In both scenarios, we immediately stop any production with that factory and require the issues to be fully corrected before production can resume. If the factory is unwilling or unable to remediate, we'll make the decision to exit. Of all our 2015 findings, 2% drove us to stop production and exit a factory. After leaving a factory, we make consultations and other resources available for six months so factories can effectively address the issues that triggered our exit.

When reporting on our audit findings, it's important to note these results represent a snapshot in time. Our remediation of issues evolves daily, because we're continually working with factories to disclose findings and improve.

In 2015, we rolled out a new set of operating principles, which gives our NPG Social Responsibility team improved guidelines for creating and implementing remediation plans. We also began providing factories with access to a new e-learning program to help them deal with systemic issues. The program provides guidance for topics such as creating a system to set and record work hours, establishing a sustainable wage, and developing health and safety management systems. Based on the positive feedback we've received, we plan to offer more trainings in 2016. We've always provided tools, such as grievance hotlines, for factory workers to voice concerns or complaints directly to our NPG Social Responsibility team, and in 2016 we will be investigating ways to make that access even easier, where possible.

SOCIAL DEVELOPMENT PROGRAMS

Through our partnership with BSR (Business for Social Responsibility) and their signature HERprojects, our support for factory workers goes beyond auditing and remediation to include programs that benefit both the workers themselves and their communities. We hope to bring the program to more workers and new factories in 2016 by partnering with other retailers that manufacture in the same facilities we do.

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SOCIAL RESPONSIBILITY PARTNERSHIPS AND AFFILIATIONS



ALLIANCE FOR BANGLADESH WORKER SAFETY
Though we only did business in three factories in Bangladesh in 2013 (none of which were impacted by the tragic collapse and fires that took place that year), we joined the Alliance that year to support the organization's efforts around a number of subjects, including worker safety.



AMERICAN APPAREL AND FOOTWEAR ASSOCIATION (AAFA)
We've been a member of AAFA since 2012. We're members of the Social Responsibility and Environmental Committee.



BUSINESS FOR SOCIAL RESPONSIBILITY (BSR)
Since 1998, we've partnered with BSR to improve work conditions in factories and offer HERproject programs to factory workers.



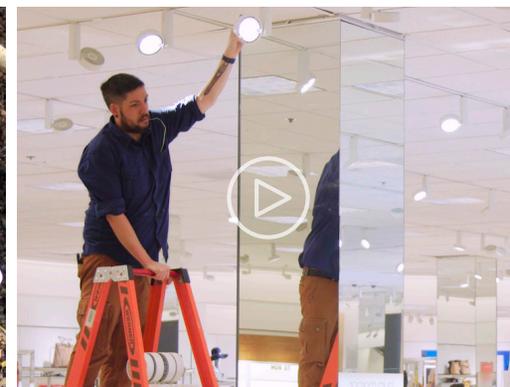
SUSTAINABLE APPAREL COALITION (SAC)
We are a founding member of SAC. In 2015, we re-assessed how the organization's Higg Index can further support our human rights efforts.

RESPECTING THE ENVIRONMENT

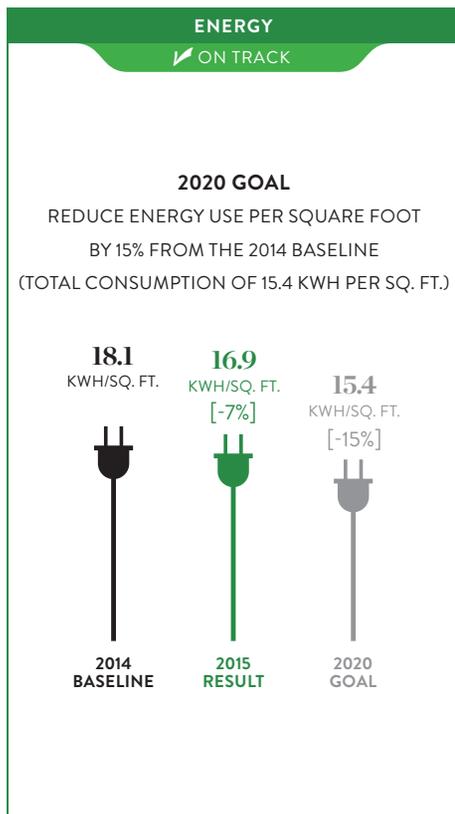
We know virtually every aspect of our business has an impact on the environment. We have an important responsibility to our employees, customers and communities to respect the environment and reduce our impact where we can.



FORTERRA VOLUNTEER EVENT



ENERGY-EFFICIENT LIGHTING (CLICK TO VIEW VIDEO ONLINE)



REDUCING OUR CARBON FOOTPRINT

Climate change could have a serious impact on our business, which makes reducing our carbon footprint a top priority. In 2015, we were able to reduce our greenhouse gas emissions by 5.6% compared to 2014, bringing us to our absolute lowest level of emissions since we began measuring our carbon footprint in 2007, even as our company has grown nearly 60% since then. We're proud of what we've accomplished and are continuing to further reduce our impact.

ENERGY

One of our biggest areas of opportunity to reduce our carbon footprint lies in reducing the amount of energy we use. By doing so, we can reduce our greenhouse gas emissions, like carbon dioxide, which contribute to climate change.

For years we've been able to decrease the amount of energy we use per square foot by an average of 2–3%, even with adding new stores and facilities. We reduced the energy we use per square foot in 2015 by 7%, which will help us meet

our commitment to achieve a 15% reduction by 2020. This goal ensures we're doing our part, based on the best available climate science, to help reduce our contributions to climate change. A 15% reduction translates into an estimated 20% decrease in CO₂ emissions per dollar of revenue by 2020.

LIGHTING TECHNOLOGY

We use several kinds of light bulbs throughout our stores, including incandescent screw-in bulbs and spotlights. In 2012, we began switching out these old bulbs for more efficient LED versions—we bought and installed more than 96,000 light bulbs in 2015 alone. We officially finished this phase of our lighting upgrades in 2015 and saw savings of 11 million kWh of electricity in its first year. These new bulbs use less energy, while providing more light, and also last more than three times longer.

Beginning in 2016, we're turning our attention to the linear fluorescent lights that provide the majority of light for our sales floors and stockrooms. We'll begin by installing LED bulbs in 20 Nordstrom stores and 46 Racks. We hope

to expand to more stores in the coming years and complete the project by 2018.

ENERGY MANAGEMENT

We introduced technology in 2015 that enables us to better monitor and adjust the amount of energy our stores and facilities use. This system relies on a set of baselines—like when lights should be turned on and off, as well as air conditioning and heating schedules. For example, if a set of lights was accidentally left on all night, the system automatically flags it so it can be fixed. We're rolling out this system to all Nordstrom stores in 2016 and to all Rack stores by 2017.

RENEWABLE AND ALTERNATIVE ENERGY SOURCES

We recognize the importance of having a diverse mix of energy sources. One of our goals is to pursue renewable and alternative energy through deregulated market supplier generation and as part of our consumption mix. We'll also continue to explore other opportunities like solar, wind and other renewable forms of energy, with the needs

RENEWABLE AND ALTERNATIVE ENERGY



2020 GOAL
WE'RE IN THE PROCESS OF SETTING A GOAL AND HOPE TO SHARE IT IN OUR 2016 REPORT



POWERED BY THE SUN
In total, the new solar panels on our Rack store at Persimmon Place will generate 60–70% of the energy the store uses each year. [Learn more.](#)



TRANSPORTING MERCHANDISE

ENVIRONMENTAL RECOGNITION AND AFFILIATIONS



CARBON DISCLOSURE PROJECT
We regularly collect and report data on our carbon emissions across the company. Analyzing these results helps us understand where we can improve. Details on our emissions can be found in our annual Carbon Disclosure Project (CDP) submission.

FLEET EFFICIENCY
ON TRACK

2020 GOAL
ACHIEVE AVERAGE OF 13 CASES TRANSPORTED PER GALLON OF FUEL CONSUMED

10.8 CASES/GALLON	11.3 CASES/GALLON	13 CASES/GALLON
		
2014 BASELINE	2015 RESULT	2020 GOAL

of the business and impact on the environment as our guideposts for making decisions. We've already had a great opportunity to test and learn more about solar technology with solar panels that were installed at our Rack at Persimmon Place in Dublin, California, by the mall owner, Regency Centers. We also have solar panels on the rooftop of our Mercer Mall Rack in Lawrenceville, New Jersey, which were there when we opened that location in March 2015.

TRANSPORTATION

Before merchandise is delivered to our stores, it's received and processed through our regional Distribution Centers (DCs) located across the U.S. Moving that merchandise to stores, and between DCs, relies on a fleet of about 120 leased trucks. We're working to make these trucks more efficient by increasing the amount of cases they transport on a single gallon of fuel. This will enable us to buy and combust less fuel, which leads to fewer emissions.

We measure efficiency by calculating the number of cases (any box moved from a DC to a store,

or between DCs) per gallon of diesel. When we increase miles per gallon (MPG) and increase the number of cases put on each truck, we're more efficient.

We've moved from 6.52 MPG in 2008 to almost 8 MPG in 2015. That 21% improvement means we've been able to maintain nearly flat carbon emissions from transportation, despite our business growth. We credit most of that progress to improved truck technologies, such as updated engines and new cruise control systems. As leases expire, we upgrade to these newer, more efficient models.

Scheduling deliveries during off-peak hours, 'no-idle' policies and consolidating deliveries onto one truck, when possible, all boost our efficiency too. We also rely on our DCs and store teams to load trucks efficiently and help ensure they rarely travel empty—after unloading a store delivery, they're typically filled with items to return to the DC.

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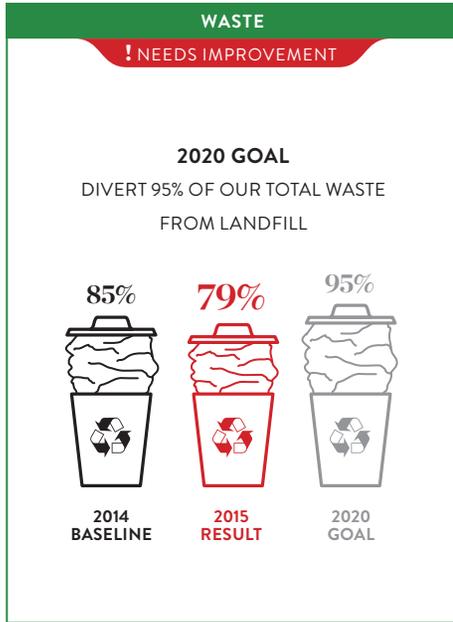
NEWSWEEK GREEN RANKINGS
In 2015, Nordstrom was #95 on Newsweek's sixth annual Green Rankings, which ranks the 500 largest publicly traded U.S. companies based on environmental performance. [Learn more.](#)



SUSTAINABLE APPAREL COALITION (SAC)
Nordstrom is a founding member of SAC. In 2015, we began work to use the Higg Index to support our sustainability efforts, particularly our packaging-reduction initiative.



FORTERRA EVERGREEN CARBON CAPTURE PROGRAM
We participate in Forterra's Evergreen Carbon Capture program, which helps us calculate our carbon footprint in Western Washington, and then offset those emissions by planting trees. Since we joined the program in 2013, we've planted more than 1,300 trees and native plants throughout the region.



RECYCLING PACKAGING



COMPOSTING IN OUR RESTAURANTS (CLICK TO VIEW VIDEO ONLINE)

CONSERVING RESOURCES

We want to do our part to conserve resources, including preserving trees, using less water and reducing the amount of waste we generate.

RECYCLING AND COMPOSTING

For many years, we've had recycling programs in place in our buildings where municipal programs are available. Thanks in large part to the efforts of our employees and customers, we've been able to divert a significant amount of aluminum, paper, cardboard, plastic, glass and compostable waste from landfills. Our DCs and Fulfillment Centers (FCs) were able to divert 98% of their waste in 2015—primarily paper and cardboard products.

In 2015, 96 of our stores and facilities offered composting. In past years, our reporting included stores that had small amounts of organic waste, mostly from employee lunch rooms, contributing full loads of composting. As we continue to improve our reporting, we've removed this inaccuracy, resulting in a lower diversion rate. Our Restaurant division is by far the biggest source of compostable materials, such as

cooking scraps and uneaten food. We continue to look to reduce the amount of food waste produced there, and also train our restaurant employees to properly dispose of compostable waste. As more cities establish composting programs, we will be able to introduce it into more locations.

We've set an ambitious 2020 waste goal, and we know accurate and timely reporting is essential in helping us meet it. Beginning in 2016, we will work with a new waste management provider, which will help us improve our ability to identify places where we can be more efficient, and support more education for our employees.

PAPER AND PACKAGING

Our customers and employees have asked us to reduce the amount of packaging we use. We're also finding opportunities to use more responsible paper in other parts of our business.

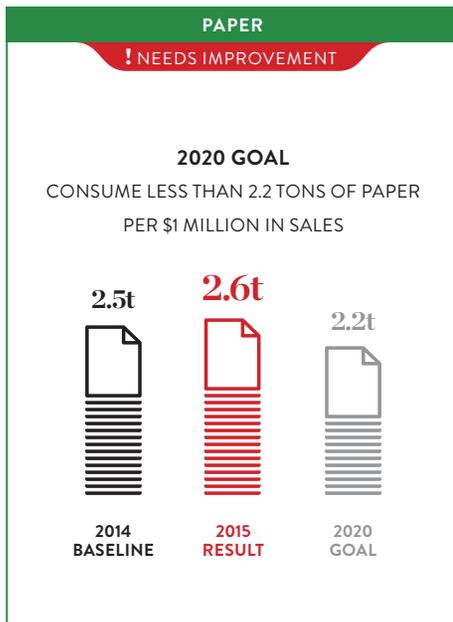
CORRUGATED CARDBOARD

One of our biggest areas of opportunity is our use of corrugated cardboard in the boxes used to ship products to our DCs and FCs, as well as

⌘ Composting in our stores is made possible by a partnership between our Restaurant and Facilities teams. We recently spotlighted our Santa Barbara Nordstrom store's efforts. [Learn more.](#)

the boxes used to ship orders to our customers. We've recently invested in new technology that gives us detailed data on exactly how we use our shipping boxes, and we've identified two opportunities to make our shipping more effective and, in turn, use less cardboard: consolidating orders into fewer boxes and using properly sized boxes for each shipment.

When a customer places an order with us for more than one item, our goal is for them to receive all of those items in one box. However, sometimes multiple boxes are required if merchandise needs to be shipped from different locations, such as our online FC, one of our stores or directly from a vendor. We're continuing to work on solutions to this, while still ensuring our customers receive their orders quickly. Technology is helping us use the right-sized box to fulfill orders—one that's big





NORDSTROM CATALOG

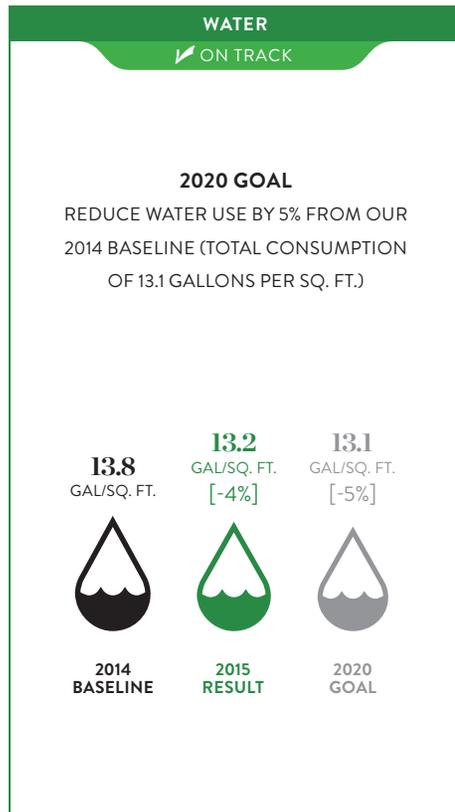


BAGS AND GIFT BOX



CONSERVING WATER

Our newly relocated store at Del Amo Fashion Center in Torrance, California, makes use of native plants and a drip irrigation system in the landscaping to conserve water.



enough to fit the product, but also small enough to reduce excess space. When we opened our new FC in Elizabethtown, Pennsylvania, in the summer of 2015, we introduced a system that automatically assigns a box size for each of the more than 200,000 products available in that building. It ensures our cardboard use is as efficient as possible. We're monitoring the results from this new system and may bring it to our FC in Cedar Rapids, Iowa, in the future.

PACKAGING REDUCTION

Product packaging plays an important role in ensuring products are in perfect condition when they arrive at our stores or customers' homes. In 2015, we began looking at ways we could reduce the amount of product packaging used for our Nordstrom Product Group (NPG) products, while at the same time preserving brand integrity and product quality. Our team started by focusing on three NPG women's shoe brands sold at Nordstrom Rack stores: About, Melrose & Market, and 14th & Union. In addition to redesigning the shoe boxes, we launched a pilot program where we reduced the amount

of packaging (tissue paper, toe-box packaging, shoe stick inserts) used in each box. This two-month pilot saved an estimated 2,000 pounds of packaging, so we're expanding the program while also looking at other opportunities to reduce more NPG packaging.

We're also continuing to partner with our Nordstrom and Nordstrom Rack vendors to understand where we can support their efforts to reduce their product packaging. Through our own measurement tools, and other resources like the Sustainable Apparel Coalition's Higg Index, we'll be working with them to establish consistent benchmarks and more clearly identify opportunities for improvement.

CATALOGS

Our catalogs are made of Forest Stewardship Council (FSC) certified paper and include a minimum of 10% post-consumer recycled content. FSC certification ensures the paper comes from responsibly managed forests. In 2015, we also made a few new changes to our catalog program. We began using a lighter paper

stock for most of our catalogs, and we reduced the total number of pages in each. These two changes alone will result in a total savings of 2.1 million pounds of paper in 2016.

WATER

We're taking steps to reduce the water we use across our company. In the 31 Nordstrom and Nordstrom Rack stores we opened in 2015, we installed low-flush toilets, low-flow faucets and waterless urinals. We plan to continue bringing these features into new stores, and we'll also continue to introduce these fixtures into existing stores as they are remodeled.

In 2015, we continued to significantly reduce the power washing of our sidewalks and the amount of water used for landscaping in all of our Nordstrom, Nordstrom Rack and HauteLook stores and facilities in California.

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NORDSTROM + PIECE & CO.

In March 2015, Nordstrom collaborated with clothing brand Piece & Co. to bring customers a collection of apparel and accessories that connected style with global impact. The She Makes It collection featured eight customer-favorite brands (Tory Burch, Alice and Olivia, and others) that incorporated the textile work of women artisans from around the world. By creating a new marketplace for their products, Piece & Co. enables women artisans to earn money to support their families and improve their communities. [Learn more.](#)

RUSCELLO RESTAURANT AT SELECT NORDSTROM STORES

DIRECT TRADE-VERIFIED COFFEE



We celebrated Earth Day 2015 with the introduction of our new reusable Nordstrom coffee cup. Each specialty coffee bar offered a free cup of drip coffee to any customer who purchased the cup or brought in their own reusable mug.

OFFERING SUSTAINABLE AND HEALTHIER PRODUCTS

SUSTAINABLE PRODUCTS

Over the years, our customers have increasingly told us it's important for them to feel good about the products they buy. In response to their feedback, we're committed to offering more on-trend, quality products that are responsibly made.

In addition to our give-back brand Treasure&Bond (see page 5), several of our vendors, such as Eileen Fisher, TOMS and Patagonia, help us provide our customers with options that are made in socially and environmentally responsible ways. Customers can search terms like 'sustainable' or 'eco-conscious' on Nordstrom.com to find a selection of hundreds of items that meet their personal needs.

RESTAURANTS AND SPECIALTY COFFEE BARS

We're committed to offering sustainable, healthy options in our 120 restaurants and

125 specialty coffee bars. Organic and locally sourced ingredients have been a part of our menus for years, and we continue to offer them when they're high-quality and reasonably priced. Each of our locations offers organic iced tea as well as fair and direct trade coffees, many of which are also organic.

To ensure our customers are able to make informed decisions about the foods they eat, we've included calorie counts for each item on our menus in the U.S. and Canada, with detailed nutritional information available upon request. We completed this two-year process in 2015, one year before the deadline mandated by the U.S. Food and Drug Administration. We'll continue looking for ways to improve the nutrition of our foods, including reducing calorie counts and looking at portion sizes.

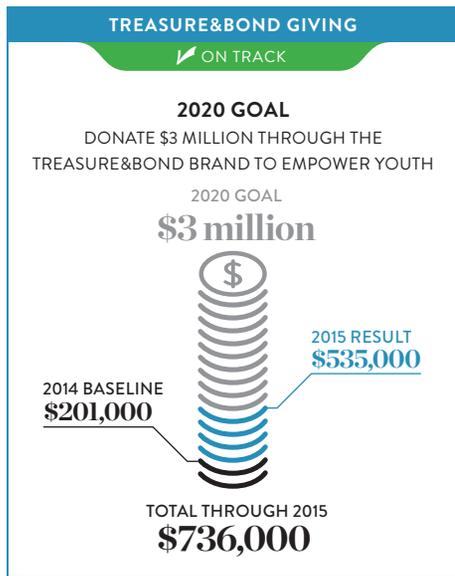
Our Restaurant efforts go beyond the food and drinks we serve. We've also been taking a look at our cups, containers and menus to find places where we can use more eco-friendly options. Some of the changes we made this year include:

- Introducing a new reusable Nordstrom coffee cup in each of our specialty coffee bars. The cup has about 50% less environmental impact than a traditional paper cup, and customers can purchase it for just \$1.
- Updating our process for menus to only print the sections that are needed so our stores save paper throughout the year.
- Encouraging our employees to ask customers if they want a straw before leaving one at the table. It's a subtle change, but we've saved 8.87 tons of plastic straws in 2015 alone.
- Deciding to switch nearly all of our to-go and packaged food containers to EcoProducts™ in 2016. EcoProducts are made of renewable materials and are compostable.

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SUMMARY

TAKING CARE OF OUR COMMUNITIES



RESPECTING THE ENVIRONMENT

