

NORDSTROM 2019 SASB REFERENCE TABLE

The Sustainability Accounting Standards Board (SASB) is an independent, private sector standards-setting organization with a mission to develop comparable sustainability metrics for public corporations to disclose material, decision-useful information to investors.

Our commitment to transparency is core to our Corporate Social Responsibility efforts. Data in accordance with select indicators from the SASB Standards for Multiline and Specialty Retailers & Distributors and Apparel, Accessories & Footwear industries are included below. All data reflects FY19. Additional information is available in Nordstrom, Inc.'s [2019 CSR Report: Sharing Our Progress](#) and in content on [nordstromcares.com](#).

Topic	Activity Metric	Category	Unit of Measure	Code	Response
Management of Chemicals in Products	Description of processes to maintain compliance with restricted substances and regulations	Discussion and Analysis	N/A	CG-AA-250a.1	<p>Nordstrom follows the American Apparel and Footwear Association Restricted Substances List with all Tier 1 suppliers within our Nordstrom Made supply chain.</p> <p>Additionally, we conduct an annual survey for conflict minerals (tin, tungsten, tantalum, gold) of all Tier 1 manufacturer suppliers in our Nordstrom Made supply chain. We conduct testing and reporting for individual state restricted substances for Nordstrom Made products.</p> <p><u>Nordstrom Conflict Minerals Report</u></p>
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	Discussion and Analysis	N/A	CG-AA-250a.2	<p>Nordstrom notifies Nordstrom Made suppliers of our chemical safety requirements in our Supplier Guidelines. Our suppliers are required to acknowledge and comply with these standards, and the standards are included in our ongoing auditing process.</p> <p>We use third-party testing to monitor for compliance with global chemicals regulations and Nordstrom chemical restrictions on our products and product components.</p>
Environmental Impacts in the Supply Chain	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 in compliance with wastewater discharge permits and/or contractual agreement	Quantitative	Percentage (%)	CG-AA-430a.1	<p>We audit 100% of Nordstrom Made Tier 1 supplier facilities for compliance with wastewater discharge permits and contractual agreement. In 2019, 100% of audited suppliers with whom we did business were in compliance. We do not audit beyond Tier 1 suppliers.</p>
	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 that have completed the Sustainable Apparel Coalition's Higg Facility Environmental Module (Higg FEM) assessment or an equivalent environmental data assessment	Quantitative	Percentage (%)	CG-AA-430a.2	<p>15% of our Nordstrom Made Tier 1 factory base (74 factories) completed self-assessment through the Higg Index FEM, up from 12 factories in the prior year. This represented 50% of our product volume.</p> <p>Additionally, two Tier 1 factories completed verification, and 14 additional Tier 1 factories are shared suppliers that were verified by other manufacturers. We have not integrated the use of the Higg FEM beyond our Tier 1 suppliers.</p>
Labor Conditions in the Supply Chain	Percentage of (1) Tier 1 supplier factories and (2) supplier factories beyond Tier 1 that have been audited to a labor code of conduct, (3) percentage of total audits conducted by a third-party auditor.	Quantitative	Percentage (%)	CG-AA-430b.1	<p>100% of Tier 1 supplier factories in our Nordstrom Made supply chain were audited prior to beginning production of Nordstrom Made products. 100% of these audits were conducted by a third-party auditor. We do not currently audit beyond Tier 1 suppliers.</p>

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Labor Conditions in the Supply Chain (cont.)	Priority non-conformance rate and associated corrective action rate for suppliers' labor code of conduct audits.	Quantitative	Rate	CG-AA-430b.2	<p>Nordstrom Made products were manufactured in 492 factories across 27 countries in 2019. We conducted a total of 226 factory audits – 101 with new suppliers and 125 with existing suppliers.</p> <p>Of all audits:</p> <ul style="list-style-type: none"> • 62% of findings were fully remediated • 24% of findings are pending, while factories implement plans to address issues • 14% of findings represent issues that are systemic in nature and require additional follow-up <p>There were three instances where our audit process provided visibility that informed our decision not to begin production in a factory, and six factories that we chose to exit. In our current social responsibility program, whenever we make the difficult decision to leave a factory, our teams continue to work with and provide resources to that factory for an additional six months to help factory leaders address the issues that triggered our exit.</p>
	Discussion of greatest (1) labor and (2) environmental, health and safety risks in the supply chain	Discussion and Analysis	N/A	CG-AA-430b.3	<p>Nordstrom monitors the labor and environmental, health and safety risks in the Nordstrom Made supply chain through our social responsibility program that is focused on continuous improvement.</p> <p>Through our Human Rights Commitment and our Nordstrom Partnership Guidelines, we're taking steps to manage and mitigate social and environmental risks, including forced labor, harassment and abuse, discrimination, wages and benefits, hours and overtime, child labor and young workers, health and safety, fire and building safety, freedom of association, grievance mechanisms, subcontracting and more.</p> <p><u>Nordstrom Human Rights Commitment</u></p> <p><u>Nordstrom Partnership Guidelines</u></p>
Raw Material Sourcing	Discussion of environmental and social risks associated with sourcing priority raw materials	Discussion and Analysis	N/A	CG-AA-440a.1	<p>The raw materials we use in our Nordstrom Made products have varying levels of environmental and social impacts and risks, including but not limited to natural resource use, water use, emissions generation, human exposure to chemicals for processing and deforestation. We are committed to improving impacts from our raw materials sourcing by improving our visibility to their sources and transitioning to more sustainable raw materials, including more sustainable cotton, recycled polyester and more sustainable cellulosic fibers.</p>
	Percentage of raw materials third-party certified to an environmental and/or social sustainability standard, by standard	Quantitative	Percentage (%) by weight	CG-AA.440a.2	<p>This data is not available for 2019, but we are improving our internal data management to better track and report on our use of more sustainable raw materials, including more sustainable cotton, recycled polyester and more sustainable cellulosic fibers.</p>
Energy Management in Retail & Distribution	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	CG-MR-130a.1	<p>The total energy consumption in our operations, which include our stores, Nordstrom Local locations, distribution centers and fulfillment centers, was 1,840,128 GJ. Of this, more than 99.8% was grid electricity and 27.9% was renewable energy.</p>

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Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	CG-MR-230a.1	Nordstrom has a comprehensive information security program and dedicated teams that work to identify and address security risks for our data. We have taken measures to help prevent a breach of our information and comply with cybersecurity requirements and best practices by implementing safeguards and procedures designed to protect the security, confidentiality and integrity of such information. We regularly monitor for emerging information security threats, and we take steps to validate that our information security controls are appropriate and working properly. Our information security program is overseen by our Chief Information Security Officer, who reports to our Chief Technology Officer.
Labor Practices	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region	Quantitative	Reporting currency, Percentage (%)	CG-MR-310a.1	<p>1) Average Nordstrom in-store commissioned hourly wages by region:</p> <ul style="list-style-type: none"> • Midwest: \$23.93 • Northeast: \$23.49 • Northwest: \$24.47 • Southeast: \$22.41 • Southern Cal: \$23.22 • Southwest: \$22.09 • Canada: \$27.40 CAD <p>Average Nordstrom in-store non-commissionable hourly wages by region:</p> <ul style="list-style-type: none"> • Midwest: \$15.24 • Northeast: \$17.11 • Northwest: \$18.19 • Southeast: \$14.27 • Southern Cal: \$16.67 • Southwest: \$14.83 • Canada: \$18.13 CAD <p>Average Nordstrom Rack in-store hourly wages by region:</p> <ul style="list-style-type: none"> • Central: \$14.08 • East: \$14.81 • West: \$16.22 • Canada: \$16.44 CAD <p>2) Nordstrom in-store commissioned employees earning only minimum wage by region:</p> <ul style="list-style-type: none"> • Midwest: 0.87% • Northeast: 0.31% • Southeast: 0.00% • Southern Cal: 0.35% • Southwest: 1.39% • Canada: 0.00% <p>Nordstrom in-store non-commissionable employees earning only minimum wage by region:</p> <ul style="list-style-type: none"> • Midwest: 7.63% • Northeast: 9.07% • Southeast: 10.67% • Southern Cal: 8.21% • Southwest: 6.86% • Canada: 11.11% <p>Beyond this, remaining Nordstrom in-store employees earned more than minimum wage. In all regions, all Nordstrom Rack in-store employees earned more than minimum wage.</p>
	(1) Voluntary and (2) involuntary turnover rate for in-store employees	Quantitative	Rate	CG-MR-310a.2	<p>We work hard to ensure our employees are proud to work for us.</p> <p>Our voluntary turnover rate for in-store Nordstrom employees was 45.0%. Our voluntary turnover rate for in-store Nordstrom Rack employees was 57.8%.</p> <p>Our involuntary turnover rate for in-store Nordstrom employees was 14.0%. The involuntary turnover rate for in-store Nordstrom Rack employees was 10.4%.</p>

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Workforce Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	Quantitative	Percentage (%)	CG-MR-330a.1	<p>In 2019, women made up:</p> <ul style="list-style-type: none"> • 68% of all employees • 60% of leadership (vice president and above) • 36% of the executive team <p>Our Employees by the Numbers:</p> <ul style="list-style-type: none"> • 41% White • 23% Hispanic or Latino • 19% Black or African American • 11% Asian/Pacific Islander • 7% Other <p>Mid-Level Managers:</p> <ul style="list-style-type: none"> • 72% White • 13% Asian/Pacific Islander • 8% Hispanic or Latino • 4% Black or African American • 4% Other <p>Executives:</p> <ul style="list-style-type: none"> • 77% White • 11% Asian/Pacific Islander • 7% Other • 5% Black or African American • 1% Hispanic or Latino
Product Sourcing, Packaging & Marketing	Revenue from products third-party certified to environmental and/or social sustainability standards	Quantitative	Reporting currency	CG-MR-410a.1	<p>This data is not available for 2019, but we are improving our internal data management to better track and report on the more sustainable and socially responsible products we offer through our sustainable shopping category, Sustainable Style.</p> <p>We launched Sustainable Style in 2019, and through it, our customers can find products made from sustainably sourced materials and ingredients, produced in factories with higher social and environmental standards, packaged more responsibly, and that give back to social and environmental causes with purchase.</p>
	Discussion of strategies to reduce the environmental impact of packaging	Discussion and Analysis	N/A	CG-MR-410a.3	<p>We are working to reduce the environmental impact of packaging by using less packaging, making better choices for packaging materials, supporting our vendors in using less and better packaging, and helping our customers recycle hard-to-recycle packaging elements.</p> <p>From 2015 through 2019, we set a goal to reduce the paper we use, and we achieved a 20% reduction in tons of paper per \$1 million in sales.</p> <p>In 2019, we laid the groundwork for the sustainability goals we released in 2020, which include goals to reduce single use plastic across our value chain by 50% and recycle 100 tons of our customers' hard-to-recycle Beauty packaging by 2025. We are tracking the paper and plastic packaging we use annually, including the proportion of renewable and recycled content.</p>