

NORDSTROM

Nordstrom Human Rights Commitment

Since Nordstrom was founded in 1901, one of our goals has been to “leave it better than we found it.” Part of this means taking care of our communities, including respecting human rights.

We are committed to respecting all human rights, as articulated in the [United Nations Universal Declaration of Human Rights](#), the [United Nations Guiding Principles on Business and Human Rights](#), and the [International Labour Organization’s Declaration on Fundamental Principles and Rights at Work](#).

This commitment is critical to our success and our brand integrity. It applies globally to our own operations, our brand suppliers, and the suppliers Nordstrom Product Group partners with to make our private-label merchandise.

HUMAN RIGHTS IN OUR OPERATIONS

Our people are the foundation of who we are as a company, and respecting human rights is part of how we serve each other every day. It has always been our practice to conduct ourselves with the highest standards of ethical behavior, and we’ve worked hard to create an inclusive, supportive work environment. To that end, we do not permit discrimination or harassment of any kind.

We implement this commitment through the [Nordstrom Code of Business Conduct and Ethics](#) and Nordstrom Expectations, which include our policy of being an equal-opportunity employer committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of race and ethnicity; religious creed; national origin; ancestry; age; marital status; pregnancy; nursing mother status; physical, mental or sensory disability; medical condition; genetic information; sexual orientation; gender identity or expression; military or veteran status; or any other basis protected by federal, state and/or local laws. All employees receive and must acknowledge receipt of our Code of Business Conduct and Ethics and Nordstrom Expectations.

We are also dedicated to supporting diversity and inclusion across our business – in our workplaces, in the suppliers we choose and in our marketing materials. We recently launched a program we are calling One Community, which is designed to address the complex topics of diversity, bias and equity and provide all employees with resources to foster and support an inclusive community. These resources include learning sessions and conversation forums, as well as revised policies and procedures. We have also officially recognized and sponsored Employee Resource Groups, which are voluntary, employee-led groups that serve as a resource for the company to foster a sense of belonging by engaging members and allies. All of these efforts make us better and make the communities we serve stronger. Our [diversity commitments](#) are available online.

Nordstrom has an open-door philosophy for asking questions or sharing concerns. Beyond that, employees who are concerned about potential violations of our Code of Business Conduct and Ethics can contact the HR Service Center, or share concerns anonymously through our [ethics website and hotline](#). Any concerns are addressed through an internal process, and we update our policies and practices as needed, based on our findings.

NORDSTROM

HUMAN RIGHTS IN OUR SUPPLY CHAIN

Nordstrom has a responsibility to respect the rights of the people who make the products we sell.

We seek out business partners who share our commitment to ethical business practices, and we share our standards and expectations through our [Partnership Guidelines](#), which address topics including subcontracting, child labor, forced labor, wages, freedom of association, human trafficking and anti-corruption. These standards apply to our brand suppliers, manufacturers that work with Nordstrom Product Group, and vendors in any part of our business.

Nordstrom expects all of our suppliers to comply with all applicable laws and regulations of the United States and those of their respective countries.

We support human rights in Nordstrom Product Group's supply chain through social compliance audits, factory remediation efforts, management trainings, and [worker empowerment programs](#). Through these activities and in coordination with our third-party auditors, our Social Responsibility team addresses issues that impact factory workers and their communities. Our goal is to work together with our suppliers to promote compliance in their facilities, develop sustainable management systems and support worker well-being.

An overview of our [factory audit process](#) is available online. By engaging with workers on topics beyond compliance, we believe our efforts create additional positive impacts that are shared by workers' local communities.

At our headquarters, we require all employees in our private-label group, Nordstrom Product Group, to complete an online social responsibility training, which helps ensure all teams are educated on our Partnership Guidelines and the ways our business can impact human rights.

We recognize the complexity of human rights issues in our industry. To contribute to solutions for systemic human rights challenges, [we take a collaborative approach](#) by regularly partnering with our peers and engaging in industry initiatives.

GOVERNANCE AND IMPLEMENTATION

While respect for human rights is everyone's responsibility at Nordstrom, oversight and responsibility for the implementation of this policy rests with three teams.

- Our Corporate Social Responsibility team, led by the Vice President of Corporate Affairs, maintains this policy and manages collaboration on its continued updates and evolution, based on industry best practices and stakeholder expectations.
- Our Human Resources team, led by the Chief Human Resources Officer, is responsible for the rights of our employees.
- Our NPG Social Responsibility team, led by the Vice President of NPG Sourcing and Supply Chain, is responsible for human rights in our private-label supply chain. NPG SR collaborates with CSR on human rights issues related to our brand suppliers.

Representatives from these three teams meet at least once a year to review this policy, and we publicly share our CSR activities in our [Sharing Our Progress report](#) and on [NordstromCares.com](#).

NORDSTROM

Human rights and other CSR concerns are regularly shared with leaders in the company. With support from the Corporate Social Responsibility team, one of our Co-Presidents shares our progress and outcomes on social, environmental and other related issues with Nordstrom's Board of Directors at least once per year.

We sought external input on this commitment from BSR (Business for Social Responsibility).