



STORE REOPENING

SHARING OUR APPROACH

NORDSTROM



A message from Erik & Pete Nordstrom

The health and safety of you and our employees is our top priority. As towns and cities prepare to emerge from stay at home mandates, we want to share what we're doing to help protect every person who passes through our doors.

We're making updates to our stores and the way we serve you to help keep you healthy. We're following the current PHAC guidelines of social distancing, with procedures in place to promote a distance of 2 meters from others while shopping, and we're providing customers and our employees with face coverings. We've made many other changes, too.

Please read the following standards to learn more. Thank you for your continued loyalty.



Two handwritten signatures in black ink. The first signature is 'Erik' and the second is 'Pete'.

STORE EXPERIENCE

REOPENING OUR STORES

From providing face coverings for employees and customers, to adjusting our store layouts to allow for social distancing, we're working to create a safe environment for you and our employees.

When you enter our stores, you'll notice other changes we're making to keep you and our employees safe — more space at entrances and in the aisles to provide for social distancing, limited group seating areas and new protocols in high-touch shopping areas like beauty, sunglasses, hair goods, jewelry, shoes. Our Ebars will be open, but restaurants will be on a case by case basis.





OCCUPANCY / ENTRANCES and STORE HOURS

When you show up to our stores, things will run a little differently for a while. We're temporarily limiting the number of customers inside our stores at one time, and some of our stores may have revised hours or temporarily closed entrances.

It's a lot to get used to, so store ambassadors will be at our entrances to answer questions, make sure customers maintain enough distance from each other, manage the number of customers entering the store and give masks to customers who need them.



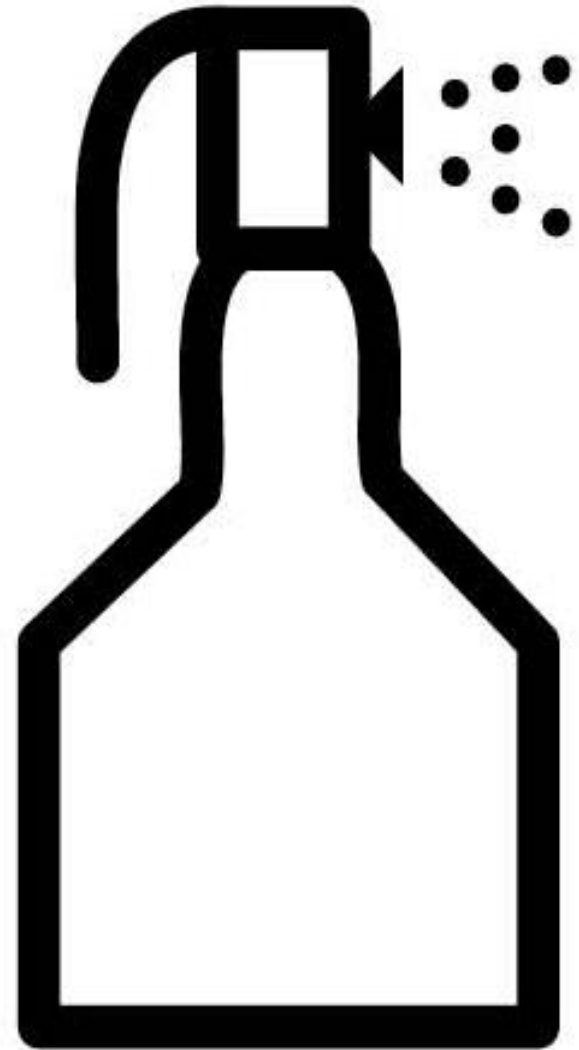
FITTING ROOMS

To maintain social distancing in our fitting rooms, we're closing some of our rooms. We're also cleaning them between each use, and merchandise that's been tried on or returned is put on hold for a period of time before it's put back on the sales floor.

CUSTOMER AND EMPLOYEE SAFETY

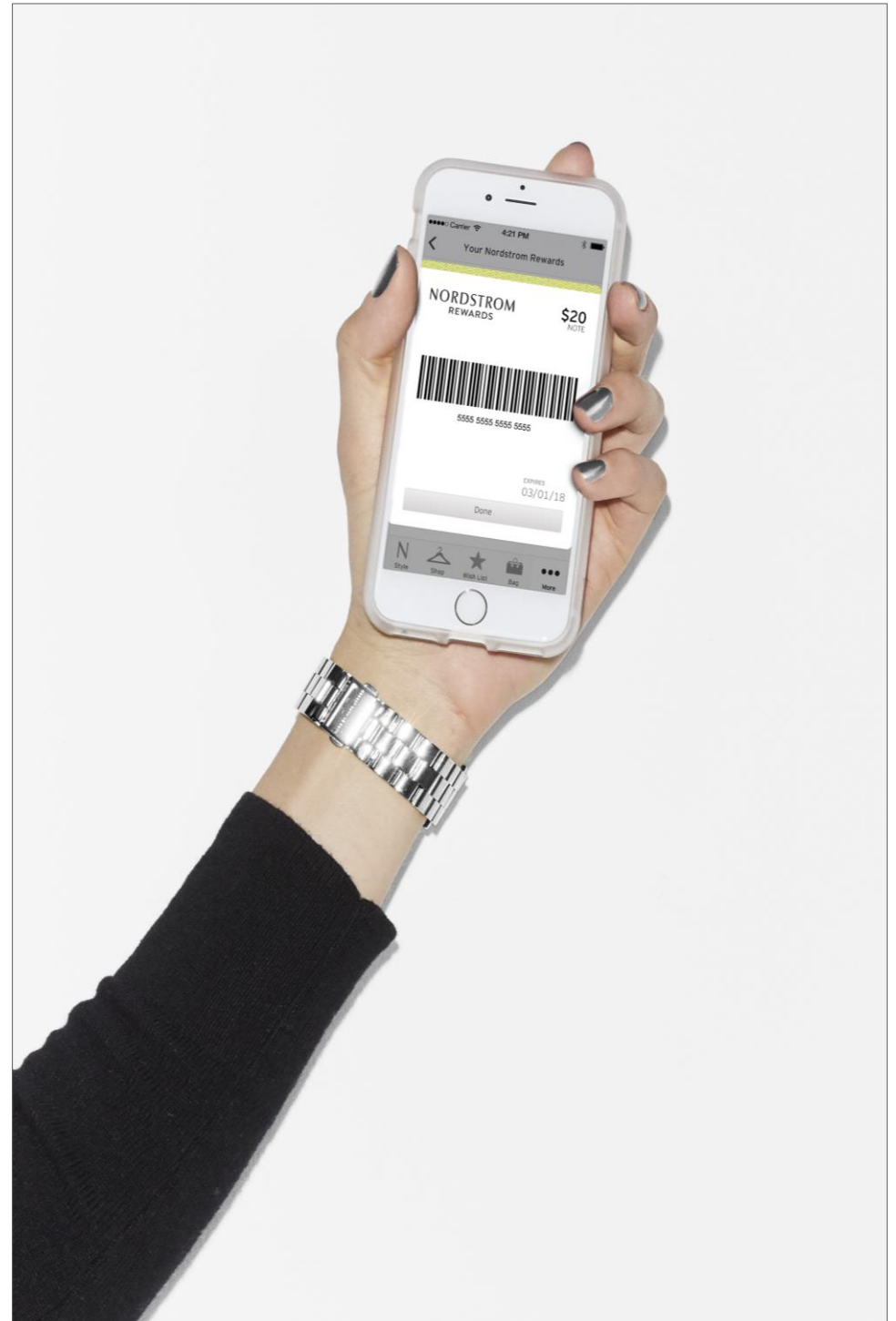
Our stores won't open all at once, but when they do, we want you to feel safe and comfortable when you're shopping with us. That's why we're increasing cleaning and sanitization throughout the store — paying extra attention to high-traffic touchpoints like checkout counters and shopping carts — multiple times a day.

We're making hand sanitizer and cleaning wipes more easily accessible for you and our employees, and you'll also notice healthy habits reminders posted in our stores.



CHECK OUT

In addition to adding plexiglass partitions at our checkout areas, we're sanitizing the area after every customer interaction and the area will be marked to help you keep socially distanced from fellow shoppers.



SERVICES



CONTACTLESS CURBSIDE SERVICES

Buy online pick-up in store has long been one of our most popular services. We are now offering contactless curbside pickup and returns at select locations – you don't even have to leave your car! Curbside services available by store are listed on our Store Locator pages.

HIGH-CONTACT SERVICES

Our goal is still to make you feel good and look your best — but now with the twist of doing so at a safe distance. As our stores reopen we will evolve our services approach.

During your in-store Alterations appointment, you can expect a safe environment where a mask is provided to you. Alterations employees will also be staying safe in both a mask and gloves. We'll take precautions such as increased sanitization in fitting rooms.

Contactless bra fittings and lingerie styling sessions are available, as well as contactless beauty appointments where we can recommend products that best suit your needs.

Some of the services that may be temporarily unavailable are beauty applications, skincare and specialized services like brows, prosthesis fittings, ATMs and water fountains.



STYLING

Styling remains an essential way we help you feel good and look your best. As our stores reopen we will evolve the way we offer personalized service. We'll provide in-store styling services through contactless consultations, including style and fit expertise. We'll also offer virtual styling appointments to connect so you can still get the best service and experience without having to visit a store.



CUSTOMER EVENTS

We *love* hosting special events for our customers in our stores to showcase our products and services. During the pandemic, we've been finding ways to engage with you virtually through Instagram and other social media. We're going to keep finding new, innovative ways to provide safe and exciting shopping experiences.



A black circular sign with white text and footprints. The text reads "PLEASE STAY 2 METERS APART" in a bold, sans-serif font. Below the text are two white footprints, one on the left and one on the right, facing away from each other.

**PLEASE STAY
2 METERS APART**

RETURNS/ EXPRESS SERVICES

We're known for our friendly return policy, and we're happy to be able to continue to serve you by taking your returns.

Because everything is slowing down a little these days so we can stay safe, we're making a few temporary changes to making returns.


Returns will need to be made at specific locations in our stores. There will be signs pointing you in the right direction. And merchandise that's been tried on or returned is put on hold for a period of time before it's put back on the sales floor.

EMPLOYEE HEALTH & SAFETY

EMPLOYEE SAFETY

In addition to training our employees about environmental cleaning and sanitation, hand hygiene and respiratory etiquette, we're conducting employee health screening, including temperature checks before every shift.

We're also asking employees to stay home if they don't feel well, if there's a chance they've been exposed to COVID-19, we're directing them to self-quarantine for 14 days.



COVID-19 GUIDELINES FOR OUR SPACES


Keeping our work environments safe is the responsibility of everyone. Our facilities teams are working hard to disinfect all areas, but we all must contribute to these actions.

FACILITIES TEAM ACTIONS:


Teams are following CDC guidelines for sanitizing and disinfecting all common areas, especially high-touch areas like door handles, restrooms, escalator rails and elevators. Teams are also tracking availability of cleaning and sanitation materials.

YOUR ACTIONS AND RESPONSIBILITIES:


Stay home if you're sick. Stay away from work, school or other people if you become sick with respiratory symptoms like fever and cough. Anyone showing symptoms of respiratory illness will be sent home immediately.




PRACTICE SOCIAL DISTANCING AT ALL TIMES. Keep the recommended 6 feet of space between you and your colleagues. Check with your manager for ideas on how this applies to your role.




COVER YOUR COUGH OR SNEEZE WITH A TISSUE OR YOUR ELBOW.




AVOIDING CLOSE CONTACT WITH PEOPLE WHO ARE SICK.




WASH HANDS WITH SOAP AND WATER FREQUENTLY THROUGHOUT THE DAY. Clean and disinfect frequently touched surfaces daily. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection.



AVOIDING TOUCHING YOUR EYES, NOSE OR MOUTH WITH UNWASHED HANDS.



AVOIDING SHARING PERSONAL ITEMS WITH YOUR CO-WORKERS (I.E. DISHES, CUPS, UTENSILS, TOWELS).



ALWAYS USE TISSUES, NO-TOUCH DISPOSAL TRASH CANS AND HAND SANITIZER, WHERE AVAILABLE.

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