



# 2021 IMPACT REPORT

Our Commitment to Responsible Business

NORDSTROM



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## WHO WE ARE

Since 1901, when we first opened our doors as a small shoe store, we've been dedicated to providing our customers the best possible service. Today, that means delivering a unique combination of convenience and connection, enabling customers to shop how, when and where they want. Nordstrom has grown into a leading fashion retailer that is dedicated to leaving the world better than we found it.

# Nordstrom at a Glance

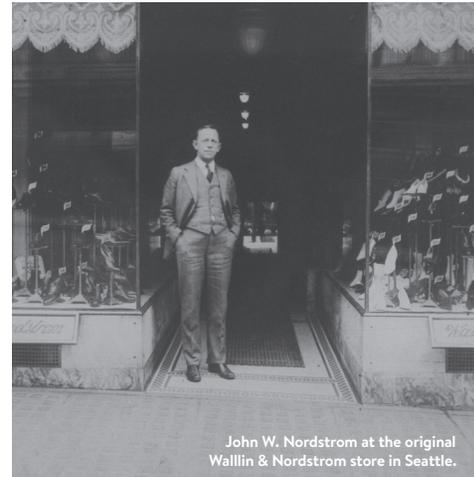
This Impact Report represents our continued commitment to sharing our responsible business efforts and progress between February 1, 2021, and February 7, 2022. Relevant data, including reporting against all goals, has been verified by our Internal Audit team.



**\$14.4B**  
2021 Net Sales



**60,000**  
Full- & Part-Time  
Employees



John W. Nordstrom at the original Wallin & Nordstrom store in Seattle.



**1.7B**  
Digital Visits



The Manhattan flagship store.



**356**  
Stores in the U.S.  
and Canada



**11**  
Distribution & Fulfillment  
Centers



Nordstrom Local in Manhattan Beach, CA.

For more information, news and updates about our efforts in Social Responsibility and Diversity, Inclusion and Belonging, please visit [NordstromCares.com](https://www.nordstromcares.com).

Read or download our [2020 Sharing Our Progress report](#).

Read or download our [2021 10-K report](#).

Nordstrom is traded on the NYSE as:  
**JWN**

# Letter from Our Leaders

**If the past two years have taught us anything, it's the value of knowing exactly what we stand for. For us, doing business in ways that make a positive difference in the communities where we operate has always been a business imperative. That means taking action to protect the environment, helping support the families and communities we serve, creating safe and fair workplaces for the people who make products, and providing our employees with a great place to grow meaningful careers.**

These values have long served as a north star for our company – guiding the decisions we make as a business, the partnerships we form and the causes we support. They also serve as a standard we use to continuously evaluate our progress and challenge ourselves to do better. In 2020, they helped us shape a set of five-year goals that serve to measure and accelerate our ability to affect positive change.

Though we know we have a long way to go, together with our employees, customers and partners we've made significant headway over the past year that we look forward to continuing in 2022. Highlights include:

- Signing the 15 Percent Pledge and continuing our commitment to growing our purchases from businesses owned or founded by Black individuals by 10x by the end of 2030. In 2021, we added 145 new Black- and Latinx-owned brands to our assortment.
- Keeping 293 tons of clothing out of landfills through donation, resale or refurbishment.
- Donating nearly \$11 million dollars to 325 organizations located in communities where we do business.

- Producing nearly 45% of Nordstrom Made products in factories that offer women's empowerment training.
- Updating our Partner Code of Conduct and creating a new forced labor policy in order to strengthen protections against forced labor throughout our value chain.

We're proud of the commitments we've made and our early progress, but we know that there are opportunities for us to do better, move faster and work more ambitiously to address these important issues. None of this could have been accomplished without the customers and employees who support this work and continue to keep us accountable, and for that, we're deeply grateful.

It's thanks to our people that Nordstrom has the opportunity not merely to reflect the world around us, but to shape it, leading our industry into the next phase of its evolution and leaving the world better than we found it.

We look forward to all that we'll accomplish together in the year ahead.



Erik & Pete Nordstrom



**Erik Nordstrom**  
CEO



**Pete Nordstrom**  
President & Chief Brand Officer



## GOVERNANCE

Maintaining strong governance is critical to driving our ongoing progress and results. We have processes to support good governance and integrated decision-making to ensure responsible business conduct across Nordstrom.

## Overview

**Nordstrom's responsible business efforts are coordinated across the company. Our Corporate Social Responsibility and Diversity, Inclusion and Belonging teams collaborate closely with the teams across our organization that are working toward our shared goals.**

Our Chief Marketing Officer serves as chair of our Corporate Social Responsibility (CSR) Committee. The CSR Committee includes executives and senior leaders from different areas of the business, and meets quarterly to drive alignment and action on priorities and overcome roadblocks on complex projects and initiatives, ensuring that we continue to make progress on achieving our five-year goals.

Our Diversity, Inclusion and Belonging (DIB) Action Council, co-chaired by Pete and Erik Nordstrom and our Chief Human Resources Officer, meets quarterly with a diverse mix of leaders from across the company, including an independent director from our Board of Directors to monitor, assess and measure outcomes of companywide programs that drive our DIB strategy forward.

All aspects of our responsible business efforts have Board oversight, whether through the full board, the Corporate Governance and Nominating Committee or other relevant committees. Our Chief Legal Officer and General Counsel and our Chief Marketing Officer act as liaisons to the Board in its oversight of environmental, human rights and community impact. Similarly, our CEO, President and Chief Brand Officer, and Chief Human Resources Officer assist the Board in its oversight of our DIB efforts. Our Board and Board Committees take up these topics at their regularly scheduled meetings, which generally occur quarterly.



# Our Strategy

## THREE KEY AREAS OF IMPACT

We recognize that we have a responsibility to work toward a more positive, inclusive and sustainable future. Our responsible business efforts span across the company, with a focus on three key impact areas:



### PEOPLE

We're committed to making meaningful contributions to the communities where we operate and produce goods, to promoting the highest principles of diversity, inclusion and belonging, and to protecting human rights across our value chain.



**Inclusive Representation**



**Human Rights**



**Community Impact**



### PLANET

We take responsibility for the impacts of our business and embrace innovations that raise the bar for environmental issues in fashion and retail. We are setting science-based goals to address climate change and are working to reduce waste and responsibly use water and natural resources.



**Climate & Water**



**Waste**



**Circularity**



### PRODUCT

As a retail company, we understand the role we play in offering products from a diverse range of vendors, including Black- and Latinx-owned, -operated and -designed brands, to appeal to an equally diverse range of customers. We are also working to lessen the social and environmental impacts of the products we sell and are expanding our offering of sustainably sourced and responsibly manufactured goods.



**Transparency**



**Diverse Brand Offering**



**Sustainability**



## OUR GOALS

Throughout the year we continued to work toward meeting the goals we've set for 2025. The goals outlined in the coming pages provide a framework for advancing our environmental, human rights and community impact work, as well as our diversity, inclusion and belonging efforts.

# 2025 Goals: People

## INCLUSIVE REPRESENTATION & HUMAN RIGHTS

Improve our Inclusion and Belonging Index score by 8 points and Favoritism Index score by 6 points by 2025.



Increase representation of Black and Latinx populations in people-manager roles by at least 50%.

Leverage our internship program and other initiatives that help us reach qualified candidates early in their careers, with a goal on average of at least 50%

Disclose traceability to the factory for 90% of Nordstrom Made products.



Ensure that 100% of Nordstrom Made strategic suppliers pay a living wage.

Produce 90% of Nordstrom Made products in factories that invest in women’s empowerment.



Ensure all suppliers and business partners adhere to the Nordstrom Partner Code of Conduct.

Contribute \$250,000 in corporate donations to organizations that support women’s empowerment to create trainings and resources within our global supply chain.



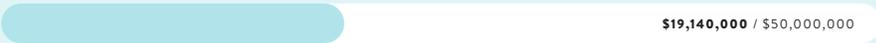
Measure our leaders on their performance in this area through the Inclusion Index and feedback from their teams and coworkers.

Our progress toward quantitative goals is shown with bar graphs. Additional information on progress toward these goals and future planning for all goals is discussed in detail in the full report.

# 2025 Goals: People

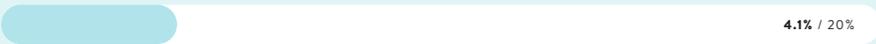
## COMMUNITY IMPACT

Invest more than \$50 million in communities where we operate.



Engage our executives to support our philanthropic partners through board participation or service programs.

Increase employee participation in our charitable match program to 20% annually.



Increase customer awareness of our charitable investments over time.

Develop and implement program-wide impact reporting.

Increase employee volunteer hours to 250,000 hours annually.



Improve grantee perceptions of program transparency.

Our progress toward quantitative goals is shown with bar graphs. Additional information on progress toward these goals and future planning for all goals is discussed in detail in the full report.

# 2025 Goals: Planet

## CLIMATE & WATER

Contribute \$250,000 in corporate donations to help slow and prevent climate change.

GOAL MET! \$300,000 / \$250,000

Establish a science-based target to reduce Scope 1, 2 and 3 emissions.

## CIRCULARITY

Take back 100 tons of beauty packaging.



Reduce single-use plastic in our value chain by 50%.

## WASTE

Help customers extend the life of 250 tons of clothing through donation, resale and refurbishment.

GOAL MET! 293 / 250 TONS

Contribute \$1 million in corporate grants to support industry innovation for textile recycling.

\$290,000 / \$1,000,000

Establish an internal working group to support the development of circular Nordstrom Made products.

Our progress toward quantitative goals is shown with bar graphs. Additional information on progress toward these goals and future planning for all goals is discussed in detail in the full report.

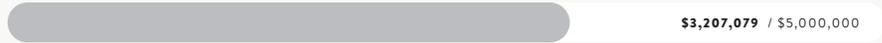
# 2025 Goals: Product

## PRODUCT

Ensure 15% of our product assortment qualifies for Sustainable Style.



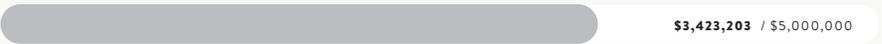
Raise \$5 million from our give-back brand, Treasure & Bond.



Use sustainably sourced raw materials for 50% of our key raw materials—primarily cotton, polyester and cellulose.



Raise \$5 million from cause-marketing campaigns for partners who support youth and families.



Deliver \$500 million in retail sales from brands owned, operated or designed by Black and/or Latinx individuals by the end of 2025.



Renew our Supplier Diversity programs, which will track and support diverse-owned suppliers across all areas of our business.

Our progress toward quantitative goals is shown with bar graphs. Additional information on progress toward these goals and future planning for all goals is discussed in detail in the full report.

## 2021 Highlights

Gave

**\$3.6M**

to **2,871 nonprofits** through our Employee Matching Donation program.



Signed the 15 Percent Pledge & committed to **buy 10x more merchandise from Black-owned and -founded businesses** by 2030.

Donated nearly

**\$11M**

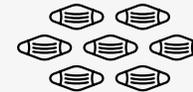
to over **325 organizations** located across every community we serve.



Kept **293 tons** of clothing out of landfills through **donation, resale or refurbishment**.



Donated **40,000+** pairs of shoes to kids in need with Shoes That Fit.



Donated **54,000 cloth face masks** to the Compton Unified School District for a safer school year.



Produced nearly **45% of Nordstrom Made products** in factories that invest in **women's empowerment training**.

Added

**145**

**Black- and Latinx-owned** brands to our assortment.

Raised over

**\$2M**

to support **homeless youth** through sales of **Treasure & Bond products**.



Took back **5.99 tons of beauty packaging** through our **BEAUTYCYCLE** program & won Good Housekeeping's 2021 Sustainable Innovation Award.



## PEOPLE

We're committed to making meaningful contributions to the communities where we operate, to promoting the highest principles of diversity, inclusion and belonging, and to protecting human rights across our value chain.

# Company Culture

## BUILDING DIVERSE REPRESENTATION

We recognize that we're all made better by the diversity that exists within our communities, and we're committed to creating a place where every customer and employee is welcome, respected, appreciated and able to fully be themselves.

Our Diversity, Inclusion and Belonging (DIB) efforts aim to improve and support inclusive representation across Nordstrom employees and products, and to achieve gender-based leadership and pay parity across Nordstrom. Our goals exemplify our commitment to change. Over the last several years we've amplified our DIB efforts, and in the last two years, as the country has responded to rising incidents and awareness of systemic racism, we've accelerated our steadfast commitment to become a more diverse, inclusive, anti-racist company.

## LEADERSHIP

In 2021, we made steady progress toward our goal of setting future-oriented leadership expectations and a shared culture that drives our business ambition. We are actively improving our employee listening strategy and working to ensure we're acting on the feedback we receive.

We've improved diversity throughout the company, where women make up 62% of leadership and 40% of our Board of Directors, and people of color comprise 40% of leadership and 30% of our Board. Over the past year, we've made improvements in representation in leadership and management roles, with Black representation increasing in both front-line (+3%) and mid-level manager levels (+1%). Latinx leadership also improved in front-line roles (+2%). We continue to build diversity as opportunities emerge at more senior levels of our organization.

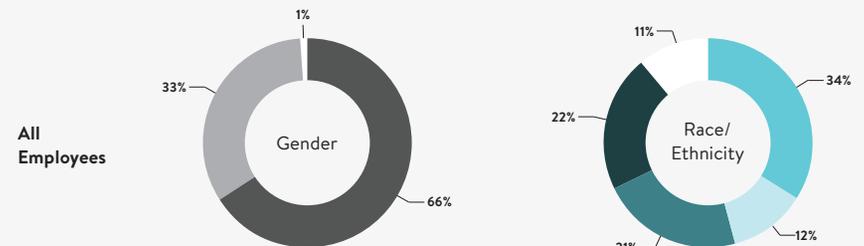
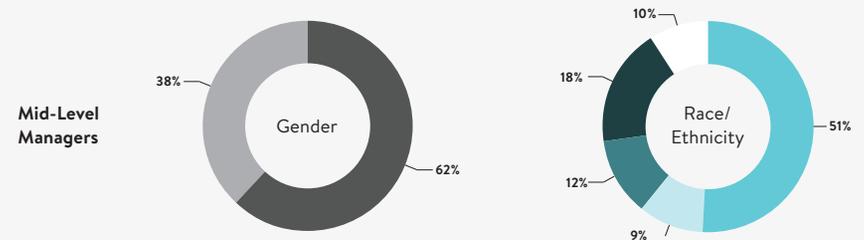
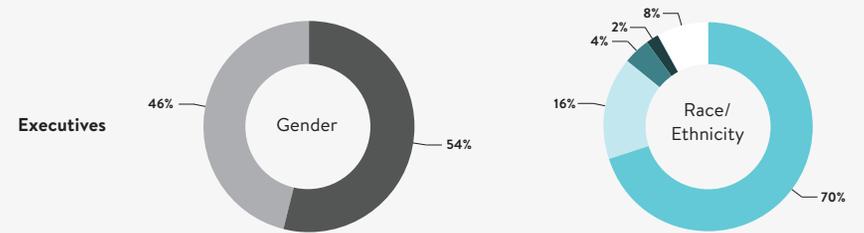
Our leaders play an essential part in bringing an inclusive culture to life and we strive to build diversity, inclusion and belonging competencies into our leadership expectations. We evaluate our leaders on their performance in this area through our Inclusion and Belonging Index, as measured by our Voice of the Employee survey. In addition, our open-door policy encourages continuous feedback from our leaders' teams and coworkers. As we continue our work in this area, we will also provide training, tools and resources to help employees have inclusive conversations and lead through complex issues.

To enable this framework, we are committed to investing in creating and fostering an inclusive culture, building diverse teams and modeling servant leadership that creates the conditions for a diverse workforce to grow and thrive.

## PAY PARITY & PAY EQUITY

Our DIB efforts aim to improve and support inclusive representation across Nordstrom staff and products, and to achieve gender-based leadership and pay parity across Nordstrom. Pay parity is a way to measure and report on gender representation at all levels of the company.

Nordstrom is also committed to pay equity. We conduct regular pay equity reviews and make adjustments as needed throughout the year to maintain pay equity by gender and race. Pay equity means that we provide equal pay for comparable work—which we believe is essential to creating an environment where every employee feels valued and respected.





Jeremy Johnson, Associate Marketing Manager  
Ebony Campbell, Editorial Stylist  
Samaya Jenkins; Calvin Jenkins, Sr. Designer

## INCLUSIVE HIRING & REPRESENTATION

In 2021, we focused on laying the groundwork for an evidence-based approach to broadening our workforce diversity by 2025. We began by collecting and analyzing data to better understand the current state, what impacts our ability to diversify and how we can eliminate roadblocks to hiring a more representative talent base. We are working to make this data broadly available to hiring managers across the company. In partnership with our Human Resources and Recruiting teams, we will use this data as the basis to drive progress.

To support our work, Nordstrom is one of the founding companies of [OneTen](#), a nationwide coalition committed to hiring, promoting and advancing 1 million Black individuals into family-sustaining careers over the next 10 years. Rather than requiring four-year degrees, OneTen's hiring mission is to take a skills-first approach that focuses on competencies, with the aim to close the opportunity gap, provide a living wage and ignite potential for the future.

## CREATING BELONGING THROUGH EMPLOYEE RESOURCE GROUPS

We recognize the need for employees to not just feel included, but to feel they truly belong. One way we've sought to nurture a sense of belonging is with our Employee Resource Groups (ERGs). These are employee-led, Nordstrom-sponsored groups that represent a variety of seen and unseen identities that exist across our employees. In 2021, eight groups served our employees:

- AsPIRE (Asian Pacific-Islander Resources for Employees)
- Black Employee Network
- ¡Hola! (Latinx)
- NordstromPLUS (LGBTQIA+)
- Nordstrom Veterans Group
- Parents@Nordstrom
- Thrive (Diverse Ability)
- Women in Nordstrom

## EXPANDED ERG ACCESS FOR ALL EMPLOYEES

Formed to offer community, connection and shared experience to their members, ERG participation is driven by passion and dedication. The need for ERGs has amplified across the U.S. and Canada as we've faced civil unrest and injustice as well as social isolation during the COVID-19 pandemic. In 2021, we worked to strengthen the existing framework for ERGs and to make them more accessible to all employees by implementing a technology platform enabling thousands of store employees across the U.S. and Canada to join, if interested.

Throughout 2021, our ERGs continued to serve and support their communities and worked to provide company-wide promoted programming to advance understanding and celebrate and elevate community narratives and experiences. ERGs offered fellow employees opportunities to listen and learn with events including a Demystifying Immigration series from ¡Hola!, Serving Our Country as a Parent at Nordstrom (Nordstrom Veterans Group and Parents@Nordstrom), Understanding Intersex and Demystifying Drag (NordstromPLUS) and many more.

## THE AMBASSADOR PROGRAM @NORDSTROM

Finally, we enhanced our Ambassador Program, an inclusive mentorship experience for young adults in high school and college, bringing it to the digital space and increasing our reach to 38 states (including DC), and British Columbia. We intentionally removed barriers to entry for this program by:

- Involving schools with the highest free and reduced lunch programs
- Extending the invite to community college students
- Eliminating the GPA and letter of recommendation requirements
- Embracing size- and gender-inclusivity
- Choosing a free, low-bandwidth meeting platform to ensure all can connect easily

# Community Impact

## EMPLOYEE GIVING

Our employees are generous and passionate about supporting the causes that matter most to them. As a company, we support their giving through our [Employee Charitable Match](#) program, doubling their cash donations, dollar for dollar—up to \$5,000 per year per employee. Through this program, we also match employee volunteer time by donating \$15 per hour volunteered.

This past year, 2,391 employees donated \$1.75 million to 2,781 community causes. With the Nordstrom match added, donations totaled over \$3.6 million to the organizations and causes that matter most deeply to our employees. While the pandemic continued to affect how much time our employees have been able to give, we were still able to donate \$263,000 to match 17,525 hours of employee volunteer service.

This year on Giving Tuesday, we implemented a 200% match to amplify our employees' giving and donated over \$850,000 on this single day.

## COMMUNITY INVESTMENT

Investing in our communities is one of our core values, and we're proud to support the diverse communities we serve. Through our corporate donations, we invest millions of dollars throughout the U.S. and Canada, focusing on organizations that help families reach their full potential, as well as nonprofits that support underrepresented or marginalized communities.

In 2021, our corporate giving totaled more than \$10.8 million, benefiting 325 organizations in communities where we do business. By 2025, our goal is to invest more than \$50 million in our communities.

Our corporate donations are driven by our annual Gift Cards That Give program, through which we donate 1% of all our Gift Card sales, including amounts added to existing Gift Cards, to qualified nonprofit organizations in the communities we serve. These funds also support our Employee Charitable Match and Volunteer Program.

## COMMUNITY IMPACT TRANSPARENCY

Developing and implementing program-wide impact reporting is one of our 2025 Community Grantmaking goals. We survey grantees annually to assess the scope and impact of our community investments and to confirm grant applicants' commitment to racial and social justice in their programs and operations. As we move forward, we'll modify and enhance our impact reporting to align with our strategic focus on youth and families.

Another of our 2025 goals is to increase grantee perception of program transparency. In 2021, 67% of grantees said our process was transparent, an increase from 65% in 2020. We'll continue conducting annual surveys to collect grantee feedback, identify opportunities and continually improve our process.



# Community Investment Highlights

## COMMUNITY GRANTS

We donate roughly \$2.5 million each year through our Community Grants Program to hyperlocal and regional nonprofits supporting the communities where we have stores. Our grants program supports organizations providing basic needs for underserved youth and families across the U.S. and Canada. We won't list all the local organizations we're proud to partner with here, but we're grateful for the work they do to strengthen and support our communities. [See a list of our 2021 grantees.](#)

## SUPPORTING DIVERSITY & INCLUSION

### National Urban League

Following acts of racism and violence in 2020—including the murders of George Floyd and Ahmaud Arbery and the unjust killings of Breonna Taylor and others—we set a goal to double our charitable giving to nonprofit organizations that promote anti-racism. One corporate donation in support of that goal was made to our multi-year partner, the [National Urban League](#), for \$200,000.

This investment helped to fund national initiatives, including COVID-related community education health work through the "All In" campaign to reduce racial and ethnic disparities in vaccination rates. It also helped to support the Project Ready program to increase college enrollment rates, provide comprehensive housing assistance and provide job training and placement help for urban seniors and tech workers.

"Nordstrom's investment in the National Urban League powers our significant impact in underserved areas across the nation," said Marc H. Morial, president of the National Urban League. "Together, we are empowering communities and changing lives for an equitable future."

### Indigenous Communities in Canada

2021 was a painful year for Indigenous communities in Canada, and for all Canadians, reckoning with residential-school history and the lasting impacts on survivors and their families. We made donations to three organizations supporting Indigenous Canadians to address the impacts of residential schools:

- [The Indian Residential School Survivors Society \(IRSSS\)](#)
- [The National Centre for Truth & Reconciliation \(NCTR\)](#)
- [First Nations Child & Family Caring Society \(FNCFCSS\)](#)

In support of Orange Shirt Day, the first National Day of Truth and Reconciliation on September 30, we purchased 1,000 orange T-shirts for Nordstrom and Nordstrom Rack teams across Canada to wear to work. The T-shirts were purchased from Canada's first Indigenous Arts hotel, Skwachàys Lodge, and proceeds from the purchase benefited The Indian Residential School Survivors Society (IRSSS), local Indigenous designer Shoshannah Greene, SGidGang.xaal and Initiatives at Vancouver Native Housing Society to provide safe, quality, affordable housing for members of the urban Indigenous community.

### Human Rights Campaign

In 2021, we made an annual donation of \$135,000 to the [Human Rights Campaign](#). Our investment supports the organization's advocacy on behalf of LGBTQIA+ people, particularly those who are trans, people of color and HIV+. Nordstrom is proud to have maintained a perfect 100% rating on HRC's Corporate Equality Index since 2005 and to be designated by them as a "Best Place to Work for LGBTQ Equality."





## SUPPORTING BASIC NECESSITIES FOR YOUTH & FAMILIES

Helping to provide for the basic needs of youth and families is a priority at Nordstrom, and our community comes together to contribute to this cause. In partnership with our customers and employees, Nordstrom provided \$1.7 million to organizations that support families this way.

### Operation Warm

For the past two years, we have partnered with [Operation Warm](#) for our holiday giving campaign. Operation Warm is a nonprofit providing brand-new, high-quality coats to kids in need. During our annual holiday giving campaign, we invite our Nordstrom customers and employees, in stores and online throughout the U.S. and Canada, to join us in donating to give kids winter coats.

"Partners like Nordstrom are the heart of our organization—customers and employees working together to ensure families have what they need to thrive and reach their fullest potential," says Operation Warm's

founder and CEO, Dick Sanford. "The simple act of providing a coat to a child in need sets off a chain reaction of community engagement."

In 2021, we set a goal to raise \$250,000, and we far exceeded it, raising nearly \$440,000—and giving 17,000 children warm winter coats. We had the pleasure of hosting two distribution events during the holidays, delivering 600 coats to children at P.S./I.S. 116 William C. Hughley School in New York City and 504 coats at Braeburn Elementary School in Toronto. We're proud of all our charitable efforts throughout the year, but the holidays are an especially important time to support those in need. We're grateful for the generosity of our customers and employees that helped thousands of kids in our local communities stay warm.

### Big Brothers Big Sisters

In Nordstrom Rack stores across the U.S. and Canada, we focus our giving campaigns on support for our long-term partners [Big Brothers Big Sisters](#). This well-known



organization facilitates one-to-one mentoring relationships between kids and adult volunteers. In 2021, our customers and employees helped us to raise over \$500,000 to support the program.

### Shoes That Fit

For the past 12 years, Nordstrom has partnered annually with [Shoes That Fit](#), a nonprofit making a difference for kids by giving them brand-new, properly fitting athletic shoes to boost their confidence and comfort so they can run, play and be ready to learn in school.

In 2021, our customers gave over \$800,000—putting more than 40,000 pairs of Nike shoes on the feet of underserved kids in 469 schools across the U.S.

"Nordstrom has been one of Shoes That Fit's most significant partners, enabling us to serve more children through their financial contributions, their ability to help source shoes and by lending their company's name and reputation to our efforts," says Amy Fass, CEO and

Executive Director of Shoes That Fit. "Shoes are one of the most expensive items families need to provide for their children. Nordstrom understands how important it is to invest in our children so that they can go to school with dignity and joy."

**"I always cherish the happiness it brings these kids to be able to receive a new pair of shoes. Specifically, I had a student who didn't want to come to school because he said that his shoe was getting a hole in it. He told me that he tries his best to keep them nice but it's a bit difficult because it's his only pair. This child identified his readiness to come to school with his nice pair of shoes. It was one less thing to worry about especially during the hard time his family was going through."**

— A Minnesota teacher



## REGIONAL GIVING PARTNERS

### NYC Area, Supporting Our NYC Flagship Community

#### The Hetrick-Martin Institute

[The Hetrick-Martin Institute](#) is the nation's oldest and largest organization serving LGBTQIA+ youth between the ages of 13 and 24 to help meet their health, education and career needs so they can achieve their full potential. In 2021, we gave \$100,000 to support HMI's programming and made an additional donation of \$100,000 to fund a mental health counselor to support their youth during this extremely challenging time. This was a critical need identified by the organization, and we're happy to report the counselor started in early 2022.

#### Good+Foundation

A nonprofit that works to dismantle multigenerational poverty by pairing tangible goods with innovative services for low-income parents in New York and Los Angeles, [Good+Foundation](#) incentivizes parental participation in programs like job training, GED attainment, anger management and healthy relationship counseling. This year, Nordstrom:

- Made a corporate donation of \$100,000
- Donated 15,000 diapers to support the annual Good+Foundation diaper drive at the Nordstrom NYC Block Party
- Hosted leadership and fundraising events
- Sponsored a fall zoo outing for Good+ families

### Seattle Area, Supporting Our Hometown

We're committed to supporting our hometown community and prioritize supporting youth and families in our always-growing city. In 2021, some key actions we took to support the Seattle area include:

- \$1 million annual donation to [United Way of King County](#), including \$100,000 for the newly created Blake Nordstrom Scholarship. These funds are being invested in the Bridge to Finish program which provides underserved college students with the resources they need to stay in college and graduate.
- \$100,000 annual donation to [YMCA of Greater Seattle](#).
- \$50,000 to [Seattle Children's Hospital Foundation](#) and sponsorship of their SMooCH (Seattle Musicians for Children's Hospital) fundraising event.
- \$250,000 to [Friends of Waterfront Seattle](#), part of a \$1 million commitment over five years to help build the future Waterfront Park in Seattle, a development that will offer open space and free community events along 20 acres of urban shoreline.
- \$250,000 to [JDRF \(Juvenile Diabetes Research Foundation\)](#).

## Human Rights

**Our people are the foundation of who we are as a company, and respecting human rights is important to Nordstrom and to our employees, customers and investors. Protecting human rights throughout our operations is a priority, and we are enhancing processes to prevent adverse human rights impacts.**

This year, we made significant efforts to align our human rights due diligence with international standards. We're working with human rights experts [Article One Advisors](#) to undertake human rights and forced labor impact assessments. These assessments will inform our approach to proactively manage human rights and forced labor risks across Nordstrom operations. We are working with Article One to identify salient impacts, risks and opportunities, and to develop a strategic roadmap to proactively manage risks going forward.

Throughout the year we continued to maintain and grow our two key human rights focus areas: supporting ethical working practices and supporting women's empowerment.



## ETHICAL WORKING PRACTICES

One of our 2025 goals is to ensure that Nordstrom partners adhere to our Partner Code of Conduct (formerly Partnership Guidelines). Our Partner Code of Conduct lays the foundation for ethical business throughout Nordstrom's value chain, including our requirements for workers' rights, environmental standards, animal rights and ethical business practices. We took steps toward reaching the goal throughout the year. We revised and strengthened our Nordstrom Partner Code of Conduct to increase worker rights protections. We also adopted an accompanying forced labor policy to provide guidance on complying with our prohibition on forced labor. During the year, we revised a new vendor process to ensure all new Nordstrom suppliers understand and acknowledge our required standards.

## SUPPLY CHAIN

When it comes to the people who manufacture Nordstrom Made products for Nordstrom Product Group (NPG), we partner with factories around the world to ensure that all the workers making our products have a safe and healthy work environment. We have rigorous standards to protect human rights and actively partner with suppliers that share our commitment.

Nordstrom Made, our family of private-label brands, is produced in hundreds of factories around the world. We continued to audit tier-one manufacturers of Nordstrom Made goods (factories where finished goods are produced). We are also in the process of enhancing our traceability program, and in 2022 we will adopt technologies that will allow us to enhance our traceability program to systematically trace components of Nordstrom Made products to the farm level.

## OUR RESPONSE TO FORCED LABOR IN CHINA

We are deeply concerned about reports of forced labor in and connected to the Xinjiang Uyghur Autonomous Region (XUAR) of China. Forced labor is an egregious violation of Nordstrom standards and expectations, including our zero-tolerance policy for forced labor. In light of this, and in alignment with the Uyghur Forced Labor Prevention Act passed by the U.S. Government, Nordstrom does not knowingly source products from the XUAR and has communicated to all suppliers the expectation that they take the appropriate steps to ensure that none of the products provided to Nordstrom use or benefit from forced labor.

We do not tolerate forced labor and are taking steps to ensure our supply chain is free from forced labor of any kind. These measures include strengthening the protections against forced labor outlined in our Partner Code of Conduct and introducing a new forced labor policy, which aims to clarify forced labor expectations for our suppliers. We will also implement training to better equip our employees to protect against forced labor. Additionally, we are enhancing our traceability program that will enable us to trace the products we create to the farm level. We will also use technology to digitally trace the flow of products throughout our supply chain and identify commercial networks, subsidiaries and affiliates with potential links to forced labor.

We continue to conduct and have strengthened our due diligence efforts. We've launched a Human Rights Impact Assessment and a Forced Labor Impact Assessment, led by human rights experts Article One Advisors. These steps will help us to better identify and mitigate human rights and forced labor risks. In addition, we regularly audit our Nordstrom Made factories to confirm they meet our ethical standards, including our zero-tolerance policy regarding the use of forced labor anywhere in the world.

Moving forward, we will continue to communicate directly with our partners to ensure alignment and compliance with our business expectations and standards and collaborate with industry experts, partners and stakeholders to address this important issue.





## WOMEN'S EMPOWERMENT

Nordstrom's goal is to produce 90% of Nordstrom Made products in factories that invest in women's empowerment. To date we have implemented women's empowerment trainings in nearly 45% of Nordstrom Made factories. Trainings focus on improving gender equality by improving management opportunities and combatting gender-based violence and harassment; improving worker financial literacy and wage digitization; and providing health education.

In 2020, when COVID-19 impacted the workplace, team meetings were no longer the safest method of learning and our progressive impact temporarily slowed in our supply chain. We worked with our partner BSR to test and expand a digital platform that allowed workers access to programs in Bangladesh. Programming has become a safer, more effective method of learning and is currently being translated to more languages for implementation in other countries.

In 2021, NPG collaborated with BSR to create a continuous improvement plan to help facilitate long-lasting impacts for apparel companies and factories implementing BSR programs. This plan includes a Brand Responsibility Guide that describes the brand's role, objectives and checklist for factory involvement, and a Sustainability Guide that defines why, when and how the factory can ensure long-lasting impact and continuous training on a regular basis. By holding the brand and participating factory accountable for continuous and sustainable progress, we expect to gain greater impact and knowledge sharing among workers and their communities.

We began partnering with [Empower@Work](#), a collective that brings together several women's empowerment programs including BSR's [HERproject](#), [CARE USA](#), Gap Inc.'s [P.A.C.E. Program](#) and ILO-IFC [Better Work](#). In the past, all have worked independently to significantly impact the workers in the global garment industry to build skills, knowledge and confidence, especially for women workers. This new collaboration shares an ambitious vision for change, utilizing a platform that will help drive collective action by prioritizing workers' voices, learning from their expertise and ideas, and supporting stakeholders to embed gender equality and accelerate women's empowerment throughout the supply chain.

## CORPORATE GIVING HIGHLIGHTS

Nordstrom provided \$75,000 in donations to support women's empowerment programming in 2021, including a \$50,000 donation to Care USA to support dignified work for women and a \$25,000 donation to [Fashion Makes Change](#) to support their efforts to integrate industry support of Empower@Work across the apparel and footwear industry.



## PLANET

**We take responsibility for the impacts of our business and embrace innovations that raise the bar for environmental sustainability in fashion and retail. We are setting science-based targets to address climate change and are working to minimize waste and improve product circularity.**

## Climate & Water

**The global climate change crisis affects us all. Our focus in working toward our 2025 goals is reducing our contribution to the climate crisis and supporting systemic changes in the fashion industry.**

### SETTING SCIENCE-BASED TARGETS

In 2020, we committed to setting science-based targets by 2025 to reduce our greenhouse gas emissions for scope 1 (direct emissions from sources we own or control), scope 2 (indirect emissions from purchased electricity, heat and cooling) and scope 3 (indirect emissions associated with products we sell) and do our part to secure a global temperature change of no more than 1.5 degrees before 2050.

To support this goal, we're partnering with [Optera](#) (formerly Point 380) to develop a comprehensive emissions inventory and roadmap for target achievement. This analysis is looking at greenhouse gas emissions from our upstream supply chain, business operations and downstream through transport and distribution, product usage and disposal. Once complete, we'll submit our targets for validation by the [Science-Based Targets initiative \(SBTi\)](#).

We are also working to reduce emissions through efficient transportation, using intermodal transportation, energy-efficient vehicles and compressed natural gas trucks.

We partnered with Forterra to offset our Puget Sound store emissions for 2021 through the [Evergreen Carbon Capture Program](#).





## RENEWABLE ENERGY

In 2021, Nordstrom joined the [Clean Energy Buyers Association \(CEBA\)](#), a community of nearly 300 energy customers and partners committed to achieving a 90% carbon-free U.S. electricity system by 2030. We are also examining opportunities to increase our renewable energy portfolio and identify opportunities for community-based energy solutions.

## CHEMICAL MANAGEMENT

In 2021, Nordstrom committed to join two organizations working to limit the use and remediate the effects of hazardous chemicals in apparel and footwear manufacturing. Nordstrom Product Group agreed to eliminate the restricted substances listed by Zero Discharge of Hazardous Chemicals (ZDHC) and joined the Apparel and Footwear International RSL Management Group (AFIRM), a brand-driven coalition working to manage chemicals effectively and according to global legislation in their manufacturing locations around the world. We're actively working to implement guidelines and solutions to phase out hazardous substances in manufacturing Nordstrom Made items.

## CORPORATE GIVING HIGHLIGHT

One of our 2025 goals is to contribute \$250,000 in corporate donations to help slow and prevent climate change. In support of their 2021 programming, we provided a \$100,000 grant to the [Clean Air Task Force](#), a global nonprofit organization working to catalyze the rapid development and deployment of low-carbon energy and other climate-protecting technologies. This donation supports CATF's work to decarbonize marine shipping by shifting to zero-carbon shipping fuels like hydrogen and ammonia. So far, we've donated a total of \$300,000 to CATF, meeting and exceeding our 2025 goal.

According to Jonathan Lewis, Director of Transportation Decarbonization at Clean Air Task Force, "Nordstrom's support for our work does more than help establish the first clean shipping routes. It sends an important signal that sustainably minded businesses will be key partners in the transition to an emissions-free shipping industry."

## Waste

**Our 2025 goal is to reduce single-use plastic packaging across our operations by at least 50%.**

### IN STORES & ONLINE

We are in the process of replacing our plastic Nordstrom Rack shopping bags with paper bags, which will have an enormous impact on our goal: an estimated 853-ton reduction in plastic use annually. In addition, we'll source half of the new bags from a domestic supplier, thereby reducing associated carbon emissions. These new bags were delayed by global supply issues in 2021, but began arriving in stores in spring of 2022.

In 2021, we sourced new, thinner poly mailers with 50% recycled content, an increase from 30% recycled content in the old bags. Reducing the bags' thickness from 3.0 mil to 2.0 mil results in an estimated 192-ton reduction annually. Additionally, we're now sourcing half of these bags from a supplier in Texas rather than from overseas, which saves carbon emissions thanks to the reduced transportation need.

"Nordstrom's Strategic Sourcing and Procurement Team has the unique opportunity of being at the front of conversations with current and future supplier partners," according to Kirk Simons, Nordstrom Director of Strategic Sourcing. "Starting these partnerships off by highlighting our commitment to sustainability through our sourcing requirements is just one of the many ways we serve our customers, and the future of our planet."

Our employees and customers are also eager to help in our reduction efforts. We're ensuring that employees are properly trained on how to effectively and efficiently use our packaging materials.

### IN OUR RESTAURANTS

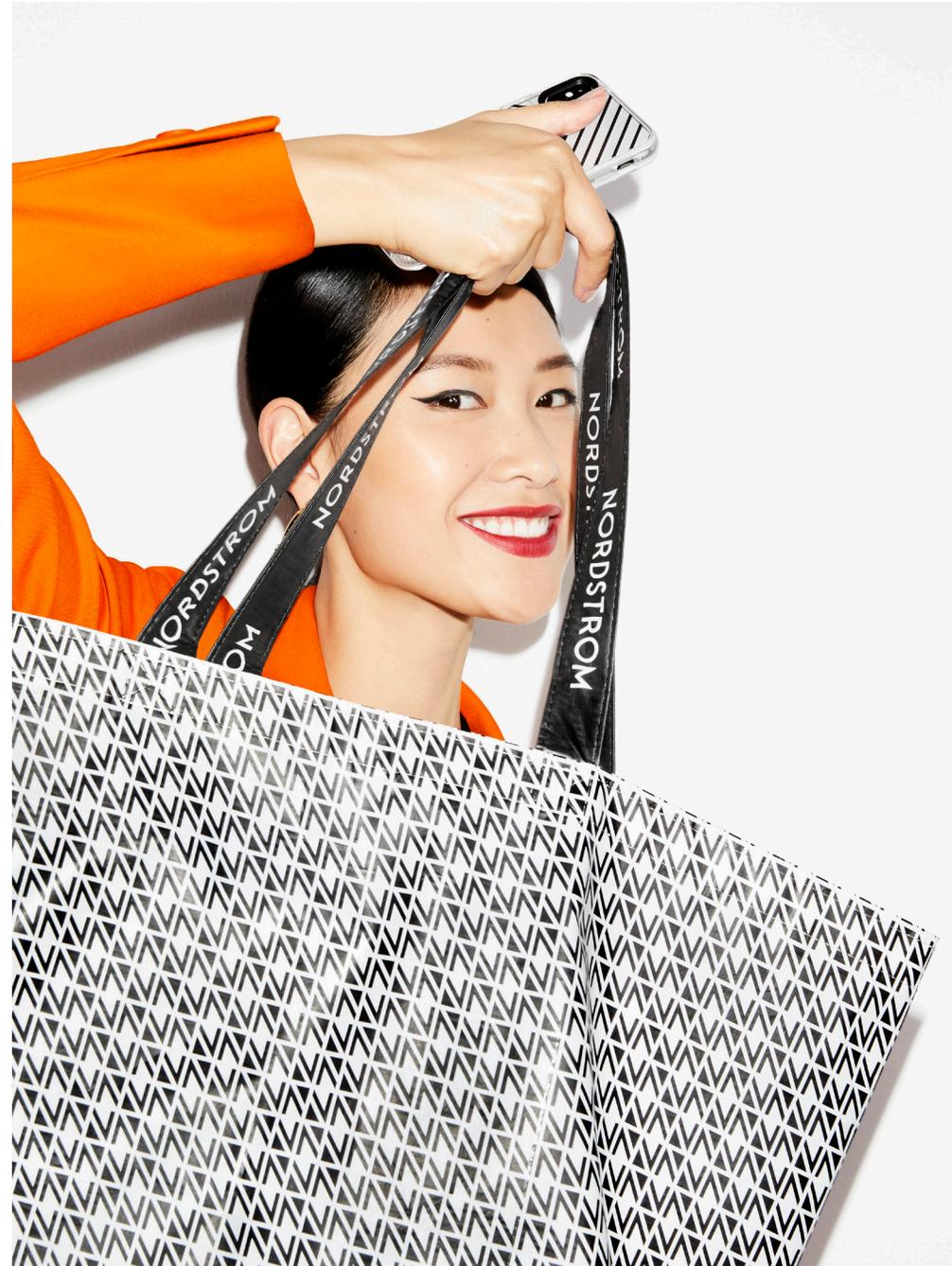
Supply chain disruptions in 2021, including a delayed supply of sustainable packaging alternatives and increased need for individual packaging in our restaurants, presented difficulties. We're shifting to using to-go food containers that are fully compostable in 180 days in commercial composting facilities, and 25% of the supplier's profits are donated to grassroots social and environmental organizations and to offset their carbon emissions.

We're also switching from plastic to paper bags for to-go orders, committing to sourcing strawless lids for cold-beverage cups in our Ebars and investigating alternative materials to replace plastic cups for cold drinks altogether.

As we all look for daily solutions to cut down on plastic waste, we encourage our customers and employees to bring reusable cups for their drinks in our Ebars and their own refillable water bottles to our stores, where we provide water-refilling stations.

**"Being a forward-thinking company, we're always looking to find solutions to reduce single-use plastics and our carbon footprint. We seek supplier partners that align with our values and strategies around environmental sustainability in all the products we purchase and serve."**

— Vincent Rossetti,  
Vice President, Nordstrom Restaurant Operations



## Circularity

We've set goals to take back 100 tons of beauty packaging and help customers extend the life of 250 tons of clothing by 2025.

### NORDSTROM MADE GOODS

For our Nordstrom Made goods, clear polybags are needed to protect items from damage during shipment and ensure that they can be easily picked and sorted in our order fulfillment centers. In 2021, we began requiring our NPG suppliers to use polybags made of at least 50% recycled content, and in 2022, we're declaring a standard for our manufacturing partners to use polybags made of 100% recycled plastic.

Moving forward, we're working to identify potential improvements that could further reduce our packaging footprint, including better consolidation of multi-item orders and switching to sustainable labels and hangtags.



## BEAUTYCYCLE

Our in-store beauty take-back and recycling program launched in our U.S. Nordstrom stores and Nordstrom Locals in 2020 and expanded to our Canadian stores in 2021. This program allows us to accept all brands of beauty packaging waste materials that typically can't be placed in curbside recycling bins and direct them to TerraCycle, where they can be sorted, cleaned and recycled for reuse as products ranging from watering cans to park benches. We earned the 2021 [Good Housekeeping Sustainable Innovation Award](#) for this program.

Through the BEAUTYCYCLE program, we aim to take back 100 tons of beauty packaging by 2025. We've collected 5.99 tons since the program began. That's roughly 66,000 items recycled!

To date, our flagship store in Seattle has had the most customer engagement. In 2022, we will expand the program to our Nordstrom Rack stores and aim to increase customer awareness of the program overall.

**"What an exciting and amazing initiative! You don't even know how often I've struggled with what to do with my skincare empties! I often can't tell if the packaging is recyclable or if it should go in the garbage. I will definitely participate in this campaign and share about it on my social channel!"**

—  
Jennifer H.,  
Influencer, Toronto

## CORPORATE GIVING HIGHLIGHTS

### Homeboy Electronics Recycling

We provided \$100,000 to [Homeboy Industries](#), a Los Angeles-based social enterprise and the world's largest gang rehabilitation and re-entry program, in support of their 2021 programming. Homeboy Electronics Recycling is a certified and award-winning nationwide service for the proper disposal of companies' technology assets. The organization is currently incubating a clothing and textile recycling service, and our grant helped them to study the economics, infrastructure and staffing needed to get this business underway.

"This partnership with Nordstrom has helped us determine that many of our competencies can be effectively applied to reuse/recycling in the fashion industry," says Chris Zwicke, CEO of Homeboy Electronics Recycling. "Furthermore, we've outlined business and partnership models that, with the right partners, will allow us to expand operations, maximize fashion waste diversion and create more quality jobs. These jobs are incredibly impactful: they allow formerly gang-involved, previously incarcerated and other systemically marginalized people to gain transferrable skills and transform their lives."

### FABSCRAP

We donated \$130,000 to [FABSCRAP](#), a nonprofit recycling, reusing and reselling preconsumer textile waste from the fashion and design industries, to support 2021 programming. Nordstrom helped to support the development and launch of FABSCRAP's Partner Portal, an online platform for over 600 companies to more effectively manage their recycling services with FABSCRAP and track the amount of waste they're diverting from landfills year over year.

"We're so proud to work with Nordstrom to build a much-needed fabric recycling and reuse infrastructure. It's a key component of a more sustainable future for fashion. Nordstrom's support actively contributes to our growth, increases the accessibility of our services and accelerates our impact," said Jessica Schreiber, Founder and CEO of FABSCRAP.





## CLOTHING LIFE EXTENSION

Making it easier for our customers to extend the life of their clothing is one of the simplest and most impactful ways we can contribute toward helping our planet. By extending the life of the items we no longer need through donation, refurbishment or resale, we're making a conscious effort to reduce our impact on our landfills, preserve water and reduce chemical pollution.

Our 2025 goal is to extend the life of 250 tons of clothing. We challenged ourselves in 2021 to find ways to accelerate our efforts to achieve this goal and identified several relevant initiatives: our clothing donation program, our alterations and repair services, our employee sample sale and the work of our Nordstrom Quality Center (NQC). We met our 2025 goal before the end of 2021 and are on track to exceed it by 600% by 2025.

While we're proud of our accomplishments in this area, it's proven to us that we can do even more by challenging ourselves to think bigger and more creatively in how we approach our goals and what we think is possible.

### Clothing Donation Program

This program, launched in 2017, continues to accept donations from customers in 13 stores and by mail in partnership with [Give Back Box](#). In 2021, we collected over 46 tons of clothing, shoes and accessories, and we're working to expand our in-store donation program to additional stores and markets in 2022.

### Nordstrom Quality Center

Since 1998, this important team has worked to repurpose damaged or returned products to avoid sending them to a landfill. Sellable goods may be refurbished and routed to Nordstrom Rack or our Last Chance stores in Phoenix and Chicago. Items that don't meet our selling-floor standards are sold to jobbers, who then resell those items for other uses.

### Clothing Refurbishment

Another way we keep clothes out of the landfill is by employing the largest team of professional tailors in the U.S. They can help customers extend the life of clothes they own (whether or not they were purchased at Nordstrom) by refitting, adjusting hemlines, adding pockets, repairing zippers and reinforcing seams.

We also offer a service called Nordstrom to You, a three-hour closet consultation between a customer, a personal stylist and a fitter from our team. Together they review the customer's existing wardrobe, helping them to determine which pieces to keep, hold, donate or recycle—often helping them rediscover items that can be tailored to improve the fit or made more current.

### Take Back & Resale Pilot

In late 2021, we tested a take-back opportunity with our Seattle-area [Nordy Club](#) members. We took in 1.2 tons of gently used women's, men's and kids' clothing previously purchased from Nordstrom or Nordstrom Rack stores. All the clothing we received was routed for refurbishment for resale, donated to Give Back Box or mechanically recycled with [Phoenix Fibers](#), where it became stuffing for dog beds, punching bags and the like. We donated any profits from the pilot to FABSCRAP, our partner focused on innovative textile recycling solutions.

**"Companies hold the power to make a difference for our planet and people. I shop to support these companies. Let's change the game and show everyone that companies and corporations really do care more about life on this Earth than their monetary bottom line! Thank you for your help with this."**

—  
A Nordstrom Customer

## NORDSTROM MADE CIRCULARITY WORKING GROUP

We're working to establish an internal group exploring circularity for Nordstrom Made products as a part of our ongoing commitment to a more sustainable fashion industry.



## PRODUCT

As a retail company, we understand the role we play in offering products from a diverse range of vendors, including Black- and Latinx-owned and -founded brands, to appeal to an equally diverse range of customers. We are also working to lessen the social and environmental impacts of the products we sell and are expanding our offering of sustainably sourced and responsibly manufactured goods.

# Product Transparency

## TRACEABILITY

Visibility in our supply chains is critical to conducting ethical and sustainable business. We are in the process of shifting from manual traceability of raw materials to implementing a comprehensive traceability program in 2022 that will allow us to trace the material components of all Nordstrom Made goods to the farm level.



## Supplier Diversity

We've committed to delivering \$500 million in retail sales from brands owned, operated or designed by Black and Latinx individuals by 2025; in 2021, we sold \$177,037,500. Our intent, beyond providing a diverse product offering, is to consciously and effectively partner with the suppliers we bring on board, helping to support and develop nascent brands so that our partnerships can endure and grow well beyond the time set to achieve our goal. This work is centered on our overarching goal of welcoming a broader base of customers to our stores by serving them on their terms.

We signed the [15 Percent Pledge](#) this year, announcing a continued commitment to growing our purchases from businesses owned or founded by Black individuals by 10x by the end of 2030. We partnered with them on a holiday social impact campaign highlighting and amplifying the Black-owned and -founded brands we carry.

### SUPPLIER DIVERSITY PROGRAM

In 2021, we onboarded 145 new Black- and Latinx-owned brands. As we built out our Supplier Diversity Program, it was important to speak directly with our suppliers about their needs and expectations. In April, we surveyed all our Black and Latinx suppliers to understand what their onboarding experience at Nordstrom has been. We also conducted a roundtable discussion with selected suppliers to better understand what they want in our partnership. Our learnings have helped us to build our charter and put in place goals and expectations that will improve our partnerships.

We want to highlight the diverse suppliers whose goods we offer for sale, and to continue raising awareness on Nordstrom.com, we've created Latinx- and Black-owned and -founded shopping categories, and we've begun noting items that are from Asian- and Pacific Islander-owned and -founded brands on our product pages.



## MERCHANDISING HIGHLIGHTS

We're proud to be able to offer fashion for everyone. Some noteworthy 2021 highlights:

### More Inclusive Offerings

We've made it easier to find items that suit every skin tone, from Rebecca Allen's luxury, Brazilian-made heels, flats and sandals in perfect nude shades to our extensive range of beauty items that meet customers' needs, no matter their skin or hair type, tone, complexion or texture. We've made it simple to go directly to our full assortment of Black or Latinx beauty brands on Nordstrom.com. We've also developed and launched a Nordstrom Made collection, BP. Be Proud, offering accessibly priced, size- and gender-inclusive apparel and accessories.

### Nordstrom x Henna & Hijabs

We partnered with Hilal Ibrahim of Henna & Hijabs to launch our first collection of designer hijabs. They are stylish, sustainably made and designed for breathability and comfort in keeping with the needs and expectations of Muslim women who wear them daily.

### New Concepts@Nordstrom

We launched Concept 012: Black.Space as part of an ongoing series of pop-up shops in 12 Nordstrom stores and on Nordstrom.com. The pop-up presented a national retail platform for designers, creatives and thought leaders as well as an immersive shopping experience for products developed, designed and curated by Black creatives including Beth Birkett, Harris Elliott, Matthew Henson, Marcus Paul and Azza Yousif.

### Black Founders x Center Stage

Our Nordstrom NYC flagship hosted a pop-up shop showcasing Black-owned brands in beauty, apparel and shoes. Customers were invited to explore, shop and get to know the stories and founders behind the brands, including Sharon Chuter of UOMA Beauty, Nancy Twine of Briogeo, Miko Underwood of Oak & Acorn, Erika Dalya Massaquoi of The Oula Company, Elann Zelie of Zelie for She, John Dean of Renowned and Jessica Rich of her eponymous shoe brand.





## SUSTAINABLE STYLE

Our customers have told us how much they value sustainable products, and we recognize their associated benefit to people and the environment. We're committed to offering a larger selection of sustainably sourced and manufactured items and are working toward hitting our goal of 15% of our assortment by 2025.

We introduced [Sustainable Style](#) as a shoppable category in 2019, and we've continued to make it easy for customers to find consciously manufactured products that align with their values. Products featured in our Sustainable Style section are:

- Made from **sustainably sourced materials**, from mushroom leather to recycled plastic bottles.
- **Responsibly manufactured** in factories that better protect their employees and the planet.
- Meant to **give back**, with a portion of the proceeds benefiting people, animals or the planet through charitable giving.
- **Responsibly packaged** in paper or glass, or plastics already on their second or third use.
- Made with **sustainably sourced ingredients** that are organically farmed or sustainably harvested, or protect biodiversity.

Today we carry thousands of sustainable products across apparel, accessories, shoes, home and beauty from hundreds of brands like The North Face, Reformation, Madewell and Eileen Fisher as well as Nordstrom Made brands like Treasure & Bond, Zella and Open Edit. We've continued to add brands with sustainable product to our assortment, including FARM Rio, Good American and Ganni.

In 2021, we added people-centered criteria to Sustainable Style to incentivize support for human and labor rights. In 2021, 1.12% of our total assortment was made up of more sustainable products that qualify for Sustainable Style.

We work actively with our brand partners to ensure their products with sustainability attributes are included in our assortment, and we're educating our employees in order to achieve our goal of offering 15% sustainable styles by 2025. We're educating buyers

on the qualifying product criteria, training store salespeople to guide shoppers to products that align with their values and improving our marketing team's product knowledge in order to better communicate product attributes and benefits to customers.

## SUSTAINABLE RAW MATERIALS

By 2025, our goal is for 50% of Nordstrom Made products made primarily of cotton, polyester or cellulosic fabrics to be made of sustainably sourced raw materials. We're set to gradually increase our percentage of sustainable fabrics over the next few years. We fell short of our 2021 target of 13% due to unforeseen difficulties resulting from the pandemic and its impacts on the global supply chain but are on track to exceed our 2022 target of 22%. Our current 2022 orders for more than 6 million yards of sustainably made fabric make up 23% of our total 27.5 million yard order.

Our activewear brand, Zella, is the Nordstrom Made brand that has the most sustainable-qualified items.

We've also been able to improve our process for making our BP. denim line. Our manufacturing partners use a waterless washing and dyeing technology which uses 98% less water than typical denim manufacturing.

## ANIMAL WELFARE

Our [fur policy](#) is in alignment with the [Fur Free Alliance's](#) guidelines and includes animals killed solely for the use of their fur, including mink, fox, lynx, chinchilla, rabbit, coyote, astrakhan/karakul lamb, kangaroo and racoon dog. Our exotic animal skin policy prohibits lizard, snake, python, alligator, crocodile, ostrich, shark, kangaroo and stingray. We'll continue to ban products that contain materials from vulnerable or endangered species, including bone, horn, shells and teeth.

## ETHICAL SOURCING IN OUR RESTAURANTS

Our restaurant team is committed to offering our customers an array of high-quality foods and beverages made with ethically sourced ingredients. Each month, our restaurants highlight a different ingredient, dish or product, inviting customers to learn about organic farming, wild-caught seafood or all-natural, sustainable Australian lamb and support causes that help to clean up trash in the ocean, provide food for children in need and empower women-owned businesses.

All of the coffee we serve in our restaurants and Ebars comes from farms that are protecting people and the environment and supporting sustainable production. Whenever possible we use local, organic produce and feature seasonal ingredients on our menus, so we can support local farmers, minimize emissions and provide customers with the freshest foods. We use only cage-free eggs and ask our suppliers to do the same. We source only wild-caught Alaskan salmon, which offers higher nutritional value and helps maintain natural wild fish stocks.

## CORPORATE GIVING HIGHLIGHT

### The Tomato Soup Project

In 2021, we donated over \$20,000 to [World Central Kitchen](#) by contributing \$1 from the sale of every jar of our Roma Tomato Basil Soup sold in our Nordstrom restaurants.

Founded in 2010 by chef José Andrés, World Central Kitchen helps disaster-stricken communities by providing emergency food relief in the immediate aftermath of humanitarian or climate devastation and by establishing resilient food systems with locally led solutions.



## Nordstrom Made Give-Back Brands

### TREASURE & BOND

This Nordstrom Made brand with collections for women, men and kids is a house favorite with a laid-back aesthetic. Since its inception in 2014, we've donated 2.5% of net sales to youth-empowering organizations, totaling over \$8.5 million.

In 2020, we designated giving to five organizations in cities across the U.S. and Canada that are working to empower local young people who are facing homelessness. These give-back partners provide housing, mental health services and job training:

- [The Ali Forney Center](#) (New York, NY)
- [Covenant House](#) (Toronto, ON)
- [The Night Ministry](#) (Chicago, IL)
- [YouthCare](#) (Seattle, WA)
- [Youth Emerging Stronger](#) (Los Angeles, CA)

In 2021, customer purchases of Treasure & Bond merchandise allowed us to donate over \$2 million to these organizations.

### BP. BE PROUD

We've heard from our customers that finding clothing that fits them regardless of their size, gender, ability or background is important to them. We worked directly with customers and members of the LGBTQIA+ community to create this Nordstrom Made collection of apparel and accessories for people of all gender expressions. Sizes range from XXS-4XL and prices range from \$29-\$59, making the collection accessible to many.

In 2021, we donated 10%—over \$110,000—of customer purchases of BP. Be Proud merchandise to support [Trans Lifeline's](#) crisis hotline and provide microgrants that directly aid transgender people across the U.S. and Canada.

### BP. + WILDFANG

In 2021, we created a one-of-a-kind collaboration with Portland, Oregon-based brand Wildfang. This partnership presented an opportunity to rethink how we invest in our communities and build professional pathways into the fashion industry for underrepresented groups that have been left out of traditional career development paths.

We used a percentage of the proceeds from sales of the Wildfang collaboration—nearly \$100,000—to partner with [Year Up](#), a nonprofit with a successful workforce development program for Black, Latinx and queer youth, and hired three students from their job-readiness program as interns on our Merchandise Analyst team. The interns are focused on on-the-job training as well as extracurricular learning opportunities, and we're holding headcount open with the hope of hiring them as full-time employees at the end of the internship period. Our goal is for this to be the first of many programs that contribute to building a systemic pathway for new talent from diverse backgrounds to enter the fashion industry.

Nordstrom paid the Year Up interns' salaries for six months and made an additional donation to the organization in support of further development for the program.





# APPENDIX

# Appendix

## OUR POLICIES & COMMITMENTS

Our commitment to transparency is core to our Corporate Social Responsibility efforts.

[Nordstrom Human Rights Commitment](#)

[Nordstrom Partner Code of Conduct](#)

[Nordstrom Exotic Animal Skin and Fur Free Policy](#)

[California Transparency in Supply Chains Acts Disclosure](#)

[Nordstrom Forced Labor Policy](#)

[Conflict Minerals Report](#)

[SASB Reference Table](#)

## KEY PARTNERSHIPS

### AFIRM

Ali Forney Center

American Association of Footwear and Apparel

Article One Advisors

Asian American Legal Defense & Education Fund

Baby2Baby

Benevity

Better Work (ILO-IFC)

Big Brothers Big Sisters of America

Big Brothers Big Sisters of Canada

Business for Social Responsibility (BSR)

CARE USA

Carbon Disclosure Project (CDP)

Central Park Conservancy

Clean Air Task Force (CATF)

Clean Energy Buyers Association (CEBA)

Council of Fashion Designers of America (CFDA)

Covenant House Toronto

Elevate

Ellen MacArthur Foundation

FabScrap

Fashion Institute of Technology

Fibershed

Fifteen Percent Pledge

Forterra

Friends of Waterfront Seattle

Give Back Box

Good+Foundation

Harlem's Fashion Row

Hetrick-Martin Institute

Higg FSLM

Homeboy Industries

Human Rights Campaign

Institute for Sustainable Diversity and Inclusion

JDRF Seattle Guild

Lincoln Center for the Performing Arts

Metropolitan Museum of Art

National Urban League

NYC Pride

OneTen

Operation Warm

PHX Fibers

Retail Industry Leaders of America (RILA)

Sanctuary Art Center

Seattle Art Museum

Seattle Children's Hospital Foundation

Shoes That Fit

Sustainable Apparel Coalition (SAC)

Sustainable Packaging Coalition

Terracycle

The Night Ministry

Trans Lifeline

Trove

Two Ten Foundation

United Way of King County

Washington Employers for Racial Equity

Whitney Museum of American Art

Workiva

Year Up

YMCA of Greater Seattle

Youth Emerging Stronger

Zero Discharge of Hazardous Chemicals (ZDHC)