

NORDSTROM

2020 Sharing Our Progress

Fact Sheet

Nordstrom's 2020 Sharing Our Progress report highlights the retailer's efforts over the past year to reduce its impact on the environment, give back to its communities, cultivate safe workplaces for the people who make its products and strive to provide its employee a great place to work. In 2020, the fashion retailer reached significant milestones and made new commitments in environmental sustainability, corporate philanthropy, human rights and diversity, inclusion and belonging some of which are outlined below.

Environmental Sustainability

- Partnered with POINT380 to develop a comprehensive emissions inventory and roadmap to establish a science-based target to reduce Scope 1,2 and 3 emissions.
- Donated \$200,000 to the Clean Air Task Force to help slow and prevent climate change.
- Saw nearly 2x searches for Sustainable Style on Nordstrom.com and expanded the category to include beauty products from brands including Kiehl's, True Botanicals and MAC cosmetics.
- 4% of Nordstrom Made products use sustainably sourced materials with the goal of increasing to 13 percent by the end of 2021.
- Will be introducing paper shopping bags to Nordstrom Rack stores which will help eliminate more than 450 tons of hard-to-recycle plastic annually.
- 64% of our Nordstrom Made product volume was made in factories using the Higg Index Facility Environmental Module with the goal of reaching 100% in 2021.
- Used 240,381 kilogallons of water in our owned and operated facilities—a 30% reduction from 2019.
- Through our clothing donation program, despite the pandemic, customers donated over 14 tons of clothing, shoes and accessories by mail.
- Joined Make Fashion Circular initiative led by the Ellen MacArthur Foundation.
- Recycled 54.85% of waste, or 18,887 tons and composted 11% of waste, or 3,762 tons.
- Launched Nordstrom BEAUTYCYCLE, the first beauty take-back and recycling program accepting all brands of beauty packaging at a major retailer.

Corporate Philanthropy

- Raised a record \$847,712 for Shoes That Fit, donating nearly 43,000 pairs of shoes for kids in local communities across the U.S. This brings the retailer's total donation to more than 230,000 pairs of shoes since 2010.
- With the help of customers, raised more than \$680,000 for our charitable partners across the U.S. and Canada—a record-breaking amount.
- Held a holiday campaign with our partners at Big Brothers Big Sisters of America and Big Brothers Big Sisters of Canada at Nordstrom Rack stores, raising more than \$230,000 to support Big/Little mentor matches across North America.
- Donated a portion of sales from our Nordstrom Made Bliss plush throw to Operation Warm, a nonprofit that provides new winter coats to kids in need. Raising nearly \$440,000; the equivalent of 22,000 new winter coats for kids in need across the U.S. and Canada.
- Donated \$1.1 million through Nordstrom's give back brand, Treasure & Bond.
- Scored a perfect 100% on the Human Rights Campaign's (HRC) annual Corporate Equality Index (CEI) survey for the 15th year in a row.

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- Launched first gender-inclusive collection, Be Proud by BP, which featured a range of silhouettes for people of all gender identities. Donated 10% of sales from Be Proud by BP (over \$43,000) to True Colors United, an organization serving the unique needs of LGBTQIA youth experiencing homelessness.
- Donated nearly 1,200 wedding gowns, as well as veils, accessories and shoes (valued at more than \$4.6 million) to Brides Across America, a nonprofit that provides wedding gowns to military and first responder brides.
- Corporate giving totaled \$8.3 million, benefitting more than 300 organizations located in every community where Nordstrom does business.
- Added a new 2025 goal under the Corporate Philanthropy pillar— to double charitable giving to nonprofit organizations that promote anti-racism, bringing that total to approximately \$1 million per year. Made several grants to support this goal—\$100,000 each to the NAACP Legal Defense and Educational Fund and the Black Lives Matter Global Network Foundation, as well as \$50,000 to the Posse Foundation.
- Formed new partnerships with the National Urban League and the Hispanic Association on Corporate Responsibility.
- Partnered with the National Urban League and the nonprofit When We All Vote to draw upon their deep understanding of the barriers that communities of color have historically faced when it comes to voting. Together launching Make Your Voice Heard, a nationwide nonpartisan voter participation initiative featuring an exclusive collection of Nordstrom Made “vote” apparel, with a portion of the proceeds donated to the National Urban League and When We All Vote.
- Donated \$3.5 million to 3,615 causes through our employee matching gift program

Human Rights

- Had 32% of Nordstrom Made products manufactured in factories that invest in women’s empowerment, reaching 40,000 workers.
- In terms of traceability of Nordstrom Made products, in 2020 108 strategic factories were publicly disclosed to customers, representing 60% of Nordstrom Made volume.
- With the goal of having 100% of Nordstrom Made strategic suppliers pay a living wage, Nordstrom partnered and created a roadmap to gather best practices and define what a “living wage” means.
- Expanded the scope of commitment to women by making a \$50,000 grant to CARE, the global nonprofit fighting poverty and social injustice by empowering women and girls. Also donated \$25,000 to Fashion Makes Change, a coalition of brands, nonprofits and consumers dedicated to educating and empowering women working within the global fashion supply chain.

Diversity, Inclusion & Belonging

- Committed to \$500 million in sales from Black and Latinx brands by 2025.
- Brought together diverse leaders across the company and board of directors to form our Diversity, Inclusion & Belonging Action Council.
- Expanded the number of ERGs from 5 to 8, which include: Black Employee Network, NordstromPLUS (LGBTQIA+), Nordstrom Veterans Group, Women in Nordstrom, AsPIRE (Asian Pacific-Islander Resources for Employees), ¡Hola! (Latinx), Parents @Nordstrom and Thrive (Diverse Ability).
- Made it easier for customers to find Black-founded brands online by launching a new category.
- Launched Inclusive Beauty, a new category featuring a curated assortment of beauty products for everyone—regardless of skin or hair type, tone, complexion or texture.

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- Increased the amount of diversity included in marketing campaigns and store activations, examples include Long Gallery Harlem and our NYC in-store art exhibit, Black Expression, Rebellion and Joy Through Fashion that focused on celebrating the exploration of style within Black culture.
- Improved diversity throughout the company, where women make up 60% of leadership and 45% of our Board of Directors – nearly 30% of whom are people of color.
- Joined The Board Challenge and Board Diversity Action Alliance.
- Partnered with NAACP Legal Defense and Education Fund, HACR (Hispanic Association on Corporate Responsibility), Black Lives Matter Global Network Foundation and the National Urban League.