

# NORDSTROM

## DIVERSITY, INCLUSION AND BELONGING FACT SHEET

We've long believed we are all made better by the diversity that exists within our communities. Our values are centered on the notion of creating a place where every customer and employee is welcome, respected, appreciated and able to be themselves.

We've spent a lot of time exploring what diversity, inclusion and belonging (DIB) should mean at Nordstrom. Our research has included in-depth interviews and workshops with our leadership teams, a deep dive into data that helps us better understand the makeup of our workforce, and meetings with employees across roles, business units and regions to gain insights and perspectives at the individual level.

We focus our DIB efforts under four strategic pillars:

- **Talent** – We plan to continue increasing demographic diversity in our head office and all leadership positions to better reflect the North American population and our customers
- **Culture** – We will strengthen belonging and address favoritism through greater consistency, collaboration, communication and connection
- **Marketplace** – We will serve customers on their terms, through a lens of identity and equity at every touchpoint
- **Leadership** – We will declare and commit to compelling, future-oriented leadership expectations and shared culture that will drive our business ambition

Our efforts in this area are ongoing. We know we have real opportunities to improve, and we're committed to being a part of the meaningful change that's needed both at Nordstrom and within our communities to create equality for all. We're on a journey to be better and appreciate the ongoing feedback we receive that helps us to do that and will continue to share updates on our progress.

### CHARITABLE GIVING

- [We support hundreds of nonprofits each year](#) that are serving the greatest needs in our communities. In 2019, this amounted to nearly \$11 million to 392 organizations located in every community where we do business.
- Our giving is focused on organizations that help families reach their full potential, and many of the nonprofits we support are focused specifically on underrepresented or marginalized communities, such as Rainier Scholars, Thurgood Marshall College Fund, The YWCA, The Posse Foundation and the American Indian College Fund.
- As a result of recent events targeting our Black communities, we've made corporate grants to the NAACP Legal and Education Fund and to the Black Lives Matter Foundation. We encourage our employees to give as we match these donations or donations to other nonprofits.

### OUR PEOPLE

- Our people are the foundation of who we are as a company. Attracting, hiring and retaining diverse talent enable us to be more innovative and better serve our employees, customers and communities.
- The voices of our people are essential as we continue on this journey to be a better, more diverse and inclusive company.

- **Our Employee Resource Groups (ERGs)** are employee-led, Nordstrom-sponsored groups that help to bring together, educate and amplify the experiences of our employee groups and their allies. Currently, we have ERG groups focused on LGBTQIA+, veterans, women, Black, Asian Pacific-Islander, Latinx, parents and diverse abilities communities.
- With support from our ERGs, we regularly host Courageous Conversations that allow our employees and allies to connect and share more about their experiences.
- We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of sex; race; color; creed; national origin; religion; age; marital status; pregnancy; physical, mental or sensory disability; sexual orientation or gender identity. We offer a wide range of benefits to our employees, their spouses and dependents, including life partners of eligible employees.

### **PAY EQUITY AND PAY PARITY**

- We have achieved 100% pay equity for employees of all genders and races.
- Nordstrom is also committed to pay parity, a way to measure and report on gender representation at all levels of the company. We're at nearly 100% pay parity for men and women, which reflects our strong female representation across the company. We will continue our efforts in this space to build our representation of women at all levels across the organization.

### **EMPLOYEE REPRESENTATION (as of 2019)**

We've made great strides in recruiting qualified and enthusiastic candidates with diverse backgrounds and experiences.

- In 1988, 15.7% of Nordstrom managers were people of color.
- In 2019, of our company's total employment, 53% were people of color and 68% were women.

#### **Our Employees**

- 23% Hispanic or Latino
- 19% Black or African American
- 11% Asian/Pacific Islander
- 41% White
- 7% Other
  
- 68% women
- 32% men

#### **Our Leadership**

##### *Frontline Managers*

- 21% Hispanic or Latino
- 13% Black or African American
- 7% Asian/Pacific Islander
- 53% White
- 6% Other

- 65% women
- 35% men

##### *Mid-Level Managers*

- 8% Hispanic or Latino
- 4% Black or African American
- 13% Asian/Pacific Islander
- 72% White
- 4% Other

- 66% women
- 34% men

##### *Executives*

- 1% Hispanic or Latino
- 5% Black or African American
- 11% Asian/Pacific Islander
- 77% White
- 7% Other

- 57% women
- 43% men