

NORDSTROM

**AS A COMPANY, NORDSTROM LEADS
WITH THE FUNDAMENTAL BELIEF
THAT WE HAVE A RESPONSIBILITY
TO LEAVE THE WORLD
BETTER THAN WE FOUND IT.**

We know that our customers increasingly feel the same and are looking to Nordstrom to be a responsible company that plays an active role in protecting the environment, taking care of its communities and doing good on a global scale. To ensure we continue to evolve and create meaningful impact, we continue to learn from and contribute to a number of industry-leading coalitions, including the Sustainable Apparel Coalition, Make Fashion Circular, the Sustainable Packaging Coalition, CDP Supply Chains, RILA's Sustainability Committee, Better Work and HERproject.



WHAT WE'VE DONE

2007

- Started locally sourcing and buying organic ingredients whenever possible, which supports local farmers, minimizes greenhouse gas emissions during transport from farm to table and provides customers with the freshest choices.
- Introduced menus and printed materials that contain a minimum of 30% post-consumer waste to restaurants and specialty coffee bars.
- Began composting program at restaurants and specialty coffee bars.

2008

- Started using environmentally friendly disposable cups called the ecotainer®.



2009

- Joined EPA's SmartWay program.
- Began [reporting](#) on CSR publicly.

2010

- Began disclosing our Scope 1 and 2 emissions through CDP Climate Change, with our first public disclosure following in 2015.

2011

- Became a founding member of the Sustainable Apparel Coalition.



2012

- Replaced light bulbs with LED versions to maximize energy savings. Officially finished this phase of our lighting upgrades in 2015 and saw savings of 11 million kWh of electricity in its first year.

2015

- Began testing solar panels on Nordstrom Rack rooftops, in partnership with landlords.
- Introduced a new reusable Nordstrom coffee cup in each of our specialty coffee bars that has a 50% lower environmental impact than a traditional paper cup.

2017

- Introduced a clothing donation program that makes it easy to give preloved clothing and accessories a second life—while also supporting local nonprofit organizations.
- Ranked number 35 on Newsweek's Green Ranking list.
- Made sure 90% of our grab-and-go foods in our restaurants and Ebars were packaged in compostable containers, with the remaining 10% using recyclable containers.
- Introduced compostable straws, and we continue to use fewer of them every year.

#35
ON NEWSWEEK'S
GREEN RANKING LIST

WHAT WE'VE DONE

2018

- Completed energy efficiency updates for all stores and facilities.
- Began using the Sustainable Apparel Coalition's Higg Index Facility Environmental Module in our Nordstrom Made supply chain.
- Received the SmartWay Excellence Award for Shippers and Logistics from our work to reduce emissions within our ground transportation fleet.
- In 2018 and 2019, created a special collection of our Nordstrom Made athleisure brand Zella, featuring a polyester made from recycled post-consumer plastic bottles to reduce our environmental impact.
- Began offsetting 100% of the emissions from our western Washington stores.
- Introduced a limited-time series of three award-winning coffees from three South American countries in our specialty coffee locations to promote gender equality in the coffee industry. From farm ownership to harvesting and sorting, women were integral in the production process of each coffee.

2019

- Helped customers give new life to more than 14 tons of clothing, shoes and accessories—nearly the weight of eight cars.
- Launched [Sustainable Style](#), an online shopping category designed to help customers easily discover thousands of existing products from over 100 brands that are either made from sustainably sourced materials, are responsibly manufactured or give back.
- Signed the G7 Fashion Pact, through which Nordstrom will work to address its impact on climate change, biodiversity and the oceans.
- Committed to ensuring 100% of coffee served in Nordstrom restaurants and specialty coffee bars is ethically sourced. Ethical sourcing means our coffee comes from farms that are protecting the environment and supporting sustainable production that allows communities to continue growing the high-quality coffees that our customers expect. Our ethically sourced coffee includes direct trade, organic and Fair Trade Certified.
- Sourced 90% of our energy from renewable in deregulated markets where we have the flexibility to choose our own energy sources.
- Diverted 73.1% of our waste from landfills through recycling and composting.



FASHION PACT

2020

- Recognized as #96 on Barron's 2020 list of the 100 Most Sustainable Companies in America.
- Expanded Sustainable Style to include Sustainable Beauty.
- Launched Nordstrom BEAUTYCYCLE, our beauty packaging recycling program in partnership with TerraCycle.
- Sourced 97% of energy from renewable sources in deregulated energy markets.
- Announced 2025 corporate social responsibility goals.
- Committed to reducing use of single-use plastics by 50%, starting with the phaseout of plastic bags from Nordstrom Rack stores.

NORDSTROM

WHERE WE'RE GOING

2025 GOALS



CLIMATE CHANGE

Decrease greenhouse gas emissions in our operations and supply chain

- Establish a science-based target to reduce Scope 1, 2 and 3 emissions.
- Contribute \$250,000 in corporate grants to help slow and prevent climate change.



ENVIRONMENTAL IMPACT OF PRODUCTS & SERVICES

Decrease our impact by making better choices in procurement, manufacturing, packaging and design

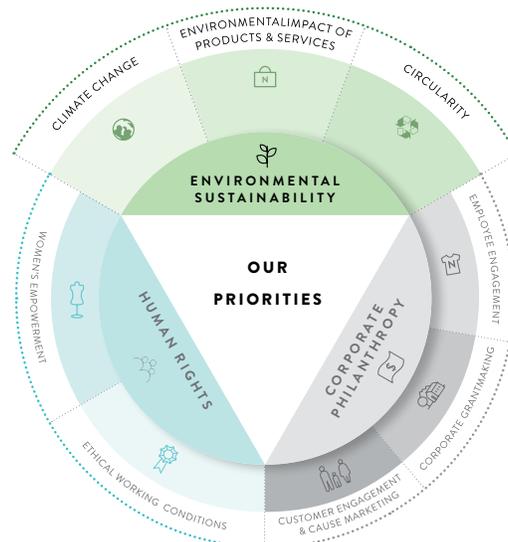
- Reduce single-use plastic in our value chain by 50%.
- Ensure 15% of our product assortment qualifies for Sustainable Style.
- Use sustainably sourced raw materials for 50% of Nordstrom Made products made primarily of cotton, polyester or cellulosic fabrics.
- Increase recycled content by at least 15% in packaging and marketing materials.



CIRCULARITY

Decrease end-of-life waste through recycling, innovation and new business models

- Help customers extend the life of 250 tons of clothing through donation.
- Take back 100 tons of beauty packaging to ensure it is recycled.
- Establish an internal working group to support the development of circular Nordstrom Made products.
- Contribute \$1 million in corporate grants to support industry innovation for textile recycling.



NORDSTROM