

# About EthicsPoint

## **What is EthicsPoint?**

EthicsPoint is a third-party reporting tool used by Nordstrom and Nordstrom partners, such as our suppliers, supplier employees, or factory employees, to share their concerns about potential violations of Nordstrom policies or illegal or otherwise improper conduct by Nordstrom employees or anyone working on Nordstrom's behalf. Nordstrom employees and partners may choose to submit their concerns anonymously via EthicsPoint if they wish.

## **Reporting – General**

### **May I report using either the Internet or the telephone?**

Yes. With EthicsPoint, you can file a report via either the internet or telephone. Both reporting methods allow you to submit your concern anonymously.

Nordstrom employees can access the online portal at [Nordstrom.ethicspoint.com](http://Nordstrom.ethicspoint.com). Select "Report a Concern – Employee" if you are an employee and complete the requested information to submit your report.

If you prefer to file a report by phone, employees can call the EthicsPoint toll-free hotline which is available 24 hours a day, 365 days a year at 1-888-832-8358. The phone number will be answered in English; instructions in additional languages are also provided.

### **Suppliers, Vendors, Factory Employees and Other Third Parties.**

Suppliers, factory employees and other third parties can file a report via the internet or telephone. Both reporting methods allow you to submit your concern anonymously.

Suppliers or other third parties can access the online portal at <https://npg.ethicspoint.com/>

If you prefer to file a report by phone, toll-free numbers are available 24 hours a day, 365 days a year. From the portal, please find the country drop down under "Make a report". Once you have selected the country that you are making a report from, go to "By Phone" to obtain the toll-free number.

### **What type of situations should I report?**

Nordstrom employees and partners should immediately report any instance where a Nordstrom employee, or anyone working on Nordstrom's behalf, has potentially violated any Nordstrom policy (such as the Nordstrom Code of Business Conduct and Ethics or the

Nordstrom Partner Code of Conduct) or has engaged in illegal or otherwise improper conduct.

**If I am an employee and I see a violation, shouldn't I just report it to my manager or human resources directly?**

When you observe some behavior that you believe violates the Nordstrom Employee Code of Conduct, is illegal or otherwise improper, you must report it to Nordstrom.

Employees can use the open door policy by speaking to your manager or Human Resources directly about any concerns you have. You can also contact the Employee Contact Center through AskHR via [my.nordstrom.com](http://my.nordstrom.com).

You also have the option to report your concerns online through [Nordstrom.EthicsPoint.com](http://Nordstrom.EthicsPoint.com) or by phone by calling the hotline at 1-888-832-8358. Regardless of whether you choose to report your concern online or by phone, you may choose to remain anonymous if you wish.

**If I am a supplier or factory employee and I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?**

When you observe some behavior that you believe violates the Nordstrom Partner Code of Conduct, is illegal, harmful, or otherwise improper, you must report it to Nordstrom. EthicsPoint is one way to report such issues. You may report your concern anonymously.

**Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint website. Reports are then shared by EthicsPoint with individuals at Nordstrom as needed to conduct a thorough investigation and take appropriate action. Reports can be made anonymously and only Nordstrom investigative or human resources personnel can assess these reports. Third party partners or suppliers are not able to access these reports.

**Isn't this system just an example of someone watching over me?**

Nordstrom is committed to honest and ethical business practices. Doing business ethically and in compliance with the law is the foundation of all we do. We expect this from our employees and partners. The EthicsPoint system allows you to raise any concerns you may have to ensure we are upholding this commitment.

# Reporting Security & Confidentiality

**It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with, and won't this log identify me as a report originator?**

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside your work environment (such as one located at an Internet café, at a friend's house, etc.) through the EthicsPoint secure website.

**Can I file a report from home and still remain anonymous?**

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

**I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?**

The EthicsPoint system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...".

**Is the telephone toll-free hot line confidential and anonymous too?**

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

**What if I want to be identified with my report?**

If you use the telephone hotline to report a concern, the in-take operator will ask you if you want to remain anonymous. At that time, you can say yes or no. If you use the website to report a concern, there is a section in the report for identifying yourself, if you wish.

## Tips & Best Practices

### **I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?**

Nordstrom is committed to working with employees and partners that share our commitment to quality business principles and community relationships. If you believe a Nordstrom employee, or anyone working on Nordstrom's behalf, has violated the Nordstrom Code of Conduct or the Nordstrom Partnership Guidelines or has engaged in illegal or otherwise improper conduct, you must report it to Nordstrom immediately

### **I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?**

File a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

### **What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?**

The EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

### **What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?**

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique username and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer additional questions that may be required.

### **Can I still file a report if I don't have access to the Internet?**

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline at 1-888-832-8358, which is available 24 hours a day, 365 days a year.

Suppliers, vendors, factory employees and other third parties can call the EthicsPoint-Partnership line which is available 24 hours a day, 365 days a year with the following toll-free numbers:

Country	Phone Number
United States	844-726-2737
Bangladesh	09638-917703
Brazil	0800 892 3423
Cambodia	180-020-3184
Canada	844-726-5373
China	400-120-5003
Colombia	01-800-5189970
Dominican Republic	849-200-1616
El Salvador	2230-5339
Guatemala	2268-6233
Honduras	504 2217-0479
Hong Kong	800-90-2065
India	022 5097 2921
Indonesia	021-5091-8351
Italy (includes San Marino, Vatican City)	80-095-9183
Korea, Republic of South	080-870-2376
Mexico	800-777-0394
Peru	0800 74593
Philippines	02 8540 0525
Sri Lanka	072 068 0501
Taiwan	00801-49-1804
Turkey	008-004-924-088-0069
Vietnam	024 4458 1985

Note: check the website for the most up-to-date country list. Country lines may get added between document updates.