

# NORDSTROM

## An Update From Nordstrom

March 8, 2020

As the novel coronavirus (COVID-19) begins to have an increased impact on our communities, we feel it is important to connect directly with you to share more about the steps we are taking across our stores and businesses to help keep you, our employees and our communities safe and healthy.

Our hearts go out to all those who have been affected. The health and safety of our customers and employees has always been our top priority and this is a rapidly-evolving situation that we will continue to monitor. Our stores are cleaned and sanitized daily as part of our normal course of business. Over the past few weeks, we've increased the frequency and extent of those cleanings, in addition to adding resources like hand sanitizer throughout the store for both customers and employees. We're also ensuring our employees have the information they need to stay healthy or stay home if they aren't feeling well. All of these practices and our business decisions are informed by guidance from the CDC, PHAC and WHO, along with guidance from local, U.S. and Canadian government and public health agencies.

Based on the guidance we've received from various health agencies, our own preparedness and the current state of our operations, we are confident our stores continue to be safe, and we remain open for business.

As always, our hope is to make it easy for you to shop when and how you'd like. In addition to our Nordstrom and Nordstrom Rack stores, our teams are ready to serve you online at [nordstrom.com](http://nordstrom.com) and [nordstromrack.com](http://nordstromrack.com), through Trunk Club or through our mobile apps.

Thank you for being a loyal customer,

Erik & Pete Nordstrom  
Chief Executive Officer & Chief Brand Officer