

CONTINGENT WORKER SERVICE EXPECTATIONS

NORDSTROM

While third party workers performing services for Nordstrom or on Nordstrom premises are not Nordstrom employees, they are expected to follow Nordstrom's Contingent Worker Service Expectations (Expectations), in addition to any specific obligations under the contingent worker's agreement with Nordstrom. Nordstrom reserves the right to immediately remove any contingent worker who behaves in a manner that is unlawful or inconsistent with these Expectations.

These Expectations apply to all non-employees providing services to Nordstrom or providing services on Nordstrom premises such as agency contractors, talent/entertainment engagement (e.g. models, photographers, stylists, DJs), vendors, freelancers, or independent contractors that are engaged through an agency, coordinated through a vendor, or directly contracted with Nordstrom. At Nordstrom, the term "contingent worker" is used when referring to any of the above category of individuals.

Nordstrom may modify these Expectations from time to time. The Expectations including any revisions that may be made is available on Nordstrom's Supplier site (nordstromsupplier.com).

SERVICE EXPECTATIONS

- While working at any Nordstrom location, contingent workers are expected to be well-groomed and professional.
- Only certain contingent workers may ring on registers, access clientele databases or services, contact customers, fulfill merchandise transfers and perform hand carries. If a contingent worker has questions about whether the contingent worker is allowed to access any of these resources or perform any of these tasks, the contingent worker should check with the worker's agency or Nordstrom contact.
- If a contingent worker has concerns regarding a Nordstrom employee, these concerns should be addressed with the contingent worker's agency or Nordstrom contact, not directly with the Nordstrom employee.
- Cell phones must be turned off or set to vibrate while working. If a personal call needs to be made or taken, the contingent worker is expected to leave the work area to do so.
- Gum, food, and beverages should be consumed off the sales floor.
- Nordstrom is a smoke-free environment. Smoking is not permitted in any Nordstrom building. Contingent workers are not allowed to consume or be under the influence of alcohol or drugs while performing services for Nordstrom and on Nordstrom premises.
- Many Nordstrom locations have a designated employee entrance. If a contingent worker is conducting business in a Nordstrom location with a designated employee entrance, contingent workers are required to use this entrance. Any purchases, handbags, briefcases or other bags brought on the premises by a contingent worker may be checked by Nordstrom Loss Prevention. Appropriate paperwork must accompany vendor gifts, gifts with purchase and gratis merchandise.
- Cooperate with Nordstrom's commitment to a workforce free of harassment, bullying, and unlawful discrimination. Any unwanted and/or unwelcome behavior – whether it is physical, verbal, in person, written, or through email or other technological means – that creates an intimidating, hostile or offensive environment is prohibited. If a contingent workers experiences or observes any behavior he or she believes is discriminatory or harassing, it must be reported immediately to the contingent worker's agency or the contingent worker's contact at Nordstrom.
- Cooperate with Nordstrom's commitment to a workplace free of sexual harassment. Nordstrom prohibits the following behaviors and any other behaviors that may constitute sexual harassment: threats or insinuations that a refusal to submit to sexual advances will adversely affect that person's contract with Nordstrom; unwanted and/or unwelcome sexual comments, advances, flirtations or propositions; verbal abuse of a sexual nature, including sexually oriented jokes or comments; display of sexually suggestive objects or pictures or making sexually suggestive gestures. If a contingent worker experiences or observes any behavior he or she believes constitutes sexual harassment, it must be reported immediately to the contingent worker's agency or the contingent worker's contact at Nordstrom.
- Comply with Nordstrom's Keep Our Workplace Free From Violence policy, which prohibits any kind of threat, intimidation, or act of violence in the workplace. Threats – either direct or implied - may be in the form of words, phone calls, emails, text messages, social media messages or posts, drawings, etc. Intimidation, threats and violence may also arise out of non-work situations, for example, domestic abuse or relationship breakups. These issues may impact Nordstrom's workplace, including a contingent worker's safety or the safety of our employees or customers. It is critical that contingent worker's make their agency, or their Nordstrom contact aware of any possible issues. In addition, weapons of any kind are not allowed on

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- Nordstrom premises for any reason. Contingent workers must report immediately any threats, intimidation and/or acts of violence as soon as possible to the contingent worker's agency or the contingent worker's contact at Nordstrom.
- **Ontario-based contingent workers only:** Comply with Nordstrom's AODA Customer Service Policy and its Integrated Accessibility Standards Policy & Commitment Statement. Full copies of both policies are can be found on Nordstrom.com > Customer Service > Nordstrom Policies > Nordstrom Canada Accessibilities Standards Policy. Contingent Workers should also ensure they receive training on Ontario's accessibility laws and Human Rights Code.

BUSINESS, SECURITY, AND PRIVACY EXPECTATIONS

- All contingent workers must:
 - Protect and responsibly use both the physical and intellectual assets of Nordstrom, including property, supplies, and equipment when authorized by Nordstrom to use such assets.
 - Use Nordstrom provided information technology and systems (including email) only for authorized business-related purposes. Nordstrom strictly prohibits contingent workers from using Nordstrom-provided technology and systems to create, access, store, print, solicit or send any material that is intimidating, harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate.
 - Comply with all Nordstrom requirements for maintenance of passwords, confidentiality, security and privacy procedures as a condition of receiving access to Nordstrom's internal corporate network, systems and buildings. All data stored or transmitted on Nordstrom owned or leased equipment is to be considered private and is the property of Nordstrom. Nordstrom may monitor all use of Nordstrom networks and systems (including email) and access all data stored or transmitted using the Nordstrom network. contingent workers should not expect privacy when using Nordstrom's information technology and systems.
 - Only install software packages or permit automatic software installation routines on Nordstrom computers to which they have access after obtaining permission from Nordstrom's Technology Department. Contingent workers are permitted to use the internet on Nordstrom computers to which they have access. However, all such internet usage must be conducted in a professional manner. Contingent workers who are required to use Office Communicator during their placement must ensure that they use this tool solely for business-related communications.
- Any device owned by the contingent worker or Nordstrom-provided device that accesses, transmits, or stores Nordstrom information, may be monitored or accessed without further notification. Contingent workers **should not expect privacy in data, information, or communications accessed by, transmitted by, or stored on any device.** For example, Nordstrom may be able to:
 - See, intercept, or access any data, information, or communications accessed by or transmitted to or from the devices contingent workers use;
 - Detect the removal of software restrictions imposed by the operating system (i.e., "jailbreaking");
 - Permanently delete (i.e., "wipe") all data on the devices contingent workers use, including personal data; and
 - Monitor or block the devices contingent workers use from accessing Nordstrom or third-party websites or services.
- In rare cases, it may be necessary for Nordstrom to take possession of a device used by a contingent worker in connection with an investigation or a criminal, civil or administrative proceeding. If this becomes necessary, the contingent worker will be required to provide Nordstrom (or its designee) temporary possession of the contingent worker's device by an agreed upon date. The contingent worker must not delete or modify any data, information, or communication stored on the device after receiving such a request from Nordstrom. When the device is in Nordstrom's possession Nordstrom may release data, information or communications gathered from the contingent worker's device to third parties related to the relevant proceeding.