

NORDSTROM
ANNUAL MEETING OF SHAREHOLDERS
May 20, 2020

RULES OF CONDUCT AND PROCEDURES

Welcome to the Annual Meeting of Shareholders of Nordstrom (the “Company”). It is our desire to conduct a fair and informative Annual Meeting. Kindly observe the following Rules of Conduct and Procedures.

1. Only our shareholders are permitted to ask questions during the Annual Meeting. You need to have held stock as of the close of business on the record date of May 20, 2020 to vote or submit questions while participating in the Annual Meeting. To vote or submit questions, please login as a Shareholder by entering the 16-digit control number you received with your proxy materials. If you have voted your shares prior to the start of the Annual Meeting, your vote has been received by the Company’s inspector of elections and there is no need to vote those shares during the Annual Meeting, unless you wish to revoke or change your vote.
2. Following the conclusion of the Company’s prepared remarks, the Company will address appropriate questions from shareholders regarding the Company. Such questions may be submitted in the field provided in the web portal during the Annual Meeting.
3. To allow us to answer questions from as many shareholders as possible, questions from multiple shareholders on the same topic or that are otherwise related may be grouped, summarized and answered together.
4. Shareholder questions are encouraged, but the Company does not intend to address any questions that are, among other things:
 - irrelevant to the business of the Company or to the business of the Annual Meeting;
 - related to material non-public information of the Company;
 - related to personal grievances;
 - derogatory references to individuals or that are otherwise in bad taste;
 - repetitious statements already made by another shareholder;
 - in furtherance of the shareholder’s personal or business interests; or
 - out of order or not otherwise suitable for the conduct of the Annual Meeting.

5. If there are any matters of individual concern to a shareholder and not of general concern to all shareholders, or if a question posed was not otherwise answered, such matters may be raised separately after the Annual Meeting by contacting Investor Relations at invrelations@nordstrom.com.
6. Recording of the Annual Meeting is prohibited. A webcast playback will be available at www.virtualshareholdermeeting.com/JWN2020 24 hours after the completion of the meeting.

Thank you for your cooperation and for joining the Company at the Annual Meeting.