

Integrated Accessibility Standards Policy & Commitment Statement

Purpose and Statement of Commitment

The purpose of this Policy is to set out the principles that guide Nordstrom Canada Retail Inc. (“Nordstrom”) on our path to accessibility through compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and, in particular, the AODA’s Integrated Accessibility Standards. The Policy identifies what Nordstrom will do in order to achieve accessibility as an organization. Nordstrom is committed to identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate and timely manner through compliance with the Integrated Accessibility Standards. Nordstrom’s goal is to foster an inclusive company culture that is guided by the principles of the AODA and the Integrated Accessibility Standards, which include:

- Dignity
- Independence
- Integration, except when alternate measures are necessary to meet the needs of people with disabilities
- Equal Opportunity

As a large private sector organization, Nordstrom strives to ensure accessibility for our employees and the public we serve. This policy is publicly available and will be provided in an accessible format upon request. [AODA Customer Service Policy \(PDF\)](#)

Multi-Year Accessibility Plan

Nordstrom has developed and will maintain a Multi-Year Accessibility Plan (the “Plan”) that outlines our strategy to prevent and remove barriers from our workplace and meet our requirements under the Integrated Accessibility Standards.

The Plan will be reviewed and updated at least once every five years. The Plan is posted on Nordstrom Canada’s website. Upon request, Nordstrom will provide a copy of the Accessibility Plan in an accessible format. [Accessibility Plan \(PDF\)](#)

Self-service Kiosks

Although Nordstrom currently does not use self-service kiosks, if we acquire self-service kiosks in the future we will consider their accessibility for persons with disabilities, including what accessibility features could be built into them, to best meet the needs of our customers and employees.

Training

Nordstrom will provide new hire training to its Ontario employees and also to persons who participate in developing Nordstrom’s policies on the requirements of the accessibility standards under Ontario law. Nordstrom will also inform vendors who provide goods, services or facilities

on Nordstrom's behalf of our policies and will require that they provide all required accessibility-related training to all of their employees who provide goods, services or facilities on Nordstrom's behalf. Records of Nordstrom employee training will be maintained by Nordstrom and will include: (i) the dates on which training was provided and (ii) the names of individuals to whom training was provided.

Information and Communications

Feedback: Nordstrom will continue to ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports upon request. One way to make such a request is by email to dvrstyafrscan@nordstrom.com.

Accessible formats and communication supports: Through this policy and other means, Nordstrom advises the public about the availability of accessible formats and communication supports. Upon request and after consultation with the person making the request, Nordstrom will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

Accessible websites and web content: To the extent practicable, Nordstrom will make its website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines, initially at Level A and increasing to level AA in accordance with the applicable timeframes set out in section 14(4) of the Integrated Accessibility Standards Regulation.

Emergency Procedure, Plans, or Public Safety Information: To the extent that Nordstrom has, or creates, emergency response procedures, plans and public safety information that are available to the public, Nordstrom will provide or arrange for accessible formats and communication supports upon request in a timely manner that takes into account, after consultation with the requestor, each person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

Employment

Nordstrom's policies and practices are intended to build an inclusive and accessible work environment that is free from discrimination and harassment. Nordstrom notifies applicants and the public that accommodations for applicants are offered at all stages of the hiring process. Suitable accommodations will be offered to applicants following consultation with the applicant regarding their needs. All employees are also informed of Nordstrom's policies and process for accommodating disabilities, and suitable accommodations are also offered to employees following consultation with them regarding their needs.

Accessible Formats and Communication Supports for Employees: If an employee with a disability asks for information in an accessible format or to receive communication supports, Nordstrom will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees.

Workplace Emergency Response Information: Nordstrom will provide individualized workplace emergency response information to employees with disabilities, if the disability is such that individualized information is necessary and Nordstrom has been made aware of the need for accommodation due to the employee's disability.

Nordstrom will review individualized workplace emergency response information when an employee moves to a different location in the organization, when the employees' overall accommodation needs or plans are reviewed or changed, and when Nordstrom reviews its general emergency response policies.

Documented Individual Accommodation Plans: Nordstrom maintains a written process for accommodating employees with disabilities. This process provides for the development of documented individual accommodation plans.

Return to Work Process: In addition to other return to work processes created by or under any other statute such as the Workplace Safety Insurance Act, 1997, Nordstrom maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Performance Management, Career Development and Advancement & Redeployment: Nordstrom will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Public Spaces

Nordstrom will incorporate accessibility into public spaces on its premises that are newly constructed or redeveloped on and after January 1, 2017 by ensuring that we follow the requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) for outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements. We will also provide maintenance and restoration of public spaces by ensuring procedures are in place for preventative and emergency maintenance of accessible elements in public spaces and that procedures are in place for dealing with temporary disruptions when accessible elements required are not in working order.