

RETAIL

US department store chain Nordstrom closes some stores again after looting

June 1, 2020



Nordstrom has redesigned its stores with new social distancing and health safety guidelines in place for customers and employees. Image credit: Nordstrom

By LUXURY DAILY NEWS SERVICE

Nordstrom, one of the leading department store chains in the United States, had just redesigned its emporiums.

Subscribe to **Luxury Daily**
Plus: Just released
State of Luxury 2019 **Save \$246 ▶**

The CEO and chief brand officer, both from the Nordstrom family, had also penned an admirable letter expressing sympathy for the African-American community that feels aggrieved that yet another one of its own George Floyd was killed in police custody, this time in Minneapolis.

And then the looters struck in various cities. They damaged stores, both luxury and non-luxury. They smashed windows and stole merchandise. They set places on fire. And they jeopardized the safety of store associates in some cases. Chanel, Bloomingdale's, Louis Vuitton and Nordstrom bore the brunt of frustration with police brutality boiling over.



Signage in Nordstrom stores is explicit in what is being done for customer and employee safety. Image credit: Nordstrom

Seattle-based Nordstrom, known for its agility in responding to social situations, quickly issued a statement on its store operations earlier this afternoon Eastern Time. Here is the letter in its entirety:

An Update on Our Stores

We continue to be heartbroken by the senseless deaths of George Floyd, Breonna Taylor, Ahmaud Arbery and too many others, and by the deep pain and division we're seeing across the country. We shared thoughts on these important topics through a message to our employees, which you can read [here](#).

Our priority is always the health and well-being of our employees, customers and communities. To help keep everyone safe, we made the decision to temporarily close our stores yesterday. Some of our stores were impacted by gatherings in our cities this weekend, and we wanted to take the time to assess the damage, repair and reopen those stores so we can continue serving customers as soon as possible. The situation is evolving quickly, and we encourage you to check [our website](#) for the most up-to-date information on your store's hours.

Thankfully, none of our employees were injured in these events, and we're communicating regularly with all of them on the actions we're taking and the ways we will continue to support them. We'll also pay employees for any shifts they may have missed as a result of these unexpected closures. We've heard from so many employees asking for ways they can help, and we're working to connect them to the nonprofits in their communities that are providing valuable resources, information and support in these difficult times.

The events of this weekend are one more painful reminder that injustice remains in our world. We can fix the damage to our stores. Windows and merchandise can be replaced. We continue to believe as strongly as ever that tremendous change is needed to address the issues facing Black people in our country today. We strive to be a positive force for change in every community we serve.

We look forward to serving you again soon.



The checkout line at a newly reconfigured Nordstrom store. Image credit: Nordstrom

And here is the letter that Pete and Erik Nordstrom penned over the weekend to Nordstrom employees:



Nordstrom tweeted out this image and message of #BlackLivesMatter. Image credit: Nordstrom

An Open Letter to Our Employees

This is a painful time for our country and for us. The events going on around all of us are heartbreaking and we want to share a few thoughts with you.

Like so many of you, we have been deeply saddened and angered by recent events in our country. The senseless deaths of George Floyd, Breonna Taylor, Ahmaud Arbery and too many others reflect the deeply ingrained racial prejudice and injustice that still exists in our communities today.

It is stirring many emotions, which it should. The unnecessary and unjust killing of anyone must not be accepted. The issue of race and the experiences of too many people of color cannot be ignored. We owe it to our employees, our customers and our communities to be very clear in condemning these acts of violence. They represent a disregard for basic human rights that has no place in our communities or country, and certainly not at Nordstrom.

We've long believed we are all made better by the diversity that exists within our communities. Our values are centered on the notion of creating a place where every customer and employee is welcome, respected, appreciated and able to be themselves.

We need change. As a company, we know we have the opportunity to make things better, which is why over the past several years we've amplified our efforts when it comes to diversity, inclusion and belonging at Nordstrom. It begins not only by speaking out, but by listening. Listening to our employees, customers and neighbors as they share what it's like to be a person of color in our country today. It's working to ensure our teams and leaders represent the diversity we seek. It's providing each and every customer who walks in our door the service and experience they expect and deserve to receive at Nordstrom.

Our employees, particularly through our employee resource groups, are critical voices as we continue to have conversations about these important topics. Our "Courageous Conversation" forums set up by our Black Employee Network have made a big impact on both of us. These conversations aren't easy, but they've never been more important. We're grateful for the courage of our employees as they share their stories. We are proud to stand with them. We welcome your feedback as we work to make meaningful change together.

Pete & Erik

Pete Nordstrom is CEO and Erik Nordstrom is chief brand officer, both of Nordstrom

May 30, 2020



Markings on the floor of a Nordstrom store for social distancing. Image credit: Nordstrom

Nspire Change: Nordstrom

© 2020 Napean LLC. All rights reserved.

Luxury Daily is published each business day. Thank you for reading us. Your **feedback** is welcome.