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At Ross Stores, Inc., which includes Ross Dress for Less and dd’s DISCOUNTS, treating our Associates, our communities and our environment with respect is a priority every day. We are also committed to ethical business practices as a cornerstone of our Company.

While we have a number of corporate social responsibility programs today, our commitment to this area constantly requires new thinking and new approaches. As a result, we are always looking for ways to improve.

**Corporate Social Responsibility at Ross Stores, Inc.**

**EMPOWERING OUR ASSOCIATES**
We strive to provide a work environment where our Associates can grow, succeed and contribute to the communities where they live and work.

**SUPPORTING OUR COMMUNITIES**
Through our community giving program, our Company and Foundation partner with organizations that work in our communities to build academic achievement and life skills for the young people who need us most.

**OPERATING SUSTAINABLY**
Our sustainability efforts not only help us be responsible corporate citizens, but also lower costs and enhance our ability to deliver the value our customers expect.

**CONDUCTING BUSINESS ETHICALLY**
Ethical business practices play a critical role in our approach to maintain transparent and effective governance.

“Ross is committed to creating value for our Associates and our communities, and doing so with a high level of ethics and integrity. In addition to fulfilling our mission of offering customers the best name-brand bargains possible, we aim to empower our Associates, operate in ways that reduce our environmental impact, and give back to the communities where we conduct business.”

—Barbara Rentler, Chief Executive Officer
By finding bargains and keeping costs low, our Associates play an essential role in delivering great value to our customers. We work hard to provide an environment where our Associates can grow, succeed and contribute to the communities where they live and work.

**OPPORTUNITIES WE PROVIDE INCLUDE:**

- Training and development programs
- Advancement opportunities
- A commitment to diversity
- Volunteering in the community
- A scholarship program for Associates and their dependents
- Competitive benefits and total rewards package
- A safe work environment
- Inviting feedback regularly
- Hiring in our communities
- Military recruiting program
TRAINING AND DEVELOPMENT PROGRAMS

Our training and development programs foster a culture that empowers Associates to do their best and realize their full potential. Throughout the year, Associates, managers and executives receive both technical and leadership courses.

In our stores, computer-based training programs offer custom courses that complement the personal training and individual development plans that begin the first day an Associate comes to work with us.

For recent graduates interested in a career in retail management, we offer a six-week, full-time, hands-on store management experience. For current juniors going into their senior year of college, there are ten-week internships to explore retail management in a Ross Dress for Less or dd’s DISCOUNTS store.

At our distribution centers, our bonus plan gives full-time, hourly and temporary workers the opportunity to increase their earnings by meeting higher levels of productivity. Due to the diverse nature of our workforce, several of our distribution centers offer on-site Spanish and English as a Second Language classes. This program breaks down barriers and fosters improved communication, while also providing Associates an opportunity to learn a second language. For college students interested in a career in supply chain management at our distribution centers, we offer a 10-week summer internship program for supply chain management.

Read more about our commitment to training and development on our Careers website.

ADVANCEMENT OPPORTUNITIES

We offer Associates interested in leadership roles the opportunity to gain the training and experience they need to advance within the Company. We are proud that so many current managers and executives started their careers with us as retail Associates.

Learn more about the opportunities at Ross Stores, and the career journeys of some of our Associates by visiting our Careers website.

- Retail Store Careers
- Buying & Planning Careers
- Supply Chain Careers
- Corporate Careers
A COMMITMENT TO DIVERSITY

Diversity at Ross means promoting the acceptance and appreciation of every individual. Through our policies and training, we instill a culture of respect and dignity throughout the workplace, and require every employee to exhibit this in every interaction they have with customers and their peers. Our diversity program includes:

- Standard training on Ross’ Code of Business Conduct and Ethics for full-time employees during hiring and orientation.
- Non-harassment training for all Associates.
- Benefit coverage offered to same-sex domestic partners.
- Support for cultural events in communities.
- Commitment to broad communication with translations to seven languages available to our distribution center Associates.

As a result of these efforts, our workforce is diverse, composed of people with a range of economic and ethnic background. Currently, 72 percent of our Associates are people of color and 77 percent are women.

Ross is an equal employment opportunity (EEO) employer committed to diversity. Our full EEO statement is available at corp.rossstores.com/eeo.

VOLUNTEERING IN THE COMMUNITY

We’re proud that many of our Associates volunteer in the communities around our stores and offices.

- Many Associates volunteer with the Boys & Girls Clubs of America, where they help children with their homework, work on facility restoration projects, host career readiness workshops and collect school supplies and holiday gifts.
- Associates from dd’s DISCOUNTS volunteer with their local First Book programs, by volunteering to read to children.
- Associates in the New York Buying Office participate in the annual JPMorgan Chase Corporate Challenge, which raises money for the Central Park Conservancy.
- The Buying Offices donate home and clothing samples weekly to support community shelters and local nonprofit organizations.
- Hundreds of Ross Associates participate in the annual San Francisco Bay Area Heart Walk with the American Heart Association.
A SCHOLARSHIP PROGRAM FOR ASSOCIATES AND THEIR DEPENDENTS

The Stuart Moldaw Scholarship Program was created in 2009 to honor the life of Stuart G. Moldaw — Ross’ founder and Chairman Emeritus — for his lifelong commitment to education. Stuart was a tireless advocate for many community efforts. His legacy lives on through this program that provides Ross Dress for Less and dd’s DISCOUNTS Associates and their dependents with tuition assistance for undergraduate, graduate and vocational-technical education.

Recipients are selected on the basis of academic record, demonstrated leadership, participation in school and community activities, and financial need. Recipients may apply to renew their awards each year for the duration of their programs of study.

Applications are accepted beginning in February. For more information, please visit http://sms.scholarshipamerica.org/ross.

COMPETITIVE BENEFITS AND TOTAL REWARD PACKAGE

Ross offers full-time Associates a package that includes competitive pay, a comprehensive benefits package, a merchandise discount and other benefits.

A SAFE WORK ENVIRONMENT

We are committed to providing a safe and secure environment where our customers and Associates can shop and work. We operate in a manner that promotes safe stores and work practices, and follows all federal and state regulations. It is our priority to:

- Incorporate safety best practices throughout our operations.
- Be prepared with emergency response protocols and crisis management training to keep customers and Associates safe.
- Develop and deploy programs to be compliant with health and safety laws.
- Provide quality safety training and support materials to all our Associates.
- Maintain neat, clean and organized stores.

We also offer free certification to Buying Office employees for those interested in learning CPR, AED and basic first aid.

These programs, combined with the dedication of our Associates, have helped create a culture where safety is a top priority.
INVITING FEEDBACK REGULARLY
To ensure we are living up to our commitment to our Associates, we offer many opportunities for them to share feedback and make suggestions throughout the year.

We conduct a periodic multi-language electronic survey in our distribution centers. Our stores also conduct periodic surveys from which we learn and improve, resulting in above-average survey participation rates and positive outcomes.

HIRING IN OUR COMMUNITIES
When we open a new distribution center, Ross Dress for Less store or dd’s DISCOUNTS store, we make it a priority to hire from within the community. We host job fairs and partner with agencies such as the YMCA and local Employment Development Department offices to source local talent. As a result, around 90 percent of our workforce in distribution centers and stores comes from local communities, which ensures our presence helps support the local economy and area residents.

MILITARY RECRUITING PROGRAM
We are proud to support the men and women of our United States Armed Services as they choose to re-enter civilian life and our local communities. As Ross Stores continues to grow, we are committed to enhancing our leadership by attracting, hiring, developing and retaining veterans through our Military Recruiting Program. This program aligns the teamwork, leadership and problem-solving skills that veterans learned in the military with the talent needs of our high-growth organization. In addition to traditional veteran partnerships, the Military Recruiting Program also participates with the Employer Support of the Guard and Reserve Program and the Military Spouse Employment Partnership Program.

IN 2015, ROSS OPENED OVER 80 NEW LOCATIONS, CREATING OVER 1,000 NEW JOBS
Investing in the communities where we operate is an important pillar of our corporate social responsibility (CSR) program. We support organizations that work in our communities, with an emphasis on programs that help build academic achievement and life skills in the young people who need us most.

**OUR PHILANTHROPIC MISSION**

In 2013, Ross Stores, Inc. established the Ross Stores Foundation to help us achieve our philanthropic mission. The Ross Stores Foundation is a signal of our steady commitment to investing in the communities where we operate.

**Ready with Ross: Preparing today’s youth for a bright tomorrow**

We invest in brighter futures by supporting programs that unlock the full potential of the next generation. With a goal of building competence, confidence and character in the young people who need us most, Ross Stores, Inc. and the Ross Stores Foundation partner with organizations that work in our communities to build academic achievement and life skills.

We provide support through the engagement of our Associate-volunteers and charitable contributions. Read more about our Store-Based Giving Guidelines and our Regional Giving Guidelines on pages 18-21.
Supporting Our Communities

OUR NATIONAL COMMUNITY PARTNERS

The Boys & Girls Clubs of America seeks to enable all young people, especially those in need, to reach their full potential as productive, caring, responsible citizens. Ross has partnered with the organization for over a decade to achieve our shared goals.

First Book is a nonprofit organization dedicated to providing access to new books for children in need. Through customer and company donations, dd’s DISCOUNTS has joined forces with First Book to purchase books for local educational programs.

The American Heart Association (AHA) works to help people lead healthier lives. Ross has worked with the AHA for over a decade with fundraising drives and awareness campaigns.

SUPPORTING DISASTER RELIEF

As part of our commitment to local communities where we operate, Ross partners with the American Red Cross to support disaster response.
COMMUNITY GIVING NEAR OUR STORES
Ross values our relationships with the communities where our Associates and customers live and work. We provide support—usually in the form of gift-cards—to charitable organizations that serve a population within 25 miles of a Ross or dd’s DISCOUNTS store. Specifically, we invest in organizations that meet our giving guidelines and align with our philanthropic mission to create brighter futures by building academic achievement and life skills for today’s youth who need us most. Read more about our Store-Based Giving Program on pages 18-19.

We also donate to local, youth-related charities that align with our philanthropic mission each time we open a new Ross Dress for Less or dd’s DISCOUNTS store.

COMMUNITY GIVING NEAR OUR OFFICES AND DISTRIBUTION CENTERS
Ross Stores invests in regions where we have a strong business presence. Read more about our Regional Giving Program on pages 20-21.

Buying Offices
Key buying offices are located in New York and Los Angeles. These offices support numerous fashion- and community-related charities. In addition, our buying offices provide internships and scholarships to students interested in retail careers as part of the Fashion Scholarship Fund. To support our communities, our Associates are active in donating clothing, home goods and toys to support local families through our partnerships with organizations like Baby Buggy in both New York and Los Angeles.

Corporate Headquarters
Headquartered in the San Francisco Bay Area, Ross proudly supports several local charities and initiatives. Ross sponsors the Golden State Warriors’ Read to Achieve program, which highlights the importance of reading, imagination and academic achievement to Bay Area youth. We also partner with the Oakland A’s to sponsor the Mathletics program, which promotes the importance of math by giving A’s tickets to students who complete the Mathletics math workbook.

Beyond our partnership with these two organizations, we also have supported Bay Area charities that share our mission to create brighter futures by building academic achievement and life skills for today’s youth who need us most.

Distribution Centers
Ross Stores’ distribution centers are located in Southern California, Central Pennsylvania and South Carolina. In 2014, our South Carolina distribution centers sponsored the Fort Mill History Museum’s educational program.
For over a decade, Ross Stores and Boys & Girls Clubs of America (BGCA) have worked together to help children achieve academic success, build confidence and lead healthy lives. Ross believes in BGCA’s mission to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

POWER HOUR AND SCHOLARSHIPS
For the 2015-6 school year, we “adopted” more than 38 local Boys & Girls Club Organizations, representing approximately 100 Club houses. In the adopted Clubs, the Ross Stores Foundation sponsors Power Hour, an after-school homework-help program. During Power Hour, Club members receive support in completing their homework to improve their academic performance and develop a sense of personal responsibility. During the 2013-14 school year, over 15,000 Club members participated in Power Hour at our adopted Clubs.

Since 2013, we have offered scholarships to college-bound seniors from our adopted Clubs.
2016 OPEN THE DOOR TO GREAT FUTURE CAMPAIGNS
In February of 2016, Ross Associates at all of our Ross Dress for Less stores across the U.S. led a fundraiser to benefit BGCA. Thanks to our dedicated Associates and generous customers, nearly $2.7M was donated to support Power Hour at local BGCA Clubs.

CLUB ACTIVITY SUPPORT
Over the years, support has expanded beyond Power Hour. Ross Associates also host picnics, help run afternoon Club activities and speak at career readiness workshops. Volunteering in these ways not only supports youth, but creates a rewarding experience for our Associates. From a volunteer day with his team, a store manager shared the following story: “Today’s Boys & Girls Club event made a huge impact on me. I cannot wait for the next one. It’s great to do work for the Clubs, yet it’s all about the kids.”

GRAND OPENINGS
As Ross grows, so does our partnership with BGCA. Whenever we open a new Ross Dress for Less or dd’s DISCOUNTS store, we invite the local Club to join in the grand opening celebration.
Reading is one of the strongest predictors of a child’s future success – in school and in life. Yet millions of kids across the country lack access to books.

To address this need, dd’s DISCOUNTS joined forces with First Book, a nonprofit organization dedicated to providing new books to children in need. In partnership with First-Book, dd’s DISCOUNTS’ customers and Associates are turning local kids into readers, learners and leaders by equipping them with new, high-quality books.

BACK-TO-SCHOOL CAMPAIGN
dd’s DISCOUNTS runs an annual back-to-school donation drive with First Book. When checking out at the register, our customers are invited to make a donation that will go directly to local educational programs. The local programs then choose the right books for their students, based on age, language and need. Every customer donation at a dd’s DISCOUNTS store means we can deliver more great books to children who need them most.

VOLUNTEERING
Our Associates also support First Book by volunteering to read and distribute books to children from local educational programs. A dd’s DISCOUNTS manager who participated in a book distribution event said, “It was awesome to participate in an activity that will make a difference! Our teams are connected to our communities and the hard work we put in daily makes a difference.”
Today heart disease is the No. 1 killer of Americans, and Ross is proud to support efforts to help keep our Associates and customers free of cardiovascular disease and stroke. Ross has worked with the American Heart Association (AHA) since 2003 to support research, education, treatment and prevention programs aimed at improving cardiovascular health.

**AHA HEART CAMPAIGN**

In February of 2014, our Ross Dress for Less stores raised nearly $3,000,000 from our Associates and customers to support the AHA’s CPR in Schools Program. Thanks to the generosity of our community, the program delivered CPR training to 334,000 students in under-served middle schools. Over the next three years, the program will train 1 million students in hand-only CPR. The program yielded outstanding results, and with additional funding from the Ross Foundation in 2015, we are excited to extend this program to 250 additional high schools to equip more students with the skills to save lives in the event of a cardiac arrest.

**AHA EVENTS & ACTIVITIES**

Ross Associates and vendors participate in two annual events to support AHA. In September, hundreds of Associates in our corporate headquarters and select stores raise funds for the AHA and participate in the Bay Area Heart Walk. Additionally, Ross invites our vendors to join us in sponsoring the East Bay Heart Gala each year, and we are proud to be an event sponsor.
Every year, disasters affect communities across the U.S. and around the world. Supporting our Associates, customers and neighbors in times of need is important to us, which is why the Ross Foundation supports the American Red Cross. The Red Cross has the knowledge, expertise and resources to quickly and efficiently help communities impacted by all types of disasters.

RESPONDING TO U.S. AND GLOBAL DISASTERS
In recent years, the Ross Stores Foundation has donated to the American Red Cross to support response efforts for hurricanes, wildfires, tornados, mudslides and typhoons in the U.S. and around the world. Our partnership with the American Red Cross has helped us respond quickly to local disasters such as the Washington mudslides in 2014, the Oklahoma Spring Storms in 2013, and Super Storm Sandy in 2012. Our support helped the Red Cross provide shelter, meals, mental health services and many other types of immediate relief in the aftermath of these disasters.

International disasters can also touch the lives and hearts of our community members, and Ross has supported American Red Cross’ responses to numerous international incidents, including Typhoon Haiyan in the Philippines in 2013 and the Japanese earthquake in 2011.
IN-STORE CAMPAIGNS
When our Associates and customers are deeply affected, Ross Stores works with the American Red Cross to run donation campaign in our stores. Through these campaigns, customers can make donations at our registers, with all proceeds going directly to the American Red Cross. For instance, our Ross Dress For Less and dd’s DISCOUNTS stores hosted campaigns in 2013 for the Oklahoma Spring Storms and in 2012 for Super Storm Sandy.
STORE-BASED GIVING GUIDELINES: HOW TO APPLY FOR COMMUNITY DONATIONS NEAR STORES

The Ross Store-Based Giving Program provides support – primarily in the form of gift cards – to federal tax-exempt 501(c)(3) organizations serving a community within 25 miles of a Ross Dress for Less or dd’s DISCOUNTS store.

ELIGIBILITY

In order to be eligible, your organization must:

- Demonstrate alignment with our charitable mission to create brighter futures by building academic achievement and life skills in economically disadvantaged youth.
- Be a 501(c)(3) registered with the IRS. The federal tax-exempt number is required on the application.
- Serve a community within 25 miles of a Ross Dress for Less or dd’s DISCOUNTS store. Use the Ross Dress for Less and dd’s DISCOUNTS store locators to see if your organization qualifies.
- Have not received a donation from Ross Dress for Less or dd’s DISCOUNTS within the past 12 months.

- Ross will only make one donation per year to each organization.
- If your organization has received a donation in the past, it will be eligible to receive another donation 12 months from the date of the last donation.
Ross prefers to provide direct support to programs and services, and will not support or consider supporting the following types of requests:

- Has the purpose of spreading a political opinion or religious belief, or request support for a political or religious organization.
- Comes from organizations that knowingly discriminate.
- Provides support for individuals. This includes scholarships, research or travel grants, stipends, fellowships, personal assistance, conferences, training or learning programs, travel for reunions/anniversaries, mission trips, travel for races, contests, or competitions, etc.
- Provides support for sports teams.
- Sponsorships for special events such as benefits, walk-a-thons, golf outings, etc.
- Supports causes outside of academic achievement and life skills for young people; out-of-scope causes include fine arts, medical research, and drug recovery programs.

If you believe your organization meets the requirements outlined above, please apply for a donation using our online application: www.cybergrants.com/ross/storebasedgiving/quiz.

Due to the volume of requests we receive, it may take four to six weeks for recipients to be informed of an award. Ross does not accept mail, email or fax requests.
REGIONAL GIVING GUIDELINES:
Ross invests in a small number of direct grants to charitable organizations that are located in the areas where we have a large presence and many Associates. Ross Stores considers a limited number of unsolicited requests from 501(c)(3) organizations across the U.S., and most donations are concentrated in the following regions where we have a large number of Associates.*

- Near our headquarters in the San Francisco Bay Area
- Near our Distribution Centers (South Carolina, Southern California, and Central Pennsylvania)

* At this time we do not accept unsolicited requests near our buying offices.

We consider donation requests from organizations that would be strong community partners. Organizations must meet the specific guidelines outlined below.

Ross will only consider requests that:

- Align with our charitable mission to prepare today’s youth for a bright tomorrow. We have a goal of building competence, confidence and character in the young people who need us most, and we partner with organizations to build academic achievement and life skills.
- Fulfill a need in an area where Ross conducts business, e.g., near our headquarters, distribution centers or stores.
- Clearly describe how the donation aligns with Ross’ charitable giving focus areas on the official letterhead of your organization.
- Have not received a donation from Ross in the past 12 months.
- Include required documentation:
  - Letter describing your request on official letterhead
  - Completed Store-Based Request Form
  - IRS determination letter and organization’s EIN
  - Written confirmation from the organization’s management confirming tax ID number and 501(c)(3) status
Ross prefers to provide direct support to programs and services, and will not support or consider supporting the following types of requests:

- Has the purpose of spreading a political opinion or religious belief, or request support for a political or religious organization.
- Comes from organizations that knowingly discriminate against any category described in our Equal Employment Opportunity statement.
- Provides support for individuals. This includes scholarships, research or travel grants, stipends, fellowships, personal assistance, conferences, training or learning programs, travel for reunions/anniversaries, mission trips, travel for races, contests, or competitions, etc.
- Provides support for sports teams.
- Sponsorships for special events such as benefits, walk-a-thons, golf outings, etc.
- Supports causes outside of academic achievement and life skills for young people; out-of-scope causes include fine arts, medical research, and drug recovery programs.

If you believe your organization meets the requirements outlined above, requests with complete documentation should be mailed to: Ross Stores Inc., Community Giving Committee, 5130 Hacienda Drive, Dublin, CA 94568

Due to the volume of requests we receive, it may take six to eight weeks for recipients to be informed of an award. Ross does not accept email or fax requests.
Operating Sustainably

Our efforts to be efficient and sustainable help us reduce our impact on the environment and generate cost savings, which we pass on to our customers. Our commitment to use less energy and fewer natural resources goes back more than 20 years, and we continue to improve our performance year after year.

ENERGY EFFICIENCY AT OUR STORES AND DISTRIBUTION CENTERS
Our approach to lighting, heating systems and insulation enables us to conserve energy throughout the Company.

SUSTAINABLE PRODUCT TRANSPORTATION
Transporting products is a significant part of our environmental footprint. We work with our partners to be more sustainable, consolidating shipments where possible and reducing the number of trips to stores each day.

REDUCING WASTE AND INCREASING OUR EFFICIENCY
We encourage Associates in our stores, distribution centers and corporate offices to participate in practices that increase our recycling, reduce waste and decrease our use of natural resources.

SUSTAINABILITY AT OUR HEADQUARTERS
Our new corporate headquarters follows the standards of Leadership in Energy & Environmental Design (LEED) certification, with features that make the work environment more comfortable for our Associates, while also minimizing our impact on the environment.

THANKS TO ENERGY EFFICIENT LIGHTING OUR STORES USE OVER 30% LESS ELECTRICITY TODAY THAN IN 1996
Energy Efficiency at Our Stores and Distribution Centers

We have a team dedicated to finding new and better ways to achieve energy efficiency throughout our operations. We have dramatically decreased our energy use year over year, which reduces our environmental impact and costs.

ENERGY MANAGEMENT

For over 15 years, our stores have conserved energy by adjusting the lighting and heating, ventilation, and air-conditioning (HVAC) systems so they operate efficiently and only when needed. Additionally, we process our energy management information online, which helps us resolve inefficiencies quickly and keep energy use to a minimum. Today, we require high-efficiency HVAC units to further lower energy consumption, and continue to look for new ways to reduce our footprint through effective energy management.

A highlight of our energy management program in several of our distribution centers is our “air purging” program. During the day, the sun heats up our buildings. At night, when temperatures drop, we purge the hot air from the building and welcome fresh, naturally cool air. This allows us to avoid several hours of air-conditioning every day, thereby saving energy costs. What’s more, the purging program reduces our electricity demand from high-peak daytime hours and therefore reduces pressure on the electricity grid. Our distribution centers also save energy through high-efficiency motors and automated systems that shut-off equipment when not in demand.

AUTOMATED ENERGY MANAGEMENT SYSTEMS, LIKE THE ONE UTILIZED AT ROSS, TYPICALLY LEAD TO A REDUCTION OF ENERGY CONSUMPTION BY 15-20%
RAISING THE BAR ON LIGHTING EFFICIENCY
In the 1990s we achieved a 20 percent reduction in our electricity use in stores and a 12 percent reduction in the 2000s. We are currently evaluating the use of LED lighting as a possible next step for our energy efficiency program.

Our distribution centers have also pursued lighting efficiency through lighting retrofits and use of skylights.

CONSTRUCTION INNOVATION
In 2007, we began using thicker, higher-quality insulation in roofs for new store construction, which reduces the demand for air conditioning. While we do not own many of our store buildings, we are often able to work with our landlords on energy efficiency improvements. In Texas, Arizona and Southern California, some stores have “white roofs” that reflect heat from the sun, which can reduce the cost of cooling by 40 percent during the summer months. We plan to continue leveraging these and other new ways to construct more environmentally friendly buildings.
Merchandise transportation represents a significant part of our environmental footprint. Although we do not own our fleet of trucks, we employ several strategies to make product transportation more sustainable.

- We ship more than 25 percent of our products by rail, which is less polluting than standard ground transportation.

- Over 75 percent of our transportation partners participate in the SmartWay Transport Partnership, a U.S. Environmental Protection Agency program that improves fuel efficiency and reduces air pollution.

- We combine and optimize truck loads in between distribution points to have fewer trucks on the road.

- We also adjust store deliveries on a day-to-day basis to minimize the number of miles driven.

All of these approaches help us reduce air pollution, limit greenhouse gas emissions and lead to significant cost savings.
Reducing Waste and Increasing Our Efficiency

One of the most important ways we can operate sustainably is to commit to using fewer natural resources, reducing our waste and recycling materials. We encourage all divisions of the Company to apply a range of practices to fulfill this objective.

RECYCLING CARDBOARD BOXES

With locations across the country, we send and receive millions of cardboard boxes each year. Cardboard represents the majority of our waste by volume. Recycling boxes is an important part of our effort to reduce our waste and demonstrate our commitment to being a responsible retailer. We continue to test new recycling systems at our distribution centers and stores, which not only divert tons of waste from going into landfills, but also help us reduce waste disposal costs and decrease Associate labor.

Ross’ reusable bags provide a fashionable and sustainable alternative to disposable bags.
Reducing Waste and Increasing Our Efficiency

DISTRIBUTION CENTERS
Our distribution centers receive merchandise from many countries around the world, and we process and ship these goods to stores across the country, typically in cardboard boxes. We use a packing and shipping system that minimizes the number of boxes and trucks required to deliver merchandise, as well as a system to recycle millions of boxes each year. As a result, we currently recycle almost 40,000 tons of material each year at our distribution centers, and this measure grows by nearly 1,000 tons each year.

STORES
Our stores participate in an expanded recycling program, where boxes are collected and taken to a nearby recycling facility. With more than 100 boxes per delivery, this effort to recycle quickly adds up. We recycle an estimated 20 million cardboard boxes per year through this program, and this number continues to grow each year. The current recycling rate eliminates more than 20 tons of cardboard per store from the waste stream.

SMALLER INITIATIVES THAT ADD UP
In addition to these larger initiatives, the small changes in how we operate our stores, distribution centers and offices also have a positive impact on the planet. Some examples of these initiatives include:

• We use recycled paper.

• We do not issue paper catalogues like many other retailers, which significantly minimizes paper waste.

• The default setting on our printers is for double-side printing.

• We sell branded totes at our stores and encourage customers to use reusable shopping bags. We sold 1.6 million reusable, branded totes in 2014.

• Our stores and offices use large capacity, refurbished printer toners, which results in less plastic, steel, aluminum and rubber waste compared to traditional toners.

• The majority of our Associates receive electronic paychecks.

• We use filtered tap water and reusable cups and glasses at our headquarters instead of bottled water and paper cups.

By using post-consumer content in our office supplies in 2013, our California office saved the equivalent of 1,500 trees and 900,000 gallons of water.
In 2014, we moved our headquarters to a new campus, which is certified Gold by Leadership in Energy & Environmental Design (LEED), the premiere program providing third-party verification of green buildings. This reflects our growing commitment to environmental stewardship.

Our headquarters has features that conserve natural resources and help our Associates work in a safer and healthier environment, including:

- Recycling and composting systems.
- Low flow fixtures that reduce water waste.
- Electric vehicle charging stations.
- Energy management equipment such as high-efficiency HVAC equipment, Energy Star appliances and lighting with motion sensors and daylight controls.
- Low-emitting office materials that reduce the number of indoor air contaminants that are irritating or harmful to occupants.
- Systems that recycled construction waste.
- Close proximity to public transportation.
Ethical business practices play a critical role in our corporate social responsibility program. We aim to operate with high standards of integrity and transparency, and adhere to several policies to ensure we meet these standards.

**RESPONSIBLE SUPPLY CHAIN**
As a retailer of goods sourced from around the world, we believe our responsibility reaches beyond our stores and offices. We operate our business in partnership with a large network of suppliers and producers, which can present risks beyond the walls of our own operations.

**SUPPLIER DIVERSITY**
We are dedicated to sourcing goods and services from a diverse set of suppliers, and are continuously seeking ways to build and reinforce long-lasting relationships. Our membership with the National Minority Supplier Development Council (NMSDC) gives us the opportunity to continually increase partnerships with minority-owned suppliers. Similarly, as a member of the Women’s Business Enterprise National Council (WBENC), Ross is committed to supporting women-owned businesses.
OUR APPROACH TO SOURCING AND HUMAN RIGHTS

At Ross Stores, ethical business practices are at the core of our culture and can be seen every day in the way we treat all of our constituents, from customers and Associates to vendors and investors. This focus on ethical business practices is also reflected in Ross’ policy that we will not knowingly purchase merchandise from any manufacturer involved in the use of child, slave, prison or forced labor.

The majority of the apparel, footwear, accessories and home-related merchandise sold in our stores is purchased from suppliers after they have been produced and imported to other retailers’ specifications.

Though Ross does not have direct control over the manufacturing processes for these products, we require suppliers to uphold our ethical standards, both contractually and through enforcement. While Ross orders and imports some products directly through its international buying agents, they represent the minority of merchandise sold in our stores. For these items, we have additional requirements in place to monitor and enforce compliance.

Ross’ standards and requirements related to sourcing and human rights are incorporated in various Company documents, including Ross’ Code of Business Conduct and Ethics, Vendor Compliance Manual, Purchase Orders, Vendor Indemnification Agreements, and Buying Agent Agreements. Our Code of Business Conduct and Ethics is located under Corporate Governance in the Investors section of www.rossstores.com and our Vendor Compliance Manual can be found at http://partners.rossstores.com.

Ross communicates its standards and requirements to vendors, buyers and overseas buying agents during our purchasing processes.