

Ross Stores, Inc.

Corporate Social Responsibility



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Corporate Social Responsibility

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.

CONDUCTING BUSINESS ETHICALLY

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

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. To learn more about our sustainability program, visit <https://corp.rossstores.com/responsibility/operating-sustainably/>.



“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



Empowering Our Associates



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



Empowering Our Associates

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](#).



Empowering Our Associates

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 backgrounds. 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/eo.

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 reading 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.

PEOPLE OF
COLOR COMPRISE

72%

OF THE
ROSS WORKFORCE

WOMEN
ACCOUNT FOR

77%



Empowering Our Associates

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 for up to three additional years.

Applications are accepted beginning in February. For more information, please visit [learnmore.scholarsapply.org/moldawscholarship](https://scholarsapply.org/moldawscholarship).

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.



Empowering Our Associates

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.

IN 2017, ROSS OPENED

**OVER 90
NEW LOCATIONS**

CREATING OVER
1,100 NEW JOBS

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 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.



Supporting Our Communities



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

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 Regional and Store-Based Giving Programs on pages 16-17.



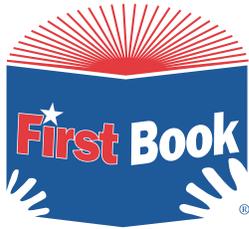
Supporting Our Communities

OUR NATIONAL COMMUNITY PARTNERS



**BOYS & GIRLS CLUBS
OF AMERICA**

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 and is a national sponsor of Power Hour, an after-school homework help program.



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.

SUPPORTING DISASTER RELIEF



**American
Red Cross**

As part of our commitment to local communities where we operate, Ross partners with the American Red Cross to support disaster relief.

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 16-17.

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.



Supporting Our Communities

COMMUNITY GIVING NEAR OUR OFFICES AND DISTRIBUTION CENTERS

Ross invests in regions where we have a strong business presence. Read more about our Regional Giving Program on page 16.

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 YMA 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 GOOD+ Foundation in both New York and Los Angeles.

CORPORATE OFFICE

Headquartered in the San Francisco Bay Area, Ross proudly supports several local charities and initiatives. For example, 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 have also supported numerous other 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 and Central California, Central Pennsylvania, and South Carolina. Non-profit organizations that serve a community near our distribution centers may be eligible to apply for a donation through our Regional Giving Program.



IN-STORE FUNDRAISING

Every February, Ross Associates at all of our Ross Dress for Less stores across the U.S. lead a fundraiser to benefit BGCA. Thanks to our dedicated Associates and generous customers, over \$11M has been donated since 2015 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 hold 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 First Book 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."





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 Stores 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, tornadoes, mudslides, and typhoons in the U.S. and around the world. This partnership has helped us respond quickly to local disasters such as Hurricanes Harvey and Irma and the California Wildfires in 2017. We also supported recovery efforts for Hurricane Matthew and the flooding in Texas and Louisiana in 2016. 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 Hurricane Maria in 2017.

IN-STORE CAMPAIGNS

When our Associates and customers are deeply affected, Ross Stores works with the American Red Cross to run a 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 a campaign in 2017 that raised over \$1M for Hurricane Harvey relief.



Regional & Store-Based Giving Programs

REGIONAL GIVING PROGRAM

Our Regional Giving Program helps nonprofits in regions where we have a strong business presence. Please visit <https://corp.rossstores.com/Responsibility/Supporting-Our-Communities/Regional-Giving-Guidelines#> for more information.

STORE-BASED GIVING PROGRAM

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

ELIGIBILITY

Please review our giving guidelines and eligibility requirements for this program in full below before applying for a donation using our online application: www.cybergrants.com/ross/storebasedquiz.

In summary, your organization must:

- Be a federal tax-exempt 501(c)(3) organization, school, or government program.
- Align with our charitable mission to create brighter futures by building academic achievement and life skills in economically disadvantaged youth, ages 3-24.
- 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 (Ross Stores Foundation, Ross Stores, Inc., or dd's DISCOUNTS) within the past 12 months.

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, mail, or fax requests.



Store-Based Giving Guidelines

ELIGIBLE PROGRAMS

Academic Achievement: Programs that build a foundation of academic competence that will help young people succeed in a competitive workforce.

These include:

- Literacy
- STEM
- Tutoring
- School clothes/supplies
- Pre-school/Headstart
- GED Programs
- Stay-in-school efforts
 - Anti-truancy
 - Attendance support
 - Drop-out/re-entry
- College readiness
 - SAT/ACT preparation
 - Counseling for financial aid, grant applications, and loans
 - Scholarship programs

Life Skills: Programs that build confidence and character in young people. These include:

- Mentoring
- Financial literacy
- After-school programs
- Gang-prevention/anti-violence
- 'Soft skills'
 - Active listening/communication
 - Conflict resolution
 - Leadership
- Career readiness/job skills
 - Mock interviews
 - Professional dress
 - Resume writing
 - Retail- or fashion-specific career programs, excluding fashion shows

INELIGIBLE PROGRAMS

While we understand that there is a great need across our communities, in order to deliver the greatest impact on our philanthropic mission, Ross will not support programs outside of our focus areas. Ineligible programs include:

- Medical and health programs
- Youth sports, fine arts, and recreation activities
- Religious-focused programs
- Cash reserves or endowments
- Political or advocacy support
- Direct support for individuals
 - Scholarships or tuition
 - Research or travel grants
 - Stipends or fellowships
 - Personal assistance
 - Conferences
 - Training or learning programs
 - Travel for any event
 - Mission trips
- Research
- Event sponsorship
 - Sober graduation parties
 - Prom, homecoming, or other school dances
 - Galas
 - Walk-a-thons
 - Golf outings
 - Benefits
 - Conferences or seminars
- Animal welfare
- Capital campaigns or building upgrades



Conducting Business Ethically



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.

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.



Conducting Business Ethically

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. Ross also orders and imports some products directly through its international buying agents. 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.

Ross Stores Inc. Corporate Social Responsibility



ROSS
DRESS FOR LESS®

dd's
DISCOUNTS