

Ross Stores, Inc.

Corporate Social Responsibility



Table of Contents

Corporate Social Responsibility	3
Empowering Our Associates	4
Training and Development Programs	5
Advancement Opportunities	5
A Commitment to Diversity	6
Volunteering in the Community	6
A Scholarship Program for Associates and Their Dependents	7
Competitive Benefits and Total Rewards Package	7
Providing a Safe Work Environment	7
Inviting Feedback Regularly	8
Hiring in Our Communities	8
Military Recruiting Program	8
Supporting Our Communities	9
Our National Community Partners	10
Supporting Disaster Relief	10
Community Giving	10
Boys & Girls Clubs Of America	12
First Book	14
American Red Cross	15
Regional & Store-Based Giving Programs	16
Operating Sustainably	18
Energy Efficiency at Our Stores and Distribution Centers	19
Sustainable Product Transportation	21
Reducing Waste and Increasing Our Efficiency	22
Sustainability at Our Headquarters	24
Conducting Business Ethically	25
Supplier Diversity	25
Our Approach to Sourcing and Human Rights	25

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.

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



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.

PEOPLE OF
COLOR COMPRISE

72%

— OF THE —
ROSS WORKFORCE

WOMEN
ACCOUNT FOR

77%

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.

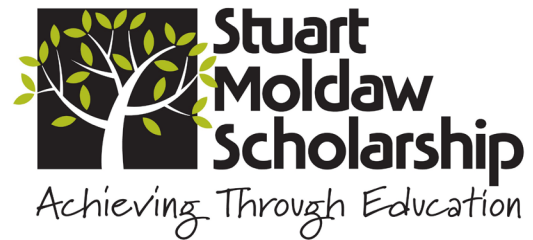
- Many Associates volunteer with the Boys & Girls Clubs of America, where they help children with their homework, work on facility restoration projects, host career readiness workshops, and collect school supplies and holiday gifts.
- Associates from dd's DISCOUNTS volunteer with their local First Book 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.



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.

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



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



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.

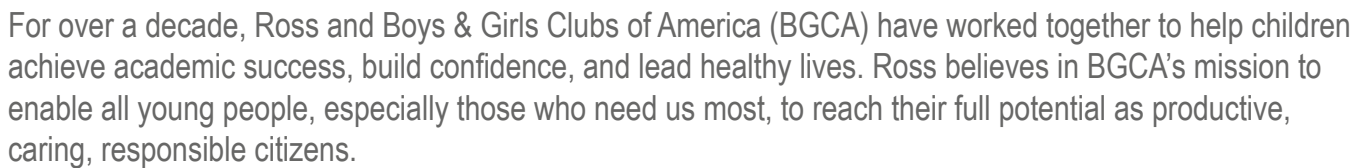
CORPORATE OFFICE

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.



We have “adopted” more than 38 local Boys & Girls Club organizations, representing approximately 100 Clubhouses. In the adopted Clubs, the Ross Stores Foundation offers an annual grant and scholarship program for high-achieving college-bound seniors. Ross is also a national sponsor of 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.



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.





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.



Our Regional Giving Program helps nonprofits in regions where we have a strong business presence. This program is currently undergoing a strategic review. Please visit <https://corp.rossstores.com/Responsibility/Supporting-Our-Communities/Regional-Giving-Guidelines#> for updates.

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.

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.



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

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

- 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:

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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 corporate headquarters follows the standards of Leadership in Energy & Environmental Design (LEED) Gold 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



Our energy management system optimizes lighting and temperatures in our stores to conserve energy.

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

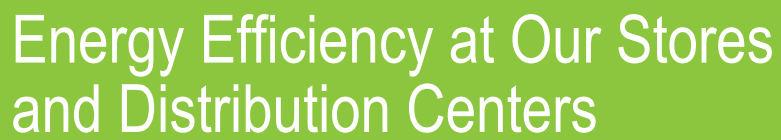
ENERGY MANAGEMENT

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.

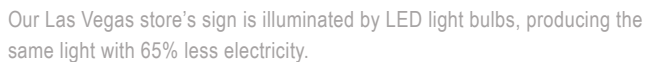
AUTOMATED ENERGY
MANAGEMENT
SYSTEMS, LIKE THE ONE
UTILIZED AT ROSS,
TYPICALLY LEAD TO A
REDUCTION OF ENERGY
CONSUMPTION BY

15-20%

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.



In the 1990s we achieved a 20 percent reduction in our electricity use in stores and a 12 percent reduction in the 2000s. Our Stores and Distribution Centers pursue energy efficiency by converting to LED lighting. In addition, our Distribution Centers achieve lighting efficiency through the use of skylights.



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 develop more environmentally friendly buildings.



Sustainable Product Transportation



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 achieve significant cost savings.



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.

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Reducing Waste and Increasing Our Efficiency

CARDBOARD RECYCLING IN 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 45,000 tons of material each year at our distribution centers, and this measure grows each year.

CARDBOARD RECYCLING IN STORES

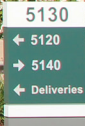
Our stores participate in an expanded recycling program, where boxes are collected and taken to a nearby recycling facility. With more than 100 boxes per delivery, this effort to recycle quickly adds up. We recycle an estimated 27,000 tons of cardboard boxes annually through this program, and this number continues to grow each year. The current recycling rate eliminates almost 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 catalogs 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 2.9 million reusable, branded totes in 2017.
- 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.
- Our headquarters is certified Gold by Leadership in Energy & Environmental Design (LEED), the premiere program providing third-party verification of green buildings.



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 recycle construction waste
- Close proximity to public transportation



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