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**ROSS STORES, INC.**  
**“WHISTLE-BLOWING” AND COMPLAINT POLICY AND PROCEDURES**

**Reporting Violations**

This Policy deals with the receipt, retention, and treatment of complaints about accounting, internal controls, auditing matters, or deceptive practices, as well as violations of laws, rules, and regulations. It is the policy of the Company to treat all such complaints seriously and expeditiously.

The Company has established a procedure to allow employees, customers, or business partners to submit complaints on a confidential and anonymous basis. Complaints can be submitted (on an anonymous basis, if desired) by:

- Calling the Company-sponsored Alertline at 1-800-93-ALERT (accessible 24 hours a day, 7 days a week).
- Submitting the complaint in writing to the Legal Department at:

LEGAL DEPARTMENT  
Ross Stores, Inc.  
5130 Hacienda Drive  
Dublin, CA 94568  
Attention: General Counsel

- Those submitting a complaint should provide the following information:
  - If the complaining individual is an employee of the Company, the Department of the Company in which the employee works;
  - Any relevant information concerning the complaint or concerns;
  - The name of the complaining individual (unless anonymity is desired); and
  - If the name of the complaining individual is given, whether the individual wishes his or her identity to remain confidential.

**Handling of Complaints**

Any complaint submitted in accordance with this Policy will be immediately directed to the Legal Department. The Legal Department will promptly review the complaint and assign a qualified person to investigate. Complaints concerning the Legal Department will be forwarded immediately to the Chair of the Audit Committee of the Board of Directors for

investigation/assignment. Unless otherwise directed by the Legal Department, the person assigned the investigation shall conduct an appropriate investigation and submit a written report of his or her findings and recommendations to the Legal Department within thirty (30) days after the date of assignment, or as soon as reasonably practical. The Company shall make available appropriate resources in support of each assignment and shall take appropriate responsive action. The Legal Department/Management will regularly notify the Audit Committee of complaints, and the results of related investigations, which the General Counsel deems to be significant to the Audit Committee's performance of its duties. The term "significant" generally will include, but not be limited to, valid complaints or allegations regarding the Company's accounting practices, alleged fraud, internal controls, financial reporting, auditing matters, deceptive practices, alleged executive misconduct, or related matters.

All documents relating to complaints shall be retained for seven years from the date of the complaint, after which they may be destroyed, unless the information may be relevant to pending or anticipated litigation, inquiry, or investigation, in which case the documents shall not be destroyed and must be retained until such time following conclusion of the litigation, inquiry, or investigation as the Legal Department deems appropriate.

### **Statement of Non-Retaliation**

It is a violation of federal law to retaliate against any person who provides truthful information to a law enforcement official concerning a possible violation of any federal law. Moreover, the Company will not tolerate any form of retaliation, harassment, or intimidation by any officer, associate, employee, contractor, subcontractor, or agent of the Company against an employee because the employee has:

- Submitted a complaint under this Policy;
- Provided information, caused information to be provided, or otherwise assisted in an investigation regarding any conduct which the employee reasonably believes constitutes a violation of laws, rules, regulations, or Company policies; or
- Commenced, caused to be commenced, testified, participated or otherwise assisted in, a proceeding or investigation relating to an alleged violation of any law, rule, regulation, or Company policy.

Prohibited forms of retaliation, harassment, or intimidation include, but are not limited to, discharge, demotion, suspension, threats, harassment, or any other manner of discrimination with respect to an associate's terms or conditions of employment.

Employees who engage in any such prohibited conduct in violation of this Policy will be subject to discipline, up to and including termination.

### **Statement of Confidentiality**

The investigation of each complaint submitted in accordance with this Policy shall be conducted in a manner that protects the confidentiality and anonymity of the employee or other person submitting the complaint, to the extent possible and legally permitted, if the employee or other complaining person so requests.