



ROSS STORES, INC.

PROCESS FOR STOCKHOLDER COMMUNICATIONS WITH DIRECTORS

The Board has adopted the following process for stockholders to communicate with the Board, committees of the Board, and/or with individual directors:

- Stockholders may address such communications in writing to the Chairman of the Board, or to any individual directors, c/o Ross Stores, Inc., 5130 Hacienda Drive, Dublin, CA 94568.
- Communications from stockholders to one or more directors will be collected and organized by the Company's Corporate Secretary under procedures approved by the independent directors.
- The Corporate Secretary will forward all communications to the Board Chairman, or to the identified director(s), as soon as practicable, although communications that are deemed abusive, repetitive, in poor taste, or that present safety or security concerns may be handled differently.
- The Corporate Secretary may, at his or her discretion, not forward correspondence if deemed to be primarily commercial in nature or relating to an improper or irrelevant topic.
- If multiple communications are received on a similar topic, the Corporate Secretary may, at his or her discretion, forward only representative correspondence.