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LINDSEY SOFFES
FLOYD AND DELORES
JONES FAMILY FELLOW



January 14, 2011

Priya Sreenivasan, Esq.
Corporate Counsel
Ross Stores, Inc.
Corporate Office
4440 Rosewood Drive
Pleasanton, CA 94588

**Re: Ross Stores' Response to Unlawful Discrimination at Ross
Dress for Less in Lynnwood, Washington**

**AMERICAN CIVIL
LIBERTIES UNION
OF WASHINGTON
FOUNDATION**
901 FIFTH AVENUE #630
SEATTLE, WA 98164
T/206.624.2184
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WWW.ACLU-WA.ORG

JESSE WING
BOARD PRESIDENT

KATHLEEN TAYLOR
EXECUTIVE DIRECTOR

Dear Ms. Sreenivasan:

Thank you for your follow-up telephone call on January 7, 2011, concerning [REDACTED]'s experience at Ross Dress for Less in Lynnwood, Washington. We were pleased to learn that Ross Stores, Inc., has taken the following steps to ensure that an experience similar to that which befell Ms. [REDACTED] does not befall another Ross customer: (1) instructed one of Ross' district managers to have an in-person discussion regarding non-discrimination with the store manager of Ross' Lynnwood store and the employee involved in the incident; (2) issued a special instruction to all Ross locations and employees regarding Ross' policy of accommodating customers' gender identities with respect to the use of restrooms and changing rooms; and (3) undertook the drafting of a more specific company policy that expressly identifies and prohibits specific forms of discrimination (to include discrimination against transgender individuals), rather than merely prohibiting "discrimination."

If I have misunderstood any of Ross' actions in response to Ms. [REDACTED]'s complaint, please let me know. We appreciate the promptness with which and the seriousness by which you have addressed our concerns.

Sincerely,

Lindsey Soffes
Floyd and Delores Jones Family Fellow