California & Oregon Associate Mask Policy

Dear Associate,

We are introducing new mask guidelines that emphasize the importance of customer service and the ability to show our Associates’ smiles and other facial features while considering the health and well-being of all individuals. We believe this policy will also help to promote clear and effective communication both with our Customers and among our Associates. Our goal is to continue to provide safe and customer-centric Store and Support environments that balance two things that In-N-Out is known for – exceptional customer service and unmatched standards for health, safety and quality.

Please find the details for our updated guidelines below (effective August 14, 2023):

General Guidelines
Associates who are required or choose to wear a mask at the Stores or in Support facilities must wear a company-provided N-95 mask. N-95 masks provide the highest level of protection for COVID-19 and other viruses and are recommended by OSHA for other respiratory protections. Note: A different type of mask may only be worn with a valid medical note exempting the Associate from this requirement.

This policy applies to all Store and Support Associates in California and Oregon except Associates who are required to wear masks or other protective gear as part of their job duties (e.g., patty room Associates, lab technicians, painters, etc.).

All Associates, regardless of whether they are required or choose to wear a mask, are expected to maintain our grooming standards, proper personal hygiene, and cleanliness to ensure a safe working environment for all.

Medical Note
Associates who have a specific medical condition or health concern that requires them to wear a mask other than the company-provided N-95 mask must provide a valid medical note to their Store Manager, Divisional Manager, Manager, or Human Resources. Without disclosing the medical diagnosis or confidential medical information, the medical note should clearly state the reason for the exemption and include the estimated duration, if applicable.

To the extent medical information is provided, it will be treated with strict confidentiality and handled in accordance with applicable privacy laws.

Compliance and Enforcement
Failure to comply with this policy may result in appropriate disciplinary action, up to and including termination of employment, based on the severity and frequency of the violation.

Policy Review
This policy will be reviewed periodically to ensure its effectiveness and compliance with evolving health guidelines. Revisions to the policy will be communicated to all Associates in a timely manner.

Local Health Authority Guidelines
This policy is subject to local health authority guidelines and regulations. In case of any conflicts or inconsistencies, the prevailing health guidelines will take precedence. In addition, we will continue to evaluate and approve (where appropriate) reasonable accommodations for medical, religious, and other protected reasons of our grooming