



## **OPEN DOOR POLICY**

In-N-Out Burger actively promotes ongoing, open communication between our Associates and management. We believe that good communication is essential to the well-being of our organization and that problems, concerns, or complaints which are left unresolved negatively impact our work and our work environment. Anyone who has a question, concern, or complaint concerning his or her employment relationship, including disciplinary action, or any claim of unfair treatment, discrimination, or retaliation relating to their wages, hours, or working conditions, is urged to bring it to the attention of his or her supervisor immediately. In order to facilitate doing so, we have established an “Open Door Policy”. This policy is an integral part of our practice of open communication, and we encourage its utilization, without fear of reprisal, whenever appropriate.

**Step 1: Store Manager/Shift Person:** All questions or complaints should first, if possible, be brought to the attention of the Associate’s immediate supervisor. He or she will do his or her best to resolve any problem or answer any question. It may be necessary for the supervisor to call the Human Resources Department for advice in the matter. After the matter has been brought to his or her attention, the supervisor will respond as soon as time permits.

**Step 2: Divisional Manager:** If, after discussion with the supervisor, the question or issue of concern has not been satisfactorily resolved, the next step the Associate should take would be to contact his or her Divisional Manager. The Divisional Manager will look into the issue and do his or her best to respond as soon as time permits.

**Step 3: Regional Manager/Vice President:** If the Associate is still dissatisfied with the handling of the complaint or question, he or she should submit his or her concern to a Regional Manager or Vice President. The Regional Manager or Vice President will review the situation, interview the Associate (if applicable), and respond as soon as time permits.

**Step 4: President:** The final step in the Open Door Policy, if the situation or concern remains unsettled, is to submit it to the President of In-N-Out Burger. This decision, with respect to the question or complaint, will constitute In-N-Out Burger’s final position on the issue.

While we encourage Associates to follow this outlined procedure whenever possible, we realize that there may be times when an Associate may feel uncomfortable voicing concerns to a specific individual or individuals. The most important aspect of any Open Door Policy is that the Associate’s concerns be addressed. With this in mind, if the Associate feels that it is necessary, he or she may talk to any individual listed in the chain of command, in any order.

**In addition, we have provided our Associates with a toll-free number (800) 864-1948, through which they can easily and anonymously convey any questions or concerns to the company. Associates can also report a concern via the web at [www.inobalert.com](http://www.inobalert.com). Furthermore, please be advised that reporting a problem or asking a question will be dealt with in a manner that preserves confidentiality to the extent that is possible and will not cause any form of retaliation against you. For more information, refer to the Open Door Line poster in your Store.**

Based on the provisions of state law and In-N-Out Burger’s policies, Associates are free to sever their employment relationship with In-N-Out Burger at their option at any time, either with or without cause or advance notice. In the same manner, In-N-Out Burger reserves the right to terminate its employment relationship with the Associate at will, either with or without cause or advance notice. Nothing in this procedure is intended to create an express or implied agreement that alters the employment-at-will relationship that exists.