

OTKUPMAN LAW FIRM, A LAW CORPORATION

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Westlake Village, CA 91362
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February 11, 2025

VIA ELECTRONIC FILING

Labor & Workforce Development Agency

VIA CERTIFIED MAIL

Cookies of Livermore LLC
4304 Las Positas Rd
Livermore, CA 94551
Certified mail # 9589 0710 5270 2390 8670 31

VIA CERTIFIED MAIL

Cookies of Livermore LLC
5827 N Channing Way
Meridian, ID 83646
Certified mail # 9589 0710 5270 2390 8670 48

VIA CERTIFIED MAIL

Agent for Service of Process
Sean Smith
9120 Castle Oaks Ct
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

Crumbl Cookies
43839 Pacific Commons Blvd
Fremont, CA 94538
Certified mail # 9589 0710 5270 2390 8670 62

VIA CERTIFIED MAIL

Cookies of Dublin LLC
9120 Castle Oaks Ct.
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

Crumbl – Pacific Commons
9120 Castle Oaks Ct.

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Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

Hub Cookies, LLC
9120 Castle Oaks Ct.
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

Cookies of Walnut Creek LLC
9120 Castle Oaks Ct.
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

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Cookies of Livermore LLC
9120 Castle Oaks Ct.
Newcastle, CA 95658
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VIA CERTIFIED MAIL

Cookies of San Ramon LLC
9120 Castle Oaks Ct.
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

South Valley Sweets, LLC
159 N. Main St.
Spanish Fork, UT 84660
Certified mail # 9589 0710 5270 2390 8670 79

VIA CERTIFIED MAIL

South Valley Sweets, LLC
3862 Fallon Rd
Dublin, CA 94568
Certified mail # 9589 0710 5270 2373 3675 34

VIA CERTIFIED MAIL

Crumbl – Dublin
9120 Castle Oaks Ct.
Newcastle, CA 95658

Certified mail # 9589 0710 5270 2390 8670 55

VIA CERTIFIED MAIL

Cookies Queens, LLC dba Crumble – Walnut Creek
159 N. Main St.
Spanish Fork, UT 84660
Certified mail # 9589 0710 5270 2390 8670 79

VIA CERTIFIED MAIL

Crumbl – Walnut Creek
9120 Castle Oaks Ct.
Newcastle, CA 95658
Certified mail # 9589 0710 5270 2390 8670 55

Re: ***Merisa Zwicker v. Cookies of Livermore LLC, Crumbl Cookies, Cookies of Dublin LLC, Crumbl – Pacific Commons, Hub Cookies, LLC, Cookies of Walnut Creek LLC, Cookies of San Ramon LLC, South Valley Sweets, LLC, Crumbl – Dublin, Cookies Queens, LLC dba Crumble – Walnut Creek, Crumbl – Walnut Creek – Compliance Letter of California Labor Code § 2698 – Private Attorneys General Act***

Dear Sir or Madam:

This office represents Merisa Zwicker (“Plaintiff”), a former California employee of Cookies of Livermore LLC, Crumbl Cookies, Cookies of Dublin LLC, Crumbl – Pacific Commons, Hub Cookies, LLC, Cookies of Walnut Creek LLC, Cookies of San Ramon LLC, South Valley Sweets, LLC, Crumbl – Dublin, Cookies Queens, LLC dba Crumble – Walnut Creek, Crumbl – Walnut Creek (“Defendants”). The purpose of this letter is to comply with the Private Attorneys General Act of 2004, pursuant to California Labor Code § 2698 *et seq.*

Our client worked for Defendant in Northern California. Herein we set forth the facts and theories of California Labor Code violations which we allege Defendant engaged in with respect to our client and other of its California non-exempt employees.

Plaintiff began working for Defendants in or around September of 2022. While working for Defendant as a Shift Lead, Plaintiff was earning (\$18.00) dollars per hour.

Plaintiff and Defendant’s California employees were routinely unable, and not authorized to take their 10-minute rest periods and were also unable to take an uninterrupted 30-minute meal break for every shift they worked. Specifically, Plaintiff and Defendant’s California employees were forced to continue working through their meal and rest breaks in order to assist Defendant’s needs. Because of this, Plaintiff and Defendant’s California employees were unable to take their required meal and rest breaks. Moreover, Defendants failed to pay premium wages of one hour’s pay for each missed meal and rest break to Plaintiff and Defendant’s California employees who were

denied timely meal and rest breaks, in violation of Labor Code §§ 226.7, 512, and 558, and IWC Order No. 5-2001, Section 12.

Plaintiff and Defendant's California employees were required to work off the clock for Defendant. Defendant routinely made Plaintiff and its California employees wait in line for the time clocks to become available to clock in. The time spent waiting in line took Plaintiff on the average of 1 minute to complete. Plaintiff and Defendant's California employees were asked to perform tasks prior to clocking in such as cleaning and assisting customers, without being compensated for it. It took Plaintiff on the average of 15 minutes to complete these tasks. Plaintiff and Defendant's California employees were also required to use their personal cell phone for work-related activities while off the clock, such as texting/calling supervisor/boss, and download work apps, without being compensated for it. It took Plaintiff on the average of 1 hour a day to complete these tasks. Defendants did not compensate Plaintiff and Defendant's California employees if these tasks were completed outside of her regular work hours. These excess hours were not recorded on our client's and Defendant's California employees wage statements. Plaintiff and Defendant's California employees should have been compensated for that time, but he was not in violation of Labor Code Sections 510, 1194, and 1194.2. As a result, Plaintiff and Defendant's California employees were not paid for all hours worked including all straight time wages, and overtime wages. These failures to pay wages constitute violations of Labor Code § 510 and 1194.

Plaintiff also claims that Defendant has failed to pay all overtime wages due to non-exempt employees. As a result, employees are not properly compensated for work performance in excess of eight (8) hours in a workday and work performed in excess of forty (40) hours in a workweek at a rate of no less than one and one-half times the regular rate of pay. Employees of Defendant regularly work in excess of eight (8) hours in a day or more than forty (40) hours per week and do not receive overtime compensation at a rate of one and one half of their regular rate. Plaintiff and Defendant's California employees were forced to work overtime and were not paid for all hours worked including all straight time wages, and overtime wages. These failures to pay all overtime wages constitute violations of Labor Code §§ 510, 1194, 1194.2.

Defendants failed to issue Plaintiff and Defendant's California employees accurately itemized wage statements. As Defendants failed to compensate Plaintiff and Defendants' California employees with all wages due, as detailed above, their wage statements failed to accurately state all gross wages earned, in violation of Labor Code § 226(a)(1), total hours worked, in violation of Labor Code § 226(a)(2), net wages earned, in violation of Labor Code § 226(a)(5). Plaintiff and the California employees wage statements' failed to accurately state the name and address of the legal entity that is the employer in violation of Labor Code § 226(a)(8), and all applicable hourly rates during the pay period and the corresponding number of hours worked, in violation of Labor Code § 226(a)(9), as a result of Defendants' failure to pay all overtime wages due. These violations also violate Labor Code §§ 226(e) and 226.3 with respect to Plaintiff and Defendants' California employees.

Defendants knowingly and intentionally failed to provide Plaintiff and Defendant's California employees timely, accurate, itemized wage statements in accordance with Labor Code § 226 and

keep accurate records as required by §1174(d). The statements provided to Plaintiff and Defendant's California employees, and the records maintained by Defendants, have not accurately reflected actual gross wages earned, including pay for all hours worked, overtime, and meal/rest premiums, and total hour worked.

Our client further alleges that Defendants paid her and Defendant's California employees their final wages beyond the time frames set forth in Labor Code §§ 201 and 202. As they were not paid all wages due and owing throughout the course of their employment as a result of Defendants' failure to pay all premium wages as detailed above, at the time of their separation, they were not paid all final wages due and owing for the entirety of their employment. This violates Labor Code §§ 201-203.

Defendant pays Plaintiff and it's California employees on a weekly basis and has failed to comply with Labor Code § 204(a) which holds that wages earned on a weekly basis must be paid no later than seven calendar days following the close of the payroll period. Due to the violations described above, Plaintiff and Defendant's California employees did not receive all of their wages earned in a timely manner as required by Labor Code § 204(a)(b).

Defendant failed to reimburse Plaintiff and Defendant's California employees for the mileage they incurred performing certain tasks or running errands on behalf of Defendant. Defendant also failed to reimburse Plaintiff and Defendant's California employees for their uniform maintenance. Defendant further failed to reimburse its California employees for using their personal cell phones for the benefit of Defendant. Labor Code section 2802 provides that "[a]n employer shall indemnify his or her employee for all necessary expenditures or losses incurred by the employee in direct consequence of the discharge of his or her duties." As such, Plaintiff and Defendant's California employees have incurred reasonable and necessary expenses in the course of their job duties, which were not reimbursed by Defendant, in violation of Labor Code § 2802.

Plaintiff alleges that Defendant did not provide Plaintiff and Defendant's California employees with a seat, in violation of California Labor Code § 1198 and Wage Order 7-2001, § 14. Plaintiff was required to stand for extended periods of time despite the fact that the nature of her work did not require that he remain standing at all times. California Labor Code § 1198 makes it illegal to employ an employee under conditions of labor that are prohibited by the applicable Wage Order. By failing to provide Plaintiff and Defendant's California employees with suitable seating in violation of § 14 of Wage Order 7-2001, Defendant violated California Labor Code § 1198.

Defendants failed to pay all wages earned to Plaintiff and Defendant's California employees as a result of the unlawful employment policies and practices herein. As a result of these practices, Plaintiff and Defendant's California employees were underpaid for hours worked, including overtime and penalty wages, and this underpayment resulted in a failure to pay all wages owed twice per month. Due to this failure, Defendants are liable under Labor Code § 210 for failure to pay wages as required by law.

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We invite Defendants or its attorney(s) to contact our office to discuss this matter, including whether an early resolution of the claims can be reached.

Our office awaits your response.

Very truly yours,

OTKUPMAN LAW FIRM

A handwritten signature in black ink, appearing to be 'Roman Otkupman', is written over a horizontal line.

ROMAN OTKUPMAN