

BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

Norman B. Blumenthal (State Bar #068687)

Kyle R. Nordrehaug (State Bar #205975)

Aparajit Bhowmik (State Bar #248066)

Nicholas J. De Blouw (State Bar #280922)

2255 Calle Clara

La Jolla, CA 92037

Telephone: (858)551-1223

Facsimile: (858) 551-1232

Website: www.bamlawca.com

Attorneys for Plaintiff

SUPERIOR COURT OF THE STATE OF CALIFORNIA**IN AND FOR THE COUNTY OF ALAMEDA**

JILEEA JORDAN, an individual, on behalf of
herself and on behalf of all persons similarly
situated, and on behalf of the State of
California as a private attorney general.

Plaintiff,

vs.

WAX CENTER PARTNERS
INTERMEDIATE HOLDCO LLC, a Limited
Liability Company; WAX CENTER
PARTNERS HOLDCO LLC, a Limited
Liability Company; and DOES 1 through 50,
inclusive,

Defendants.

Lead Case No. 22CV018596

[*Related Case:* 22CV024363]**FIRST AMENDED CLASS AND
REPRESENTATIVE CLASS ACTION
COMPLAINT FOR:**

1. UNFAIR COMPETITION IN VIOLATION OF CAL. BUS. & PROF. CODE §§ 17200, *et seq.*;
2. FAILURE TO PAY MINIMUM WAGES IN VIOLATION OF CAL. LAB. CODE §§ 1194, 1197 & 1197.1;
3. FAILURE TO PAY OVERTIME WAGES IN VIOLATION OF CAL. LAB. CODE § 510;
4. FAILURE TO PROVIDE REQUIRED MEAL PERIODS IN VIOLATION OF CAL. LAB. CODE §§ 226.7 & 512 AND THE APPLICABLE IWC WAGE ORDER;
5. FAILURE TO PROVIDE REQUIRED REST PERIODS IN VIOLATION OF CAL. LAB. CODE §§ 226.7 & 512 AND THE APPLICABLE IWC WAGE ORDER;
6. FAILURE TO PROVIDE ACCURATE ITEMIZED STATEMENTS IN VIOLATION OF CAL. LAB. CODE § 226;
7. FAILURE TO REIMBURSE EMPLOYEES FOR REQUIRED EXPENSES IN VIOLATION OF CAL. LAB. CODE § 2802;
8. FAILURE TO PROVIDE WAGES WHEN DUE IN VIOLATION OF CAL. LAB. CODE §§ 201, 202 AND 203; and,
9. FAILURE TO PAY SICK PAY WAGES IN VIOLATION OF CAL. LAB. CODE §§ 201-204, 233, 246
10. WRONGFUL TERMINATION IN VIOLATION OF PUBLIC POLICY
11. VIOLATION OF THE PRIVATE ATTORNEYS GENERAL ACT [LABOR CODE §§ 2698, *et seq.*]

DEMAND FOR A JURY TRIAL

1 Plaintiff Jileea Jordan (“PLAINTIFF”), an individual, on behalf of herself and all other
2 similarly situated current and former employees alleges on information and belief, except for
3 her own acts and knowledge which are based on personal knowledge, the following:

4
5 **THE PARTIES**

6 1. Defendant Wax Center Partners Intermediate Holdco LLC is a limited liability
7 company that at all relevant times mentioned herein conducted and continues to conduct
8 substantial business in the state of California.

9 2. Defendant Wax Center Partners Holdco LLC is a limited liability company that
10 at all relevant times mentioned herein conducted and continues to conduct substantial business
11 in the state of California.

12 3. PLAINTIFF alleges there has existed a unity of interest and ownership between
13 these Defendants such that any individuality and separateness between the entities has ceased.
14 Defendants Wax Center Partners Intermediate Holdco LLC and Wax Center Partners Holdco
15 LLC are therefore alter egos of each other. Adherence to the fiction of the separate existence
16 of would permit an abuse of the corporative privilege, and would promote injustice by
17 protecting Wax Center Partners Intermediate Holdco LLC and Wax Center Partners Holdco
18 LLC from liability for the wrongful acts committed by them. As evidenced by PLAINTIFF’s
19 paychecks and company documents, Defendants Wax Center Partners Intermediate Holdco LLC
20 and Wax Center Partners Holdco LLC were joint employers of PLAINTIFF and are referred
21 to herein as (“DEFENDANT”).

22 4. DEFENDANT offers waxing services and other skin care solutions from certified
23 wax specialists.

24 5. PLAINTIFF was employed by DEFENDANT in California from February 18,
25 2022 to April 26, 2022 and was at all times classified by DEFENDANT as a non-exempt
26 employee, paid on an hourly basis, and entitled to the legally required meal and rest periods and
27 payment of minimum and overtime wages due for all time worked.

28 6. PLAINTIFF brings this Class Action on behalf of herself and a California class,

1 defined as all individuals who are or previously were employed by Wax Center Partners
2 Intermediate Holdco LLC and/or Wax Center Partners Holdco LLC in California, including any
3 employees staffed with Wax Center Partners Intermediate Holdco LLC and/or Wax Center
4 Partners Holdco LLC by a third party, and classified as non-exempt employees (the
5 “CALIFORNIA CLASS”) at any time during the period September 27, 2018 to the earlier of
6 preliminary approval or August 17, 2023 (the “CALIFORNIA CLASS PERIOD”). The amount
7 in controversy for the aggregate claim of CALIFORNIA CLASS Members is under five million
8 dollars (\$5,000,000.00).

9
10 7. PLAINTIFF brings this Class Action on behalf of herself and a CALIFORNIA
11 CLASS in order to fully compensate the CALIFORNIA CLASS for their losses incurred
12 during the CALIFORNIA CLASS PERIOD caused by DEFENDANT’s policy and practice
13 which failed to lawfully compensate these employees. DEFENDANT’s policy and practice
14 alleged herein was an unlawful, unfair and deceptive business practice whereby
15 DEFENDANT retained and continues to retain wages due PLAINTIFF and the other
16 members of the CALIFORNIA CLASS. PLAINTIFF and the other members of the
17 CALIFORNIA CLASS seek an injunction enjoining such conduct by DEFENDANT in the
18 future, relief for the named PLAINTIFF and the other members of the CALIFORNIA
19 CLASS who have been economically injured by DEFENDANT’s past and current unlawful
20 conduct, and all other appropriate legal and equitable relief.

21 8. The true names and capacities, whether individual, corporate, subsidiary,
22 partnership, associate or otherwise of defendants DOES 1 through 50, inclusive, are
23 presently unknown to PLAINTIFF who therefore sues these Defendants by such fictitious
24 names pursuant to Cal. Civ. Proc. Code § 474. PLAINTIFF will seek leave to amend this
25 Complaint to allege the true names and capacities of Does 1 through 50, inclusive, when
26 they are ascertained. PLAINTIFF is informed and believes, and based upon that information
27 and belief alleges, that the Defendants named in this Complaint, including DOES 1 through
28

1 50, inclusive, are responsible in some manner for one or more of the events and happenings
2 that proximately caused the injuries and damages hereinafter alleged.

3 9. The agents, servants and/or employees of the Defendants and each of them
4 acting on behalf of the Defendants acted within the course and scope of his, her or its
5 authority as the agent, servant and/or employee of the Defendants, and personally
6 participated in the conduct alleged herein on behalf of the Defendants with respect to the
7 conduct alleged herein. Consequently, the acts of each Defendant are legally attributable to
8 the other Defendants and all Defendants are jointly and severally liable to PLAINTIFF and
9 the other members of the CALIFORNIA CLASS, for the loss sustained as a proximate result
10 of the conduct of the Defendants' agents, servants and/or employees.

11 THE CONDUCT

12
13 10. Pursuant to the Industrial Welfare Commission Wage Orders, DEFENDANT
14 was required to pay PLAINTIFF and CALIFORNIA CLASS Members for all their time
15 worked, meaning the time during which an employee is subject to the control of an
16 employer, including all the time the employee is suffered or permitted to work.
17 DEFENDANT requires PLAINTIFF and CALIFORNIA CLASS Members to work without
18 paying them for all the time they are under DEFENDANT's control. Among other things,
19 DEFENDANT requires PLAINTIFF to work while clocked out during what is supposed to
20 be PLAINTIFF's off-duty meal break. PLAINTIFF was from time to time interrupted by
21 work assignments while clocked out for what should have been PLAINTIFF's off-duty meal
22 break. PLAINTIFF and CALIFORNIA CLASS Members also worked off the clock with
23 respect to time spent undergoing mandatory drug testing or any other testing and/or
24 examination required as a condition of employment. DEFENDANT, as a matter of
25 established company policy and procedure, administers a uniform practice of rounding the
26 actual time worked and recorded by PLAINTIFF and CALIFORNIA CLASS Members,
27 always to the benefit of DEFENDANT, so that during the course of their employment,
28 PLAINTIFF and CALIFORNIA CLASS Members are paid less than they would have been

1 paid had they been paid for actual recorded time rather than “rounded” time. Additionally,
2 DEFENDANT engages in the practice of requiring PLAINTIFF and CALIFORNIA CLASS
3 Members to perform work off the clock in that DEFENDANT, as a condition of
4 employment, required these employees to submit to mandatory temperature checks and
5 symptom questionnaires for COVID-19 screening prior to clocking into DEFENDANT’s
6 timekeeping system for the workday. As a result, PLAINTIFF and other CALIFORNIA
7 CLASS Members forfeit minimum wage, overtime wage compensation, and off-duty meal
8 breaks by working without their time being correctly recorded and without compensation at
9 the applicable rates. DEFENDANT’s policy and practice not to pay PLAINTIFF and other
10 CALIFORNIA CLASS Members for all time worked, is evidenced by DEFENDANT’s
11 business records.

12 11. Industrial Welfare Commission Wage Order 4-2001 provides: “Every
13 employer shall pay to each employee, on the established payday for the period involved, not
14 less than the applicable minimum wage for all hours worked in the payroll period, whether
15 the remuneration is measured by time, piece, commission, or otherwise.” “Hours worked” is
16 defined in the Wage Order as “the time during which an employee is subject to the control of
17 an employer, and includes all the time the employee is suffered or permitted to work,
18 whether or not required to do so.” Here, PLAINTIFF and CALIFORNIA CLASS Members
19 were entitled to separate hourly compensation for time spent performing other non-therapy
20 tasks directed by DEFENDANT during their work shifts. In addition, because
21 DEFENDANT fomr time to time paid PLAINTIFF and other CALIFORNIA CLASS
22 Members on a piece rate basis, DEFENDANT also failed to compensate PLAINTIFF and
23 other CALIFORNIA CLASS Members for their rest periods as required by the applicable
24 Wage Order and Labor Code. DEFENDANT did not have a policy or practice which paid
25 for off-duty rest periods to PLAINTIFF and the other CALIFORNIA CLASS Members. As
26 a result, DEFENDANT’s failure to provide PLAINTIFF and other CALIFORNIA CLASS
27 Members with all the legally required paid rest periods is evidenced by DEFENDANT’s
28 business records.

1 12. State and federal law provides that employees must be paid overtime and meal
2 and rest break premiums at one-and-one-half times their “regular rate of pay.” PLAINTIFF
3 and other CALIFORNIA CLASS Members are compensated at an hourly rate plus incentive
4 pay that is tied to specific elements of an employee’s performance.

5 13. The second component of PLAINTIFF’s and other CALIFORNIA CLASS
6 Members’ compensation is DEFENDANT’s non-discretionary incentive program that paid
7 PLAINTIFF and other CALIFORNIA CLASS Members incentive wages based on their
8 performance for DEFENDANT. The non-discretionary incentive program provided all
9 employees paid on an hourly basis with incentive compensation when the employees met the
10 various performance goals set by DEFENDANT. However, when calculating the regular
11 rate of pay in order to pay overtime and meal and rest break premiums to PLAINTIFF and
12 other CALIFORNIA CLASS Members, DEFENDANT failed to include the incentive
13 compensation as part of the employees’ “regular rate of pay” for purposes of calculating
14 overtime pay and meal and rest break premium pay. Management and supervisors described
15 the incentive program to potential and new employees as part of the compensation package.
16 As a matter of law, the incentive compensation received by PLAINTIFF and other
17 CALIFORNIA CLASS Members must be included in the “regular rate of pay.” The failure
18 to do so has resulted in a underpayment of overtime compensation and meal and rest break
19 premiums to PLAINTIFF and other CALIFORNIA CLASS Members by DEFENDANT.

20 14. As a result of their rigorous work schedules, PLAINTIFF and other
21 CALIFORNIA CLASS Members were from time to time unable to take thirty (30) minute
22 off duty meal breaks and were not fully relieved of duty for their meal periods. PLAINTIFF
23 and other CALIFORNIA CLASS Members were required from time to time to perform
24 work as ordered by DEFENDANT for more than five (5) hours during some shifts without
25 receiving a meal break. Further, DEFENDANT from time to time failed to provide
26 PLAINTIFF and CALIFORNIA CLASS Members with a second off-duty meal period for
27 some workdays in which these employees were required by DEFENDANT to work ten (10)
28 hours of work. DEFENDANT also engaged in the practice of rounding the meal period

1 times to avoid paying penalties to PLAINTIFF and other CALIFORNIA CLASS Members.
2 PLAINTIFF and other members of the CALIFORNIA CLASS therefore forfeit meal breaks
3 without additional compensation and in accordance with DEFENDANT's corporate policy
4 and practice.

5 15. During the CALIFORNIA CLASS PERIOD, PLAINTIFF and other
6 CALIFORNIA CLASS Members were also required from time to time to work in excess of
7 four (4) hours without being provided ten (10) minute rest periods. Further, these employees
8 were denied their first rest periods of at least ten (10) minutes for some shifts worked of at
9 least two (2) to four (4) hours from time to time, a first and second rest period of at least ten
10 (10) minutes for some shifts worked of between six (6) and eight (8) hours from time to
11 time, and a first, second and third rest period of at least ten (10) minutes for some shifts
12 worked of ten (10) hours or more from time to time. PLAINTIFF and other CALIFORNIA
13 CLASS Members were also not provided with one hour wages in lieu thereof. Additionally,
14 the applicable California Wage Order requires employers to provide employees with off-
15 duty rest periods, which the California Supreme Court defined as time during which an
16 employee is relieved from all work related duties and free from employer control. In so
17 doing, the Court held that the requirement under California law that employers authorize and
18 permit all employees to take rest period means that employers must relieve employees of all
19 duties and relinquish control over how employees spend their time which includes control
20 over the locations where employees may take their rest period. Employers cannot impose
21 controls that prohibit an employee from taking a brief walk - five minutes out, five minutes
22 back. Here, DEFENDANT's policy restricted PLAINTIFF and other CALIFORNIA
23 CLASS Members from unconstrained walks and is unlawful based on DEFENDANT's rule
24 which states PLAINTIFF and other CALIFORNIA CLASS Members cannot leave the work
25 premises during their rest period.

26 16. During the CALIFORNIA CLASS PERIOD, DEFENDANT failed to
27 accurately record and pay PLAINTIFF and other CALIFORNIA CLASS Members for the
28 actual amount of time these employees worked. Pursuant to the Industrial Welfare

1 Commission Wage Orders, DEFENDANT was required to pay PLAINTIFF and other
2 CALIFORNIA CLASS Members for all time worked, meaning the time during which an
3 employee was subject to the control of an employer, including all the time the employee was
4 permitted or suffered to permit this work. DEFENDANT required these employees to work
5 off the clock without paying them for all the time they were under DEFENDANT's control.
6 As such, DEFENDANT knew or should have known that PLAINTIFF and the other
7 members of the CALIFORNIA CLASS were under compensated for all time worked. As a
8 result, PLAINTIFF and other CALIFORNIA CLASS Members forfeited time worked by
9 working without their time being accurately recorded and without compensation at the
10 applicable minimum wage and overtime wage rates. To the extent that the time worked off
11 the clock does not qualify for overtime premium payment, DEFENDANT fails to pay
12 minimum wages for the time worked off-the-clock in violation of Cal. Lab. Code §§ 1194,
13 1197, and 1197.1.

14 17. From time to time, DEFENDANT also failed to provide PLAINTIFF and the
15 other members of the CALIFORNIA CLASS with complete and accurate wage statements
16 which failed to show, among other things, the correct gross and net wages earned. Cal. Lab.
17 Code § 226 provides that every employer shall furnish each of his or her employees with an
18 accurate itemized wage statement in writing showing, among other things, gross wages
19 earned and all applicable hourly rates in effect during the pay period and the corresponding
20 amount of time worked at each hourly rate. DEFENDANT violated Cal. Lab. Code
21 226(a)(8) by failing to list the correct name of the legal entity that employed PLAINTIFF
22 and other CALIFORNIA CLASS Members. PLAINTIFF and CALIFORNIA CLASS
23 Members were paid on an hourly basis. As such, the wage statements should reflect all
24 applicable hourly rates during the pay period and the total hours worked, and the applicable
25 pay period in which the wages were earned pursuant to California Labor Code Section
26 226(a). The wage statements DEFENDANT provided to PLAINTIFF and other
27 CALIFORNIA CLASS Members failed to identify such information. More specifically, the
28 wage statements failed to identify the accurate total hours worked each pay period. When

1 the hours shown on the wage statements were added up, they did not equal the actual total
2 hours worked during the pay period in violation of Cal. Lab. Code 226(a)(2). Aside, from
3 the violations listed above in this paragraph, DEFENDANT failed to issue to PLAINTIFF
4 an itemized wage statement that lists all the requirements under California Labor Code 226
5 *et seq.* As a result, DEFENDANT from time to time provided PLAINTIFF and the other
6 members of the CALIFORNIA CLASS with wage statements which violated Cal. Lab. Code
7 § 226.

8 18. Cal. Lab. Code § 204(d) provides, the requirements of this section shall be
9 deemed satisfied by the payment of wages for weekly, biweekly, or semimonthly payroll if
10 the wages are paid not more than seven (7) calendar days following the close of the payroll
11 period. Cal. Lab. Code § 210 provides:

12 [I]n addition to, and entirely independent and apart from, any other penalty provided
13 in this article, every person who fails to pay the wages of each employee as provided
14 in Sections. . . 204. . . shall be subject to a civil penalty as follows: (1) For any initial
15 violation, one hundred dollars (\$100) for each failure to pay each employee; (2) For
each subsequent violation, or any willful or intentional violation, two hundred dollars
(\$200) for each failure to pay each employee, plus 25 percent of the amount
unlawfully withheld.

16 19. DEFENDANT from time to time failed to pay PLAINTIFF and members of
17 the CALIFORNIA LABOR SUB-CLASS Members within eleven (11) days of the close of
18 the payroll period in accordance with Cal. Lab. Code § 204(a).

19 20. DEFENDANT underpaid sick pay wages to PLAINTIFF and other
20 CALIFORNIA CLASS Members by failing to pay such wages at the regular rate of pay in
21 violation of Cal. Lab. Code Section 246. Specifically, PLAINTIFF and other non-exempt
22 employees earn non-discretionary remuneration. Rather than pay sick pay at the regular rate
23 of pay, DEFENDANT underpaid sick pay to PLAINTIFF and other CALIFORNIA CLASS
24 Members at their base rates of pay.

25 21. Cal. Lab. Code Section 246(1)(2) requires that paid sick time for nonexempt
26 employees be calculated by dividing the employee's total wages, not including overtime
27 premium pay, by the employee's total hours worked in the full pay periods of the prior 90
28 days of employment.

1 22. DEFENDANT violated Cal. Lab. Code Section 246 by failing to pay sick pay
2 at the regular rate of pay. PLAINTIFF and CALIFORNIA CLASS Members routinely
3 earned non-discretionary incentive wages which increased their regular rate of pay.
4 However, when sick pay was paid, it was paid at the base rate of pay for PLAINTIFF and
5 members of the CALIFORNIA CLASS, as opposed to the correct, higher regular rate of pay,
6 as required under Cal. Lab. Code Section 246.

7 23. As a pattern and practice, DEFENDANT regularly failed to pay PLAINTIFF
8 and other members of the CALIFORNIA CLASS their correct wages and accordingly owe
9 waiting time penalties pursuant to Cal. Lab. Code Section 203. Further, PLAINTIFF is
10 informed and believes and based thereon alleges that such failure to pay sick pay at regular
11 rate was willful, such that PLAINTIFF and members of the CALIFORNIA CLASS whose
12 employment has separated are entitled to waiting time penalties pursuant to Cal. Lab. Code
13 Sections 201-203.

14 24. Pursuant to Cal. Lab. Code Section 221, "It shall be unlawful for any employer
15 to collect or receive from an employee any part of wages theretofore paid by said employer
16 to said employee." DEFENDANT failed to pay all compensation due to PLAINTIFF and
17 other CALIFORNIA LABOR SUB-CLASS Members, made unlawful deductions from
18 compensation payable to PLAINTIFF and CALIFORNIA LABOR SUB-CLASS Members,
19 failed to disclose all aspects of the deductions from compensation payable to PLAINTIFF
20 and CALIFORNIA LABOR SUB-CLASS Members, and thereby failed to pay these
21 employees all wages due at each applicable pay period and upon termination. PLAINTIFF
22 and members of the CALIFORNIA LABOR SUB-CLASS seek recovery of all illegal
23 deductions from wages according to proof, related penalties, interest, attorney fees and costs.

24 25. DEFENDANT intentionally and knowingly failed to reimburse and indemnify
25 PLAINTIFF and the other CALIFORNIA CLASS Members for required business expenses
26 incurred by the PLAINTIFF and other CALIFORNIA CLASS Members in direct
27 consequence of discharging their duties on behalf of DEFENDANT. Under California
28 Labor Code Section 2802, employers are required to indemnify employees for all expenses

1 incurred in the course and scope of their employment. Cal. Lab. Code § 2802 expressly
2 states that "an employer shall indemnify his or her employee for all necessary expenditures
3 or losses incurred by the employee in direct consequence of the discharge of his or her
4 duties, or of his or her obedience to the directions of the employer, even though unlawful,
5 unless the employee, at the time of obeying the directions, believed them to be unlawful."

6 26. In the course of their employment PLAINTIFF and other CALIFORNIA
7 CLASS Members as a business expense, were required by DEFENDANT to use their own
8 personal cellular phones as a result of and in furtherance of their job duties as employees for
9 DEFENDANT but are not reimbursed or indemnified by DEFENDANT for the cost
10 associated with the use of their personal cellular phones and home offices for
11 DEFENDANT's benefit. Specifically, PLAINTIFF and other CALIFORNIA CLASS
12 Members were required by DEFENDANT to use their personal cellular phones and home
13 offices. As a result, in the course of their employment with DEFENDANT, PLAINTIFF
14 and other members of the CALIFORNIA CLASS incurred unreimbursed business expenses
15 which included, but were not limited to, costs related to the use of their personal cellular
16 phones and home offices all on behalf of and for the benefit of DEFENDANT.

17 27. Specifically as to PLAINTIFF, DEFENDANT failed to provide all the legally
18 required off-duty meal and rest breaks to PLAINTIFF as required by the applicable Wage
19 Order and Labor Code and failed to pay PLAINTIFF all minimum and overtime wages due
20 to PLAINTIFF. DEFENDANT did not have a policy or practice which provided timely off-
21 duty meal and rest breaks to PLAINTIFF and also failed to compensate PLAINTIFF for
22 PLAINTIFF's missed meal and rest breaks. The nature of the work performed by the
23 PLAINTIFF did not prevent PLAINTIFF from being relieved of all of PLAINTIFF's duties
24 for the legally required off-duty meal periods. As a result, DEFENDANT's failure to
25 provide PLAINTIFF with the legally required meal periods is evidenced by DEFENDANT's
26 business records. DEFENDANT also failed to pay PLAINTIFF all her vacation wages due
27 to her at the time of termination. The amount in controversy for PLAINTIFF individually
28 does not exceed the sum or value of \$75,000.

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1 32. DEFENDANT, as a matter of company policy, practice and procedure, and in
2 violation of the applicable Labor Code, Industrial Welfare Commission (“IWC”) Wage
3 Order requirements, and the applicable provisions of California law, intentionally,
4 knowingly, and wilfully, engaged in a practice whereby DEFENDANT failed to record all
5 meal and rest breaks missed by PLAINTIFF and other CALIFORNIA CLASS Members,
6 even though DEFENDANT enjoyed the benefit of this work, required employees to perform
7 this work and permits or suffers to permit this work.

8 33. DEFENDANT has the legal burden to establish that each and every
9 CALIFORNIA CLASS Member was paid accurately for all meal and rest breaks missed as
10 required by California laws. The DEFENDANT, however, as a matter of policy and
11 procedure failed to have in place during the CALIFORNIA CLASS PERIOD and still fails
12 to have in place a policy or practice to ensure that each and every CALIFORNIA CLASS
13 Member is paid as required by law. This common business practice is applicable to each
14 and every CALIFORNIA CLASS Member can be adjudicated on a class-wide basis as
15 unlawful, unfair, and/or deceptive under Cal. Business & Professions Code §§ 17200, *et seq.*
16 (the “UCL”) as causation, damages, and reliance are not elements of this claim.

17 34. The CALIFORNIA CLASS, is so numerous that joinder of all CALIFORNIA
18 CLASS Members is impracticable.

19 35. DEFENDANT violated the rights of the CALIFORNIA CLASS under
20 California law by:

- 21 (a) Committing an act of unfair competition in violation of , Cal. Bus. &
22 Prof. Code §§ 17200, *et seq.* (the "UCL"), by unlawfully, unfairly
23 and/or deceptively having in place company policies, practices and
24 procedures that failed to record and pay PLAINTIFF and the other
25 members of the CALIFORNIA CLASS for all time worked, including
26 minimum wages owed and overtime wages owed for work performed
27 by these employees; and,
28

- 1 (b) Committing an act of unfair competition in violation of the UCL, by
2 failing to provide the PLAINTIFF and the other members of the
3 CALIFORNIA CLASS with the legally required meal and rest periods.

4 36. This Class Action meets the statutory prerequisites for the maintenance of a
5 Class Action as set forth in Cal. Code of Civ. Proc. § 382, in that:

- 6 (a) The persons who comprise the CALIFORNIA CLASS are so numerous
7 that the joinder of all such persons is impracticable and the disposition
8 of their claims as a class will benefit the parties and the Court;
- 9 (b) Nearly all factual, legal, statutory, declaratory and injunctive relief
10 issues that are raised in this Complaint are common to the
11 CALIFORNIA CLASS will apply to every member of the
12 CALIFORNIA CLASS;
- 13 (c) The claims of the representative PLAINTIFF are typical of the claims
14 of each member of the CALIFORNIA CLASS. PLAINTIFF, like all
15 the other members of the CALIFORNIA CLASS, was classified as a
16 non-exempt employee paid on an hourly basis who was subjected to the
17 DEFENDANT's deceptive practice and policy which failed to provide
18 the legally required meal and rest periods to the CALIFORNIA CLASS
19 and thereby underpaid compensation to PLAINTIFF and
20 CALIFORNIA CLASS. PLAINTIFF sustained economic injury as a
21 result of DEFENDANT's employment practices. PLAINTIFF and the
22 members of the CALIFORNIA CLASS were and are similarly or
23 identically harmed by the same unlawful, deceptive and unfair
24 misconduct engaged in by DEFENDANT; and,
- 25 (d) The representative PLAINTIFF will fairly and adequately represent and
26 protect the interest of the CALIFORNIA CLASS, and has retained
27 counsel who are competent and experienced in Class Action litigation.
28 There are no material conflicts between the claims of the representative

1 PLAINTIFF and the members of the CALIFORNIA CLASS that would
2 make class certification inappropriate. Counsel for the CALIFORNIA
3 CLASS will vigorously assert the claims of all CALIFORNIA CLASS
4 Members.

5 37. In addition to meeting the statutory prerequisites to a Class Action, this action
6 is properly maintained as a Class Action pursuant to Cal. Code of Civ. Proc. § 382, in that:

7 (a) Without class certification and determination of declaratory, injunctive,
8 statutory and other legal questions within the class format, prosecution
9 of separate actions by individual members of the CALIFORNIA
10 CLASS will create the risk of:

11 1) Inconsistent or varying adjudications with respect to individual
12 members of the CALIFORNIA CLASS which would establish
13 incompatible standards of conduct for the parties opposing the
14 CALIFORNIA CLASS; and/or,

15 2) Adjudication with respect to individual members of the
16 CALIFORNIA CLASS which would as a practical matter be
17 dispositive of interests of the other members not party to the
18 adjudication or substantially impair or impede their ability to
19 protect their interests.

20 (b) The parties opposing the CALIFORNIA CLASS have acted or refused
21 to act on grounds generally applicable to the CALIFORNIA CLASS,
22 making appropriate class-wide relief with respect to the CALIFORNIA
23 CLASS as a whole in that DEFENDANT failed to pay all wages due to
24 members of the CALIFORNIA CLASS as required by law;

25 1) With respect to the First Cause of Action, the final relief on
26 behalf of the CALIFORNIA CLASS sought does not relate
27 exclusively to restitution because through this claim
28 PLAINTIFF seeks declaratory relief holding that the

1 DEFENDANT's policy and practices constitute unfair
2 competition, along with declaratory relief, injunctive relief, and
3 incidental equitable relief as may be necessary to prevent and
4 remedy the conduct declared to constitute unfair competition;

5 (c) Common questions of law and fact exist as to the members of the
6 CALIFORNIA CLASS, with respect to the practices and violations of
7 California law as listed above, and predominate over any question
8 affecting only individual CALIFORNIA CLASS Members, and a Class
9 Action is superior to other available methods for the fair and efficient
10 adjudication of the controversy, including consideration of:

- 11 1) The interests of the members of the CALIFORNIA CLASS in
12 individually controlling the prosecution or defense of separate
13 actions in that the substantial expense of individual actions will
14 be avoided to recover the relatively small amount of economic
15 losses sustained by the individual CALIFORNIA CLASS
16 Members when compared to the substantial expense and burden
17 of individual prosecution of this litigation;
- 18 2) Class certification will obviate the need for unduly duplicative
19 litigation that would create the risk of:
 - 20 A. Inconsistent or varying adjudications with respect to
21 individual members of the CALIFORNIA CLASS, which
22 would establish incompatible standards of conduct for the
23 DEFENDANT; and/or,
 - 24 B. Adjudications with respect to individual members of the
25 CALIFORNIA CLASS would as a practical matter be
26 dispositive of the interests of the other members not
27 parties to the adjudication or substantially impair or
28 impede their ability to protect their interests;

- 1 3) In the context of wage litigation because a substantial number of
2 individual CALIFORNIA CLASS Members will avoid asserting
3 their legal rights out of fear of retaliation by DEFENDANT,
4 which may adversely affect an individual's job with
5 DEFENDANT or with a subsequent employer, the Class Action
6 is the only means to assert their claims through a representative;
7 and,
8 4) A class action is superior to other available methods for the fair
9 and efficient adjudication of this litigation because class
10 treatment will obviate the need for unduly and unnecessary
11 duplicative litigation that is likely to result in the absence of
12 certification of this action pursuant to Cal. Code of Civ. Proc. §
13 382.

14 38. This Court should permit this action to be maintained as a Class Action
15 pursuant to Cal. Code of Civ. Proc. § 382 because:

- 16 (a) The questions of law and fact common to the CALIFORNIA CLASS
17 predominate over any question affecting only individual CALIFORNIA
18 CLASS Members because the DEFENDANT's employment practices
19 are applied with respect to the CALIFORNIA CLASS;
20 (b) A Class Action is superior to any other available method for the fair
21 and efficient adjudication of the claims of the members of the
22 CALIFORNIA CLASS because in the context of employment litigation
23 a substantial number of individual CALIFORNIA CLASS Members
24 will avoid asserting their rights individually out of fear of retaliation or
25 adverse impact on their employment;
26 (c) The members of the CALIFORNIA CLASS are so numerous that it is
27 impractical to bring all members of the CALIFORNIA CLASS before
28 the Court;

- 1 (d) PLAINTIFF, and the other CALIFORNIA CLASS Members, will not
2 be able to obtain effective and economic legal redress unless the action
3 is maintained as a Class Action;
- 4 (e) There is a community of interest in obtaining appropriate legal and
5 equitable relief for the acts of unfair competition, statutory violations
6 and other improprieties, and in obtaining adequate compensation for
7 the damages and injuries which DEFENDANT's actions have inflicted
8 upon the CALIFORNIA CLASS;
- 9 (f) There is a community of interest in ensuring that the combined assets of
10 DEFENDANT are sufficient to adequately compensate the members of
11 the CALIFORNIA CLASS for the injuries sustained;
- 12 (g) DEFENDANT has acted or refused to act on grounds generally
13 applicable to the CALIFORNIA CLASS, thereby making final class-
14 wide relief appropriate with respect to the CALIFORNIA CLASS as a
15 whole;
- 16 (h) The members of the CALIFORNIA CLASS are readily ascertainable
17 from the business records of DEFENDANT; and,
- 18 (i) Class treatment provides manageable judicial treatment calculated to
19 bring a efficient and rapid conclusion to all litigation of all wage and
20 hour related claims arising out of the conduct of DEFENDANT as to
21 the members of the CALIFORNIA CLASS.

22 39. DEFENDANT maintains records from which the Court can ascertain and
23 identify by job title each of DEFENDANT's employees who have been intentionally
24 subjected to DEFENDANT's company policy, practices and procedures as herein alleged.
25 PLAINTIFF will seek leave to amend the Complaint to include any additional job titles of
26 similarly situated employees when they have been identified.

27 ///

28 ///

THE CALIFORNIA LABOR SUB-CLASS

40. PLAINTIFF further brings the Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth and Ninth causes Action on behalf of a California sub-class, defined as all members of the CALIFORNIA CLASS who are or previously were employed by Wax Center Partners Intermediate Holdco LLC and/or Wax Center Partners Holdco LLC in California, including any employees staffed with Wax Center Partners Intermediate Holdco LLC and/or Wax Center Partners Holdco LLC by a third party, and classified as non exempt employees (the “CALIFORNIA LABOR SUB-CLASS”) at any time during the period three (3) years prior to the filing of the complaint and ending on the date as determined by the Court (the “CALIFORNIA LABOR SUB-CLASS PERIOD”) pursuant to Cal. Code of Civ. Proc. § 382. The amount in controversy for the aggregate claim of CALIFORNIA LABOR SUB-CLASS Members is under five million dollars (\$5,000,000.00).

41. DEFENDANT, in violation of the applicable Labor Code, Industrial Welfare Commission (“IWC”) Wage Order requirements, and the applicable provisions of California law, intentionally, knowingly, and wilfully, engaged in a practice whereby DEFENDANT failed to correctly calculate compensation for the time worked by PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS and reporting time wages owed to these employees, even though DEFENDANT enjoyed the benefit of this work, required employees to perform this work and permitted or suffered to permit this work. DEFENDANT has denied these CALIFORNIA LABOR SUB-CLASS Members wages to which these employees are entitled in order to unfairly cheat the competition and unlawfully profit. To the extent equitable tolling operates to toll claims by the CALIFORNIA LABOR SUB-CLASS against DEFENDANT, the CALIFORNIA LABOR SUB-CLASS PERIOD should be adjusted accordingly.

42. DEFENDANT maintains records from which the Court can ascertain and identify by name and job title, each of DEFENDANT’s employees who have been intentionally subjected to DEFENDANT’s company policy, practices and procedures as

1 herein alleged. PLAINTIFF will seek leave to amend the complaint to include any
2 additional job titles of similarly situated employees when they have been identified.

3 43. The CALIFORNIA LABOR SUB-CLASS is so numerous that joinder of all
4 CALIFORNIA LABOR SUB-CLASS Members is impracticable.

5 44. Common questions of law and fact exist as to members of the CALIFORNIA
6 LABOR SUB-CLASS, including, but not limited, to the following:

- 7 (a) Whether DEFENDANT unlawfully failed to correctly calculate and pay
8 compensation due to members of the CALIFORNIA LABOR SUB-
9 CLASS for missed meal and rest breaks in violation of the California
10 Labor Code and California regulations and the applicable California
11 Wage Order;
- 12 (b) Whether DEFENDANT failed to provide the PLAINTIFF and the other
13 members of the CALIFORNIA LABOR SUB-CLASS with accurate
14 itemized wage statements;
- 15 (c) Whether DEFENDANT has engaged in unfair competition by the
16 above-listed conduct;
- 17 (d) The proper measure of damages and penalties owed to the members of
18 the CALIFORNIA LABOR SUB-CLASS; and,
- 19 (e) Whether DEFENDANT's conduct was willful.

20 45. DEFENDANT violated the rights of the CALIFORNIA LABOR SUB-
21 CLASS under California law by:

- 22 (a) Violating Cal. Lab. Code § 510, by failing to correctly pay the
23 PLAINTIFF and the members of the CALIFORNIA LABOR SUB-
24 CLASS all wages due for overtime worked, for which DEFENDANT is
25 liable pursuant to Cal. Lab. Code § 1194;
- 26 (b) Violating Cal. Lab. Code §§ 1194, 1197 & 1197.1 *et seq.*, by failing to
27 accurately pay PLAINTIFF and the members of the CALIFORNIA
28

- LABOR SUB-CLASS the correct minimum wage pay for which
DEFENDANT is liable pursuant to Cal. Lab. Code §§ 1194 and 1197;
- (c) Violating Cal. Lab. Code § 226, by failing to provide PLAINTIFF and the members of the CALIFORNIA LABOR SUB-CLASS with an accurate itemized statement in writing showing the corresponding correct amount of wages earned by the employee;
 - (d) Violating Cal. Lab. Code §§ 226.7 and 512, by failing to provide PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS with all legally required off-duty, uninterrupted thirty (30) minute meal breaks and the legally required off-duty rest breaks;
 - (e) Violating Cal. Lab. Code §§ 201, 202 and/or 203, which provides that when an employee is discharged or quits from employment, the employer must pay the employee all wages due without abatement, by failing to tender full payment and/or restitution of wages owed or in the manner required by California law to the members of the CALIFORNIA LABOR SUB-CLASS who have terminated their employment; and,
 - (f) Violating Cal. Lab. Code § 2802 by failing to reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS members with necessary expenses incurred in the discharge of their job duties.

46. This Class Action meets the statutory prerequisites for the maintenance of a Class Action as set forth in Cal. Code of Civ. Proc. § 382, in that:

- (a) The persons who comprise the CALIFORNIA LABOR SUB-CLASS are so numerous that the joinder of all CALIFORNIA LABOR SUB-CLASS Members is impracticable and the disposition of their claims as a class will benefit the parties and the Court;
- (b) Nearly all factual, legal, statutory, declaratory and injunctive relief issues that are raised in this Complaint are common to the

CALIFORNIA LABOR SUB-CLASS and will apply to every member of the CALIFORNIA LABOR SUB-CLASS;

- (c) The claims of the representative PLAINTIFF are typical of the claims of each member of the CALIFORNIA LABOR SUB-CLASS.

PLAINTIFF, like all the other members of the CALIFORNIA LABOR SUB-CLASS, was a non-exempt employee paid on an hourly basis who was subjected to the DEFENDANT's practice and policy which failed to pay the correct amount of wages due to the CALIFORNIA LABOR SUB-CLASS. PLAINTIFF sustained economic injury as a result of DEFENDANT's employment practices. PLAINTIFF and the members of the CALIFORNIA LABOR SUB-CLASS were and are similarly or identically harmed by the same unlawful, deceptive, and unfair misconduct engaged in by DEFENDANT; and,

- (d) The representative PLAINTIFF will fairly and adequately represent and protect the interest of the CALIFORNIA LABOR SUB-CLASS, and has retained counsel who are competent and experienced in Class Action litigation. There are no material conflicts between the claims of the representative PLAINTIFF and the members of the CALIFORNIA LABOR SUB-CLASS that would make class certification inappropriate. Counsel for the CALIFORNIA LABOR SUB-CLASS will vigorously assert the claims of all CALIFORNIA LABOR SUB-CLASS Members.

47. In addition to meeting the statutory prerequisites to a Class Action, this action is properly maintained as a Class Action pursuant to Cal. Code of Civ. Proc. § 382, in that:

- (a) Without class certification and determination of declaratory, injunctive, statutory and other legal questions within the class format, prosecution of separate actions by individual members of the CALIFORNIA LABOR SUB-CLASS will create the risk of:

- 1) Inconsistent or varying adjudications with respect to individual members of the CALIFORNIA LABOR SUB-CLASS which would establish incompatible standards of conduct for the parties opposing the CALIFORNIA LABOR SUB-CLASS; or,
- 2) Adjudication with respect to individual members of the CALIFORNIA LABOR SUB-CLASS which would as a practical matter be dispositive of interests of the other members not party to the adjudication or substantially impair or impede their ability to protect their interests.

(b) The parties opposing the CALIFORNIA LABOR SUB-CLASS have acted or refused to act on grounds generally applicable to the CALIFORNIA LABOR SUB-CLASS, making appropriate class-wide relief with respect to the CALIFORNIA LABOR SUB-CLASS as a whole in that DEFENDANT fails to pay all wages due. Including the correct wages for all time worked by the members of the CALIFORNIA LABOR SUB-CLASS as required by law;

(c) Common questions of law and fact predominate as to the members of the CALIFORNIA LABOR SUB-CLASS, with respect to the practices and violations of California Law as listed above, and predominate over any question affecting only individual CALIFORNIA LABOR SUB-CLASS Members, and a Class Action is superior to other available methods for the fair and efficient adjudication of the controversy, including consideration of:

- 1) The interests of the members of the CALIFORNIA LABOR SUB-CLASS in individually controlling the prosecution or defense of separate actions in that the substantial expense of individual actions will be avoided to recover the relatively small amount of economic losses sustained by the individual

CALIFORNIA LABOR SUB-CLASS Members when compared to the substantial expense and burden of individual prosecution of this litigation;

- 2) Class certification will obviate the need for unduly duplicative litigation that would create the risk of:
 - A. Inconsistent or varying adjudications with respect to individual members of the CALIFORNIA LABOR SUB-CLASS, which would establish incompatible standards of conduct for the DEFENDANT; and/or,
 - B. Adjudications with respect to individual members of the CALIFORNIA LABOR SUB-CLASS would as a practical matter be dispositive of the interests of the other members not parties to the adjudication or substantially impair or impede their ability to protect their interests;
- 3) In the context of wage litigation because a substantial number of individual CALIFORNIA LABOR SUB-CLASS Members will avoid asserting their legal rights out of fear of retaliation by DEFENDANT, which may adversely affect an individual's job with DEFENDANT or with a subsequent employer, the Class Action is the only means to assert their claims through a representative; and,
- 4) A class action is superior to other available methods for the fair and efficient adjudication of this litigation because class treatment will obviate the need for unduly and unnecessary duplicative litigation that is likely to result in the absence of certification of this action pursuant to Cal. Code of Civ. Proc. § 382.

1 48. This Court should permit this action to be maintained as a Class Action
2 pursuant to Cal. Code of Civ. Proc. § 382 because:

- 3 (a) The questions of law and fact common to the CALIFORNIA LABOR
4 SUB-CLASS predominate over any question affecting only individual
5 CALIFORNIA LABOR SUB-CLASS Members;
- 6 (b) A Class Action is superior to any other available method for the fair
7 and efficient adjudication of the claims of the members of the
8 CALIFORNIA LABOR SUB-CLASS because in the context of
9 employment litigation a substantial number of individual
10 CALIFORNIA LABOR SUB-CLASS Members will avoid asserting
11 their rights individually out of fear of retaliation or adverse impact on
12 their employment;
- 13 (c) The members of the CALIFORNIA LABOR SUB-CLASS are so
14 numerous that it is impractical to bring all members of the
15 CALIFORNIA LABOR SUB-CLASS before the Court;
- 16 (d) PLAINTIFF, and the other CALIFORNIA LABOR SUB-CLASS
17 Members, will not be able to obtain effective and economic legal
18 redress unless the action is maintained as a Class Action;
- 19 (e) There is a community of interest in obtaining appropriate legal and
20 equitable relief for the acts of unfair competition, statutory violations
21 and other improprieties, and in obtaining adequate compensation for
22 the damages and injuries which DEFENDANT's actions have inflicted
23 upon the CALIFORNIA LABOR SUB-CLASS;
- 24 (f) There is a community of interest in ensuring that the combined assets of
25 DEFENDANT are sufficient to adequately compensate the members of
26 the CALIFORNIA LABOR SUB-CLASS for the injuries sustained;
- 27 (g) DEFENDANT has acted or refused to act on grounds generally
28 applicable to the CALIFORNIA LABOR SUB-CLASS, thereby

1 making final class-wide relief appropriate with respect to the
2 CALIFORNIA LABOR SUB-CLASS as a whole;

- 3 (h) The members of the CALIFORNIA LABOR SUB-CLASS are readily
4 ascertainable from the business records of DEFENDANT. The
5 CALIFORNIA LABOR SUB-CLASS consists of all CALIFORNIA
6 CLASS Members who worked for DEFENDANT in California at any
7 time during the CALIFORNIA LABOR SUB-CLASS PERIOD; and,
8 (i) Class treatment provides manageable judicial treatment calculated to
9 bring a efficient and rapid conclusion to all litigation of all wage and
10 hour related claims arising out of the conduct of DEFENDANT as to
11 the members of the CALIFORNIA LABOR SUB-CLASS.

12
13 **FIRST CAUSE OF ACTION**

14 **For Unlawful Business Practices**

15 **[Cal. Bus. And Prof. Code §§ 17200, *et seq.*]**

16 **(By PLAINTIFF and the CALIFORNIA CLASS and Against All Defendants)**

17 49. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege
18 and incorporate by this reference, as though fully set forth herein, the prior paragraphs of
19 this Complaint.

20 50. DEFENDANT is a “person” as that term is defined under Cal. Bus. and Prof.
21 Code § 17021.

22 51. California Business & Professions Code §§ 17200, *et seq.* (the “UCL”)
23 defines unfair competition as any unlawful, unfair, or fraudulent business act or practice.
24 Section 17203 authorizes injunctive, declaratory, and/or other equitable relief with respect to
25 unfair competition as follows:

26 Any person who engages, has engaged, or proposes to engage in unfair
27 competition may be enjoined in any court of competent jurisdiction. The court
28 may make such orders or judgments, including the appointment of a receiver,
as may be necessary to prevent the use or employment by any person of any
practice which constitutes unfair competition, as defined in this chapter, or as

1 may be necessary to restore to any person in interest any money or property,
2 real or personal, which may have been acquired by means of such unfair
competition.

3 Cal. Bus. & Prof. Code § 17203.

4 52. By the conduct alleged herein, DEFENDANT has engaged and continues to
5 engage in a business practice which violates California law, including but not limited to, the
6 applicable Industrial Wage Order(s), the California Code of Regulations and the California
7 Labor Code including Sections 204, 210, 221, 226.7, 246, 510, 512, 1194, 1197, 1197.1,
8 1198, 2802 and the Fair Labor Standards Act and federal regulations promulgated
9 thereunder, for which this Court should issue declaratory and other equitable relief pursuant
10 to Cal. Bus. & Prof. Code § 17203 as may be necessary to prevent and remedy the conduct
11 held to constitute unfair competition, including restitution of wages wrongfully withheld.

12 53. By the conduct alleged herein, DEFENDANT's practices were unlawful and
13 unfair in that these practices violate public policy, were immoral, unethical, oppressive,
14 unscrupulous or substantially injurious to employees, and were without valid justification or
15 utility for which this Court should issue equitable and injunctive relief pursuant to Section
16 17203 of the California Business & Professions Code, including restitution of wages
17 wrongfully withheld.

18 54. By the conduct alleged herein, DEFENDANT's practices were deceptive and
19 fraudulent in that DEFENDANT's policy and practice failed to provide the legally mandated
20 meal and rest periods, the required amount of compensation for missed meal and rest
21 periods and overtime and minimum wages owed, failed to timely pay wages, and failed to
22 reimburse all necessary business expenses incurred, and failed to provide Fair Labor
23 Standards Act overtime wages due for overtime worked as a result of failing to include non-
24 discretionary incentive compensation into their regular rates of pay for purposes of
25 computing the proper overtime pay due to a business practice that cannot be justified,
26 pursuant to the applicable Cal. Lab. Code, and Industrial Welfare Commission requirements
27 in violation of Cal. Bus. Code §§ 17200, *et seq.*, and for which this Court should issue
28

1 injunctive and equitable relief, pursuant to Cal. Bus. & Prof. Code § 17203, including
2 restitution of wages wrongfully withheld.

3 55. By the conduct alleged herein, DEFENDANT's practices were also unlawful,
4 unfair and deceptive in that DEFENDANT's employment practices caused PLAINTIFF and
5 the other members of the CALIFORNIA CLASS to be underpaid during their employment
6 with DEFENDANT.

7 56. By the conduct alleged herein, DEFENDANT's practices were also unlawful,
8 unfair and deceptive in that DEFENDANT's policies, practices and procedures failed to
9 provide all legally required meal breaks to PLAINTIFF and the other members of the
10 CALIFORNIA CLASS as required by Cal. Lab. Code §§ 226.7 and 512.

11 57. Therefore, PLAINTIFF demands on behalf of herself and on behalf of each
12 CALIFORNIA CLASS Member, one (1) hour of pay for each workday in which an off-duty
13 meal period was not timely provided for each five (5) hours of work, and/or one (1) hour of
14 pay for each workday in which a second off-duty meal period was not timely provided for
15 each ten (10) hours of work.

16 58. PLAINTIFF further demands on behalf of herself and each member of the
17 CALIFORNIA LABOR SUB-CLASS, one (1) hour of pay for each workday in which an off
18 duty paid rest period was not timely provided as required by law.

19 59. By and through the unlawful and unfair business practices described herein,
20 DEFENDANT has obtained valuable property, money and services from PLAINTIFF and
21 the other members of the CALIFORNIA CLASS, including earned wages for all time
22 worked, and has deprived them of valuable rights and benefits guaranteed by law and
23 contract, all to the detriment of these employees and to the benefit of DEFENDANT so as to
24 allow DEFENDANT to unfairly compete against competitors who comply with the law.

25 60. All the acts described herein as violations of, among other things, the
26 Industrial Welfare Commission Wage Orders, the California Code of Regulations, and the
27 California Labor Code, were unlawful and in violation of public policy, were immoral,
28 unethical, oppressive and unscrupulous, were deceptive, and thereby constitute unlawful,

1 unfair and deceptive business practices in violation of Cal. Bus. & Prof. Code §§ 17200, *et*
2 *seq.*

3 61. PLAINTIFF and the other members of the CALIFORNIA CLASS are entitled
4 to, and do, seek such relief as may be necessary to restore to them the money and property
5 which DEFENDANT has acquired, or of which PLAINTIFF and the other members of the
6 CALIFORNIA CLASS have been deprived, by means of the above described unlawful and
7 unfair business practices, including earned but unpaid wages for all time worked.

8 62. PLAINTIFF and the other members of the CALIFORNIA CLASS are further
9 entitled to, and do, seek a declaration that the described business practices are unlawful,
10 unfair and deceptive, and that injunctive relief should be issued restraining DEFENDANT
11 from engaging in any unlawful and unfair business practices in the future.

12 63. PLAINTIFF and the other members of the CALIFORNIA CLASS have no
13 plain, speedy and/or adequate remedy at law that will end the unlawful and unfair business
14 practices of DEFENDANT. Further, the practices herein alleged presently continue to occur
15 unabated. As a result of the unlawful and unfair business practices described herein,
16 PLAINTIFF and the other members of the CALIFORNIA CLASS have suffered and will
17 continue to suffer irreparable legal and economic harm unless DEFENDANT is restrained
18 from continuing to engage in these unlawful and unfair business practices.

19
20 **SECOND CAUSE OF ACTION**

21 **For Failure To Pay Minimum Wages**

22 **[Cal. Lab. Code §§ 1194, 1197 and 1197.1]**

23 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS**

24 **and Against All Defendants)**

25 64. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
26 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
27 paragraphs of this Complaint.
28

1 65. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
2 CLASS bring a claim for DEFENDANT's willful and intentional violations of the
3 California Labor Code and the Industrial Welfare Commission requirements for
4 DEFENDANT's failure to accurately calculate and pay minimum wages to PLAINTIFF and
5 CALIFORNIA CLASS Members.

6 66. Pursuant to Cal. Lab. Code § 204, other applicable laws and regulations, and
7 public policy, an employer must timely pay its employees for all hours worked.

8 67. Cal. Lab. Code § 1197 provides the minimum wage for employees fixed by
9 the commission is the minimum wage to be paid to employees, and the payment of a less
10 wage than the minimum so fixed is unlawful.

11 68. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid
12 wages, including minimum wage compensation and interest thereon, together with the costs
13 of suit.

14 69. DEFENDANT maintained a wage practice of paying PLAINTIFF and the
15 other members of the CALIFORNIA LABOR SUB-CLASS without regard to the correct
16 amount of time they work. As set forth herein, DEFENDANT's policy and practice was to
17 unlawfully and intentionally deny timely payment of wages due to PLAINTIFF and the
18 other members of the CALIFORNIA LABOR SUB-CLASS.

19 70. DEFENDANT's unlawful wage and hour practices manifested, without
20 limitation, applicable to the CALIFORNIA LABOR SUB-CLASS as a whole, as a result of
21 implementing a policy and practice that denies accurate compensation to PLAINTIFF and
22 the other members of the CALIFORNIA LABOR SUB-CLASS in regards to minimum
23 wage pay.

24 71. In committing these violations of the California Labor Code, DEFENDANT
25 inaccurately calculated the correct time worked and consequently underpaid the actual time
26 worked by PLAINTIFF and other members of the CALIFORNIA LABOR SUB-CLASS.
27 DEFENDANT acted in an illegal attempt to avoid the payment of all earned wages, and
28

1 other benefits in violation of the California Labor Code, the Industrial Welfare Commission
2 requirements and other applicable laws and regulations.

3 72. As a direct result of DEFENDANT's unlawful wage practices as alleged
4 herein, PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS did
5 not receive the correct minimum wage compensation for their time worked for
6 DEFENDANT.

7 73. During the CALIFORNIA LABOR SUB-CLASS PERIOD, DEFENDANT
8 required, permitted or suffered PLAINTIFF and CALIFORNIA LABOR SUB-CLASS
9 Members to work without paying them for all the time they were under DEFENDANT's
10 control. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and the
11 other members of the CALIFORNIA LABOR SUB-CLASS were paid less for time worked
12 that they were entitled to, constituting a failure to pay all earned wages.

13 74. By virtue of DEFENDANT's unlawful failure to accurately pay all earned
14 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
15 CLASS for the true time they worked, PLAINTIFF and the other members of the
16 CALIFORNIA LABOR SUB-CLASS have suffered and will continue to suffer an
17 economic injury in amounts which are presently unknown to them and which will be
18 ascertained according to proof at trial.

19 75. DEFENDANT knew or should have known that PLAINTIFF and the other
20 members of the CALIFORNIA LABOR SUB-CLASS were under compensated for their
21 time worked. DEFENDANT elected, either through intentional malfeasance or gross
22 nonfeasance, to not pay employees for their labor as a matter of company policy, practice
23 and procedure, and DEFENDANT perpetrated this scheme by refusing to pay PLAINTIFF
24 and the other members of the CALIFORNIA LABOR SUB-CLASS the correct minimum
25 wages for their time worked.

26 76. In performing the acts and practices herein alleged in violation of California
27 labor laws, and refusing to compensate the members of the CALIFORNIA LABOR SUB-
28 CLASS for all time worked and provide them with the requisite compensation,

1 DEFENDANT acted and continues to act intentionally, oppressively, and maliciously
2 toward PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS
3 with a conscious and utter disregard for their legal rights, or the consequences to them, and
4 with the despicable intent of depriving them of their property and legal rights, and otherwise
5 causing them injury in order to increase company profits at the expense of these employees.

6 77. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
7 CLASS therefore request recovery of all unpaid wages, according to proof, interest,
8 statutory costs, as well as the assessment of any statutory penalties against DEFENDANT,
9 in a sum as provided by the California Labor Code and/or other applicable statutes. To the
10 extent minimum wage compensation is determined to be owed to the CALIFORNIA
11 LABOR SUB-CLASS Members who have terminated their employment, DEFENDANT's
12 conduct also violates Labor Code §§ 201 and/or 202, and therefore these individuals are also
13 be entitled to waiting time penalties under Cal. Lab. Code § 203, which penalties are sought
14 herein on behalf of these CALIFORNIA LABOR SUB-CLASS Members. DEFENDANT's
15 conduct as alleged herein was willful, intentional and not in good faith. Further,
16 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members are entitled to seek
17 and recover statutory costs.

18 19 **THIRD CAUSE OF ACTION**

20 **For Failure To Pay Overtime Compensation**

21 **[Cal. Lab. Code § 510]**

22 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
23 **Defendants)**

24 78. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
25 CLASS, reallege and incorporate by this reference, as though full set forth herein, the prior
26 paragraphs of this Complaint.

27 79. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
28 CLASS bring a claim for DEFENDANT's willful and intentional violations of the

1 California Labor Code and the Industrial Welfare Commission requirements for
2 DEFENDANT's failure to pay these employees for all overtime worked, including, work
3 performed in excess of eight (8) hours in a workday, and/or twelve (12) hours in a workday,
4 and/or forty (40) hours in any workweek.

5 80. Pursuant to Cal. Lab. Code § 204, other applicable laws and regulations, and
6 public policy, an employer must timely pay its employees for all hours worked.

7 81. Cal. Lab. Code § 510 further provides that employees in California shall not
8 be employed more than eight (8) hours per workday and more than forty (40) hours per
9 workweek unless they receive additional compensation beyond their regular wages in
10 amounts specified by law.

11 82. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid
12 wages, including minimum wage and overtime compensation and interest thereon, together
13 with the costs of suit. Cal. Lab. Code § 1198 further states that the employment of an
14 employee for longer hours than those fixed by the Industrial Welfare Commission is
15 unlawful.

16 83. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and
17 CALIFORNIA LABOR SUB-CLASS Members were required, permitted or suffered by
18 DEFENDANT to work for DEFENDANT and were not paid for all the time they worked,
19 including overtime work.

20 84. DEFENDANT's unlawful wage and hour practices manifested, without
21 limitation, applicable to the CALIFORNIA LABOR SUB-CLASS as a whole, as a result of
22 implementing a policy and practice that failed to accurately record overtime worked by
23 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members and denied accurate
24 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
25 CLASS for overtime worked, including, the overtime work performed in excess of eight (8)
26 hours in a workday, and/or twelve (12) hours in a workday, and/or forty (40) hours in any
27 workweek.
28

1 85. In committing these violations of the California Labor Code, DEFENDANT
2 inaccurately recorded overtime worked and consequently underpaid the overtime worked by
3 PLAINTIFF and other CALIFORNIA LABOR-SUB CLASS Members. DEFENDANT
4 acted in an illegal attempt to avoid the payment of all earned wages, and other benefits in
5 violation of the California Labor Code, the Industrial Welfare Commission requirements
6 and other applicable laws and regulations. As a direct result of DEFENDANT's unlawful
7 wage practices as alleged herein, the PLAINTIFF and the other members of the
8 CALIFORNIA LABOR SUB-CLASS did not receive full compensation for overtime
9 worked.

10 86. Cal. Lab. Code § 515 sets out various categories of employees who are exempt
11 from the overtime requirements of the law. None of these exemptions are applicable to the
12 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS. Further,
13 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS were not
14 subject to a valid collective bargaining agreement that would preclude the causes of action
15 contained herein this Complaint. Rather, PLAINTIFF brings this Action on behalf of
16 herself and the CALIFORNIA LABOR SUB-CLASS based on DEFENDANT's violations
17 of non-negotiable, non-waiveable rights provided by the State of California.

18 87. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and
19 the other members of the CALIFORNIA LABOR SUB-CLASS have been paid less for
20 overtime worked that they are entitled to, constituting a failure to pay all earned wages..

21 88. DEFENDANT failed to accurately pay the PLAINTIFF and the other
22 members of the CALIFORNIA LABOR SUB-CLASS overtime wages for the time they
23 worked which was in excess of the maximum hours permissible by law as required by Cal.
24 Lab. Code §§ 510, 1194 & 1198, even though PLAINTIFF and the other members of the
25 CALIFORNIA LABOR SUB-CLASS were required to work, and did in fact work, overtime
26 as to which DEFENDANT failed to accurately record and pay as evidenced by
27 DEFENDANT's business records and witnessed by employees.
28

1 89. By virtue of DEFENDANT's unlawful failure to accurately pay all earned
2 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
3 CLASS for the true amount of time they worked, PLAINTIFF and the other members of the
4 CALIFORNIA LABOR SUB-CLASS have suffered and will continue to suffer an
5 economic injury in amounts which are presently unknown to them and which will be
6 ascertained according to proof at trial.

7 90. DEFENDANT knew or should have known that PLAINTIFF and the other
8 members of the CALIFORNIA LABOR SUB-CLASS were under compensated for all
9 overtime worked. DEFENDANT elected, either through intentional malfeasance or gross
10 nonfeasance, to not pay employees for their labor as a matter of company policy, practice
11 and procedure, and DEFENDANT perpetrated this scheme by refusing to pay PLAINTIFF
12 and the other members of the CALIFORNIA LABOR SUB-CLASS for overtime worked.

13 91. In performing the acts and practices herein alleged in violation of California
14 labor laws, and refusing to compensate the members of the CALIFORNIA LABOR SUB-
15 CLASS for all overtime worked and provide them with the requisite overtime compensation,
16 DEFENDANT acted and continues to act intentionally, oppressively, and maliciously
17 toward PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS
18 with a conscious of and utter disregard for their legal rights, or the consequences to them,
19 and with the despicable intent of depriving them of their property and legal rights, and
20 otherwise causing them injury in order to increase company profits at the expense of these
21 employees.

22 92. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
23 CLASS therefore request recovery of all overtime wages, according to proof, interest,
24 statutory costs, as well as the assessment of any statutory penalties against DEFENDANT,
25 in a sum as provided by the California Labor Code and/or other applicable statutes. To the
26 extent minimum and/or overtime compensation is determined to be owed to the
27 CALIFORNIA LABOR SUB-CLASS Members who have terminated their employment,
28 DEFENDANT's conduct also violates Labor Code §§ 201 and/or 202, and therefore these

1 individuals are also be entitled to waiting time penalties under Cal. Lab. Code § 203, which
2 penalties are sought herein on behalf of these CALIFORNIA LABOR SUB-CLASS
3 Members. DEFENDANT's conduct as alleged herein was willful, intentional and not in
4 good faith. Further, PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members
5 are entitled to seek and recover statutory costs.

6
7 **FOURTH CAUSE OF ACTION**

8 **For Failure to Provide Required Meal Periods**

9 **[Cal. Lab. Code §§ 226.7 & 512]**

10 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
11 **Defendants)**

12 93. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
13 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
14 paragraphs of this Complaint.

15 94. During the CALIFORNIA CLASS PERIOD, DEFENDANT from time to time
16 failed to provide all the legally required off-duty meal breaks to PLAINTIFF and the other
17 CALIFORNIA LABOR SUB-CLASS Members as required by the applicable Wage Order
18 and Labor Code. The nature of the work performed by PLAINTIFF and CALIFORNIA
19 LABOR SUB-CLASS MEMBERS did not prevent these employees from being relieved of
20 all of their duties for the legally required off-duty meal periods. As a result of their rigorous
21 work schedules, PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members
22 were from time to time not fully relieved of duty by DEFENDANT for their meal periods.
23 Additionally, DEFENDANT's failure to provide PLAINTIFF and the CALIFORNIA
24 LABOR SUB-CLASS Members with legally required meal breaks prior to their fifth (5th)
25 hour of work is evidenced by DEFENDANT's business records from time to time. Further,
26 DEFENDANT failed to provide PLAINTIFF and CALIFORNIA CLASS Members with a
27 second off-duty meal period in some workdays in which these employees were required by
28 DEFENDANT to work ten (10) hours of work from time to time. As a result, PLAINTIFF

1 and other members of the CALIFORNIA LABOR SUB-CLASS therefore forfeited meal
2 breaks without additional compensation and in accordance with DEFENDANT's strict
3 corporate policy and practice.

4 95. DEFENDANT further violates California Labor Code §§ 226.7 and the
5 applicable IWC Wage Order by failing to compensate PLAINTIFF and CALIFORNIA
6 LABOR SUB-CLASS Members who were not provided a meal period, in accordance with
7 the applicable Wage Order, one additional hour of compensation at each employee's regular
8 rate of pay for each workday that a meal period was not provided.

9 96. As a proximate result of the aforementioned violations, PLAINTIFF and
10 CALIFORNIA LABOR SUB-CLASS Members have been damaged in an amount according
11 to proof at trial, and seek all wages earned and due, interest, penalties, expenses and costs of
12 suit.

13 **FIFTH CAUSE OF ACTION**

14 **For Failure to Provide Required Rest Periods**

15 **[Cal. Lab. Code §§ 226.7 & 512]**

16 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
17 **Defendants)**

18 97. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
19 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
20 paragraphs of this Complaint.

21 98. PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were
22 from time to time required to work in excess of four (4) hours without being provided ten
23 (10) minute rest periods. Further, these employees from time to time were denied their first
24 rest periods of at least ten (10) minutes for some shifts worked of at least two (2) to four (4)
25 hours, a first and second rest period of at least ten (10) minutes for some shifts worked of
26 between six (6) and eight (8) hours, and a first, second and third rest period of at least ten
27 (10) minutes for some shifts worked of ten (10) hours or more from time to time.

28 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were also not

1 provided with one hour wages in lieu thereof. As a result of their rigorous work schedules,
2 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were periodically
3 denied their proper rest periods by DEFENDANT and DEFENDANT's managers.

4 99. DEFENDANT further violated California Labor Code §§ 226.7 and the
5 applicable IWC Wage Order by failing to compensate PLAINTIFF and CALIFORNIA
6 LABOR SUB-CLASS Members who were not provided a rest period, in accordance with
7 the applicable Wage Order, one additional hour of compensation at each employee's regular
8 rate of pay for each workday that rest period was not provided.

9 100. As a proximate result of the aforementioned violations, PLAINTIFF and
10 CALIFORNIA LABOR SUB-CLASS Members have been damaged in an amount according
11 to proof at trial, and seek all wages earned and due, interest, penalties, expenses and costs of
12 suit.

13 **SIXTH CAUSE OF ACTION**

14 **For Failure to Provide Accurate Itemized Statements**

15 **[Cal. Lab. Code § 226]**

16 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
17 **Defendants)**

18 101. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
19 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
20 paragraphs of this Complaint.

21 102. Cal. Labor Code § 226 provides that an employer must furnish employees with
22 an "accurate itemized" statement in writing showing:

- 23 (1) gross wages earned,
24 (2) total hours worked by the employee, except for any employee whose
25 compensation is solely based on a salary and who is exempt from payment of
26 overtime under subdivision (a) of Section 515 or any applicable order of the
27 Industrial Welfare Commission,
28 (3) the number of piecerate units earned and any applicable piece rate if the employee
is paid on a piece-rate basis,
(4) all deductions, provided that all deductions made on written orders of the
employee may be aggregated and shown as one item,
(5) net wages earned,
(6) the inclusive dates of the period for which the employee is paid,

1 (7) the name of the employee and his or her social security number, except that by
2 January 1, 2008, only the last four digits of his or her social security number or an
3 employee identification number other than a social security number may be shown on
4 the itemized statement,
(8) the name and address of the legal entity that is the employer, and
(9) all applicable hourly rates in effect during the pay period and the corresponding
number of hours worked at each hourly rate by the employee.

5 103. From time to time, DEFENDANT also failed to provide PLAINTIFF and the
6 other members of the CALIFORNIA LABOR SUB-CLASS with complete and accurate
7 wage statements which failed to show, among other things, the correct gross and net wages
8 earned. Cal. Lab. Code § 226 provides that every employer shall furnish each of his or her
9 employees with an accurate itemized wage statement in writing showing, among other
10 things, gross wages earned and all applicable hourly rates in effect during the pay period and
11 the corresponding amount of time worked at each hourly rate. DEFENDANT violated Cal.
12 Lab. Code 226(a)(8) by failing to list the correct name of the legal entity that employed
13 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members. PLAINTIFF and
14 CALIFORNIA LABOR SUB-CLASS Members were paid on an hourly basis. As such, the
15 wage statements should reflect all applicable hourly rates during the pay period and the total
16 hours worked, and the applicable pay period in which the wages were earned pursuant to
17 California Labor Code Section 226(a). The wage statements DEFENDANT provided to
18 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members failed to identify
19 such information. More specifically, the wage statements failed to identify the accurate total
20 hours worked each pay period. When the hours shown on the wage statements were added
21 up, they did not equal the actual total hours worked during the pay period in violation of Cal.
22 Lab. Code 226(a)(2). Aside, from the violations listed above in this paragraph,
23 DEFENDANT failed to issue to PLAINTIFF an itemized wage statement that lists all the
24 requirements under California Labor Code 226 *et seq.* As a result, DEFENDANT from time
25 to time provided PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
26 CLASS with wage statements which violated Cal. Lab. Code § 226.

27 104. DEFENDANT knowingly and intentionally failed to comply with Cal. Lab.
28 Code § 226, causing injury and damages to PLAINTIFF and the other members of the

1 CALIFORNIA LABOR SUB-CLASS. These damages include, but are not limited to, costs
2 expended calculating the correct wages for all missed meal and rest breaks and the amount
3 of employment taxes which were not properly paid to state and federal tax authorities.
4 These damages are difficult to estimate. Therefore, PLAINTIFF and the other members of
5 the CALIFORNIA LABOR SUB-CLASS may elect to recover liquidated damages of fifty
6 dollars (\$50.00) for the initial pay period in which the violation occurred, and one hundred
7 dollars (\$100.00) for each violation in a subsequent pay period pursuant to Cal. Lab. Code §
8 226, in an amount according to proof at the time of trial (but in no event more than four
9 thousand dollars (\$4,000.00) for PLAINTIFF and each respective member of the
10 CALIFORNIA LABOR SUB-CLASS herein).

11
12 **SEVENTH CAUSE OF ACTION**

13 **For Failure to Reimburse Employees for Required Expenses**

14 **[Cal. Lab. Code § 2802]**

15 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
16 **Defendants)**

17 105. PLAINTIFF and the other CALIFORNIA LABOR SUB-CLASS members
18 reallege and incorporate by this reference, as though fully set forth herein, the prior
19 paragraphs of this Complaint.

20 106. Cal. Lab. Code § 2802 provides, in relevant part, that:

21 An employer shall indemnify his or her employee for all necessary
22 expenditures or losses incurred by the employee in direct consequence of the
23 discharge of his or her duties, or of his or her obedience to the directions of
the employer, even though unlawful, unless the employee, at the time of
obeying the directions, believed them to be unlawful.

24 107. At all relevant times herein, DEFENDANT violated Cal. Lab. Code § 2802,
25 by failing to indemnify and reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-
26 CLASS members for required expenses incurred in the discharge of their job duties for
27 DEFENDANT's benefit. DEFENDANT failed to reimburse PLAINTIFF and the
28

1 CALIFORNIA LABOR SUB-CLASS members for expenses which included, but were not
2 limited to, costs related to using their personal cellular phones and personal home offices on
3 behalf of and for the benefit of DEFENDANT. Specifically, PLAINTIFF and other
4 CALIFORNIA LABOR SUB-CLASS Members were required by DEFENDANT to use
5 their personal cellular phones and personal home offices in order to perform work related
6 job tasks. DEFENDANT's policy and practice was to not reimburse PLAINTIFF and the
7 CALIFORNIA LABOR SUB-CLASS members for expenses resulting from using their
8 personal cellular phones and personal home offices for DEFENDANT within the course and
9 scope of their employment for DEFENDANT. These expenses were necessary to complete
10 their principal job duties. DEFENDANT is estopped by DEFENDANT's conduct to assert
11 any waiver of this expectation. Although these expenses were necessary expenses incurred
12 by PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS members, DEFENDANT
13 failed to indemnify and reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-
14 CLASS members for these expenses as an employer is required to do under the laws and
15 regulations of California.

16 108. PLAINTIFF therefore demands reimbursement for expenditures or losses
17 incurred by herself and the CALIFORNIA LABOR SUB-CLASS members in the discharge
18 of their job duties for DEFENDANT, or their obedience to the directions of DEFENDANT,
19 with interest at the statutory rate and costs under Cal. Lab. Code § 2802.

20
21 **EIGHTH CAUSE OF ACTION**

22 **For Failure to Pay Wages When Due**

23 **[Cal. Lab. Code §§ 201, 202, 203]**

24 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS**
25 **and Against All Defendants)**

26 109. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
27 CLASS, reallege and incorporate by reference, as though fully set forth herein, the prior
28 paragraphs of this Complaint.

110. Cal. Lab. Code § 200 provides, in relevant part, that:

As used in this article:

(a) "Wages" includes all amounts for labor performed by employees of every description, whether the amount is fixed or ascertained by the standard of time, task, piece, Commission basis, or other method of calculation.

(b) "Labor" includes labor, work, or service whether rendered or performed under contract, subcontract, partnership, station plan, or other agreement if the labor to be paid for is performed personally by the person demanding payment.

111. Cal. Lab. Code § 201 provides, in relevant part, "that If an employer discharges an employee, the wages earned and unpaid at the time of discharge are due and payable immediately."

112. Cal. Lab. Code § 202 provides, in relevant part, that:

If an employee not having a written contract for a definite period quits his or her employment, his or her wages shall become due and payable not later than 72 hours thereafter, unless the employee has given 72 hours previous notice of his or her intention to quit, in which case the employee is entitled to his or her wages at the time of quitting. Notwithstanding any other provision of law, an employee who quits without providing a 72-hour notice shall be entitled to receive payment by mail if he or she so requests and designates a mailing address. The date of the mailing shall constitute the date of payment for purposes of the requirement to provide payment within 72 hours of the notice of quitting.

113. There was no definite term in PLAINTIFF's or any CALIFORNIA LABOR SUB-CLASS Members' employment contract.

114. Cal. Lab. Code § 203 provides, in relevant part, that:

If an employer willfully fails to pay, without abatement or reduction, in accordance with Sections 201, 201.5, 202, and 205.5, any wages of an employee who is discharged or who quits, the wages of the employee shall continue as a penalty from the due date thereof at the same rate until paid or until an action therefor is commenced; but the wages shall not continue for more than 30 days.

115. The employment of PLAINTIFF and many CALIFORNIA LABOR SUB-CLASS Members has terminated and DEFENDANT has not tendered payment of all wages owed as required by law.

116. Therefore, as provided by Cal Lab. Code § 203, on behalf of herself and the members of the CALIFORNIA LABOR SUB-CLASS whose employment has terminated and who have not been fully paid their wages due to them, PLAINTIFF demands thirty days of pay as penalty for not paying all wages due at time of termination for all employees who

1 terminated employment during the CALIFORNIA LABOR SUB-CLASS PERIOD and
2 demands an accounting and payment of all wages due, plus interest and statutory costs as
3 allowed by law.

4 **NINTH CAUSE OF ACTION**

5 **For Failure to Pay Sick Pay Wages**

6 **[Cal. Lab. Code §§ 201-204, 210, 233, 246]**

7 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS**
8 **and Against All Defendants)**

9 117. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
10 CLASS, reallege and incorporate by reference, as though fully set forth herein, the prior
11 paragraphs of this Complaint.

12 118. Cal Lab. Code § 233 provides that an employer must permit an employee to
13 use accrued sick leave in accordance with Cal Lab. Code § 246.5 at the employee's then
14 current rate of entitlement. Cal Lab. Code § 246 provides that an employee is entitled to
15 sick pay wages for use of accrued sick leave pursuant to Cal Lab. Code § 246.5.
16 Specifically, once accrued sick leave is used as paid sick time, an employee has a vested
17 right to sick pay wages, which an employer must calculate and compensate based on one of
18 two calculations: (i) "Paid sick time for nonexempt employees shall be calculated in the
19 same manner as the regular rate of pay for the workweek in which the employee uses paid
20 sick time, whether or not the employee actually works overtime in that workweek," or (ii)
21 "Paid sick time for nonexempt employees shall be calculated by dividing the employee's
22 total wages, not including overtime premium pay, by the employee's total hours worked in
23 the full pay periods of the prior 90 days of employment." Under Cal Lab. Code §§ 218 and
24 233, employees may sue to recover underpaid sick pay wages as damages.

25 119. As a matter of policy and practice, DEFENDANT pays sick pay wages to
26 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS at the
27 incorrect rate of pay. PLAINTIFF and the other members of the CALIFORNIA LABOR-
28 SUB-CLASS regularly use accrued sick leave in the workweeks in which they also earn

1 non-hourly remuneration. As a matter of policy and practice, DEFENDANT pays sick pay
2 wages to PLAINTIFF and the other members of the CALIFORNIA LABOR-SUB-CLASS
3 at the base hourly pay, as opposed to the regular rate of pay, which would consider all non-
4 hourly remuneration in addition to base hourly wages, or the rate resulting from dividing the
5 employee's total wages, not including overtime premium pay, by the employee's total hours
6 worked in the full pay periods of the prior 90 days of employment. As a result,
7 DEFENDANT underpaid sick pay wages to PLAINTIFF and the other members of the
8 CALIFORNIA LABOR-SUB-CLASS.

9 120. Cal. Lab. Code § 204 provides that wages generally are due and payable twice
10 during each calendar month and are to be paid no later than the payday for the next regular
11 payroll period. Consistent with Cal. Lab. Code § 204, Cal. Lab. Code § 246 specifically
12 requires that, upon use of accrued sick leave, vested sick pay wages are due and to be paid
13 no later than the payday for the next regular payroll period after accrued sick leave is used as
14 paid sick time. Similarly, Cal. Lab. Code § 201 provides that if an employer discharges an
15 employee, wages earned and unpaid at the time of discharge are due and payable
16 immediately. Cal. Lab. Code § 202 provides that an employee is entitled to receive all
17 unpaid wages no later than 72 hours after an employee quits his or her employment, unless
18 the employee has given 72-hour notice of his or her intention to quit, in which case the
19 employee is entitled to his or her wages at the time of quitting. The Labor Code penalizes
20 untimely payments. For example, Cal. Lab. Code § 203 provides that if an employer
21 willfully fails to pay wages owed in accordance with Cal. Lab. Code §§ 201-202, then the
22 wages of the employee shall continue as a penalty from the due date, and at the same rate
23 until paid, but the wages shall not continue for more than thirty (30) days. Likewise, Cal.
24 Lab. Code § 210 provides penalties for violations of Cal. Lab. Code § 204 and untimely
25 payments during employment. Under Cal. Lab. Code §§ 203, 210 and 218, employees may
26 sue to recover applicable penalties.

27 121. As alleged herein and as a matter of policy and practice, DEFENDANT
28

1 routinely underpays sick pay wages and thus did not timely pay PLAINTIFF and the other
2 members of the CALIFORNIA LABOR-SUB-CLASS all owing and underpaid sick pay
3 wages. As a result, DEFENDANT violates Cal. Lab. Code §§ 201-204, 210, 233, and 246,
4 among other Labor Code provisions. PLAINTIFF is informed and believes that
5 DEFENDANT was advised by skilled lawyers and knew, or should have known, of the
6 mandates of the Labor Code as it relates to PLAINTIFF's allegations, especially since the
7 California Supreme Court has explained that "[c]ourts have recognized that 'wages' also
8 include those benefits to which an employee is entitled as a part of his or her compensation,
9 including money, room, board, clothing, vacation pay, and sick pay." *Murphy v. Kenneth*
10 *Cole Prods., Inc.*, 40 Cal. 4th 1094, 1103 (2007)(emphasis added). Because DEFENDANT
11 willfully fails to timely pay PLAINTIFF and the other members of the CALIFORNIA
12 LABOR-SUB-CLASS all sick pay wages due, DEFENDANT is subject to applicable
13 penalties.

14 122. Such a pattern, practice, and uniform administration of corporate policy is
15 unlawful and entitles PLAINTIFF and the other members of the CALIFORNIA LABOR-
16 SUB-CLASS to underpaid sick pay wages, including interest thereon, applicable penalties,
17 attorney's fees, and costs of suit

18 19 **TENTH CAUSE OF ACTION**

20 **Retaliation in Violation of Public Policy**

21 **(By PLAINTIFF and Against All Defendants)**

22 123. PLAINTIFF realleges and incorporates by reference, as though fully set forth
23 herein, the prior paragraphs of this Complaint.

24 124. Subsequent to PLAINTIFF's participation in protective activity by
25 complaining to DEFENDANT of DEFENDANT's unlawful employment practices,
26 DEFENDANT subjected PLAINTIFF to adverse employment actions by retaliating against
27 PLAINTIFF. Specifically, after PLAINTIFF complained to her supervisor(s) of
28 DEFENDANT's unlawful employment practices, DEFENDANT terminated PLAINTIFF's

1 employment with RESPONDENT. As a result, there is a causal link between the protected
2 activity and DEFENDANT's decision to terminate her employment, which is against public
3 policy. Specifically as to PLAINTIFF, DEFENDANT encouraged PLAINTIFF to clock out
4 for the day but before requiring PLAINTIFF to perform cleaning-tasks. As such,
5 PLAINTIFF complained to DEFENDANT about the management team requiring that
6 PLAINTIFF clock out before performing her cleaning tasks and closing assignments. As a
7 direct consequence of PLAINTIFF's complaints to DEFENDANT, DEFENDANT retaliated
8 against PLAINTIFF by terminating her employment in April of 2022.

9 125. PLAINTIFF raised complaints of illegality while he worked for
10 DEFENDANT and was believed to be willing to raise complaints, and DEFENDANT
11 retaliated against her by taking adverse employment actions, including employment
12 termination, against her.

13 126. As a proximate result of DEFENDANT's willful, knowing, and intentional
14 conduct, PLAINTIFF has suffered and continues to suffer humiliation, emotional distress,
15 and mental and physical pain and anguish, in a sum according to proof.

16 127. As a result of DEFENDANT's adverse employment actions against
17 PLAINTIFF, PLAINTIFF has suffered general and special damages in sums according to
18 proof.

19 128. DEFENDANT's misconduct was committed intentionally, in a malicious,
20 oppressive manner, and fraudulent manner entitling PLAINTIFF to punitive damages
21 against DEFENDANT.

22 **ELEVENTH CAUSE OF ACTION**

23 **For Violation of the Private Attorneys General Act**

24 **[Cal. Lab. Code §§ 2698, et seq.]**

25 **(By PLAINTIFF and Against All Defendants)**

26
27 129. PLAINTIFF realleges and incorporates by this reference, as though fully set
28 forth herein, the prior paragraphs of this Complaint.

1 130. PAGA is a mechanism by which the State of California itself can enforce state
2 labor laws through the employee suing under the PAGA who do so as the proxy or agent of
3 the state's labor law enforcement agencies. An action to recover civil penalties under
4 PAGA is fundamentally a law enforcement action designed to protect the public and not to
5 benefit private parties. The purpose of the PAGA is not to recover damages or restitution,
6 but to create a means of "deputizing" citizens as private attorneys general to enforce the
7 Labor Code. In enacting PAGA, the California Legislature specified that "it was ... in the
8 public interest to allow aggrieved employees, acting as private attorneys general to recover
9 civil penalties for Labor Code violations ..." Stats. 2003, ch. 906, § 1. Accordingly, PAGA
10 claims cannot be subject to arbitration.

11 131. PLAINTIFF, and such persons that may be added from time to time who
12 satisfy the requirements and exhaust the administrative procedures under the Private
13 Attorney General Act, brings this Representative Action on behalf of the State of California
14 with respect to herself and all individuals who are or previously were employed by Wax
15 Center Partners Intermediate Holdco LLC and/or Wax Center Partners Holdco LLC in
16 California, including any employees staffed with Wax Center Partners Intermediate Holdco
17 LLC and/or Wax Center Partners Holdco LLC by a third party, and classified as non-exempt
18 employees ("AGGRIEVED EMPLOYEES") during the time period of August 15, 2021
19 until a date as determined by the Court (the "PAGA PERIOD").

20 132. On August 15, 2022, PLAINTIFF gave written notice by electronic mail to the
21 Labor and Workforce Development Agency (the "Agency") and by certified mail to the
22 employer of the specific provisions of this code alleged to have been violated as required by
23 Labor Code § 2699.3. The statutory waiting period for PLAINTIFF to add these allegations
24 to the Complaint has expired. As a result, pursuant to Section 2699.3, PLAINTIFF may
25 now commence a representative civil action under PAGA pursuant to Section 2699 as the
26 proxy of the State of California with respect to all AGGRIEVED EMPLOYEES as herein
27 defined.
28

133. The policies, acts and practices heretofore described were and are an unlawful business act or practice because DEFENDANT (a) failed to provide PLAINTIFF and the AGGRIEVED EMPLOYEES accurate itemized wage statements, (b) failed to properly record and provide legally required meal and rest periods, (c) failed to pay minimum wages, (d) failed to pay overtime wages and sick pay wages, (e) failed to reimburse employees for required expenses and (f) failed to provide wages when due, all in violation of the applicable Labor Code sections listed in Labor Code §§ 201, 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), and the applicable Wage Order(s), and thereby gives rise to civil penalties as a result of such conduct.¹ PLAINTIFF hereby seeks recovery of only civil penalties as prescribed by the Labor Code Private Attorney General Act of 2004 as the representative of the State of California for the illegal conduct perpetrated on PLAINTIFF and the AGGRIEVED EMPLOYEES.

PRAYER FOR RELIEF

WHEREFORE, PLAINTIFF prays for judgment against each Defendant, jointly and severally, as follows:

1. On behalf of the CALIFORNIA CLASS:

- A) That the Court certify the First Cause of Action asserted by the CALIFORNIA CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;
- B) An order temporarily, preliminarily and permanently enjoining and restraining DEFENDANT from engaging in similar unlawful conduct as set forth herein;
- C) An order requiring DEFENDANT to pay all wages and all sums unlawfully withheld from compensation due to PLAINTIFF and the other members of the CALIFORNIA CLASS; and,

¹Plaintiff specifically excludes and/or does not allege any claims under California Labor Code §558(a)(3).

1 D) Restitutionary disgorgement of DEFENDANT's ill-gotten gains into a fluid fund
2 for restitution of the sums incidental to DEFENDANT's violations due to
3 PLAINTIFF and to the other members of the CALIFORNIA CLASS.

4 2. On behalf of the CALIFORNIA LABOR SUB-CLASS:

5 A) That the Court certify the Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth
6 and Ninth Causes of Action asserted by the CALIFORNIA LABOR SUB-
7 CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;

8 B) Compensatory damages, according to proof at trial, including compensatory
9 damages for minimum and overtime compensation due PLAINTIFF and the other
10 members of the CALIFORNIA LABOR SUB-CLASS, during the applicable
11 CALIFORNIA LABOR SUB-CLASS PERIOD plus interest thereon at the
12 statutory rate;

13 C) The greater of all actual damages or fifty dollars (\$50) for the initial pay period
14 in which a violation occurs and one hundred dollars (\$100) per each member of
15 the CALIFORNIA LABOR SUB-CLASS for each violation in a subsequent pay
16 period, not exceeding an aggregate penalty of four thousand dollars (\$4,000), and
17 an award of costs for violation of Cal. Lab. Code § 226;

18 D) Meal and rest period compensation pursuant to Cal. Lab. Code §§ 226.7, 512 and
19 the applicable IWC Wage Order;

20 E) For liquidated damages pursuant to California Labor Code Sections 1194.2 and
21 1197;

22 F) The amount of the expenses PLAINTIFF and each member of the CALIFORNIA
23 LABOR SUBCLASS incurred in the course of their job duties, plus interest, and
24 costs of suit.; and,

25 G) The wages of all terminated employees in the CALIFORNIA LABOR
26 SUB-CLASS as a penalty from the due date thereof at the same rate until paid or
27 until an action therefore is commenced, in accordance with Cal. Lab. Code § 203.

28 3. On behalf of PLAINTIFF'S Tenth Cause of Action:

- 1 A) For all special damages which were sustained as a result of DEFENDANT's
2 conduct, including, but not limited to, back pay, front pay, lost compensation and
3 job benefits that PLAINTIFF would have received but for the retaliatory practices
4 of DEFENDANT; and,
5 B) For all exemplary damages, according to proof, which were sustained as a result
6 of DEFENDANT's conduct.

7 4. On behalf of the State of California and with respect to all AGGRIEVED
8 EMPLOYEES:

- 9 A) Recovery of civil penalties as prescribed by the Labor Code Private Attorneys
10 General Act of 2004.

11 5. On all claims:

- 12 A) An award of interest, including prejudgment interest at the legal rate;
13 B) Such other and further relief as the Court deems just and equitable; and,
14 C) An award of penalties, attorneys' fees and cost of suit, as allowable under the
15 law, including, but not limited to, pursuant to Labor Code §221, §226, §1194,
16 and/or §2802.

17
18 Dated: July 14, 2023

BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

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21 By: /s/ Nicholas J. De Blouw
22 Nicholas J. De Blouw
23 Attorneys for Plaintiff
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DEMAND FOR A JURY TRIAL

PLAINTIFF demands a jury trial on issues triable to a jury.

Dated: July 14, 2023 BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

By: /s/ Nicholas J. De Blouw
Nicholas J. De Blouw
Attorneys for Plaintiff