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County of Stanislaus
Clerk of the Court
By: Raquel Enriquez, Deputy

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on behalf of herself and others similarly situated

SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF STANISLAUS

CHRISTINA EVA SANTIAGO, an
individual on behalf of herself and all others
similarly situated,

Plaintiff,

vs.

CENTER FOR HUMAN SERVICES, a
California non-profit Corporation; and DOES
1 through 50, inclusive,

Defendants.

Case No.: CV-23-003515

CLASS ACTION

Assigned for All Purposes To:
Hon. Sonny S. Sandhu
Dept.: 24

**FIRST AMENDED CLASS ACTION
COMPLAINT FOR:**

1. Failure to Pay Minimum Wages;
2. Failure to Pay Wages and Overtime Under Labor Code § 510;
3. Meal Period Liability Under Labor Code § 226.7;
4. Rest-Break Liability Under Labor Code § 226.7;
5. Violation of Labor Code § 226(a);
6. Violation of Labor Code § 203;
7. Violation of Labor Code § 204;
8. Failure to Keep Required Payroll Records under Labor Code §§ 1174 and 1174.5;
9. Failure to Reimburse Necessary Business Expenses § 2802;
10. Violation of Business & Professions Code § 17200 *et seq.*; and
11. Penalties under PAGA, Labor Code § 2698.

DEMAND FOR JURY TRIAL

1 INTRODUCTION

2 Plaintiff CHRISTINA EVA SANTIAGO (“Plaintiff”) brings this action on behalf of
3 herself and the Class Members who are defined as “all current and former employees within the
4 State of California who, at any time from four (4) years prior to the filing of this lawsuit, are or
5 were employed as non-exempt hourly employees by Defendants CENTER FOR HUMAN
6 SERVICES, a California non-profit organization, and DOES 1 through 50” (all defendants being
7 collectively referred to herein as “Defendants”).

8 Plaintiff alleges that Defendants, and each of them, violated various provisions of the
9 California Labor Code, relevant orders of the Industrial Welfare Commission (IWC), and the
10 California Business & Professions Code, and seeks redress for these violations.

11 Upon information and belief, Plaintiff was employed by Defendants and (1) shared similar job
12 duties and responsibilities; (2) was subjected to the same policies and practices; and (3) endured
13 similar violations at the hands of Defendants as the other Class Members who served in similar
14 and related positions.

15 THE PARTIES

16 A. The Plaintiff

17 Plaintiff CHRISTINA EVA SANTIAGO resides in California, during the time period
18 relevant to this Complaint, was employed by Defendants as a non-exempt hourly employee within
19 the State of California.

20 B. The Defendants

21 Defendant CENTER FOR HUMAN SERVICES is a California non-profit corporation and
22 is registered with the California Secretary of State. Defendant CENTER FOR HUMAN
23 SERVICES has been the employer listed on the wage statements and employment records issued
24 to Plaintiff during the relevant time period that Plaintiff was employed with Defendants.

25 The true names and capacities, whether individual, corporate, associate, or whatever else, of the
26 Defendants sued herein as Does 1 through 50, inclusive, are currently unknown to Plaintiff, who
27 therefore sue these Defendants by such fictitious names under Code of Civil Procedure § 474.

28 Plaintiff is informed and believes and thereon alleges that Defendants designated herein as Does 1

1 through 50, inclusive, and each of them, are legally responsible in some manner for the unlawful
2 acts referred to herein. Plaintiff will seek leave of court to amend this Complaint to reflect the true
3 names and capacities of the Defendants designated herein as Does 1 through 50 when their
4 identities become known.

5 Plaintiff is informed and believes and thereon alleges that each Defendant acted in all
6 respects pertinent to this action as the agent of the other Defendants, that Defendants carried out a
7 joint scheme, business plan, or policy in all respects pertinent hereto, and that the acts of each
8 Defendant are legally attributable to the other Defendants. Furthermore, Defendants acted in all
9 respects as the employers or joint employers of Class Members. Defendants, and each of them,
10 exercised control over the wages, hours or working conditions of Class Members, or suffered or
11 permitted Class Members to work, or engaged, thereby creating a common law employment
12 relationship, with Class Members. Therefore, Defendants, and each of them, employed or jointly
13 employed Class Members.

14 Whenever and wherever reference is made in this Complaint to any act by a defendant or
15 defendants, such allegations and references shall also be deemed to mean the acts and failures to
16 act of each defendant acting individually, jointly, and severally.

17 Whenever and wherever reference is made to individuals who are not named as a Defendant in this
18 Complaint but were agents, servants, employees and/or supervisors of Defendants, such
19 individuals at all relevant times acted on behalf of Defendants within the scope of their
20 employment.

21 JURISDICTION AND VENUE

22 This Court has jurisdiction over this Action pursuant to California Code of Civil Procedure
23 § 410.10 and California Business & Professions Code § 17203. This Action is brought as a Class
24 Action on behalf of similarly situated Class Members of Defendants pursuant to California Code
25 of Civil Procedure § 382. Venue as to Defendants is also proper in this judicial district pursuant to
26 California Code of Civil Procedure § 395 *et seq.* Upon information and belief, the obligations and
27 liabilities giving rise to this lawsuit occurred in part in Stanislaus County. Defendants maintain
28 and operate facilities in Stanislaus County and employs Plaintiff and other Class Members in

1 Stanislaus County, while doing business throughout California.

2 FACTUAL BACKGROUND

3 Class Members consistently worked at Defendants behest without being paid all wages
4 due. Class Members were either not paid by Defendants for all hours worked or were not paid at
5 the appropriate minimum, regular and overtime rates. Plaintiff also contends that Defendants
6 failed to pay Class Members all wages due and owing, including by requiring off the clock work,
7 unlawfully rounding to their detriment, failing to provide meal and rest breaks, failing to furnish
8 accurate wage statements, failing to timely pay wages including final wages, failing to maintain
9 accurate records, and failing to reimburse necessary business expenses all in violation of various
10 provisions of the California Labor Code and applicable Wage Orders.

11 During the course of Class Members' employment with Defendants, they were not paid all
12 wages they were owed, including for all work performed resulting in off the clock work. Class
13 Members were required to perform pre-shift and post-shift off the clock work which they were not
14 compensated for despite being subject to Defendants' control. Specifically, Class Members were
15 required to fill out paperwork after sessions and review paperwork for new clients either prior to
16 clocking in at the beginning of their shift or after clocking out at the end of their shift.
17 Additionally, Class Members were instructed to clock out for their meal breaks and to continue
18 working thereby resulting in further off the clock work.

19 Moreover, Defendants had a consistent policy and practice of unlawfully rounding hours
20 worked to the detriment of the Class Members. Rather than paying Class Members for all hours
21 and minutes they actually worked, Defendants followed a uniform policy and practice of rounding
22 all time entries to the nearest quarter-hour or half-hour (i.e. to the nearest 15-minute or 30-minute
23 time increment), and generally did so to the detriment of the Class Members, and Plaintiff contend
24 this policy is not neutral and resulted, over time, to the detriment of the Class Members by
25 systematically under-compensating them. Rather than reflecting the actual hours worked by Class
26 Members, the time entries were rounded and reduced to reflect the scheduled work time rather
27 than the actual hours worked. These unlawfully rounded time entries were inputted into
28 Defendants' payroll system from which wage statements and payroll checks were created.

1 By implementing policies, programs, practices, procedures and protocols which resulted in
2 off the clock work and also rounded the hours worked by Class Members down to their detriment
3 and systematically failed to pay for all hours worked, Defendants' willful actions resulted in the
4 systematic underpayment of wages to Class Members, including underpayment of overtime pay to
5 Class Members over the relevant time period. For example, the above described off the clock work
6 addressed above caused Plaintiff to begin receiving overtime pay later than they should have.
7 As a result of the above described requirements to work off the clock, unlawful rounding by
8 Defendants and the other wage violations they endured at Defendants' hands, Class Members were
9 not properly paid all wages earned and all wages owed to them by Defendants, including when
10 working more than eight (8) hours in any given day and/or more than forty (40) hours in any given
11 week.

12 As a result of Defendants' unlawful policies and practices, Class Members incurred
13 overtime hours worked for which they were not adequately and completely compensated, in
14 addition to the hours they were required to work off the clock. To the extent applicable,
15 Defendants also failed to pay Class Members at an overtime rate of 1.5 times the regular rate for
16 the first eight hours of the seventh consecutive work day in a week and overtime payments at the
17 rate of 2 times the regular rate for hours worked over eight (8) on the seventh consecutive work
18 day, as required under the Labor Code and applicable IWC Wage Orders.

19 Therefore, from at least four (4) years prior to the filing of this lawsuit and continuing to
20 the present, Defendants had a consistent policy or practice of failing to pay Class Members for all
21 hours worked, and failing to pay minimum wages for all time worked, as required by California
22 law. Defendants thus failed to pay Class Members at least minimum wages for all the time they
23 worked for Defendants in violation of the Labor Code and applicable IWC Wage Orders as the
24 actual times when Class Members were under the control and direction of Defendants was under
25 reported in the hours reflected on the timekeeping records. Furthermore, Defendants' willful
26 actions resulted in the systematic underpayment of wages to Class Members, including
27 underpayment of overtime pay to Class Members over a period of time.

28 Therefore, from at least four (4) years prior to the filing of this lawsuit and continuing to

1 the present, Defendants had a consistent policy or practice of failing to pay Class Members for all
2 hours worked. Also, from at least four (4) years prior to the filing of this lawsuit and continuing to
3 the present, Defendants also had a consistent policy or practice of failing to pay Class Members
4 their true and correct overtime compensation at premium overtime rates for all hours worked in
5 excess of eight (8) hours a day and/or forty (40) hours a week, and double-time rates for all hours
6 worked in excess of twelve (12) hours a day, in violation of Labor Code § 510 and the
7 corresponding sections of IWC Wage Orders.

8 Additionally, Defendants failed to provide all the legally required unpaid, off-duty meal
9 periods and all the legally required paid, off-duty rest periods to Class Members, as required by
10 the applicable Wage Order and Labor Code. Class Members were required to perform work as
11 ordered by Defendants for more than five (5) hours during a shift but were often required to do so
12 without receiving a lawful and timely meal break. In addition to untimely meal periods,
13 Defendants also required Class Members to respond to work demands. Defendants placed their
14 needs over Class Members lawful meal and rest breaks and this resulted in Class Members often
15 having to work through their scheduled meal and/or rest breaks, or otherwise taking shortened
16 ones, because the demands of the job would not avail them the opportunity to take a lawfully
17 uninterrupted and off duty meal and/or rest break.

18 On the occasions when Class Members worked over 10 hours in a shift, Defendants also
19 failed to provide them with a second, uninterrupted, timely and duty-free meal period. As a result,
20 Defendants' failure to provide Class Members with all legally required off-duty, unpaid meal
21 periods and all the legally required off-duty, paid rest periods is and will be evidenced by
22 Defendants' business records, or lack thereof. Defendants also failed to pay Class Members
23 "premium pay," i.e. one hour of wages at each Class Member's effective hourly rate of pay, for
24 each meal period or rest break that Defendants failed to provide or deficiently provided.
25 Therefore, for at least four years prior to the filing of this action and through to the present,
26 Defendants have regularly required Class Members to work shifts in excess of five (5) hours
27 without providing them with uninterrupted meal periods of not less than thirty (30) minutes, and
28 shifts in excess of (10) hours without providing them with second meal periods of not less than

thirty minutes; nor did Defendants pay Class Members “premium pay,” i.e. one hour of wages at each Class Member’s effective hourly rate of pay, for each meal period that Defendants failed to provide or deficiently provided.

Meal period violations thus occurred in one or more of the following manners:

- (a) Class Members were not provided full thirty-minute duty free meal periods for work days in excess of five (5) hours and were not compensated one (1) hour’s wages in lieu thereof, all in violation of, among others, Labor Code §§ 226.7, 512, and the applicable Industrial Welfare Commission Wage Order(s);
- (b) Class Members were not provided second full thirty-minute duty free meal periods for work days in excess of ten (10) hours;
- (c) Class Members were required to work through at least part of their daily meal period(s);
- (d) Meal periods were provided after five (5) hours of continuous work during a shift; and
- (e) Class Members were restricted in their ability to take a full thirty-minute meal period.

Class Members were also not authorized and permitted to take lawful rest periods, were systematically required by Defendants to work through or during breaks and were not provided with one (1) hour’s wages in lieu thereof. Class Members were restricted in their ability to take their full ten (10) minutes net rest time or were otherwise not provided with duty-free rest periods. Therefore, from at least four years prior to the filing of this lawsuit and continuing to the present, Defendants have consistently failed to provide Class Members with paid rest breaks of not less than ten minutes for every work period of four or more consecutive hours; or major fraction thereof, nor did Defendant pay Class Members premium pay for each day on which requisite rest breaks were not provided or were deficiently provided.

Rest period violations therefore arose in one or more of the following manners:

- (a) Class Members were required to work without being provided a minimum

1 ten (10) minute rest period for every four (4) hours or major fraction
2 thereof worked and were not compensated one (1) hour of pay at their
3 regular rate of compensation for each workday that a rest period was not
4 provided;

5 (b) Class Members were not authorized and permitted to take timely rest
6 periods for every four hours worked, or major fraction thereof; and

7 (c) Class Members were required to remain on-duty during rest periods or
8 otherwise had their rest periods interrupted by work demands.

9 Defendants also consistently failed to issue accurate itemized wage statements as required
10 by Labor Code § 226(a). Specifically, the wage statements given to Class Members failed to
11 accurately account for unpaid wages and overtime because Defendants had unlawfully rounded
12 time entries to the detriment of the Class Members and their actual hours worked were under-
13 reported due to off the clock work. Additionally, the wage statements given to Class Members
14 failed to accurately account for premium pay for deficiently provided meal periods and rest
15 breaks.

16 From at least four (4) years prior to filing this lawsuit and continuing to the present,
17 Defendants have thus also had a consistent policy of failing to pay all wages owed to Class
18 Members at the time of their termination of within seventy-two (72) hours of their resignation, as
19 required by California wage-and-hour laws. Specifically, Class Members were not paid all regular
20 and overtime wages because Defendants failed to pay for all hours worked, required off the clock
21 work and unlawfully rounded time entries to the detriment of Class Members. Additionally,
22 Defendants failed to pay premium wages owed for unprovided meal periods and rest periods, as
23 further detailed in this Complaint. Defendants' failure to pay said wages within the required time
24 was willful within the meaning of Labor Code § 203.

25 Additionally, from at least four (4) years prior to the filing of this lawsuit and continuing to
26 the present, Defendants have regularly required Class Members to incur business expenses in the
27 course of performing their required job duties for Defendants including for cell phone expenses
28 and mileage. Upon information and belief, Class Members incurred similar costs. These expenses

1 incurred by Class Members were necessary and required of them in performing their assigned job
2 duties, but Defendants failed to reimburse Class Members for all such necessary expenditures,
3 thus entitling them to reimbursement according to proof as required under Labor Code § 2802 and
4 the applicable provisions of the IWC Wage Orders.

5 In light of the foregoing, Plaintiff and Class Members bring this action pursuant to, *inter alia*,
6 Labor Code §§ 201, 202, 203, 204, 210, 226, 226.3, 226.7, 510, 512, 558, 558.1, 1174, 1174.5,
7 1182.12, 1185, 1194, 1194.2, 1197, 1198, 1199, 2802 and 2698 *et seq.* and California Code of
8 Regulations, Title 8, section 11000 *et seq.*

9 Furthermore, pursuant to Business and Professions Code §§ 17200-17208, Plaintiff and the Class
10 Members seek injunctive relief, restitution, and disgorgement of all benefits Defendants have
11 enjoyed from their violations of Labor Code and the other unfair, unlawful, or fraudulent practices
12 alleged in this Complaint.

13 CLASS ALLEGATIONS

14 Plaintiff seeks to represent the Subclasses composed of and defined as follows:

15 a. Subclass 1. Minimum Wages Subclass. All Class Members who were not
16 compensated for all hours worked for Defendants at the applicable minimum wage.

17 b. Subclass 2. Wages and Overtime Subclass. All Class Members who were not
18 compensated for all hours worked for Defendants at the required rates of pay, including for all
19 hours worked in excess of eight in a day and/or forty in a week.

20 c. Subclass 3. Meal Period Subclass. All Class Members who were subject to
21 Defendants' policy and/or practice of failing to provide unpaid 30-minute uninterrupted and duty-
22 free meal periods or one hour of pay at the Class Member's regular rate of pay in lieu thereof.

23 d. Subclass 4. Rest Break Subclass. All Class Members who were subject to
24 Defendants' policy and/or practice of failing to authorize and permit Class Members to take
25 uninterrupted, duty-free, 10-minute rest periods for every four hours worked, or major fraction
26 thereof, and failing to pay one hour of pay at the Class Member's regular rate of pay in lieu
27 thereof.

28 e. Subclass 5. Wage Statement Subclass. All Class Members who, within the

applicable limitations period, were not provided with accurate itemized wage statements.

f. Subclass 6. Termination Pay Subclass. All Class Members who, within the applicable limitations period, either voluntarily or involuntarily separated from their employment and were subject to Defendants' policy and/or practice of failing to timely pay wages upon termination.

g. Subclass 7: Failure to Timely Pay Wages Twice Monthly Subclass. All Class Members who were subject to Defendants' policy and practice of not timely paying all wages earned when they were due and payable at least twice monthly.

h. Subclass 8. Payroll Records Subclass. All Class members who were subject to Defendants' policy and/or practice of failing to keep accurate time and wage records as required by California wage-and-hour laws.

i. Subclass 9. Expense Reimbursement Subclass. All Class Members who incurred necessary and reasonable expenses in connection with performing their job duties for Defendant and who were subject to a policy and/or practice under which such expenses were not reimbursed.

j. Subclass 10. UCL Subclass. All Class Members who are owed restitution as a result of Defendants' business acts and practices, to the extent such acts and practices are found to be unlawful, deceptive, and/or unfair.

Plaintiff reserves the right under California Rule of Court 3.765 to amend or modify the class description with greater particularity or further division into subclasses or limitation to particular issues. To the extent equitable tolling operates to toll claims by the Class against Defendants, the Class Period should be adjusted accordingly.

Defendants, as a matter of company policy, practice and procedure, and in violation of the applicable Labor Code, Industrial Welfare Commission ("IWC") Wage Order requirements, and the applicable provisions of California law, intentionally, knowingly, and willfully, engaged in a practice whereby Defendants failed to correctly calculate compensation for the time worked by Class Members, even though Defendants enjoyed the benefit of this work, required Class Members to perform this work and permitted or suffered to permit this work. Defendants have uniformly denied these Class Members wages to which these employees are entitled and failed to

1 provide meal periods or authorize and permit rest periods, in order to unfairly cheat the
2 competition and unlawfully profit.

3 This action has been brought and may properly be maintained as a class action under the
4 provisions of Code of Civil Procedure § 382 because there is a well-defined community of interest
5 in litigation and proposed class is easily ascertainable.

6 A. Numerosity

7 The potential members of the class as defined are so numerous that joinder of all the member of
8 the class is impracticable. While the precise number of class member has not been determined at
9 this time, Plaintiff is informed and believes that Defendants employ or, during the time period
10 relevant to this lawsuit, hundreds of employees who satisfy the Class definition within the State of
11 California.

12 Accounting for employee turnover during the relevant time period increases this number
13 substantially. Plaintiff alleges that Defendants' employment records will provide information as to
14 the number and location of all Class Members.

15 B. Commonality

16 There are questions of law and fact common to the Class that predominates over any questions
17 affecting only individual Class Members. These common questions of law and fact include:

- 18 a. Whether Defendants failed to pay Class Members minimum wages;
- 19 b. Whether Defendants failed to pay Class Members wages for all hours worked;
- 20 c. Whether Defendants failed to pay Class Members overtime as required under Labor
21 Code § 510;
- 22 d. Whether Defendants violated Labor Code §§ 226.7 and 512, and the applicable
23 IWC Wage Orders, by failing to provide Class Members with requisite meal
24 periods or premium pay in lieu thereof;
- 25 e. Whether Defendants violated Labor Code §§ 226.7, and the applicable IWC Wage
26 Orders, by failing to authorize and permit Class Members to take requisite rest
27 breaks or provide premium pay in lieu thereof;
- 28 f. Whether Defendants violated Labor Code § 226(a) by providing Class Members

with inaccurate wage statements;

- g. Whether Defendants violated Labor Code §§ 201, 202, and 203 by failing to pay wages and compensation due and owing at the time of termination of employment;
- h. Whether Defendants' conduct was willful;
- i. Whether Defendants violated Labor Code § 226 and § 1174 and the IWC Wage Orders by failing to maintain accurate records of Class Members' earned wages and work periods;
- j. Whether Defendants violated Labor Code § 1194 by failing to compensate all Class Members during the relevant time period for all hours worked, whether regular or overtime;
- k. Whether Defendants violated Labor Code § 204 by failing to timely pay wages;
- l. Whether Defendants violated Labor Code § 2802 by failing to reimburse all necessary business expenses Defendants required them to incur in performing their job duties;
- m. Whether Defendants violated Business and Professions Code § 17200 *et seq.*;
- n. Whether Class Members are entitled to equitable relief pursuant to Business and Professions Code § 17200 *et seq.*; and
- o. Whether Defendants are liable for penalties under Labor Code § 2699, *et seq.*

C. Typicality

The claims of the named plaintiff is typical of those of Class Members. The Class Members all sustained injuries and damages arising out of and caused by Defendants' common course of conduct in violation of statutes, as well as regulations that have the force and effect of law, as alleged herein.

D. Adequacy of Representation

Plaintiff will fairly and adequately represent and protect the interest of the Class Members. Counsel who represents Class Members are experienced and competent in litigating employment class actions.

E. Superiority of Class Action

1 A class action is superior to other available means for the fair and efficient adjudication of this
2 controversy. Individual joinder of all Class Members is not practicable, and questions of law and
3 fact common to all Class Members predominate over any questions affecting only individual Class
4 Members. Each Class Member has been damaged and is entitled to recovery by reason of
5 Defendants' illegal policies or practices of failing to compensate Class Members properly.

6 As to the issues raised in this case, a class action is superior to all other methods for the fair and
7 efficient adjudication of this controversy, as joinder of all Class Members is impracticable and
8 many legal and factual questions to be adjudicated apply uniformly to all Class Members. Further,
9 as the economic or other loss suffered by vast numbers of Class Members may be relatively small,
10 the expense and burden of individual actions makes it difficult for the Class Members to
11 individually redress the wrongs they have suffered. Moreover, in the event disgorgement is
12 ordered, a class action is the only mechanism that will permit the employment of a fluid fund
13 recovery to ensure that equity is achieved. There will be relatively little difficulty in managing this
14 case as a class action, and proceeding on a class-wide basis will permit Class Members to
15 vindicate their rights for violations they endured which they would otherwise be foreclosed from
16 receiving in a multiplicity of individual lawsuits that would be cost prohibitive to them.

17 Class action treatment will allow those persons similarly situated to litigate their claims in the
18 manner that is most efficient and economical for the parties and the judicial system. Plaintiff is
19 unaware of any difficulties in managing this case that should preclude class treatment. Plaintiff
20 contemplates the eventual issuance of notice to the proposed Class Members that would set forth
21 the subject and nature of the instant action. The Defendants' own business records can be utilized
22 for assistance in the preparation and issuance of the contemplated notices. To the extent that any
23 further notice is required additional media and/or mailings can be used.

24 Defendants, as prospective and actual employers of the Class Members, had a special fiduciary
25 duty to disclose to prospective Class Members the true facts surrounding Defendants' pay
26 practices, policies and working conditions imposed upon Class Members as well as the effect of
27 any alleged arbitration agreements that may have been forced upon them. In addition, Defendants
28 knew they possessed special knowledge about pay practices and policies, most notably

1 intentionally refusing to pay for all hours actually worked which should have been recorded in
2 Defendants' pay records and the consequence of the alleged arbitration agreements and policies
3 and practices on Class Members.

4 Class Members did not discover the fact that they were entitled to all pay under the Labor Code
5 until shortly before the filing of this lawsuit nor was there ever any discussion about Plaintiff's
6 and the Class' waiver of their Constitutional rights of trial by jury, right to collectively organize
7 and oppose unlawful pay practices under California law as well as obtain injunctive relief
8 preventing such practices from continuing. As a result, the applicable statutes of limitation were
9 tolled until such time as Plaintiff and the Class Members discovered their claims.

10 FIRST CAUSE OF ACTION

11 FAILURE TO PAY MINIMUM WAGES

12 (Against All Defendants)

13 Plaintiff re-alleges and incorporate all preceding paragraphs, as though set forth in full
14 herein.

15 Defendants failed to pay Class Members minimum wages for all hours worked. Defendants
16 had a consistent policy of misstating Class Members' time records and failing to pay Class
17 Members for all hours worked. Class Members would work hours and not receive wages,
18 including as alleged above in connection with off the clock work and unlawful rounding of hours.
19 Defendants, and each of them, have intentionally and improperly changed, adjusted and/or
20 modified the hours of Class Members, which resulted in off the clock work and underpayment of
21 all wages owed to Class Members over a period of time, while benefiting Defendants. During the
22 relevant time period, Defendants thus regularly failed to pay minimum wages to Class Members,
23 to their detriment. Additionally, Defendants had a consistent policy of failing to pay Class
24 Members for hours worked during alleged meal and rest periods for which Class Members were
25 consistently denied, as also addressed herein. Defendants' uniform pattern of unlawful wage and
26 hour practices manifested, without limitation, applicable to the Class as a whole, as a result of
27 implementing a uniform policy and practice that denied accurate compensation to Class Members
28 as to minimum wage pay.

1 In California, employees must be paid at least the then applicable state minimum wage for all
2 hours worked. (IWC Wage Order MW-2014). Additionally, pursuant to California Labor Code §
3 204, other applicable laws and regulations, and public policy, an employer must timely pay its
4 employees for all hours worked. Defendants failed to do so.

5 California Labor Code § 1197, entitled “Pay of Less Than Minimum Wage” states: “The
6 minimum wage for employees fixed by the commission is the minimum wage to be paid to
7 employees, and the payment of a less wage than the minimum so fixed is unlawful.”

8 The applicable minimum wages fixed by the commission for work during the relevant period is
9 found in Paragraph 4(A)-4(D) of the IWC Wage Orders.

10 The minimum wage provisions of California Labor Code are enforceable by private civil
11 action pursuant to Labor Code § 1194(a) which states: “Notwithstanding any agreement to work
12 for a lesser wage, any employee receiving less than the legal minimum wage or the legal overtime
13 compensation applicable to the employee is entitled to recover in a civil action the unpaid balance
14 of the full amount of this minimum wage or overtime compensation, including interest thereon,
15 reasonable attorney’s fees and costs of suit.”

16 As described in California Labor Code §§ 1185 and 1194.2, any action for wages
17 incorporates the applicable Wage Order of the California Industrial Welfare Commission. Also,
18 California Labor Code §§ 1194, 1197, 1197.1 and those Industrial Welfare Commission Wage
19 Orders entitle non-exempt employees to an amount equal to or greater than the minimum wage for
20 all hours worked. All hours must be paid at the statutory or agreed rate and no part of this rate may
21 be used as a credit against a minimum wage obligation.

22 In committing these violations of the California Labor Code, Defendants inaccurately
23 recorded, or required Class Members to input times that did not reflect their actual hours worked,
24 or calculated the correct time worked and consequently underpaid the actual time worked by Class
25 Members. Defendants acted in an illegal attempt to avoid the payment of all earned wages, and
26 other benefits in violation of the California Labor Code, the Industrial Welfare Commission
27 requirements and other applicable laws and regulations. As a result of these violations, Defendant
28 also failed to timely pay all wages earned in accordance with California Labor Code § 1194.

1 California Labor Code § 1194.2 also provides for the following remedies: “In any action under
2 Section 1194 . . . to recover wages because of the payment of a wage less than the minimum
3 wages fixed by an order of the commission, an employee shall be entitled to recover liquidated
4 damages in an amount equal to the wages unlawfully unpaid and interest thereon.”

5 In addition to restitution for all unpaid wages, pursuant to California Labor Code § 1197.1, Class
6 Members are entitled to recover a penalty of \$100.00 for the initial failure to timely pay each
7 employee minimum wages, and \$250.00 for each subsequent failure to pay each employee
8 minimum wages.

9 Pursuant to California Labor Code § 1194.2, Class Members are further entitled to recover
10 liquidated damages in an amount equal to wages unlawfully unpaid and interest thereon.

11 Defendants have the ability to pay minimum wages for all time worked and have willfully refused
12 to pay such wages with the intent to secure for Defendants a discount upon this indebtedness with
13 the intent to annoy, harass, oppress, hinder, delay, or defraud Class Members.

14 Wherefore, Class Members are entitled to recover the unpaid minimum wages (including double
15 minimum wages), liquidated damages in an amount equal to the minimum wages unlawfully
16 unpaid, interest thereon and reasonable attorney’s fees and costs of suit pursuant to California
17 Labor Code § 1194(a). Plaintiff and the other members of the Class further request recovery of all
18 unpaid wages, according to proof, interest, statutory costs, as well as the assessment of any
19 statutory penalties against Defendants, in a sum as provided by the California Labor Code,
20 including § 558, and/or other applicable statutes.

21 SECOND CAUSE OF ACTION

22 FAILURE TO PAY WAGES AND OVERTIME UNDER LABOR CODE § 510

23 (Against All Defendants)

24 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full herein.

25 California Labor Code § 1194 provides that “any employee receiving less than the legal minimum
26 wage or the legal overtime compensation applicable to the employee is entitled to recover in a
27 civil action the unpaid balance of the full amount of this minimum wage or overtime
28 compensation, including interest thereon, reasonable attorney’s fees, and costs of suit.” The action

1 may be maintained directly against the employer in an employee's name without first filing a
2 claim with the Division of Labor Standards and Enforcement.

3 By their conduct, as set forth herein, Defendants violated California Labor Code § 510 (and the
4 relevant orders of the Industrial Welfare Commission) by failing to pay Class Members: (a) time
5 and one-half their regular hourly rates for hours worked in excess of eight (8) hours in a workday
6 or in excess of forty (40) hours in any workweek or for the first eight (8) hours worked on the
7 seventh day of work in any one workweek; or (b) twice their regular rate of pay for hours worked
8 in excess of twelve (12) hours in any one (1) day or for hours worked in excess of eight (8) hours
9 on any seventh day of work in a workweek.

10 Defendants had a consistent policy of not paying Class Members wages for all hours
11 worked, including by requiring off the clock work and by unlawfully rounding down actual hours
12 worked as addressed above. Defendants, and each of them, have intentionally and improperly
13 rounded, changed, adjusted and/or modified certain employees' hours, including Plaintiff's, in
14 order to avoid paying Class Members all earned and owed straight time and overtime wages and
15 other benefits, in violation of the California Labor Code, the California Code of Regulations and
16 the IWC Wage Orders and guidelines set forth by the Division of Labor Standards and
17 Enforcement. Defendants have also violated these provisions by requiring Class Members to work
18 through portions of their meal period. Therefore, Class Members were not properly compensated,
19 nor were they paid overtime rates for hours worked in excess of eight hours in a given day, and/or
20 forty hours in a given week. Based on information and belief, Defendants did not make available
21 to Class Members a reasonable protocol for correcting time records when Class Members worked
22 overtime hours or to fix incorrect time entries or those that Defendants unlawfully rounded to the
23 Class Members' detriment.

24 Defendants' failure to pay Class Members the unpaid balance of regular wages owed and
25 overtime compensation, as required by California law, violates the provisions of Labor Code §§
26 510 and 1198, and is therefore unlawful.

27 Additionally, Labor Code § 558(a) provides "any employer or other person acting on
28 behalf of an employer who violates, or causes to be violated, a section of this chapter or any

1 provisions regulating hours and days of work in any order of the IWC shall be subject to a civil
2 penalty as follows: (1) For any violation, fifty dollars (\$50) for each underpaid employee for each
3 pay period for which the employee was underpaid in addition to an amount sufficient to recover
4 underpaid wages. (2) For each subsequent violation, one hundred dollars (\$100) for each
5 underpaid employee for each pay period for which the employee was underpaid in addition to an
6 amount sufficient to recover underpaid wages. (3) Wages recovered pursuant to this section shall
7 be paid to the affected employee.” Labor Code § 558(c) states, “the civil penalties provided for in
8 this section are in addition to any other civil or criminal penalty provided by law.” Defendants
9 have violated provisions of the Labor Code regulating hours and days of work as well as the IWC
10 Wage Orders. Accordingly, Plaintiff and the Class Members seek the remedies set forth in Labor
11 Code § 558.

12 Defendants’ failure to pay compensation in a timely fashion also constituted a violation of
13 California Labor Code § 204, which requires that all wages shall be paid semimonthly. From four
14 (4) years prior to the filing of this lawsuit to the present, in direct violation of that provision of the
15 California Labor Code, Defendants have failed to pay all wages and overtime compensation
16 earned by Class Members. Each such failure to make a timely payment of compensation to Class
17 Members constitutes a separate violation of California Labor Code § 204.

18 Class Members have been damaged by these violations of California Labor Code §§ 204 and 510
19 (and the relevant orders of the Industrial Welfare Commission).

20 Consequently, pursuant to the California Labor Code, including Labor Code §§ 204, 510,
21 558, and 1194, and the applicable IWC Wage Order, paragraph 3(A) and 4(B), Defendants are
22 liable to Class Members for the full amount of all their unpaid wages and overtime compensation,
23 with interest, plus their reasonable attorneys’ fees and costs, as well as the assessment of any
24 statutory penalties against Defendants, and each of them, and any additional sums as provided by
25 the Labor Code and/or other statutes.

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1 THIRD CAUSE OF ACTION

2 MEAL-PERIOD LIABILITY UNDER LABOR CODE § 226.7

3 (Against All Defendants)

4 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full herein.

5 Class Members regularly worked shifts greater than five (5) hours and in some instances, greater
6 than ten (10) hours. Pursuant to Labor Code § 512 an employer may not employ someone for a
7 shift of more than five (5) hours without providing him or her with a meal period of not less than
8 thirty (30) minutes or for a shift of more than ten (10) hours without providing him or her with a
9 second meal period of not less than thirty (30) minutes.

10 Defendants failed to provide Class Members with meal periods as required under the Labor
11 Code. Defendants placed their needs over Class Members lawful meal breaks and this resulted in
12 Class Members consistently having to work through their scheduled meal breaks because the
13 demands of the job would not avail them the opportunity to take a lawfully uninterrupted and off-
14 duty meal break. Furthermore, upon information and belief, on the occasions when Class
15 Members worked more than ten (10) hours in a given shift, they did so without receiving a second
16 uninterrupted thirty (30) minute meal period as required by law.

17 Defendants thus failed to provide Class Members with meal periods as required by the
18 Labor Code, including by not providing them with the opportunity to take meal breaks, by
19 providing them late or for less than thirty (30) minutes, or by requiring them to perform work
20 during breaks.

21 Moreover, Defendants failed to compensate Class Members for each meal period not
22 provided or inadequately provided, as required under Labor Code § 226.7 and paragraph 11 of the
23 applicable IWC Wage Orders, which provide that, if an employer fails to provide an employee a
24 meal period in accordance with this section, the employer shall pay the employee one (1) hour of
25 pay at the employee's regular rate of compensation for each workday that the meal period is not
26 provided. Defendants failed to compensate Class Members for each meal period not provided or
27 inadequately provided, as required under Labor Code § 226.7.

28 Therefore, pursuant to Labor Code § 226.7 and the applicable IWC Wage Order, paragraph 11,

1 Class Members are entitled to damages in an amount equal to one (1) hour of wages at their
2 effective hourly rates of pay for each meal period not provided or deficiently provided, a sum to be
3 proven at trial, as well as the assessment of any statutory penalties against the Defendants, and
4 each of them, in a sum as provided by the Labor Code and other statutes.

5 FOURTH CAUSE OF ACTION

6 REST-BREAK LIABILITY UNDER LABOR CODE § 226.7

7 (Against All Defendants)

8 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full
9 herein.

10 Labor Code §§ 226.7 and paragraph 12 of the applicable IWC Wage Orders provide that
11 employers must authorize and permit all employees to take rest periods at the rate of ten (10)
12 minutes net rest time per four (4) work hours.

13 Class Members consistently worked consecutive four (4) hour shifts and were generally
14 scheduled for shifts of greater than 3.5 hours total, thus requiring Defendants to authorize and
15 permit them to take rest periods. Pursuant to the Labor Code and the applicable IWC Wage Order,
16 Class Members were entitled to paid rest breaks of not less than ten (10) minutes for each
17 consecutive four (4) hour shift, and Defendants failed to provide Class Members with timely rest
18 breaks of not less than ten (10) minutes for each consecutive four (4) hour shift. Defendants placed
19 their needs over Class Members lawful rest breaks and this resulted in Class Members consistently
20 having to work through their scheduled rest breaks because the demands of the job would not avail
21 them the opportunity to take a lawfully uninterrupted and off-duty rest break. Thus, Class
22 Members were consistently denied of their rest breaks.

23 Labor Code §§ 226.7 and paragraph 12 of the applicable IWC Wage Orders provide that if
24 an employer fails to provide an employee rest period in accordance with this section, the employer
25 shall pay the employee one (1) hour of pay at the employee's regular rate of compensation for
26 each workday that the rest period is not provided.

27 Defendants, and each of them, have therefore intentionally and improperly denied rest periods to
28 Class Members in violation of Labor Code §§ 226.7 and 512 and paragraph 12 of the applicable

1 IWC Wage Orders.

2 Defendants failed to authorize and permit Class Members to take rest periods, as required
3 by the Labor Code. Moreover, Defendants did not compensate Class Members with an additional
4 hour of pay at each Class Member's effective hourly rate for each day that Defendants failed to
5 provide them with adequate rest breaks, as required under Labor Code § 226.7.
6 Therefore, pursuant to Labor Code § 226.7 and paragraph 12 of the applicable IWC Wage Orders,
7 Class Members are entitled to damages in an amount equal to one (1) hour of wages at their
8 effective hourly rates of pay for each day worked without the required rest breaks, a sum to be
9 proven at trial, as well as the assessment of any statutory penalties against Defendants, and each of
10 them, in a sum as provided by the Labor Code and/or other statutes.

11 FIFTH CAUSE OF ACTION

12 VIOLATION OF LABOR CODE § 226(a)

13 (Against All Defendants)

14 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full
15 herein. California Labor Code § 226(a) requires an employer to furnish each of his or her
16 employees with an accurate, itemized statement in writing showing the gross and net earnings,
17 total hours worked, and the corresponding number of hours worked at each hourly rate; these
18 statements must be appended to the detachable part of the check, draft, voucher, or whatever else
19 serves to pay the employee's wages; or, if wages are paid by cash or personal check, these
20 statements may be given to the employee separately from the payment of wages; in either case the
21 employer must give the employee these statements twice a month or each time wages are paid.
22 Defendants failed to provide Class Members with accurate itemized wage statements in writing, as
23 required by the Labor Code. Specifically, the wage statements given to Class Members failed to
24 accurately account for unpaid wages and overtime because Defendants had unlawfully rounded
25 time entries to the detriment of the Class Members and their actual hours worked were under-
26 reported due to off the clock work. Additionally, the wage statements given to Class Members
27 failed to accurately account for premium pay for deficiently provided meal periods and rest
28 breaks.

Throughout the liability period, Defendants intentionally failed to furnish to Class Members, upon each payment of wages, itemized statements accurately showing: (1) gross wages earned, (2) total hours worked by the employee, (3) the number of piece-rate units earned and any applicable piece rate paid on a piece-rate basis, (4) all deductions, (5) net wages earned, (6) the inclusive dates of the period for which the employee is paid, (7) the name of the employee and only the last four digits of his or her social security number or an employee identification number other than a social security number, (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 pursuant to Labor Code § 226, amongst other statutory requirements. Defendants knowingly and intentionally failed to provide Class Members with such timely and accurate wage and hour statements.

Class Members suffered injury as a result of Defendants' knowing and intentional failure to provide them with the accurate wage and hour statements as required by law and are presumed to have suffered injury and be entitled to penalties under Labor Code § 226(e), as the Defendants have failed to provide wage statements with accurate and complete information as required by any one or more of items Labor Code § 226 (a)(1) to (9), inclusive, and Class Members cannot promptly and easily determine from the wage statement alone one or more of the following: (i) The amount of the gross wages or net wages paid to the employee during the pay period or any of the other information required to be provided on the itemized wage statement pursuant to items (2) to (4), inclusive, (6), and (9) of subdivision (a), (ii) Which deductions the employer made from gross wages to determine the net wages paid to the employee during the pay period, (iii) The name and address of the employer and, (iv) The name of the employee and only the last four digits of his or her social security number or an employee identification number other than a social security number. For purposes of Labor Code § 226(e) "promptly and easily determine" means a reasonable person [i.e. an objective standard] would be able to readily ascertain the information without reference to other documents or information.

Therefore, as a direct and proximate cause of Defendants' violation of Labor Code § 226(a), Class Members suffered injuries, including among other things confusion over whether

1 they received all wages owed them, the difficulty and expense involved in reconstructing pay
2 records, and forcing them to make mathematical computations to analyze whether the wages paid
3 in fact compensated them correctly for all hours worked.

4 Pursuant to Labor Code §§ 226(a) and 226(e) and 1174, and the applicable IWC Wage Order,
5 paragraph 7(B), Class Members are entitled to recover the greater of all actual damages or fifty
6 dollars (\$50) for the initial pay period in which a violation occurs and one hundred dollars (\$100)
7 for each violation in a subsequent pay period, not exceeding an aggregate penalty of four thousand
8 dollars (\$4,000). They are also entitled to an award of costs and reasonable attorneys' fees.

9 SIXTH CAUSE OF ACTION

10 VIOLATION OF LABOR CODE § 203

11 (Against All Defendants)

12 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full
13 herein. Numerous Class Members are no longer employed by Defendants; they either quit
14 Defendants' employ or were fired therefrom.

15 Defendants failed to pay these Class Members all wages due and certain at the time of
16 termination or within seventy-two (72) hours of resignation.

17 The wages withheld from these Class Members by Defendants remained due and owing for
18 more than thirty (30) days from the date of separation from employment.

19 Defendants failed to pay Class Members without abatement, all wages as defined by applicable
20 California law. Specifically, Class Members were not paid all regular and overtime wages because
21 Defendants failed to pay for all hours worked, required off the clock work and unlawfully rounded
22 time entries to the detriment of Class Members. Additionally, Defendants failed to pay premium
23 wages owed for unprovided meal periods and rest periods, as further detailed in this Complaint.
24 Defendants' failure to pay said wages within the required time was willful within the meaning of
25 Labor Code § 203.

26 Defendants' failure to pay wages, as alleged entitles these Class Members to penalties
27 under Labor Code § 203, which provides that an employee's wages shall continue until paid for up
28 to thirty (30) days from the date they were due.

SEVENTH CAUSE OF ACTION

VIOLATION OF LABOR CODE § 204

(Against All Defendants)

Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full herein. Labor Code § 204 instructs that: “All wages, ...earned by any person in any employment are due and payable twice during each calendar month, on days designated in advance by the employer as the regular paydays. Labor performed between the 1st and 15th days, inclusive, of any calendar month shall be paid for between the 16th and the 26th day of the month during which the labor was performed, and labor performed between the 16th and the last day, inclusive, of any calendar month, shall be paid for between the 1st and 10th day of the following month.”

Additionally, the requirements of this section shall be deemed satisfied by the payment of wages for weekly, biweekly, or semimonthly payroll if the wages are paid not more than seven calendar days following the close of the payroll period.” As detailed above, Defendants maintained a consistently applied policy and practice of not paying all wages earned between the 1st and 15th days of a month between the 16th and 26th day and failed to pay all wages earned between the 16th and the last day of the month between the 1st and 10th day of the following month. Defendants similarly failed to pay all wages earned by not more than seven calendar days following the close of the payroll period. These failures all arose from either Defendants’ failure to pay for all hours worked or failure to pay all earned commission wages.

All wages due and owing to Plaintiff and the Class Members, including as required under Labor Code § 510, were therefore not timely paid by Defendants, as addressed in detail above. Additionally, wages required by Labor Code § 1194 and other sections became due and payable to each Class Member in each pay period that he or she was not provided with a meal period or rest period or paid straight or overtime wages or commissions to which he or she was entitled. Defendants thus violated Labor Code § 204 by systematically refusing to pay wages due under the Labor Code, as addressed above. Additionally, under paragraph 4(B) of the applicable IWC Wage Orders, employers are required “to pay each employee, on the established payday for the period involved, not less than the applicable minimum wage for all hours worked in the payroll period,

1 ...” Under Labor Code § 1198, “[t]he employment of any employee for longer hours than those
2 fixed by the order or under conditions of labor prohibited by the order is unlawful.” Plaintiff and
3 the Class Members may therefore pursue damages and penalties for violations of Labor Code §
4 204 and paragraph 4(B) of the applicable IWC Wage Orders, including penalties under paragraph
5 20 of the applicable IWC Wage Orders.

6 As a result of the unlawful acts of Defendants, Plaintiff and Class Members seek to represent they
7 have been deprived of wages in amounts to be determined at trial, and they are entitled to recovery
8 of such amounts, plus interest and penalties thereon, attorneys’ fees, and costs, pursuant to Labor
9 Code § 210, 218.5, 1194 and 1198, and paragraphs 4(B) and 20 of the applicable IWC Wage
10 Orders.

11 EIGHTH CAUSE OF ACTION

12 FAILURE TO KEEP REQUIRED PAYROLL RECORDS UNDER LABOR CODE § 1174 AND
13 1174.5

14 (Against All Defendants)

15 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full herein.
16 California Labor Code § 1174 requires that all employers shall keep accurate time and wage
17 records for all employees. California Labor Code § 1174.5 further requires that any employee
18 suffering injury due to a willful violation of the aforementioned obligations may seek damages,
19 including civil penalties, from the employer.

20 During the course of Plaintiff’s and Class Members’ employment, Defendants consistently failed
21 to maintain accurate time and wage records for Plaintiff and Class Members as required by
22 California Labor Code § 1174 by failing to pay Plaintiff and Class Members proper wages,
23 overtime, and premium pay as discussed above.

24 Accordingly, Defendants are liable for civil penalties pursuant to the California Labor Code §
25 1174.5 for the three (3) years prior to the filing of this Complaint.

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1 NINTH CAUSE OF ACTION

2 REIMBURSEMENT OF NECESSARY EXPENDITURES UNDER LABOR CODE § 2802

3 (Against All Defendants)

4 Plaintiff re-alleges and incorporates all preceding paragraphs as though set forth in full herein.

5 1. Under Labor Code § 2802(a) an employer must indemnify its employees for all
6 necessary expenditures or losses incurred by the employee in direct consequence of the discharge
7 of his or her duties, or of his or her obedience to the directions of the employer.

8 2. Defendants have regularly required Class Members to incur business expenses in
9 the course of performing their required job duties for Defendants including for cell phone
10 expenses and mileage. These expenses incurred by Class Members were necessary and required of
11 them in performing their assigned job duties, but Defendants failed to reimburse Class Members
12 for all such necessary expenditures. Class Members were not reimbursed for those lawful and
13 necessary work related expenses or losses incurred in direct discharge of their job duties during
14 employment with Defendants and at the direction of the Defendants pursuant to Labor Code §
15 2802(a) and the applicable IWC Wage Orders, paragraph 9.

16 3. As a result of the unlawful acts of Defendants, Class Members have been deprived
17 of reimbursement in amounts to be determined at trial; they are entitled to recovery of such
18 amounts, plus interest and penalties thereon, attorneys' fees, and costs.

19 TENTH CAUSE OF ACTION

20 VIOLATION OF BUSINESS & PROFESSIONS CODE § 17200 *ET SEQ.*

21 (Against All Defendants)

22 Plaintiff re-alleges and incorporates all preceding paragraphs, as though set forth in full herein.

23 4. Plaintiff, on behalf of herself, Class Members, and the general public, brings this
24 claim pursuant to Business & Professions Code § 17200 *et seq.* The conduct of Defendants as
25 alleged in this Complaint has been and continues to be unfair, unlawful, and harmful to Class
26 Members and the general public. Plaintiff seeks to enforce important rights affecting the public
27 interest within the meaning of Code of Civil Procedure § 1021.5.

28 5. Plaintiff is a "person" within the meaning of Business & Professions Code

1 § 17204, has suffered injury, and therefore has standing to bring this cause of action for injunctive
2 relief, restitution, and other appropriate equitable relief.

3 6. Business & Professions Code § 17200 *et seq.* prohibits unlawful and unfair
4 business practices. By the conduct alleged herein, Defendants' practices were deceptive and
5 fraudulent in that Defendants' policy and practice failed to provide the required amount of
6 compensation for missed meal and rest breaks, and failed to adequately compensate Class
7 Members for all hours worked, due to systematic business practices as alleged herein that cannot
8 be justified, pursuant to the applicable California Labor Code and Industrial Welfare Commission
9 requirements in violation of California Business and Professions Code §§ 17200, *et seq.*, and for
10 which this Court should issue injunctive and equitable relief, pursuant to California Business &
11 Professions Code § 17203, including restitution of wages wrongfully withheld.

12 7. Wage-and-hour laws express fundamental public policies. Paying employees their
13 wages and overtime, providing them with meal periods and rest breaks, etc., are fundamental
14 public policies of California. Labor Code § 90.5(a) articulates the public policies of this State
15 vigorously to enforce minimum labor standards, to ensure that employees are not required or
16 permitted to work under substandard and unlawful conditions, and to protect law-abiding
17 employers and their employees from competitors who lower costs to themselves by failing to
18 comply with minimum labor standards.

19 8. Defendants have violated statutes and public policies. Through the conduct alleged
20 in this Complaint Defendants have acted contrary to these public policies, have violated specific
21 provisions of the Labor Code, and have engaged in other unlawful and unfair business practices in
22 violation of Business & Professions Code § 17200 *et seq.*; which conduct has deprived Plaintiff,
23 and all persons similarly situated, and all interested persons, of the rights, benefits, and privileges
24 guaranteed to all employees under the law.

25 9. Defendants' conduct, as alleged above, constitutes unfair competition in violation
26 of the Business & Professions Code § 17200 *et seq.*

27 10. Defendants, by engaging in the conduct herein alleged, by failing to pay wages and
28 overtime, failing to provide meal periods and rest breaks, etc., either knew or in the exercise of

1 reasonable care should have known that their conduct was unlawful; therefore their conduct
2 violates the Business & Professions Code § 17200 *et seq.*

3 11. By the conduct alleged herein, Defendants have engaged and continue to engage in
4 a business practice which violates California and federal law, including but not limited to, the
5 applicable Industrial Wage Order(s), the California Code of Regulations, and the California Labor
6 Code including Sections 203, 204, 226, 226.7, 512, 1194, 1197, and 1198, for which this Court
7 should issue declaratory and other equitable relief pursuant to California Business & Professions
8 Code § 17203 as may be necessary to prevent and remedy the conduct held to constitute unfair
9 competition, including restitution of wages wrongfully withheld.

10 12. As a proximate result of the above-mentioned acts of Defendants, Class Members
11 have been damaged, in a sum to be proven at trial.

12 13. Unless restrained by this Court Defendants will continue to engage in such
13 unlawful conduct as alleged above. Pursuant to the Business & Professions Code, this Court
14 should make such orders or judgments, including the appointment of a receiver, as may be
15 necessary to prevent the use by Defendants or their agents or employees of any unlawful or
16 deceptive practice prohibited by the Business & Professions Code, including but not limited to the
17 disgorgement of such profits as may be necessary to restore Class Members to the money
18 Defendants have unlawfully failed to pay.

19 ELEVENTH CAUSE OF ACTION

20 VIOLATION OF LABOR CODE § 2698, *ET SEQ.*

21 (Against All Defendants)

22 Plaintiff realleges and incorporate all preceding paragraphs, as though set forth in full herein.

23 14. Plaintiff and the Employees in the Class are also aggrieved employees as defined
24 under Labor Code § 2699(c) in that they suffered the violations alleged in this Complaint and
25 either were or are employed by the alleged violators, Defendants (“Aggrieved Employees”) during
26 the relevant time period.

27 15. In failing to pay Aggrieved Employees minimum wages and overtime, not
28 providing proper meal and rest periods, failing to provide accurate itemized wage statements, and

1 failing to pay Employees wages upon termination or timely upon resignation, all discussed above,
2 Defendants failed to timely pay Aggrieved Employees wages on a semimonthly basis as required
3 under Labor Code § 204. Defendants also failed to maintain records showing accurate hours
4 worked daily and the wages paid to Aggrieved Employees, as required by Labor Code § 1174 and
5 paragraph 7 of the applicable IWC Wage Orders.

6 16. As such, Employees seek wages and penalties under Labor Code §§ 2698 and 2699
7 for Defendants' violation of Labor Code provisions included under Labor Code § 2699.5,
8 including the penalty provisions, without limitation, based, inter alia, on the following California
9 Labor Code sections: 201, 202, 203, 204, 226, 226.2, 226.7, 510, 512, 558, 1174, 1174.5, 1185,
10 1194, 1194.1, 1194.2, 1197, 1197.1, 1198, 1199, and 2698 *et seq.*

11 17. More specifically, after complying with the notice procedures of Labor Code §
12 2699.3, Plaintiff asserts, as a representative action on behalf of the California Attorney General
13 and the other similarly Aggrieved Employees, a PAGA claim for violations of the above addressed
14 underlying claims and seeking penalties as specified by the applicable corresponding provisions,
15 including as follows:

16 (a) Wage Claims: For failure to provide Plaintiff and the Aggrieved Employees all
17 earned regular pay and minimum wages for regular hours worked and for failure to pay overtime
18 premium wages for overtime hours worked under Labor Code §§ 226.2, 510, 1194(a), 1197, and
19 1198, and paragraphs 2(K), 3(A), 4(A), 4(B) and 20 of the applicable IWC Wage Order(s) seeking
20 all civil and statutory penalties available and applicable, and wages, under Labor Code §§ 510,
21 558, 1194.2, 1197.1, 1199, 2699(f)(2), and 2699.5, and also for attorneys' fees and costs pursuant
22 to Labor Code § 2699(g)(1);

23 (b) Meal and Rest Period Claims: For failure to provide Plaintiff and the Aggrieved
24 Employees off-duty, timely, and unpaid meal periods and failure to authorize and permit them to
25 take off-duty, timely, and paid rest periods, or pay one hour of regular pay in lieu thereof, under
26 Labor Code §§ 512, 1198, and 226.7, and Sections 11, 12(A), and 12(B) of the applicable IWC
27 Wage Order(s) seeking all civil and statutory penalties available and applicable, including under
28 paragraph 20 of the applicable IWC Wage Orders, and wages under Labor Code §§ 226.7, 512,

558, including sections 558(a)(1)-(3), 1199 and 2699(f)(2), and also for attorneys' fees and costs pursuant to Labor Code § 2699(g)(1);

(c) Inaccurate Wage Statements and Failure to Maintain Records: For failure to provide Plaintiff and the Aggrieved Employees with accurate, itemized wage statements and failure to maintain employment records for Plaintiff and Aggrieved Employees under Labor Code §§ 226, 1174, and 1198.5, and Sections 7(A), 7(B), and 7(C) of the applicable IWC Wage Order(s) seeking all civil and statutory penalties and wages available and applicable under Labor Code §§ 226(e), 226.3, 558, 1174.5, 1199, and 2699(f)(2), and paragraph 20 of the applicable IWC Wage Order, and also for attorneys' fees and costs pursuant to Labor Code § 2699(g)(1). More specifically, by providing inaccurate wage statements and failing to maintain records as required under Labor Code § 226(a), Defendants committed ongoing violations giving rise to civil penalties under Labor Code §226.3, which in addition to other penalties provided by law, subjects Defendants to "a penalty in the amount of two hundred fifty dollars (\$250) per employee per violation in an initial citation and one thousand dollars (\$1,000) per employee for each violation in a subsequent citation, ...";

(d) Failure to Timely Pay Wages: For failure to timely pay all wages owed, including at least semi-monthly and upon separation or termination, under Labor Code §§ 201, 201, 203, 204, 226.2, 1197.5, 2926, and 2927 seeking all civil penalties available and applicable, and wages, under Labor Code §§ 201, 202, 203, 210, 558, 1197, 1198, 1199 and 2699(f)(2), and paragraph 20 of the applicable IWC Wage Orders, and also for attorneys' fees and costs pursuant to Labor Code § 2699(g)(1);

(e) Failure to Reimburse Necessary Business Expenses: For Defendants' unlawful deductions from wages and for Defendants' failure to reimburse the necessary work related expenses incurred under Labor Code §§ 221, 1197, 1197.1, 1198, and 2802, and Sections 2(K), 4, 9, and 20 of the applicable IWC Wage Order(s), seeking civil penalties available and applicable under Labor Code §§, 1197, 1197.1, 1198, 2802, 2699.5, and 2699(f)(2) and paragraph 9 and 20 of the IWC Wage Orders, and also attorneys' fees and costs pursuant to Labor Code § 2699(g)(1);

(f) All Alleged Violations of the IWC Wage Orders and Other Labor Code

1 Sections: For any above addressed violation of the applicable provisions of the IWC Wage
2 Orders, each of which constitute separate violations of Labor Code § 1198 and Labor Code §
3 2699.5, and seeking penalties available and applicable under Labor Code § 2699(f)(2) and
4 paragraph 20 of the applicable IWC Wage Orders, and for attorneys' fees and costs pursuant to
5 Labor Code § 2699(g)(1).

6 As also addressed above, Plaintiff, on behalf of the Aggrieved Employees, also seek the penalties
7 and remedies set forth in Labor Code § 558, which states:

8 (a) Any employer or other person acting on behalf of an employer who violates, or
9 causes to be violated, a section of this chapter or any provision regulating hours and days of work
10 in any order of the Industrial Welfare Commission shall be subject to a civil penalty as follows: (1)
11 For any initial violation, fifty dollars (\$50) for each underpaid employee for each pay period for
12 which the employee was underpaid in addition to an amount sufficient to recover underpaid wages.
13 (2) For each subsequent violation, one hundred dollars (\$100) for each underpaid employee for
14 each pay period for which the employee was underpaid in addition to an amount sufficient to
15 recover underpaid wages. (3) Wages recovered pursuant to this section shall be paid to the affected
16 employee.

17 (b) If upon inspection or investigation the Labor Commissioner determines that a
18 person had paid or caused to be paid a wage for overtime work in violation of any provision of this
19 chapter, or any provision regulating hours and days of work in any order of the Industrial Welfare
20 Commission, the Labor Commissioner may issue a citation. The procedures for issuing, contesting,
21 and enforcing judgments for citations or civil penalties issued by the Labor Commissioner for a
22 violation of this chapter shall be the same as those set out in Section 1197.1.

23 (c) The civil penalties provided for in this section are in addition to any other civil or
24 criminal penalty provided by law.

25 Plaintiff has exhausted her administrative remedies by sending a certified letter to the LWDA and
26 Defendants postmarked on June 26, 2023, addressing in detail the specific provisions of the Labor
27 Code Defendants have violated and addressing the facts and legal theories to support the alleged
28 violations and requested penalties. The LWDA has not provided notice of its intent to investigate
the alleged violations within 65 calendar days of the postmark date of the letter, and Plaintiff adds
this claim seeking penalties under the PAGA for the violations addressed herein and in the PAGA
Notice letter and the original Complaint.

RELIEF REQUESTED

WHEREFORE, Plaintiff prays for the following relief:

1. For an order certifying this action as a class action;
2. For compensatory damages in the amount of the unpaid minimum wages for work

1 performed by Class Members and unpaid overtime compensation from at least four (4) years prior
2 to the filing of this action, as may be proven;

3 3. For liquidated damages in the amount equal to the unpaid minimum wage and
4 interest thereon, from at least four (4) years prior to the filing of this action, according to proof;

5 4. For compensatory damages in the amount of all unpaid wages, including overtime
6 and double-time pay, as may be proven;

7 5. For compensatory damages in the amount of the hourly wage made by Class
8 Members for each missed or deficient meal period where no premium pay was paid therefor from
9 four (4) years prior to the filing of this action, as may be proven;

10 6. For compensatory damages in the amount of the hourly wage made by Class
11 Members for each day requisite rest breaks were not provided or were deficiently provided where
12 no premium pay was paid therefor from at least four (4) years prior to the filing of this action, as
13 may be proven;

14 7. For penalties pursuant to Labor Code § 226(e) for Class Members, as may be
15 proven;

16 8. For penalties pursuant to Labor Code § 203 for all Class Members who quit or were
17 fired in an amount equal to their daily wage times thirty (30) days, as may be proven;

18 9. For restitution and/or damages for all amounts unlawfully withheld from the wages
19 for all class members in violation of Labor Code § 204, as may be proven;

20 10. For restitution and/or damages for all amounts unlawfully withheld from the wages
21 for all Class Members in violation of Labor Code § 2802, as may be proven;

22 11. For restitution for unfair competition pursuant to Business & Professions Code
23 § 17200 *et seq.*, including disgorgement or profits, as may be proven;

24 12. For an order enjoining Defendants and their agents, servants, and employees, and
25 all persons acting under, in concert with, or for them, from acting in derogation of any rights or
26 duties adumbrated in this Complaint;

27 13. For penalties pursuant to Labor Code § 2698 *et seq.*, as may be proven;

28 14. For other wages and penalties under the Labor Code as may be proven;

15. For all general, special, and incidental damages as may be proven;
16. For an award of pre-judgment and post-judgment interest;
17. For an award providing for the payment of the costs of this suit;
18. For an award of attorneys' fees; and
19. For such other and further relief as this Court may deem proper and just.

DATED: August 30, 2023

DAVID YEREMIAN ASSOCIATES, INC.

By: 
David Yeremian
Natalie Haritonian
Attorneys for Plaintiff CHRISTINA EVA
SANTIAGO, and all others similarly situated

1 DEMAND FOR JURY TRIAL

2 Plaintiff hereby demands trial of her claims by jury to the extent authorized by law.

3
4 DATED: August 30, 2023

DAVID YEREMIAN & ASSOCIATES, INC.

5
6 By: 
7 David Yeremian
8 Natalie Haritonian
9 Attorneys for Plaintiff CHRISTINA EVA
10 SANTIAGO, and all others similarly situated
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I am employed in the aforesaid county, State of California; I am over the age of 18 years and not a party to the within action; my business address is 2540 Foothill Blvd., Suite 201, La Crescenta, CA 91214.

CENTER FOR HUMAN SERVICES
Carmen Wilson, Agent for Service
2000 W Briggsmore Ave. 1
Modesto, CA 95350

[X] (COURTESY COPY BY ELECTRONIC TRANSMISSION) by use of email by scanning the documents and any and all documents and emailing them to email addresses above.

[X] (STATE) I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Natalia Bermudes
Natalia Bermudes