

1 John G. Yslas (SBN 187324)
2 john.yslas@wilshirelawfirm.com
3 Jeffrey C. Bils (SBN 301629)
4 jeffrey.bils@wilshirelawfirm.com
5 Aram Boyadjian (SBN 334009)
6 aram.boyadjian@wilshirelawfirm.com
7 Andrew Sandoval (SBN 346996)
8 andrew.sandoval@wilshirelawfirm.com
9 Lisa B. Iturriaga (SBN 339678)
10 lisa.iturriaga@wilshirelawfirm.com

11 **WILSHIRE LAW FIRM**

12 660 S. Figueroa Street, Sky Lobby
13 Los Angeles, California 90017
14 Telephone: (213) 381-9988
15 Facsimile: (213) 381-9989

16 Attorneys for Plaintiffs

17
18
19 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**
20 **FOR THE COUNTY OF CONTRA COSTA**

21 DANIEL THOMAS ATALIG HOCOG and
22 ALFRED ESTRADA SANTOS JR.,
23 individually, and on behalf of all others similarly
24 situated, and on behalf of the State of California
25 and other aggrieved persons,

26 *Plaintiffs,*

27 v.

28 SERVICE MANAGEMENT SYSTEMS, INC., a
Tennessee corporation; and DOES 1 through 10,
inclusive,

Defendants.

Case No.: C23-02424

Assigned for all purposes to:
Hon. Edward G. Weil
Dept. 39

**DECLARATION OF PLAINTIFF
ALFRED ESTRADA SANTOS JR. IN
SUPPORT OF PLAINTIFFS' MOTION
FOR PRELIMINARY APPROVAL OF
CLASS ACTION AND PAGA
SETTLEMENT**

Date:
Time:
Dept.: 39

DECLARATION OF PLAINTIFF ALFRED ESTRADA SANTOS JR. IN SUPPORT OF
PLAINTIFFS' MOTION FOR PRELIMINARY APPROVAL OF CLASS ACTION AND PAGA
SETTLEMENT

I, Alfred Estrada Santos Jr., declare as follows:

1. I have personal knowledge of the facts set forth in this declaration and could and would competently testify to them under oath if called as a witness. I submit this declaration in support of my Motion for Preliminary Approval of Class Action and PAGA Settlement.

2. I worked for Defendant Service Management Systems, Inc. (“Defendant”) as an hourly-paid, non-exempt pressure housekeeper from around May 2019 to August 2023. My job duties included, among other duties, operating pressure washers, cleaning and polishing floors, cleaning restrooms and rooms, emptying trash bins, transporting trash to designated disposal areas, and washing windows.

3. Based on my experience and knowledge of Defendant’s wage and hour policies and my familiarity with its employment practices, I worked with my attorneys to bring claims on my own behalf as well as on behalf of other hourly-paid, non-exempt employees of Defendant.

4. I am seeking to become a class representative in this case. I believe my experiences are similar to other hourly-paid, non-exempt employees of Defendant. I believe we were all subject to the same employment policies and practices.

5. I do not have any conflicts with other hourly-paid, non-exempt employees that would interfere with my ability to represent them. I believe I will adequately represent the hourly-paid, non-exempt employees of Defendant.

6. My interests as a named plaintiff in this case are not adverse to the interests of the other hourly-paid, non-exempt employees. I believe my interests are the same as the other employees because we were all subject to the same policies and practices and were similarly injured by Defendant’s company-wide policies and practices. I am seeking the same recovery on behalf of myself and the other employees, which is to collect unpaid wages, penalties, and interest that are owed to us by Defendant.

Risks, Both Financial and Otherwise, Faced in Bringing the Suit

7. Further, when I decided to become involved in this lawsuit as a class representative on behalf of other employees of Defendant and as a private attorney general for the State of

1 California, I understood that I was not only seeking unpaid wages and penalties on behalf of myself,
2 but also for other employees who worked for Defendant, and that by doing so, I would be delaying
3 more immediate recovery available to me through the Labor Commissioner's office.

4 8. I was also made aware that being a class representative and private attorney general
5 in an action filed on behalf of others would subject me to a stigma that is sometimes associated with
6 those who bring these kinds of lawsuits. I was aware that, as a class representative and private
7 attorney general, I might be responsible for some or all of Defendant's legal costs if the case was not
8 successfully concluded. Even with knowledge of these risks, I was willing to go forward and to act
9 on behalf of the other employees and the State of California, but I was nervous about losing and
10 having a judgment filed against me for costs or losing job opportunities in the future.

11 9. I understood that there were risks involved in class and representative action lawsuits.
12 I understood that the lawsuit could continue for several years and require my services and attention
13 throughout the entire length of the lawsuit. I learned that even if we won at trial, the case could be
14 further delayed by appeals.

15 **Notoriety and Personal Difficulties Encountered**

16 10. As the named plaintiff, I am the face of the litigation. As of the date of this declaration,
17 the class notice will be mailed in this case to approximately 321 current and former employees of
18 Defendant, which will inform them that I filed a class and representative action against Defendant.
19 Exposing myself to this kind of publicity creates a risk for my future career prospects, since current
20 and former employees of Defendant may move to different companies within the industry or may
21 know people at other companies within the industry who may not wish to hire someone who sued
22 his employer. I also understand that having filed this lawsuit in court means that there is now a
23 permanent public record of this lawsuit available to the general public. Given this additional
24 exposure, there is further risk to my future career prospects.

25 **Amount of Time and Effort Spent and Duration of the Litigation**

26 11. I have always kept the best interests of the other hourly-paid, non-exempt employees
27 in mind while performing my duties as the named plaintiff in this case. I have been committed
28 throughout the course of this case to vigorously prosecuting this case on behalf of myself and the

other employees. I believe that I have demonstrated my ability to advocate for the interests of the other hourly-paid, non-exempt employees by initiating this lawsuit, providing documents and information to my attorneys, keeping in regular contact with my attorneys regarding the status of the case, assisting my attorneys prepare for mediation, and reviewing the settlement agreement to make sure it was fair. I have spent a substantial amount of time and effort on this litigation. My work on this case has specifically included, among other things, searching for/gathering and providing any employment records I had to my attorneys, discussing my experiences, identifying potential witnesses, reviewing discovery and data if needed, and participating in settlement discussions. After mediation, I remained actively involved by reviewing the settlement papers and contacting my counsel for updates. I estimate that since I retained my counsel in August 2023, I have spent approximately 35-40 hours on the activities described above. And I estimate that I will spend an additional 2-7 hours assisting my attorneys through the approval process and staying up to date with the case through disbursement of the settlement checks.

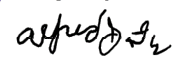
Personal Benefit Received as a Result of the Litigation

12. Absent the requested service payment, the personal benefit I will receive is the same as all other employees. But unlike the other employees, who are only releasing the wage and hour claims asserted in the lawsuit, I have signed a general release of claims as to Defendant.

13. I will continue to actively participate in this lawsuit as necessary, and will continue to make myself available to assist in this case moving forward as needed.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. Executed on 9/23/2025, at Fresno, California.

Signed by:



Alfred Estrada Santos Jr.