



ZAKAY LAW GROUP

A PROFESSIONAL LAW CORPORATION

Client #

February 21, 2024

Via Online Filing to LWDA and Certified Mail to Defendant

Labor and Workforce Development Agency

Online Filing

COMMUNITY FORWARD SF, INC.

c/o Johan C. Uselman

443 Marina Pl

Benicia, CA 94510

Via Certified U.S. Mail with Return Receipt No. 9589 0710 5270 0410 5674 80

Re: Notice of Violations of California Labor Code Sections 201, 201.3, 202, 203, 204, 210, 218.5, 218.6, 221, 226, 226.2, 226.3, 226.7, 227.3, 246, 510, 512, 558, 1174(d), 1174.5, 1194, 1197, 1197.1, 1197.14, 1198, 1198.5, 1199, 2802, and 2804, Violation of Applicable Industrial Welfare Commission Wage Order(s), and Pursuant to California Labor Code Section 2699.5

Dear Sir/Madam:

Our offices represent Plaintiff KAREN BRUNO ("Plaintiff"), and other aggrieved employees in a proposed lawsuit against Defendant COMMUNITY FORWARD SF, INC. ("Defendant"). Plaintiff was employed by Defendant from November of 2022 to September of 2023, as a non-exempt employee, paid on an hourly basis, and entitled to payment of all wages and the legally required meal and rest breaks. Defendant, however, unlawfully failed to record and pay Plaintiff and other aggrieved employees for all of their time worked, and for all of their meal breaks and rest breaks. Further, Defendant failed to timely pay Plaintiff and other aggrieved employees for earned wages.

As a consequence of the aforementioned violations, Plaintiff further contends that Defendant failed to provide accurate wage statements to her and other aggrieved employees, which among other violations of California Labor Code section 226(a). Said conduct, in addition to the foregoing Labor Code §§ 201, 201.3, 202, 203, 204, 210, 218.5, 218.6, 221, 226, 226.2, 226.3, 226.7, 227.3, 246, 510, 512, 558, 1174(d), 1174.5, 1194, 1197, 1197.1, 1197.14, 1198, 1198.5, 1199, 2802, and 2804, violates the applicable Industrial Welfare Commission Wage Order(s), and is therefore actionable under California Labor Code section 2699.3.

Plaintiff seeks to represent a group of aggrieved employees defined as all non-exempt employees who worked for Defendant in California during the relevant claim period.

A true and correct copy of the proposed Complaint by Plaintiff against Defendant, which (1) identifies the alleged violations, (2) details the facts and theories which support the alleged violations, (3) details the specific work performed by Plaintiff, (4) sets forth the people/entities, dates, classifications, violations, events, and actions which are at issue to the extent known to

Plaintiff, and (5) sets forth the illegal practices used by Defendant, is attached hereto. This information provides notice to the Labor and Workforce Development Agency of the facts and theories supporting the alleged violations for the agency's reference. Plaintiff therefore incorporates the allegations of the attached Complaint into this letter as if fully set forth herein. If the agency needs any further information, please do not hesitate to ask.

To the extent that entities and/or individuals are named and charged with violations of the Labor Code—making them liable on an individual basis as permitted by numerous Labor Code Sections including, but not limited to 558, 558.1, and 1197.1—Plaintiff reserves any and all rights to add, substitute, or change the name of employer entities and/or individuals responsible for the violations at issue.

Any further amendments and changes to this notice shall relate back to the date of this notice. Consequently, Defendant is on notice that Plaintiff continues her investigation, with the full intent to amend and/or change this notice, to add any undiscovered violations of any of the provisions of the California Labor Code—to the extent that are applicable to this case—and to change and/or add the identities of any entities and/or individuals responsible for the violations contained herein.

This notice is provided to enable Plaintiff to proceed with the Complaint against Defendant as authorized by California Labor Code section 2695, *et seq.* The lawsuit consists of other aggrieved employees. As counsel, our intention is to vigorously prosecute the claims as alleged in the Complaint, and to procure civil penalties as provided by the Private Attorney General Statute of 2004 on behalf of Plaintiff and all aggrieved California employees.

Your earliest response to this notice is appreciated. If you have any questions or concerns, please do not hesitate to contact me at the above number and address.

Sincerely,



Shani O. Zakay
Attorney for Plaintiff

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Attorneys for PLAINTIFF

SUPERIOR COURT OF THE STATE OF CALIFORNIA

IN AND FOR THE COUNTY OF SAN FRANCISCO

KAREN BRUNO, an individual, on behalf of
herself and on behalf of all persons similarly
situated,

Plaintiffs,

v.

COMMUNITY FORWARD SF, INC., a
California corporation; and DOES 1-50,
Inclusive,

Defendants.

Case No:

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, *et seq*;
- 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 REIMBURSE EMPLOYEES FOR REQUIRED EXPENSES IN VIOLATION OF CAL. LAB. CODE § 2802;
7) FAILURE TO PROVIDE WAGES WHEN DUE IN VIOLATION OF CAL. LAB. CODE §§ 201, 202 AND 203;
8) FAILURE TO PROVIDE ACCURATE ITEMIZED STATEMENTS IN VIOLATION OF CAL. LAB. CODE § 226.

DEMAND FOR A JURY TRIAL

PLAINTIFF KAREN BRUNO (“PLAINTIFF”), an individual, on behalf of herself and all other similarly situated current and former employees, allege on information and belief, except for her own acts and knowledge which are based on personal knowledge, the following:

PRELIMINARY ALLEGATIONS

1. Defendant COMMUNITY FORWARD SF, INC. (“DEFENDANT” and/or “DEFENDANTS”) is a California corporation that at all relevant times mentioned herein conducted and continues to conduct substantial and regular business throughout California.

2. DEFENDANT owns and operates a homeless shelter, offering a variety of comprehensive services to individuals throughout the state of California, including the county of San Francisco, where PLAINTIFF worked.

3. PLAINTIFF was employed by DEFENDANT in California from November of 2022 to September of 2023 as a non-exempt employee, paid on an hourly basis, and entitled to the legally required meal and rest periods and payment of minimum and overtime wages due for all time worked.

4. PLAINTIFF brings this Class Action on behalf of herself and a California class, defined as all persons who are or previously were employed by DEFENDANT in California and classified as non-exempt employees (the “CALIFORNIA CLASS”) at any time during the period beginning four (4) years prior to the filing of this Complaint and ending on the date as determined

1 by the Court (the “CLASS PERIOD”). The amount in controversy for the aggregate claim of the
2 CALIFORNIA CLASS Members is under five million dollars (\$5,000,000.00).

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

14 6. The true names and capacities, whether individual, corporate, subsidiary,
15 partnership, associate or otherwise of DEFENDANTS DOES 1 through 50, inclusive, are
16 presently unknown to PLAINTIFF who therefore sues these DEFENDANTS by such fictitious
17 names pursuant to Cal. Civ. Proc. Code § 474. PLAINTIFF will seek leave to amend this
18 Complaint to allege the true names and capacities of Does 1 through 50, inclusive, when they are
19 ascertained. PLAINTIFF is informed and believes, and based upon that information and belief
20 alleges, that the DEFENDANTS named in this Complaint, including DOES 1 through 50,
21 inclusive, are responsible in some manner for one or more of the events and happenings that
22 proximately caused the injuries and damages hereinafter alleged.

23 7. The agents, servants and/or employees of the Defendants and each of them acting
24 on behalf of the Defendants acted within the course and scope of his, her or its authority as the
25 agent, servant and/or employee of the Defendants, and personally participated in the conduct
26 alleged herein on behalf of the Defendants with respect to the conduct alleged herein.
27 Consequently, the acts of each Defendant are legally attributable to the other Defendants and all
28 Defendants are jointly and severally liable to PLAINTIFF and the other members of the

1 CALIFORNIA CLASS, for the loss sustained as a proximate result of the conduct of the
2 Defendants' agents, servants and/or employees.

3 8. DEFENDANTS were PLAINTIFF'S employers or persons acting on behalf of the
4 PLAINTIFF'S employer, within the meaning of California Labor Code § 558, who violated or
5 caused to be violated, a section of Part 2, Chapter 1 of the California Labor Code or any provision
6 regulating hours and days of work in any order of the Industrial Welfare Commission and, as
7 such, are subject to civil penalties for each underpaid employee, as set forth in Labor Code § 558,
8 at all relevant times.

9 9. DEFENDANTS were PLAINTIFF'S employers or persons acting on behalf of
10 PLAINTIFF'S employer either individually or as an officer, agent, or employee of another person,
11 within the meaning of California Labor Code § 1197.1, who paid or caused to be paid to any
12 employee a wage less than the minimum fixed by California state law, and as such, are subject to
13 civil penalties for each underpaid employee.

14 10. DEFENDANT's uniform policies and practices alleged herein were unlawful,
15 unfair, and deceptive business practices whereby DEFENDANT retained and continue to retain
16 wages due to PLAINTIFF and other members of the CALIFORNIA CLASS.

17 11. PLAINTIFF and other members of the CALIFORNIA CLASS seek an injunction
18 enjoining such conduct by DEFENDANT in the future, relief for the named PLAINTIFF and
19 other members of the CALIFORNIA CLASS who has been economically injured by
20 DEFENDANT's past and current unlawful conduct, and all other appropriate legal and equitable
21 relief.

22 **JURISDICTION AND VENUE**

23 12. This Court has jurisdiction over this Action pursuant to California Code of Civil
24 Procedure, Section 410.10 and California Business & Professions Code, Section 17203. This
25 action is brought as a Class Action on behalf of PLAINTIFF and similarly situated employees of
26 DEFENDANT pursuant to Cal. Code of Civ. Proc. § 382.

27 13. Venue is proper in this Court pursuant to California Code of Civil Procedure,
28 Sections 395 and 395.5, because DEFENDANT operates in locations across California, employs

1 the CALIFORNIA CLASS across California, including in this County, and committed the
2 wrongful conduct herein alleged in this County against the CALIFORNIA CLASS.

3 **THE CONDUCT**

4 14. In violation of the applicable sections of the California Labor Code and the
5 requirements of the Industrial Welfare Commission (“IWC”) Wage Order, DEFENDANT as a
6 matter of company policy, practice, and procedure, intentionally, knowingly, and systematically
7 failed to provide legally compliant meal and rest periods, failed to accurately compensate
8 PLAINTIFF and the other members of the CALIFORNIA CLASS for missed meal and rest
9 periods, failed to pay PLAINTIFF and the other members of the CALIFORNIA CLASS for all
10 time worked, failed compensate PLAINTIFF for off-the-clock work, failed to pay PLAINTIFF
11 and the other members of the CALIFORNIA CLASS overtime at the correct regular rate of pay,
12 failed to compensate PLAINTIFF and other members of the CALIFORNIA CLASS meal rest
13 premiums at the regular rate, failed to reimburse PLAINTIFF and other CALIFORNIA CLASS
14 Members for business expenses, and failed to issue to PLAINTIFF and the members of the
15 CALIFORNIA CLASS with accurate itemized wage statements showing, among other things, all
16 applicable hourly rates in effect during the pay periods and the corresponding amount of time
17 worked at each hourly rate. DEFENDANT’s uniform policies and practices are intended to
18 purposefully avoid the accurate and full payment for all time worked as required by California
19 law which allows DEFENDANT to illegally profit and gain an unfair advantage over competitors
20 who comply with the law. To the extent equitable tolling operates to toll claims by the
21 CALIFORNIA CLASS against DEFENDANT, the CLASS PERIOD should be adjusted
22 accordingly.

23 **A. Meal Period Violations**

24 15. Pursuant to the Industrial Welfare Commission Wage Orders, DEFENDANT was
25 required to pay PLAINTIFF and CALIFORNIA CLASS Members for all their time worked,
26 meaning the time during which an employee is subject to the control of an employer, including
27 all the time the employee is suffered or permitted to work. From time to time during the CLASS
28 PERIOD, DEFENDANT required PLAINTIFF and CALIFORNIA CLASS Members to work

1 without paying them for all the time they were under DEFENDANT's control. Specifically,
2 DEFENDANT required PLAINTIFF to work while clocked out during what was supposed to be
3 PLAINTIFF's off-duty meal break. Indeed, there were many days where PLAINTIFF did not
4 even receive a partial lunch. As a result, the PLAINTIFF and other CALIFORNIA CLASS
5 Members forfeited minimum wage and overtime compensation by regularly working without their
6 time being accurately recorded and without compensation at the applicable minimum wage and
7 overtime rates. DEFENDANT's uniform policy and practice not to pay PLAINTIFF and other
8 CALIFORNIA CLASS Members for all time worked is evidenced by DEFENDANT's business
9 records.

10 16. From time to time during the CLASS PERIOD, as a result of their rigorous work
11 schedules and DEFENDANT's inadequate staffing practices, PLAINTIFF and other
12 CALIFORNIA CLASS Members are from time to time unable to take thirty (30) minute off duty
13 meal breaks and were not fully relieved of duty for their meal periods. PLAINTIFF and other
14 CALIFORNIA CLASS Members are required to perform work as ordered by DEFENDANT for
15 more than five (5) hours during some shifts without receiving a meal break. Further,
16 DEFENDANT fails to provide PLAINTIFF and CALIFORNIA CLASS Members with a second
17 off-duty meal period for some workdays in which these employees are required by DEFENDANT
18 to work ten (10) hours of work. The nature of the work performed by PLAINTIFF and other
19 CALIFORNIA CLASS Members does not qualify for the limited and narrowly construed "on-
20 duty" meal period exception. When they were provided with meal periods, PLAINTIFF and other
21 CALIFORNIA CLASS Members were, from time to time, required to remain on duty and on call.
22 Further, DEFENDANTS from time to time required PLAINTIFFS and other CALIFORNIA
23 CLASS Members to maintain cordless communication devices in order to receive and respond to
24 work-related communications during what was supposed to be their off-duty meal breaks.
25 DEFENDANT's failure to provide PLAINTIFF and the CALIFORNIA CLASS Members with
26 legally required meal breaks is evidenced by DEFENDANT's business records. PLAINTIFF and
27 other members of the CALIFORNIA CLASS therefore forfeit meal breaks without additional
28 compensation and in accordance with DEFENDANT's strict corporate policy and practice.

1 **B. Rest Period Violations**

2 17. From time to time during the CLASS PERIOD, PLAINTIFF and other
3 CALIFORNIA CLASS Members were also required to work in excess of four (4) hours without
4 being provided ten (10) minute rest periods as a result of their rigorous work requirements and
5 DEFENDANT's inadequate staffing. Further, for the same reasons, these employees were denied
6 their first rest periods of at least ten (10) minutes for some shifts worked of at least two (2) to four
7 (4) hours from time to time, a first and second rest period of at least ten (10) minutes for some
8 shifts worked of between six (6) and eight (8) hours from time to time, and a first, second and
9 third rest period of at least ten (10) minutes for some shifts worked of ten (10) hours or more from
10 time to time. When they were provided with rest breaks, PLAINTIFF and other CALIFORNIA
11 CLASS Members were, from time to time, required to remain on premises, on duty and/or on call.
12 Further, DEFENDANTS from time to time required PLAINTIFFS and other CALIFORNIA
13 CLASS Members to maintain cordless communication devices in order to receive and respond to
14 work-related communications during what was supposed to be their off-duty rest breaks.
15 PLAINTIFF and other CALIFORNIA CLASS Members were also not provided with one-hour
16 wages *in lieu* thereof. As a result of their rigorous work schedules and DEFENDANT's inadequate
17 staffing, PLAINTIFF and other CALIFORNIA CLASS Members were from time to time denied
18 their proper rest periods by DEFENDANT and DEFENDANT's managers.

19 **C. Unreimbursed Business Expenses**

20 18. DEFENDANT as a matter of corporate policy, practice, and procedure,
21 intentionally, knowingly, and systematically failed to reimburse and indemnify the PLAINTIFF
22 and the other CALIFORNIA CLASS Members for required business expenses incurred by the
23 PLAINTIFF and other CALIFORNIA CLASS Members in direct consequence of discharging
24 their duties on behalf of DEFENDANT. Under California Labor Code Section 2802, employers
25 are required to indemnify employees for all expenses incurred in the course and scope of their
26 employment. Cal. Lab. Code § 2802 expressly states that "an employer shall indemnify his or her
27 employee for all necessary expenditures or losses incurred by the employee in direct consequence
28 of the discharge of his or her duties, or of his or her obedience to the directions of the employer,

1 even though unlawful, unless the employee, at the time of obeying the directions, believed them
2 to be unlawful."

3 19. In the course of their employment, DEFENDANT required PLAINTIFF and other
4 CALIFORNIA CLASS Members to use their personal cell phones for work-related
5 communications, incur personal expenses for the use of rideshare transportation in order to pick
6 up and deliver food and supplies for DEFENDANT'S workplace, and purchase food or other
7 supplies as a result of and in furtherance of their job duties. However, DEFENDANT unlawfully
8 failed to reimburse PLAINTIFF and other CALIFORNIA CLASS Members for the use of their
9 personal cell phones, ride-share purchases, personal expenses for the use of rideshare
10 transportation in order to pick up and deliver food and supplies, and purchases of food and other
11 supplies. As a result, in the course of their employment with DEFENDANT, the PLAINTIFF and
12 other CALIFORNIA CLASS Members incurred unreimbursed business expenses that included,
13 but were not limited to, costs related to the use of their personal cell phones, personal expenses
14 for the use of rideshare transportation in order to pick up and deliver food and supplies, and
15 purchase of food and other supplies.

16 **D. Wage Statement Violations**

17 20. California Labor Code Section 226 required an employer to furnish its employees
18 and accurate itemized wage statement in writing showing (1) gross wages earned, (2) total hours
19 worked, (3) the number of piece-rate units earned and any applicable piece-rate, (4) all deductions,
20 (5) net wages earned, (6) the inclusive dates of the period for which the employee is paid, (7) the
21 name of the employee and only the last four digits of the employee's social security number or an
22 employee identification number other than a social security number, (8) the name and address of
23 the legal entity that is the employer, and (9) all applicable hourly rates in effect during the pay
24 period and the corresponding number of hours worked at each hourly rate by the employee.

25 21. From time to time during the CLASS PERIOD, when PLAINTIFF and other
26 CALIFORNIA CLASS Members missed meal and rest breaks, or were paid inaccurately for
27 missed meal and rest period premiums, or were not paid for all hours worked, DEFENDANT also
28 failed to provide PLAINTIFF and other CALIFORNIA CLASS Members with complete and

1 accurate wage statements which failed to show, among other things, all deductions, the total hours
2 worked and all applicable hourly rates in effect during the pay period and the corresponding
3 amount of time worked at each hourly rate, correct rates of pay for penalty payments or missed
4 meal and rest periods.

5 22. In addition to the foregoing, DEFENDANT, from time to time, failed to provide
6 PLAINTIFF and the CALIFORNIA CLASS Members with wage statements that comply with
7 Cal. Lab. Code § 226.

8 23. As a result, DEFENDANT issued PLAINTIFF and other members of the
9 CALIFORNIA CLASS with wage statements that violate Cal. Lab. Code § 226. Further,
10 DEFENDANT's violations are knowing and intentional, were not isolated due to an unintentional
11 payroll error due to clerical or inadvertent mistake.

12 **E. Off-the-Clock Work Resulting in Minimum Wage and Overtime Violations**

13 24. During the CLASS PERIOD, from time-to-time DEFENDANT failed and
14 continues to fail to accurately pay PLAINTIFF and other members of the CALIFORNIA CLASS
15 for all hours worked.

16 25. During the CLASS PERIOD, from time-to-time DEFENDANT required
17 PLAINTIFF and other members of the CALIFORNIA CLASS to perform pre-shift or post-shift
18 work, including but not limited to, receiving and responding to work-related communications,
19 performing security sweeps of DEFENDANT'S facility, and performing keyholder duties such
20 as disabling/enabling DEFENDANT'S security system and opening/closing DEFENDANT'S
21 facility. This resulted in PLAINTIFF and other members of the CALIFORNIA CLASS to have
22 to work while off-the-clock.

23 26. DEFENDANT directed and directly benefited from the undercompensated off-the-
24 clock work performed by PLAINTIFF and the other CALIFORNIA CLASS Members.

25 27. DEFENDANT controlled the work schedules, duties, and protocols, applications,
26 assignments, and employment conditions of PLAINTIFF and the other members of the
27 CALIFORNIA CLASS.

1 28. DEFENDANT was able to track the amount of time PLAINTIFF and the other
2 members of the CALIFORNIA CLASS spent working; however, DEFENDANT failed to
3 document, track, or pay PLAINTIFF and the other members of the CALIFORNIA CLASS all
4 wages earned and owed for all the work they performed.

5 29. PLAINTIFF and the other members of the CALIFORNIA CLASS were non-
6 exempt employees, subject to the requirements of the California Labor Code.

7 30. DEFENDANT's policies and practices deprived PLAINTIFF and the other
8 CALIFORNIA CLASS Members of all minimum regular, overtime, and double time wages owed
9 for the off-the-clock work activities. Because PLAINTIFF and the other members of the
10 CALIFORNIA CLASS typically worked over forty (40) hours in a workweek, and more than
11 eight (8) hours per day, DEFENDANT's policies and practices also deprived them of overtime
12 pay.

13 31. DEFENDANT knew or should have known that PLAINTIFF and the other
14 members of the CALIFORNIA CLASS off-the-clock work was compensable under the law.

15 32. As a result, PLAINTIFF and the other members of the CALIFORNIA CLASS
16 forfeited wages due to them for all hours worked at DEFENDANT's direction, control, and
17 benefit for the time spent working while off-the-clock. DEFENDANT's uniform policy and
18 practice to not pay PLAINTIFF and the members of the CALIFORNIA CLASS wages for all
19 hours worked in accordance with applicable law is evidenced by DEFENDANT's business
20 records.

21 **F. Regular Rate Violation – Overtime, Double Time, Meal and Rest Period Premiums,**
22 **and Redeemed Sick Pay**

23 33. From time to time during the CLASS PERIOD, DEFENDANT failed and
24 continues to fail to accurately calculate and pay PLAINTIFF and the other CALIFORNIA CLASS
25 Members for their overtime and double time hours worked, meal and rest period premiums, and
26 redeemed sick pay. As a result, PLAINTIFF and the other CALIFORNIA CLASS Members
27 forfeited wages due to them for working overtime without compensation at the correct overtime
28 and double time rates, meal and rest period premiums, and redeemed sick pay rates.

1 DEFENDANT's uniform policy and practice not to pay the CALIFORNIA CLASS Members at
2 the correct rate for all overtime and double time worked, meal and rest period premiums, and sick
3 pay in accordance with applicable law is evidenced by DEFENDANT's business records.

4 34. State law provides that employees must be paid overtime at one-and-one-half times
5 their "regular rate of pay." PLAINTIFF and other CALIFORNIA CLASS Members were
6 compensated at an hourly rate plus incentive pay that was tied to specific elements of an
7 employee's performance.

8 35. The second component of PLAINTIFF'S and other CALIFORNIA CLASS
9 Members' compensation was DEFENDANTS' non-discretionary incentive program that paid
10 PLAINTIFF and other CALIFORNIA CLASS Members incentive wages based on their
11 performance for DEFENDANTS. The non-discretionary bonus program provided all employees
12 paid on an hourly basis with bonus compensation when the employees met the various
13 performance goals set by DEFENDANTS.

14 36. However, from time to time, when calculating the regular rate of pay in those pay
15 periods where PLAINTIFF and other CALIFORNIA CLASS Members worked overtime, double
16 time, paid meal and rest period premium payments, and/or redeemed sick pay, and earned non-
17 discretionary bonuses, DEFENDANTS failed to accurately include the non-discretionary bonus
18 compensation as part of the employee's "regular rate of pay" and/or calculated all hours worked
19 rather than just all non-overtime hours worked. Management and supervisors described the
20 incentive/bonus program to potential and new employees as part of the compensation package.
21 As a matter of law, the incentive compensation received by PLAINTIFF and other CALIFORNIA
22 CLASS Members must be included in the "regular rate of pay." The failure to do so has resulted
23 in a systematic underpayment of overtime and double time compensation, meal and rest period
24 premium payments, and redeemed sick pay to PLAINTIFF and other CALIFORNIA CLASS
25 Members by DEFENDANTS. Specifically, California Labor Code Section 246 mandates that
26 paid sick time for non-exempt employees shall be calculated in the same manner as the regular
27 rate of pay for the workweek in which the non-exempt employee uses paid sick time, whether or
28 not the employee actually works overtime in that workweek. DEFENDANTS' conduct, as

1 articulated herein, by failing to include the incentive compensation as part of the “regular rate of
2 pay” for purposes of sick pay compensation was in violation of Cal. Lab. Code § 246 the
3 underpayment of which is recoverable under Cal. Lab. Code Sections 201, 202, 203, and/or 204.

4 37. In violation of the applicable sections of the California Labor Code and the
5 requirements of the Industrial Welfare Commission (“IWC”) Wage Order, DEFENDANT as a
6 matter of company policy, practice, and procedure, intentionally and knowingly failed to
7 compensate PLAINTIFF and the other members of the CALIFORNIA CLASS at the correct rate
8 of pay for all overtime and double time worked, meal and rest period premiums, and redeemed
9 sick pay as required by California law which allowed DEFENDANT to illegally profit and gain
10 an unfair advantage over competitors who complied with the law. To the extent equitable tolling
11 operates to toll claims by the CALIFORNIA CLASS Members against DEFENDANT, the
12 CLASS PERIOD should be adjusted accordingly.

13 **G. Violations for Untimely Payment of Wages**

14 38. Pursuant to California Labor Code section 204, PLAINTIFF and the
15 CALIFORNIA CLASS members were entitled to timely payment of wages during their
16 employment. PLAINTIFF and the CALIFORNIA CLASS members, from time to time, did not
17 receive payment of all wages, including, but not limited to, overtime wages, minimum wages,
18 meal period premium wages, and rest period premium wages within permissible time period.

19 39. Pursuant to Cal. Lab. Code § 201, “If an employer discharges an employee, the
20 wages earned and unpaid at the time of discharge are due and payable immediately.” Pursuant to
21 Cal. Lab. Code § 202, if an employee quits his or her employment, “his or her wages shall become
22 due and payable not later than 72 hours thereafter, unless the employee has given 72 hours
23 previous notice of his or her intention to quit, in which case the employee is entitled to his or her
24 wages at the time of quitting.” PLAINTIFF and the CALIFORNIA CLASS Members were, from
25 time to time, not timely provided the wages earned and unpaid at the time of their discharge and/or
26 at the time of quitting, in violation of Cal. Lab. Code §§ 201 and 202.

27 40. As such, PLAINTIFF demands up to thirty days of pay as penalty for not timely
28 paying all wages due at time of termination for all CALIFORNIA CLASS Members whose

1 employment ended during the CLASS PERIOD.

2 **H. Unlawful Deductions**

3 41. DEFENDANT, from time-to-time unlawfully deducted wages from PLAINTIFF
4 and CALIFORNIA CLASS Members' pay without explanations and without authorization to do
5 so or notice to PLAINTIFF and the CALIFORNIA CLASS Members. As a result, DEFENDANT
6 violated Labor Code § 221.

7 **I. Timekeeping Manipulation**

8 42. During the CLASS PERIOD, DEFENDANT, from time-to-time, did not have an
9 immutable timekeeping system to accurately record and pay PLAINTIFF and other members of
10 the CALIFORNIA CLASS for the actual time PLAINTIFF and other members of the
11 CALIFORNIA CLASS worked each day, including regular time, overtime hours, sick pay, meal
12 and rest breaks. As a result, DEFENDANT was able to and did in fact, unlawfully, and
13 unilaterally alter the time recorded in DEFENDANT'S timekeeping system for PLAINTIFF and
14 other members of the CALIFORNIA CLASS in order to avoid paying these employees for all
15 hours worked, applicable overtime compensation, applicable sick pay, missed meal breaks and
16 missed rest breaks.

17 43. As a result, PLAINTIFF and other members of the CALIFORNIA CLASS, from
18 time-to-time, forfeited time worked by working without their time being accurately recorded and
19 without compensation at the applicable pay rates.

20 44. The mutability of the timekeeping system also allowed DEFENDANT to alter
21 employee time records by recording fictitious thirty (30) minute meal breaks in DEFENDANT's
22 timekeeping system so as to create the appearance that PLAINTIFF and other members of the
23 CALIFORNIA CLASS clocked out for thirty (30) minute meal break when in fact the employees
24 were not at all times provided an off-duty meal break. This practice is a direct result of
25 DEFENDANT's uniform policy and practice of denying employees uninterrupted thirty (30)
26 minute off-duty meal breaks each day or otherwise compensate them for missed meal breaks.

27 45. As a result, PLAINTIFF and the other members of the CALIFORNIA CLASS
28 forfeited wages due them for all hours worked at DEFENDANT'S direction, control and benefit

1 for the time the timekeeping system was inoperable. DEFENDANT’S uniform policy and
2 practice to not pay PLAINTIFF and the members of the CALIFORNIA CLASS wages for all
3 hours worked in accordance with applicable law is evidenced by DEFENDANT’S business
4 records.

5 **J. Unlawful Rounding Practices**

6 46. During the CALIFORNIA CLASS PERIOD, DEFENDANTS did not have in
7 place an immutable timekeeping system to accurately record and pay PLAINTIFF and other
8 CALIFORNIA CLASS Members for the actual time these employees worked each day,
9 including overtime hours. Specifically, DEFENDANTS had in place an unlawful rounding
10 policy and practice that resulted in PLAINTIFF and CALIFORNIA CLASS Members being
11 undercompensated for all of their time worked. As a result, DEFENDANTS were able to and did
12 in fact unlawfully, and unilaterally round the time recorded in DEFENDANTS’ timekeeping
13 system for PLAINTIFF and the members of the CALIFORNIA CLASS in order to avoid paying
14 these employees for all their time worked, including the applicable overtime compensation for
15 overtime worked. As a result, PLAINTIFF and other CALIFORNIA CLASS Members, from
16 time to time, forfeited compensation for their time worked by working without their time being
17 accurately recorded and without compensation at the applicable overtime rates.

18 47. Further, the mutability of DEFENDANTS’ timekeeping system and unlawful
19 rounding policy and practice resulted in PLAINTIFF and CALIFORNIA CLASS Members’ time
20 being inaccurately recorded. As a result, from time to time, DEFENDANTS’ unlawful rounding
21 policy and practice caused PLAINTIFF and CALIFORNIA CLASS Members to perform work
22 as ordered by DEFENDANTS for more than five (5) hours during a shift without receiving an
23 off-duty meal break.

24 **K. Sick Pay Violations**

25 48. Cal. Labor Code Section 246 (a)(1) mandates that “An employee who, on or after
26 July 1, 2015, works in California for the same employer for 30 or more days within a year from
27 the commencement of employment is entitled to paid sick days as specified in this section.”
28 Further, Cal. Labor Code Sections 246(b)-(d) provide for the sick day accrual requirements. From

1 time to time, DEFENDANT failed to have a policy or practice in place that provided PLAINTIFF
2 and other members of the CALIFORNIA CLASS with sick days and/or paid sick leave.

3 49. California Labor Code Section 246(i) requires an employer to furnish its
4 employees with written wage statements setting forth the amount of paid sick leave available.
5 From time to time, DEFENDANT violated Cal. Lab. Code § 246 by failing to furnish PLAINTIFF
6 and other members of the CALIFORNIA CLASS with wage statements setting forth the amount
7 of paid sick leave available.

8 **L. Failure to Provide Personnel Files**

9 50. On October 18, 2023 and November 27, 2023, PLAINTIFF caused written
10 requests via certified mail to be delivered to DEFENDANTS for PLAINTIFF'S personnel and
11 employment records, including but not limited to: (1) payroll records; (2) employment contracts;
12 (3) itemized pay stubs; and (4) PLAINTIFF'S complete employment file.

13 51. DEFENDANTS failed to provide and/or make available to PLAINTIFF her
14 personnel records, payroll records, employment contract, and entire employment file within thirty
15 (30) days of her requests stated above. In fact, as of the date of filing of this complaint,
16 DEFENDANTS have still failed to pay PLAINTIFF the statutory penalty in the amount of \$750.
17 DEFENDANTS violated Cal. Lab. Code Section 1198.5 by failing to respond and provide
18 PLAINTIFF with her employment file. Section 1198.5 states that employees (and former
19 employees) have the right to inspect personnel records maintained by the employer "related to the
20 employee's performance or to any grievance concerning the employee." Employers must allow
21 inspection or copying within thirty (30) days of the request. PLAINTIFF is now entitled to and
22 requests injunctive relief to obtain compliance with Cal. Lab. Code Section 1198.5, a statutory
23 penalty, and an award of attorneys' fees and costs for bringing this action.

24 52. Specifically, as to PLAINTIFF, PLAINTIFF was from time to time unable to take
25 off duty meal and rest breaks and were not fully relieved of duty for her rest and meal periods.
26 PLAINTIFF was required to perform work as ordered by DEFENDANT for more than five (5)
27 hours during a shift without receiving an off-duty meal break. Further, DEFENDANT failed to
28 provide PLAINTIFF with a second off-duty meal period each workday in which they were

1 required by DEFENDANT to work ten (10) hours of work. When DEFENDANT provided
2 PLAINTIFF with a rest break, they required PLAINTIFF to remain on premises, on-duty and on-
3 call for the rest break. DEFENDANT policy caused PLAINTIFF to remain on-call and on-duty
4 during what was supposed to be her off-duty meal periods. PLAINTIFF therefore forfeited meal
5 and rest breaks without additional compensation and in accordance with DEFENDANT'S strict
6 corporate policy and practice. Moreover, DEFENDANT also provided PLAINTIFF with paystubs
7 that failed to comply with Cal. Lab. Code § 226. Further, DEFENDANT also failed to reimburse
8 PLAINTIFF for required business expenses related to the use of her personal cell phone, personal
9 expenses for the use of rideshare transportation in order to pick up and deliver food and supplies,
10 and purchase of food and other supplies, on behalf of and in furtherance of her employment with
11 DEFENDANT. To date, DEFENDANT has not fully paid PLAINTIFF the minimum, overtime
12 and double time compensation still owed to them or any penalty wages owed to them under Cal.
13 Lab. Code § 203. The amount in controversy for PLAINTIFF individually does not exceed the
14 sum or value of \$75,000.

15 **CLASS ACTION ALLEGATIONS**

16 53. PLAINTIFF brings this Class Action on behalf of herself, and a California class
17 defined as all persons who are or previously were employed by Defendant in California and
18 classified as non-exempt employees (the "CALIFORNIA CLASS") at any time during the period
19 beginning four (4) years prior to the filing of this Complaint and ending on the date as determined
20 by the Court (the "CLASS PERIOD").

21 54. PLAINTIFF and the other CALIFORNIA CLASS Members have uniformly been
22 deprived of wages and penalties from unpaid wages earned and due, including but not limited to
23 unpaid minimum wages, unpaid overtime compensation, unpaid meal and rest period premiums,
24 illegal meal and rest period policies, failed to reimburse for business expenses, failed compensate
25 for off-the-clock work, failure to provide accurate itemized wage statements, failure to maintain
26 required records, and interest, statutory and civil penalties, attorney's fees, costs, and expenses.

27 55. The members of the class are so numerous that joinder of all class members is
28 impractical.

1 56. Common questions of law and fact regarding DEFENDANT's conduct, including
2 but not limited to, off-the-clock work, unpaid meal and rest period premiums, failure to
3 accurately calculate the regular rate of pay for overtime compensation, failure to accurately
4 calculate the regular rate of compensation for missed meal and rest period premiums, failing to
5 provide legally compliant meal and rest periods, failed to reimburse for business expenses,
6 failure to provide accurate itemized wage statements accurate, and failure to ensure they are paid
7 at least minimum wage and overtime, exist as to all members of the class and predominate over
8 any questions affecting solely any individual members of the class. Among the questions of law
9 and fact common to the class are:

- 10 a. Whether DEFENDANT maintained legally compliant meal period policies and
11 practices;
- 12 b. Whether DEFENDANT maintained legally compliant rest period policies and
13 practices;
- 14 c. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
15 Members accurate premium payments for missed meal and rest periods;
- 16 d. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
17 Members accurate overtime wages;
- 18 e. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
19 Members at least minimum wage for all hours worked;
- 20 f. Whether DEFENDANT failed to compensate PLAINTIFF and the CALIFORNIA
21 CLASS Members for required business expenses;
- 22 g. Whether DEFENDANT issued legally compliant wage statements;
- 23 h. Whether DEFENDANT committed an act of unfair competition by systematically
24 failing to record and pay PLAINTIFF and the other members of the CALIFORNIA
25 CLASS for all time worked;
- 26 i. Whether DEFENDANT committed an act of unfair competition by systematically
27 failing to record all meal and rest breaks missed by PLAINTIFF and other
28 CALIFORNIA CLASS Members, even though DEFENDANT enjoyed the benefit

1 of this work, required employees to perform this work and permits or suffers to
2 permit this work;

3 j. Whether DEFENDANT committed an act of unfair competition in violation of the
4 UCL, by failing to provide the PLAINTIFF and the other members of the
5 CALIFORNIA CLASS with the legally required meal and rest periods.

6 57. PLAINTIFF are members of the CALIFORNIA CLASS and suffered damages as
7 a result of DEFENDANT's conduct and actions alleged herein.

8 58. PLAINTIFF'S claims are typical of the claims of the CALIFORNIA CLASS, and
9 PLAINTIFF have the same interests as the other members of the class.

10 59. PLAINTIFF will fairly and adequately represent and protect the interests of the
11 CALIFORNIA CLASS Members.

12 60. PLAINTIFF retained able class counsel with extensive experience in class action
13 litigation.

14 61. Further, PLAINTIFF'S interests are coincident with, and not antagonistic to, the
15 interest of the other CALIFORNIA CLASS Members.

16 62. There is a strong community of interest among PLAINTIFF and the members of
17 the CALIFORNIA CLASS to, inter alia, ensure that the combined assets of DEFENDANT are
18 sufficient to adequately compensate the members of the CALIFORNIA CLASS for the injuries
19 sustained.

20 63. The questions of law and fact common to the CALIFORNIA CLASS Members
21 predominate over any questions affecting only individual members, including legal and factual
22 issues relating to liability and damages.

23 64. A class action is superior to other available methods for the fair and efficient
24 adjudication of this controversy because joinder of all class members is impractical. Moreover,
25 since the damages suffered by individual members of the class may be relatively small, the
26 expense and burden of individual litigation makes it practically impossible for the members of
27 the class individually to redress the wrongs done to them. Without class certification and
28 determination of declaratory, injunctive, statutory, and other legal questions within the class

1 format, prosecution of separate actions by individual members of the CALIFORNIA CLASS
2 will create the risk of:

- 3 a. Inconsistent or varying adjudications with respect to individual members of the
4 CALIFORNIA CLASS which would establish incompatible standards of conduct
5 for the parties opposing the CALIFORNIA CLASS; and/or,
- 6 b. Adjudication with respect to individual members of the CALIFORNIA CLASS
7 which would as a practical matter be dispositive of the interests of the other
8 members not party to the adjudication or substantially impair or impeded their
9 ability to protect their interests.

10 65. Class treatment provides manageable judicial treatment calculated to bring an
11 efficient and rapid conclusion to all litigation of all wage and hour related claims arising out of
12 the conduct of DEFENDANT.

13 **FIRST CAUSE OF ACTION**

14 **Unlawful Business Practices**

15 **(Cal. Bus. And Prof. Code §§ 17200, *et seq.*)**

16 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)**

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

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

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

26 Any person who engages, has engaged, or proposes to engage in unfair competition may
27 be enjoined in any court of competent jurisdiction. The court may make such orders or
28 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 may be necessary to restore to any person in interest any

1 money or property, real or personal, which may have been acquired by means of such
2 unfair competition. (Cal. Bus. & Prof. Code § 17203).

3 69. By the conduct alleged herein, DEFENDANT has engaged and continues to
4 engage in a business practice which violates California law, including but not limited to, the
5 applicable Wage Order(s), the California Code of Regulations and the California Labor Code
6 including Sections 201, 202, 203, 204, 210, 226.7, 510, 512, 558, 1194, 1197, 1197.1, 1198, and
7 2802, for which this Court should issue declaratory and other equitable relief pursuant to Cal.
8 Bus. & Prof. Code § 17203 as may be necessary to prevent and remedy the conduct held to
9 constitute unfair competition, including restitution of wages wrongfully withheld.

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

15 71. By the conduct alleged herein, DEFENDANT's practices were deceptive and
16 fraudulent in that DEFENDANT's uniform policy and practice failed to provide the legally
17 mandated meal and rest periods and the required amount of compensation for missed meal and
18 rest periods, failed to pay minimum and overtime wages owed, and failed to reimburse all
19 necessary business expenses incurred, due to a systematic business practice that cannot be
20 justified, pursuant to the applicable Cal. Lab. Code, and Industrial Welfare Commission
21 requirements in violation of Cal. Bus. Code §§ 17200, *et seq.*, and for which this Court should
22 issue injunctive and equitable relief, pursuant to Cal. Bus. & Prof. Code § 17203, including
23 restitution of wages wrongfully withheld.

24 72. By the conduct alleged herein, DEFENDANT's practices were also unlawful,
25 unfair, and deceptive in that DEFENDANT's employment practices caused PLAINTIFF and the
26 other members of the CALIFORNIA CLASS to be underpaid during their employment with
27 DEFENDANT.

28 73. By the conduct alleged herein, DEFENDANT's practices were also unfair and
deceptive in that DEFENDANT's uniform policies, practices and procedures failed to provide

1 mandatory meal and/or rest breaks to PLAINTIFF and the CALIFORNIA CLASS members as
2 required by Cal. Lab. Code §§ 226.7 and 512.

3 74. Therefore, PLAINTIFF demands on behalf of herself and on behalf of each
4 CALIFORNIA CLASS member, one (1) hour of pay for each workday in which an off-duty meal
5 period was not timely provided for each five (5) hours of work, and/or one (1) hour of pay for
6 each workday in which a second off-duty meal period was not timely provided for each ten (10)
7 hours of work.

8 75. PLAINTIFF further demands on behalf of herself and on behalf of each
9 CALIFORNIA CLASS member, one (1) hour of pay for each workday in which a rest period
10 was not timely provided as required by law.

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

17 77. All the acts described herein as violations of, among other things, the Industrial
18 Welfare Commission Wage Orders, the California Code of Regulations, and the California Labor
19 Code, were unlawful and in violation of public policy, were immoral, unethical, oppressive, and
20 unscrupulous, were deceptive, and thereby constitute unlawful, unfair, and deceptive business
21 practices in violation of Cal. Bus. & Prof. Code §§ 17200, *et seq.*

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

27 79. PLAINTIFF and the other members of the CALIFORNIA CLASS are further
28 entitled to, and do, seek a declaration that the described business practices are unlawful, unfair,

1 and deceptive, and that injunctive relief should be issued restraining DEFENDANT from
2 engaging in any unlawful and unfair business practices in the future.

3 80. PLAINTIFF and the other members of the CALIFORNIA CLASS have no plain,
4 speedy and/or adequate remedy at law that will end the unlawful and unfair business practices of
5 DEFENDANT. Further, the practices herein alleged presently continue to occur unabated. As a
6 result of the unlawful and unfair business practices described herein, PLAINTIFF and the other
7 members of the CALIFORNIA CLASS have suffered and will continue to suffer irreparable
8 legal and economic harm unless DEFENDANT is restrained from continuing to engage in these
9 unlawful and unfair business practices.

10 **SECOND CAUSE OF ACTION**

11 **Failure To Pay Minimum Wages**

12 **(Cal. Lab. Code §§ 1194, 1197 and 1197.1)**

13 **Alleged by PLAINTIFF and the CALIFORNIA CLASS against ALL Defendants)**

14 81. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege and
15 incorporate by this reference, as though fully set forth herein, the prior paragraphs of this
16 Complaint.

17 82. PLAINTIFF and the other members of the CALIFORNIA CLASS bring a claim
18 for DEFENDANT's willful and intentional violations of the California Labor Code and the
19 Industrial Welfare Commission requirements for DEFENDANT's failure to accurately calculate
20 and pay minimum wages to PLAINTIFF and CALIFORNIA CLASS Members.

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

23 84. Cal. Lab. Code § 1197 provides the minimum wage for employees fixed by the
24 commission is the minimum wage to be paid to employees, and the payment of a less wage than
25 the minimum so fixed is unlawful.

26 85. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid wages,
27 including minimum wage compensation and interest thereon, together with the costs of suit.
28

1 86. DEFENDANT maintained a uniform wage practice of paying PLAINTIFF and the
2 other members of the CALIFORNIA CLASS without regard to the correct amount of time they
3 work. As set forth herein, DEFENDANT's uniform policy and practice was to unlawfully and
4 intentionally deny timely payment of wages due to PLAINTIFF and the other members of the
5 CALIFORNIA CLASS.

6 87. DEFENDANT's uniform pattern of unlawful wage and hour practices manifested,
7 without limitation, applicable to the CALIFORNIA CLASS as a whole, as a result of
8 implementing a uniform policy and practice that denies accurate compensation to PLAINTIFF
9 and the other members of the CALIFORNIA CLASS in regard to minimum wage pay.

10 88. In committing these violations of the California Labor Code, DEFENDANT
11 inaccurately calculated the correct time worked and consequently underpaid the actual time
12 worked by PLAINTIFF and other members of the CALIFORNIA CLASS. DEFENDANTS
13 acted in an illegal attempt to avoid the payment of all earned wages, and other benefits in
14 violation of the California Labor Code, the Industrial Welfare Commission requirements and
15 other applicable laws and regulations.

16 89. As a direct result of DEFENDANT's unlawful wage practices as alleged herein,
17 PLAINTIFF and the other members of the CALIFORNIA CLASS did not receive the correct
18 minimum wage compensation for their time worked for DEFENDANT.

19 90. During the CLASS PERIOD, PLAINTIFF and the other members of the
20 CALIFORNIA CLASS were paid less for time worked than they were entitled to, constituting a
21 failure to pay all earned wages.

22 91. By virtue of DEFENDANT's unlawful failure to accurately pay all earned
23 compensation to PLAINTIFF and the other members of the CALIFORNIA CLASS for the true
24 time they worked, PLAINTIFF and the other members of the CALIFORNIA CLASS have
25 suffered and will continue to suffer an economic injury in amounts which are presently unknown
26 to them, and which will be ascertained according to proof at trial.

27 92. DEFENDANT knew or should have known that PLAINTIFF and the other
28 members of the CALIFORNIA CLASS were under-compensated for their time worked.

1 DEFENDANT systematically elected, either through intentional malfeasance or gross
2 nonfeasance, to not pay employees for their labor as a matter of uniform company policy, practice
3 and procedure, and DEFENDANT perpetrated this systematic scheme by refusing to pay
4 PLAINTIFF and the other members of the CALIFORNIA CLASS the correct minimum wages
5 for their time worked.

6 93. In performing the acts and practices herein alleged in violation of California labor
7 laws, and refusing to compensate the members of the CALIFORNIA CLASS for all time worked
8 and provide them with the requisite compensation, DEFENDANT acted and continues to act
9 intentionally, oppressively, and maliciously toward PLAINTIFF and the other members of the
10 CALIFORNIA CLASS with a conscious and utter disregard for their legal rights, or the
11 consequences to them, and with the despicable intent of depriving them of their property and
12 legal rights, and otherwise causing them injury in order to increase company profits at the
13 expense of these employees.

14 94. PLAINTIFF and the other members of the CALIFORNIA CLASS therefore request
15 recovery of all unpaid wages, according to proof, interest, statutory costs, as well as the
16 assessment of any statutory penalties against DEFENDANT, in a sum as provided by the
17 California Labor Code and/or other applicable statutes. To the extent minimum wage
18 compensation is determined to be owed to the CALIFORNIA CLASS Members who have
19 terminated their employment, DEFENDANT's conduct also violates Labor Code §§ 201 and/or
20 202, and therefore these individuals are also be entitled to waiting time penalties under Cal. Lab.
21 Code § 203, which penalties are sought herein on behalf of these CALIFORNIA CLASS
22 Members. DEFENDANT's conduct as alleged herein was willful, intentional and not in good
23 faith. Further, PLAINTIFF and other CALIFORNIA CLASS Members are entitled to seek and
24 recover statutory costs.

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1 **THIRD CAUSE OF ACTION**

2 **Failure To Pay Overtime Compensation**

3 **(Cal. Lab. Code §§ 204, 510, 1194 and 1198)**

4 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against ALL Defendants)**

5 95. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege and
6 incorporate by this reference, as though fully set forth herein, the prior paragraphs of this
7 Complaint.

8 96. PLAINTIFF and the other members of the CALIFORNIA CLASS bring a claim
9 for DEFENDANT's willful and intentional violations of the California Labor Code and the
10 Industrial Welfare Commission requirements for DEFENDANT's failure to pay these employees
11 for all overtime worked, including, work performed in excess of eight (8) hours in a workday,
12 and/or twelve (12) hours in a workday, and/or forty (40) hours in any workweek.

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

15 98. Cal. Lab. Code § 510 provides that employees in California shall not be employed
16 more than eight (8) hours per workday and/or more than forty (40) hours per workweek unless
17 they receive additional compensation beyond their regular wages in amounts specified by law.

18 99. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid wages,
19 including minimum and overtime compensation and interest thereon, together with the costs of
20 suit. Cal. Lab. Code § 1198 further states that the employment of an employee for longer hours
21 than those fixed by the Industrial Welfare Commission is unlawful.

22 100. During the CLASS PERIOD, PLAINTIFF and CALIFORNIA CLASS Members
23 were required by DEFENDANT to work for DEFENDANT and were not paid for all the time
24 they worked, including overtime work.

25 101. DEFENDANT's uniform pattern of unlawful wage and hour practices manifested,
26 without limitation, applicable to the CALIFORNIA CLASS as a whole, as a result of
27 implementing a uniform policy and practice that failed to accurately record overtime worked by
28 PLAINTIFF and other CALIFORNIA CLASS Members and denied accurate compensation to

1 PLAINTIFF and the other members of the CALIFORNIA CLASS for overtime worked,
2 including, the overtime work performed in excess of eight (8) hours in a workday, and/or twelve
3 (12) hours in a workday, and/or forty (40) hours in any workweek.

4 102. In committing these violations of the California Labor Code, DEFENDANT
5 inaccurately recorded overtime worked and consequently underpaid the overtime worked by
6 PLAINTIFF and other CALIFORNIA CLASS Members. DEFENDANT acted in an illegal
7 attempt to avoid the payment of all earned wages, and other benefits in violation of the California
8 Labor Code, the Industrial Welfare Commission requirements and other applicable laws and
9 regulations.

10 103. As a direct result of DEFENDANT's unlawful wage practices as alleged herein,
11 PLAINTIFF and the other members of the CALIFORNIA CLASS did not receive the correct
12 overtime compensation for their time worked for DEFENDANT.

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

21 105. During the CLASS PERIOD, PLAINTIFF and the other members of the
22 CALIFORNIA CLASS were paid less for overtime worked than they were entitled to,
23 constituting a failure to pay all earned wages.

24 106. DEFENDANT failed to accurately pay PLAINTIFF and the other members of the
25 CALIFORNIA CLASS overtime wages for the time they worked which was in excess of the
26 maximum hours permissible by law as required by Cal. Lab. Code §§ 510, 1194, & 1198, even
27 though PLAINTIFF and the other members of the CALIFORNIA CLASS were regularly
28 required to work, and did in fact work overtime, and did in fact work overtime as to which

1 DEFENDANT failed to accurately record and pay as evidenced by DEFENDANT's business
2 records and witnessed by employees.

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

8 108. DEFENDANT knew or should have known that PLAINTIFF and the other
9 members of the CALIFORNIA CLASS were undercompensated for their time worked.
10 DEFENDANT systematically elected, either through intentional malfeasance or gross
11 nonfeasance, to not pay them for their labor as a matter of uniform company policy, practice and
12 procedure, and DEFENDANT perpetrated this systematic scheme by refusing to pay
13 PLAINTIFF and the other members of the CALIFORNIA CLASS the correct overtime wages
14 for their overtime worked.

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

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

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

5 **FOURTH CAUSE OF ACTION**

6 **Failure To Provide Required Meal Periods**

7 **(Cal. Lab. Code §§ 226.7 & 512)**

8 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)**

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

12 112. During the CLASS PERIOD, DEFENDANTS failed to provide all the legally
13 required off-duty meal breaks to PLAINTIFF and the other CALIFORNIA CLASS Members as
14 required by the applicable Wage Order and Labor Code. The nature of the work performed by
15 PLAINTIFF and CALIFORNIA CLASS Members did not prevent these employees from being
16 relieved of all of their duties for the legally required off-duty meal periods. As a result of their
17 rigorous work schedules, PLAINTIFF and other CALIFORNIA CLASS Members were often
18 not fully relieved of duty by DEFENDANT for their meal periods. Additionally,
19 DEFENDANT's failure to provide PLAINTIFF and the CALIFORNIA CLASS Members with
20 legally required meal breaks prior to their fifth (5th) hour of work is evidenced by
21 DEFENDANT's business records. Further, DEFENDANT failed to provide PLAINTIFF and
22 CALIFORNIA CLASS Members with a second off-duty meal period in some workdays in which
23 these employees were required by DEFENDANT to work ten (10) hours of work. As a result,
24 PLAINTIFF and other members of the CALIFORNIA CLASS forfeited meal breaks without
25 additional compensation and in accordance with DEFENDANT's strict corporate policy and
26 practice.

27 113. DEFENDANT further violated California Labor Code §§ 226.7 and the applicable
28 IWC Wage Order by failing to compensate PLAINTIFF and CALIFORNIA CLASS Members

1 who were not provided a meal period, in accordance with the applicable Wage Order, one
2 additional hour of compensation at each employee's regular rate of pay for each workday that a
3 meal period was not provided.

4 114. As a proximate result of the aforementioned violations, PLAINTIFF and
5 CALIFORNIA CLASS Members have been damaged in an amount according to proof at trial,
6 and seek all wages earned and due, interest, penalties, expenses and costs of suit.

7 **FIFTH CAUSE OF ACTION**

8 **Failure To Provide Required Rest Periods**

9 **(Cal. Lab. Code §§ 226.7 & 512)**

10 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)**

11 115. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege and
12 incorporate by this reference, as though fully set forth herein, the prior paragraphs of this
13 Complaint.

14 116. From time to time, PLAINTIFF and other CALIFORNIA CLASS Members were
15 required to work in excess of four (4) hours without being provided ten (10) minute rest periods.
16 Further, these employees were denied their first rest periods of at least ten (10) minutes for some
17 shifts worked of at least two (2) to four (4) hours, a first and second rest period of at least ten
18 (10) minutes for some shifts worked of between six (6) and eight (8) hours, and a first, second
19 and third rest period of at least ten (10) minutes for some shifts worked of ten (10) hours or more.
20 PLAINTIFF and other CALIFORNIA CLASS Members were also not provided with one-hour
21 wages *in lieu* thereof. As a result of their rigorous work schedules, PLAINTIFF and other
22 CALIFORNIA CLASS Members were periodically denied their proper rest periods by
23 DEFENDANT and DEFENDANT's managers. In addition, DEFENDANT failed to compensate
24 PLAINTIFF and other CALIFORNIA CLASS Members for their rest periods as required by the
25 applicable Wage Order and Labor Code. As a result, DEFENDANT's failure to provide
26 PLAINTIFF and the CALIFORNIA CLASS Members with all the legally required paid rest
27 periods is evidenced by DEFENDANT's business records.
28

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

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

SIXTH CAUSE OF ACTION

Failure To Reimburse Employees For Required Expenses

(Cal. Lab. Code §§ 2802)

(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)

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

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

An employer shall indemnify his or her employee for all necessary expenditures or losses incurred by the employee in direct consequence of the discharge of his or her duties, 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.

121. From time to time during the CLASS PERIOD, DEFENDANT violated Cal. Lab. Code § 2802, by failing to indemnify and reimburse PLAINTIFF and the CALIFORNIA CLASS members for required expenses incurred in the discharge of their job duties for DEFENDANT's benefit. DEFENDANT failed to reimburse PLAINTIFF and the CALIFORNIA CLASS members for expenses which included, but were not limited to, their personal cell phones, personal expenses for the use of rideshare transportation in order to pick up and deliver food and supplies, and purchase of food and other supplies as a result of and in furtherance of their job duties, including but not limited to receiving and/or responding to work-related communications and performing work-related duties. Specifically, PLAINTIFF and other CALIFORNIA

1 CLASS Members were required by DEFENDANTS to use their personal cell phones, personal
2 expenses for the use of rideshare transportation in order to pick up and deliver food and supplies,
3 and purchase food and other supplies execute their essential job duties on behalf of
4 DEFENDANT. DEFENDANT's uniform policy, practice and procedure was to not reimburse
5 PLAINTIFF and the CALIFORNIA CLASS members for expenses resulting from using their
6 personal cell phones, personal expenses for the use of rideshare transportation in order to pick
7 up and deliver food and supplies, and purchase of food and supplies for DEFENDANT within
8 the course and scope of their employment for DEFENDANT. These expenses were necessary to
9 complete their principal job duties. DEFENDANT is estopped by DEFENDANT's conduct to
10 assert any waiver of this expectation. Although these expenses were necessary expenses incurred
11 by PLAINTIFF and the CALIFORNIA CLASS members, DEFENDANT failed to indemnify
12 and reimburse PLAINTIFF and the CALIFORNIA CLASS members for these expenses as an
13 employer is required to do under the laws and regulations of California.

14 122. PLAINTIFF therefore demands reimbursement for expenditures or losses incurred
15 by them and the CALIFORNIA CLASS members in the discharge of their job duties for
16 DEFENDANT, or their obedience to the directions of DEFENDANT, with interest at the
17 statutory rate and costs under Cal. Lab. Code § 2802.

18 **SEVENTH CAUSE OF ACTION**

19 **Failure To Provide Accurate Itemized Statements**

20 **(Cal. Lab. Code § 226)**

21 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)**

22 123. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege and
23 incorporate by this reference, as though fully set forth herein, the prior paragraphs of this
24 Complaint.

25 124. Cal. Labor Code § 226 provides that an employer must furnish employees with an
26 "accurate itemized" statement in writing showing:

27 a. Gross wages earned,
28

- 1 b. (2) total hours worked by the employee, except for any employee whose
2 compensation is solely based on a salary and who is exempt from payment of
3 overtime under subdivision (a) of Section 515 or any applicable order of the
4 Industrial Welfare Commission,
5 c. the number of piece-rate units earned and any applicable piece rate if the employee
6 is paid on a piece-rate basis,
7 d. all deductions, provided that all deductions made on written orders of the employee
8 may be aggregated and shown as one item,
9 e. net wages earned,
10 f. the inclusive dates of the period for which the employee is paid,
11 g. the name of the employee and his or her social security number, except that by
12 January 1, 2008, only the last four digits of his or her social security number of an
13 employee identification number other than social security number may be shown
14 on the itemized statement,
15 h. the name and address of the legal entity that is the employer, and
16 i. all applicable hourly rates in effect during the pay period and the corresponding
17 number of hours worked at each hourly rate by the employee.

18 125. When DEFENDANT did not accurately record PLAINTIFF'S and other
19 CALIFORNIA CLASS Members' missed meal and rest breaks, or were paid inaccurate missed
20 meal and rest break premiums, or were not paid for all hours worked, DEFENDANT violated
21 Cal. Lab. Code § 226 in that DEFENDANT failed to provide PLAINTIFF and other
22 CALIFORNIA CLASS Members with complete and accurate wage statements which failed to
23 show, among other things, all deductions, the accurate gross wages earned, net wages earned,
24 the total hours worked and all applicable hourly rates in effect during the pay period and the
25 corresponding amount of time worked at each hourly rate, and correct rates of pay for penalty
26 payments or missed meal and rest periods.

126. In addition to the foregoing, DEFENDANTS failed to provide itemized wage statements to PLAINTIFF and members of the CALIFORNIA CLASS that complied with the requirements of California Labor Code Section 226.

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

EIGHTH CAUSE OF ACTION

Failure To Pay Wages When Due

(Cal. Lab. Code § 203)

(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all Defendants)

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

129. Cal. Lab. Code § 200 provides that:

As used in this article:

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

1 CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;

- 2 b. An order temporarily, preliminarily and permanently enjoining and restraining
3 DEFENDANTS from engaging in similar unlawful conduct as set forth herein;
4 c. An order requiring DEFENDANTS to pay all overtime wages and all sums
5 unlawfully withheld from compensation due to PLAINTIFF and the other members
6 of the CALIFORNIA CLASS; and
7 d. Restitutionary disgorgement of DEFENDANT's ill-gotten gains into a fluid fund
8 for restitution of the sums incidental to DEFENDANT's violations due to
9 PLAINTIFF and to the other members of the CALIFORNIA CLASS.

10 2. On behalf of the CALIFORNIA CLASS:

- 11 a. That the Court certify the Second, Third, Fourth, Fifth, Sixth, Seventh, and Eighth
12 Causes of Action asserted by the CALIFORNIA CLASS as a class action pursuant
13 to Cal. Code of Civ. Proc. § 382;
14 b. Compensatory damages, according to proof at trial, including compensatory
15 damages for overtime compensation due to PLAINTIFF and the other members of
16 the CALIFORNIA CLASS, during the applicable CLASS PERIOD plus interest
17 thereon at the statutory rate;
18 c. Meal and rest period compensation pursuant to Cal. Lab. Code §§ 226.7, 512 and
19 the applicable IWC Wage Order;
20 d. The greater of all actual damages or fifty dollars (\$50) for the initial pay period in
21 which a violation occurs and one hundred dollars (\$100) per each member of the
22 CALIFORNIA CLASS for each violation in a subsequent pay period, not exceeding
23 an aggregate penalty of four thousand dollars (\$4,000), and an award of costs for
24 violation of Cal. Lab. Code § 226
25 e. The wages of all terminated employees from the CALIFORNIA CLASS as a
26 penalty from the due date thereof at the same rate until paid or until an action
27 therefore is commenced, in accordance with Cal. Lab. Code § 203.
28 f. The amount of the expenses PLAINTIFF and each member of the CALIFORNIA

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CLASS incurred in the course of their job duties, plus interest, and costs of suit.

3. On all claims:

- a. An award of interest, including prejudgment interest at the legal rate;
- b. Such other and further relief as the Court deems just and equitable; and
- c. An award of penalties, attorneys’ fees, and costs of suit, as allowable under the law, including, but not limited to, pursuant to Labor Code § 218.5, § 226, and/or § 1194.

DATED: February __, 2024

ZAKAY LAW GROUP, APLC

By: 
Shani O. Zakay
Attorney for PLAINTIFF

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DEMAND FOR A JURY TRIAL

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

DATED: February __, 2024

ZAKAY LAW GROUP, APLC

By: 
Shani O. Zakay
Attorney for PLAINTIFF