

**SUMMONS
(CITACION JUDICIAL)**

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

ELECTRONICALLY FILED
Superior Court of California
County of Sacramento
01/24/2024
By: R. Fisher Deputy

**NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):**

PHH MORTGAGE CORPORATION a New Jersey corporation; OCWEN FINANCIAL INSURANCE SERVICES, INC. a Delaware stock corporation; (additional parties attachment is attached)

**YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):**

MICHAELA LANERE, an individual, on behalf of herself, and on behalf of all persons similarly situated,

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. **¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.**

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Sacramento Superior Court

Gordon D. Schaber Courthouse - 720 9th Street, Sacramento, CA 95814

CASE NUMBER:
(Número del Caso):

24CV001137

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:

(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):

Jean-Claude Lapuyade, Esq. T: (619)599-8292 JCL Law Firm, APC - 5440 Morehouse Drive, Suite 3600, San Diego, CA 92121

DATE: 01/24/2024 Clerk, by /s/ R. Fisher , Deputy
(Fecha) (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)

(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).



NOTICE TO THE PERSON SERVED: You are served

1. as an individual defendant.
2. as the person sued under the fictitious name of (specify):
3. on behalf of (specify):
under: CCP 416.10 (corporation) CCP 416.60 (minor)
 CCP 416.20 (defunct corporation) CCP 416.70 (conservatee)
 CCP 416.40 (association or partnership) CCP 416.90 (authorized person)
 other (specify):
4. by personal delivery on (date):

SHORT TITLE: LaNere v. PHH Mortgage Corporation, et al.	CASE NUMBER:
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INSTRUCTIONS FOR USE

- This form may be used as an attachment to any summons if space does not permit the listing of all parties on the summons.
- If this attachment is used, insert the following statement in the plaintiff or defendant box on the summons: "Additional Parties Attachment form is attached."

List additional parties (Check only one box. Use a separate page for each type of party.):

Plaintiff
 Defendant
 Cross-Complainant
 Cross-Defendant

OCWEN USVI SERVICES, LLC a Virgin Islands limited liability company; LIBERTY HOME EQUITY SOLUTIONS a California limited liability company; LIBERTY REVERSE MORTGAGE a California limited liability company and DOES 1-50, Inclusive,

01/23/2024

By: R. Fisher Deputy

24CV001137

JCL LAW FIRM, APC

Jean-Claude Lapuyade (State Bar #248676)
Monnett De La Torre (State Bar #272884)
Andrea Alejandra Amaya Silva (State Bar #348080)
5440 Morehouse Drive, Suite 3600
San Diego, CA 92121
Telephone: (619) 599-8292
Facsimile: (619) 599-8291
jlapuyade@jcl-lawfirm.com
mdelatorre@jcl-lawfirm.com
aamaya@jcl-lawfirm.com

ZAKAY LAW GROUP, APLC

Shani O. Zakay (State Bar #277924)
5440 Morehouse Drive, Suite 3600
San Diego, CA 92121
Telephone: (619)255-9047
Facsimile: (858) 404-9203
shani@zakaylaw.com

Attorneys for PLAINTIFF

SUPERIOR COURT OF THE STATE OF CALIFORNIA

IN AND FOR THE COUNTY OF SACRAMENTO

MICHAELA LANERE, an individual, on behalf of herself, and on behalf of all persons similarly situated,

Plaintiffs,

v.

PHH MORTGAGE CORPORATION a New Jersey corporation, d/b/a LIBERTY REVERSE MORTGAGE; OCWEN FINANCIAL INSURANCE SERVICES, INC. a Delaware stock corporation; OCWEN USVI SERVICES, LLC a Virgin Islands limited liability company; LIBERTY HOME EQUITY SOLUTIONS a California limited liability company 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 ACCURATE ITEMIZED STATEMENTS IN VIOLATION OF CAL. LAB. CODE § 226;
- 8) FAILURE TO PROVIDE WAGES WHEN DUE IN VIOLATION OF CAL. LAB. CODE §§ 201, 202 AND 203;

DEMAND FOR A JURY TRIAL

PLAINTIFF MICHAELA LANERE (“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 PHH MORTGAGE CORPORATION, d/b/a LIBERTY REVERSE MORTGAGE (“DEFENDANT”) is a New Jersey corporation that at all relevant times mentioned herein conducted and continues to conduct substantial and regular business throughout California. OCWEN FINANCIAL INSURANCE SERVICES, INC (“DEFENDANT”) is a Delaware stock corporation that at all relevant times mentioned herein conducted and continues to conduct substantial and regular business throughout California. OCWEN USVI SERVICES, LLC (“DEFENDANT”) is a Virgin Islands limited liability company that at all relevant times mentioned herein conducted and continues to conduct substantial and regular business throughout California. LIBERTY HOME EQUITY SOLUTIONS (“DEFENDANT”) is a California stock corporation that at all relevant times mentioned herein conducted and continues to conduct substantial and regular business throughout California.

2. Defendant PHH MORTGAGE CORPORATION, d/b/a LIBERTY REVERSE MORTGAGE, Defendant OCWEN FINANCIAL INSURANCE SERVICES, INC., and Defendant OCWEN USVI SERVICES, LLC., were the joint employers of PLAINTIFF as evidenced by the documents issued to PLAINTIFF and by the company PLAINTIFF performed work for respectively and are therefore jointly responsible as employers for the conduct alleged herein as “DEFENDANTS” and/or “DEFENDANT.”

1 3. DEFENDANT is a mortgage corporation in the state of California, including the
2 county of Sacramento, where PLAINTIFF worked.

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

7 5. PLAINTIFF brings this Class Action on behalf of herself and a California class,
8 defined as all persons who are or previously were employed by DEFENDANT in California and
9 classified as non-exempt employees (the “CALIFORNIA CLASS”) at any time during the period
10 beginning four (4) years prior to the filing of this Complaint and ending on the date as determined
11 by the Court (the “CLASS PERIOD”). The amount in controversy for the aggregate claim of the
12 CALIFORNIA CLASS Members is under five million dollars (\$5,000,000.00).

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

24 7. The true names and capacities, whether individual, corporate, subsidiary,
25 partnership, associate or otherwise of DEFENDANTS DOES 1 through 50, inclusive, are
26 presently unknown to PLAINTIFF who therefore sues these DEFENDANTS by such fictitious
27 names pursuant to Cal. Civ. Proc. Code § 474. PLAINTIFF will seek leave to amend this
28 Complaint to allege the true names and capacities of Does 1 through 50, inclusive, when they are

1 ascertained. PLAINTIFF is informed and believes, and based upon that information and belief
2 alleges, that the DEFENDANTS named in this Complaint, including DOES 1 through 50,
3 inclusive, are responsible in some manner for one or more of the events and happenings that
4 proximately caused the injuries and damages hereinafter alleged.

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

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

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

24 11. DEFENDANT'S uniform policies and practices alleged herein were unlawful,
25 unfair, and deceptive business practices whereby DEFENDANT retained and continue to retain
26 wages due to PLAINTIFF and other members of the CALIFORNIA CLASS.

27 12. PLAINTIFF and other members of the CALIFORNIA CLASS seek an injunction
28 enjoining such conduct by DEFENDANT in the future, relief for the named PLAINTIFF and

1 other members of the CALIFORNIA CLASS who has been economically injured by
2 DEFENDANT's past and current unlawful conduct, and all other appropriate legal and equitable
3 relief.

4 **JURISDICTION AND VENUE**

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

9 14. Venue is proper in this Court pursuant to California Code of Civil Procedure,
10 Sections 395 and 395.5, because DEFENDANT operates in locations across California, employs
11 the CALIFORNIA CLASS across California, including in this County, and committed the
12 wrongful conduct herein alleged in this County against the CALIFORNIA CLASS.

13 **THE CONDUCT**

14 15. In violation of the applicable sections of the California Labor Code and the
15 requirements of the Industrial Welfare Commission ("IWC") Wage Order, DEFENDANT as a
16 matter of company policy, practice, and procedure, intentionally, knowingly, and systematically
17 failed to provide legally compliant meal and rest periods, failed to accurately compensate
18 PLAINTIFF and the other members of the CALIFORNIA CLASS for missed meal and rest
19 periods, failed to pay PLAINTIFF and the other members of the CALIFORNIA CLASS for all
20 time worked, failed compensate PLAINTIFF and other members of the CALIFORNIA CLASS
21 for off-the-clock work, failed to pay PLAINTIFF and the other members of the CALIFORNIA
22 CLASS overtime at the correct regular rate of pay, failed to compensate PLAINTIFF and other
23 members of the CALIFORNIA CLASS meal rest premiums at the regular rate of pay, failed to
24 compensate PLAINTIFF and other members of the CALIFORNIA CLASS for sick pay at the
25 regular rate of pay, and failed to issue to PLAINTIFF and the members of the CALIFORNIA
26 CLASS with accurate itemized wage statements in compliance with Labor Code Section 226(a)
27 (1)-(9), showing, among other things, all applicable hourly and/or regular rates of pay in effect
28 and/or applicable during the pay periods and the corresponding amount of time worked at each

1 hourly and/or regular rate of pay and the total hours worked. DEFENDANT's uniform policies
2 and practices are intended to purposefully avoid the accurate and full payment for all time worked
3 as required by California law which allows DEFENDANT to illegally profit and gain an unfair
4 advantage over competitors who comply with the law. To the extent equitable tolling operates to
5 toll claims by the CALIFORNIA CLASS against DEFENDANT, the CLASS PERIOD should be
6 adjusted accordingly.

7 **A. Meal Period Violations**

8 16. Pursuant to the Industrial Welfare Commission Wage Orders, DEFENDANT was
9 required to pay PLAINTIFF and CALIFORNIA CLASS Members for all their time worked,
10 meaning the time during which an employee is subject to the control of an employer, including
11 all the time the employee is suffered or permitted to work. From time to time during the CLASS
12 PERIOD, DEFENDANT required PLAINTIFF and CALIFORNIA CLASS Members to work
13 without paying them for all the time they were under DEFENDANT's control. Specifically,
14 DEFENDANT required PLAINTIFF to work while clocked out during what was supposed to be
15 PLAINTIFF's off-duty meal break. Indeed, there were many days where PLAINTIFF did not
16 even receive a partial lunch. As a result, the PLAINTIFF and other CALIFORNIA CLASS
17 Members forfeited minimum wage and overtime compensation by regularly working without their
18 time being accurately recorded and without compensation at the applicable minimum wage and
19 overtime rates.

20 17. From time to time during the CLASS PERIOD, as a result of their rigorous work
21 schedules and DEFENDANT's inadequate staffing practices, PLAINTIFF and other
22 CALIFORNIA CLASS Members are unable to take thirty (30) minute off duty meal breaks and
23 were not fully relieved of duty for their meal periods. PLAINTIFF and other CALIFORNIA
24 CLASS Members are required to perform work as ordered by DEFENDANT for more than five
25 (5) hours during some shifts without receiving a meal break. The nature of the work performed
26 by PLAINTIFF and other CALIFORNIA CLASS Members does not qualify for the limited and
27 narrowly construed "on-duty" meal period exception. When they were provided with meal
28 periods, PLAINTIFF and other CALIFORNIA CLASS Members were, from time to time,

1 required to remain on duty and on call. DEFENDANT's failure to provide PLAINTIFF and the
2 CALIFORNIA CLASS Members with legally required meal breaks is evidenced by
3 DEFENDANT's business records. PLAINTIFF and other members of the CALIFORNIA CLASS
4 therefore forfeit meal breaks without additional compensation and in accordance with
5 DEFENDANT's strict corporate policy and practice.

6 **B. Rest Period Violations**

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

21 **C. Unreimbursed Business Expenses**

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

1 employee for all necessary expenditures or losses incurred by the employee in direct consequence
2 of the discharge of his or her duties, or of his or her obedience to the directions of the employer,
3 even though unlawful, unless the employee, at the time of obeying the directions, believed them
4 to be unlawful."

5 20. In the course of their employment, DEFENDANT required PLAINTIFF and other
6 CALIFORNIA CLASS Members to incur personal expenses for the use of their personal cell
7 phones as a result of and in furtherance of their job duties. Specifically, PLAINTIFF and other
8 CALIFORNIA CLASS Members were required to use their personal cell phones in order to
9 perform work related tasks. However, DEFENDANT unlawfully failed to reimburse PLAINTIFF
10 and other CALIFORNIA CLASS Members for the use of their personal cell phones. As a result,
11 in the course of their employment with DEFENDANT, the PLAINTIFF and other CALIFORNIA
12 CLASS Members incurred unreimbursed business expenses that included, but were not limited
13 to, costs related to the use of their personal cell phones all on behalf of and for the benefit of
14 DEFENDANT.

15 **D. Wage Statement Violations**

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

24 22. From time to time during the CLASS PERIOD, when PLAINTIFF and other
25 CALIFORNIA CLASS Members missed meal and rest breaks, or were paid inaccurately for
26 missed meal and rest period premiums, or were not paid for all hours worked, DEFENDANTS
27 also failed to provide PLAINTIFF and other CALIFORNIA CLASS Members with complete and
28 accurate wage statements which failed to show the complete requirements under California Labor

1 Code sections 226(a)(1)-(9), including but not limited to, all deductions, the total hours worked
2 and all applicable hourly and/or regular rates of pay in effect and/or applicable during the pay
3 period and the corresponding amount of time worked at each hourly and/or regular rate of pay,
4 correct rates of pay for penalty payments or missed meal and rest periods.

5 23. Further, DEFENDANT from time to time issued wage statements to PLAINTIFF
6 and other CALIFORNIA CLASS Members that included hours, including but not limited to,
7 holiday pay, sick pay, paid time off, and bereavement into the calculation of total hours worked
8 for purposes of Cal. Lab. Code § 226(a)(2) and/or failed to identify total hours worked. However,
9 hours for holiday pay, sick pay, paid time off, and bereavement are not considered hours worked
10 for purposes of Cal. Lab. Code § 226(a)(2). Therefore, DEFENDANT from time to time issued
11 wage statements to PLAINTIFF and other CALIFORNIA CLASS Members that violated Cal.
12 Lab. Code § 226(a)(2).

13 24. In addition to the foregoing, DEFENDANTS, from time to time, failed to provide
14 PLAINTIFF and the CALIFORNIA CLASS Members with wage statements that comply with
15 Cal. Lab. Code § 226(a)(1)-(9).

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

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

21 26. During the CLASS PERIOD, from time-to-time DEFENDANT failed and
22 continues to fail to accurately pay PLAINTIFF and other members of the CALIFORNIA CLASS
23 for all hours worked.

24 27. During the CLASS PERIOD, from time-to-time DEFENDANT required
25 PLAINTIFF and other members of the CALIFORNIA CLASS to perform pre-shift or post-shift
26 work, including but not limited to, submitting to Covid-19 health screenings. This resulted in
27 PLAINTIFF and other members of the CALIFORNIA CLASS having to work while off-the-
28 clock.

1 28. DEFENDANT directed and directly benefited from the undercompensated off-the-
2 clock work performed by PLAINTIFF and the other CALIFORNIA CLASS Members.

3 29. DEFENDANT controlled the work schedules, duties, and protocols, applications,
4 assignments, and employment conditions of PLAINTIFF and the other members of the
5 CALIFORNIA CLASS.

6 30. DEFENDANT was able to track the amount of time PLAINTIFF and the other
7 members of the CALIFORNIA CLASS spent working; however, DEFENDANT failed to
8 document, track, or pay PLAINTIFF and the other members of the CALIFORNIA CLASS all
9 wages earned and owed for all the work they performed.

10 31. PLAINTIFF and the other members of the CALIFORNIA CLASS were non-
11 exempt employees, subject to the requirements of the California Labor Code.

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

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

20 34. As a result, PLAINTIFF and the other members of the CALIFORNIA CLASS
21 forfeited wages due to them for all hours worked at DEFENDANT's direction, control, and
22 benefit for the time spent working while off-the-clock, including but not limited to, time spent
23 submitting to Covid-19 health screenings. DEFENDANT's uniform policy and practice to not
24 pay PLAINTIFF and the members of the CALIFORNIA CLASS wages for all hours worked in
25 accordance with applicable law is evidenced by DEFENDANT's business records.

26
27 ///
28

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

3 35. From time to time during the CLASS PERIOD, DEFENDANT failed and
4 continues to fail to accurately calculate and pay PLAINTIFF and the other CALIFORNIA CLASS
5 Members for their overtime and double time hours worked, meal and rest period premiums, and
6 redeemed sick pay. As a result, PLAINTIFF and the other CALIFORNIA CLASS Members
7 forfeited wages due to them for working overtime without compensation at the correct overtime
8 and double time rates, meal and rest period premiums, and redeemed sick pay rates.
9 DEFENDANT’s uniform policy and practice not to pay the CALIFORNIA CLASS Members at
10 the correct rate for all overtime and double time worked, meal and rest period premiums, and
11 redeemed sick pay in accordance with applicable law is evidenced by DEFENDANT’s business
12 records.

13 36. State law provides that employees must be paid overtime at one-and-one-half times
14 their “regular rate of pay.” PLAINTIFF and other CALIFORNIA CLASS Members were
15 compensated at an hourly rate plus incentive pay that was tied to specific elements of an
16 employee’s performance.

17 37. The second component of PLAINTIFF’s and other CALIFORNIA CLASS
18 Members’ compensation was DEFENDANTS’ non-discretionary incentive program that paid
19 PLAINTIFF and other CLASS MEMBERS incentive wages based on their performance for
20 DEFENDANTS. The non-discretionary bonus program provided all employees paid on an hourly
21 basis with bonus/incentive compensation when the employees met the various performance goals
22 set by DEFENDANTS.

23 38. However, from-time-to-time, when calculating the regular rate of pay, in those pay
24 periods where PLAINTIFF and other CALIFORNIA CLASS members worked overtime, double
25 time, paid meal and rest period premium payments, and/or redeemed sick pay, and earned non-
26 discretionary bonus, DEFENDANTS failed to accurately include the non-discretionary
27 bonus/incentive compensation as part of the employees’ “regular rate of pay” and/or calculated
28 all hours worked rather than just all non-overtime hours worked. Management and supervisors

1 described the incentive/bonus program to potential and new employees as part of the
2 compensation package. As a matter of law, the incentive compensation received by PLAINTIFF
3 and other CALIFORNIA CLASS members must be included in the “regular rate of pay.” The
4 failure to do so has resulted in a systematic underpayment of overtime and double time
5 compensation, meal and rest period premiums, and redeemed sick pay to PLAINTIFF and other
6 CALIFORNIA CLASS members by DEFENDANTS. Specifically, California Labor Code
7 Section 246 mandates that paid sick time for non-employees shall be calculated in the same
8 manner as the regular rate of pay for the workweek in which the non-exempt employee uses paid
9 sick time, whether or not the employee actually works overtime in that workweek.
10 DEFENDANTS’ conduct, as articulated herein, by failing to include the incentive compensation
11 as part of the “regular rate of pay” for purposes of sick pay compensation was in violation of Cal.
12 Lab. Code § 246 the underpayment of which is recoverable under Cal. Labor Code Sections 201,
13 202, 203 and/or 204.

14 39. In violation of the applicable sections of the California Labor Code and the
15 requirements of the Industrial Welfare Commission ("IWC") Wage Order, DEFENDANT as a
16 matter of company policy, practice, and procedure, intentionally and knowingly failed to
17 compensate PLAINTIFF and the other members of the CALIFORNIA CLASS at the correct rate
18 of pay for all overtime and double time worked, meal and rest period premiums, and sick pay.
19 This uniform policy and practice of DEFENDANT is intended to purposefully avoid the payment
20 of the correct overtime and double time compensation, meal and rest period premiums, and sick
21 pay as required by California law which allowed DEFENDANT to illegally profit and gain an
22 unfair advantage over competitors who complied with the law. To the extent equitable tolling
23 operates to toll claims by the CALIFORNIA CLASS members against DEFENDANT, the
24 CLASS PERIOD should be adjusted accordingly.

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

26 40. Pursuant to California Labor Code section 204, PLAINTIFF and the
27 CALIFORNIA CLASS members were entitled to timely payment of wages during their
28 employment. PLAINTIFF and the CALIFORNIA CLASS members, from time to time, did not

1 receive payment of all wages, including, but not limited to, overtime wages, minimum wages,
2 meal period premium wages, and rest period premium wages within permissible time period.

3 41. Pursuant to Cal. Lab. Code § 201, “If an employer discharges an employee, the
4 wages earned and unpaid at the time of discharge are due and payable immediately.” Pursuant
5 to Cal. Lab. Code § 202, if an employee quits his or her employment, “his or her wages shall
6 become due and payable not later than 72 hours thereafter, unless the employee has given 72
7 hours previous notice of his or her intention to quit, in which case the employee is entitled to his
8 or her wages at the time of quitting.” PLAINTIFF and the CALIFORNIA CLASS Members
9 were, from time to time, not timely provided the wages earned and unpaid at the time of their
10 discharge and/or at the time of quitting, in violation of Cal. Lab. Code §§ 201 and 202.

11 42. As such, PLAINTIFF demands up to thirty days of pay as penalty for not timely
12 paying all wages due at time of termination for all CALIFORNIA CLASS Members whose
13 employment ended during the CLASS PERIOD.

14 **H. Unlawful Deductions**

15 43. DEFENDANTS, from time-to-time unlawfully deducted wages from PLAINTIFF
16 and CALIFORNIA CLASS Members’ pay without explanations and without authorization to do
17 so or notice to PLAINTIFF and the CALIFORNIA CLASS Members. As a result,
18 DEFENDANTS violated Labor Code § 221.

19 **I. Timekeeping Manipulation**

20 44. During the CLASS PERIOD, DEFENDANT, from time-to-time, did not have an
21 immutable timekeeping system to accurately record and pay PLAINTIFF and other members of
22 the CALIFORNIA CLASS for the actual time PLAINTIFF and other members of the
23 CALIFORNIA CLASS worked each day, including regular time, overtime hours, sick pay, meal
24 and rest breaks. As a result, DEFENDANT was able to and did in fact, unlawfully, and
25 unilaterally alter the time recorded in DEFENDANT’S timekeeping system for PLAINTIFF and
26 other members of the CALIFORNIA CLASS in order to avoid paying these employees for all
27 hours worked, applicable overtime compensation, applicable sick pay, missed meal breaks and
28 missed rest breaks.

1 45. As a result, PLAINTIFF and other members of the CALIFORNIA CLASS, from
2 time to time, forfeited time worked by working without their time being accurately recorded and
3 without compensation at the applicable pay rates.

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

11 47. As a result, PLAINTIFF and the other members of the CALIFORNIA CLASS
12 forfeited wages due to them for all hours worked at DEFENDANT'S direction, control and
13 benefit for the time the timekeeping system was inoperable. DEFENDANT'S uniform policy
14 and practice to not pay PLAINTIFF and the members of the CALIFORNIA CLASS wages for
15 all hours worked in accordance with applicable law is evidenced by DEFENDANT'S business
16 records.

17 **J. Unlawful Rounding Practices**

18 48. During the CALIFORNIA CLASS PERIOD, DEFENDANTS did not have in
19 place an immutable timekeeping system to accurately record and pay PLAINTIFF and other
20 CALIFORNIA CLASS Members for the actual time these employees worked each day,
21 including overtime hours. Specifically, DEFENDANTS had in place an unlawful rounding
22 policy and practice that resulted in PLAINTIFF and CALIFORNIA CLASS Members being
23 undercompensated for all of their time worked. As a result, DEFENDANTS were able to and did
24 in fact unlawfully, and unilaterally round the time recorded in DEFENDANTS' timekeeping
25 system for PLAINTIFF and the members of the CALIFORNIA CLASS in order to avoid paying
26 these employees for all their time worked, including the applicable overtime compensation for
27 overtime worked. As a result, PLAINTIFF and other CALIFORNIA CLASS Members, from
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1 time to time, forfeited compensation for their time worked by working without their time being
2 accurately recorded and without compensation at the applicable overtime rates.

3 49. Further, the mutability of DEFENDANTS' timekeeping system and unlawful
4 rounding policy and practice resulted in PLAINTIFF and CALIFORNIA CLASS Members' time
5 being inaccurately recorded. As a result, from time to time, DEFENDANTS' unlawful rounding
6 policy and practice caused PLAINTIFF and CALIFORNIA CLASS Members to perform work
7 as ordered by DEFENDANTS for more than five (5) hours during a shift without receiving an
8 off-duty meal break.

9 **K. Sick Pay Violations**

10 50. Cal. Labor Code Section 246 (a)(1) mandates that "An employee who, on or after
11 July 1, 2015, works in California for the same employer for 30 or more days within a year from the
12 commencement of employment is entitled to paid sick days as specified in this section." Further,
13 Cal. Labor Code Sections 246(b)-(d) provide for the sick day accrual requirements. From time to
14 time, DEFENDANT failed to have a policy or practice in place that provided PLAINTIFF and other
15 members of the CALIFORNIA CLASS with sick days and/or paid sick leave.

16 51. California Labor Code Section 246(i) requires an employer to furnish its employees
17 with written wage statements setting forth the amount of paid sick leave available. From time to
18 time, DEFENDANT violated Cal. Lab. Code § 246 by failing to furnish PLAINTIFF and other
19 members of the CALIFORNIA CLASS with wage statements setting forth the amount of paid sick
20 leave available.

21 52. Specifically, as to PLAINTIFF, PLAINTIFF was from time to time unable to take
22 off duty meal and rest breaks and was not fully relieved of duty for her rest and meal periods.
23 PLAINTIFF was required to perform work as ordered by DEFENDANTS for more than five (5)
24 hours during a shift without receiving an off-duty meal break. When DEFENDANTS provided
25 PLAINTIFF with a rest break, they required PLAINTIFF to remain on-duty and on-call for the rest
26 break. DEFENDANTS policy caused PLAINTIFF to remain on-call and on-duty during what was
27 supposed to be her off-duty meal periods. PLAINTIFF therefore forfeited meal and rest breaks
28 without additional compensation and in accordance with DEFENDANTS' strict corporate policy

1 and practice. Moreover, DEFENDANTS also provided PLAINTIFF with paystubs that failed to
2 comply with Cal. Lab. Code § 226. To date, DEFENDANTS have not fully paid PLAINTIFF the
3 minimum, overtime and double time compensation still owed to her or any penalty wages owed to
4 her under Cal. Lab. Code § 203. The amount in controversy for PLAINTIFF individually does not
5 exceed the sum or value of \$75,000.

6 **CLASS ACTION ALLEGATIONS**

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

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

18 55. The members of the class are so numerous that joinder of all class members is
19 impractical.

20 56. Common questions of law and fact regarding DEFENDANT’s conduct, including
21 but not limited to, off-the-clock work, unpaid meal and rest period premiums, failure to accurately
22 calculate the regular rate of pay for overtime compensation, failure to accurately calculate the
23 regular rate of compensation for missed meal and rest period premiums, failing to provide legally
24 compliant meal and rest periods, failed to reimburse for business expenses, failure to provide
25 accurate itemized wage statements accurate, and failure to ensure they are paid at least minimum
26 wage and overtime, exist as to all members of the class and predominate over any questions
27 affecting solely any individual members of the class. Among the questions of law and fact
28 common to the class are:

- 1 a. Whether DEFENDANT maintained legally compliant meal period policies and
- 2 practices;
- 3 b. Whether DEFENDANT maintained legally compliant rest period policies and
- 4 practices;
- 5 c. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
- 6 Members accurate premium payments for missed meal and rest periods;
- 7 d. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
- 8 Members accurate overtime wages;
- 9 e. Whether DEFENDANT failed to pay PLAINTIFF and the CALIFORNIA CLASS
- 10 Members at least minimum wage for all hours worked;
- 11 f. Whether DEFENDANT failed to compensate PLAINTIFF and the CALIFORNIA
- 12 CLASS Members for required business expenses;
- 13 g. Whether DEFENDANT issued legally compliant wage statements;
- 14 h. Whether DEFENDANT committed an act of unfair competition by systematically
- 15 failing to record and pay PLAINTIFF and the other members of the CALIFORNIA
- 16 CLASS for all time worked;
- 17 i. Whether DEFENDANT committed an act of unfair competition by systematically
- 18 failing to record all meal and rest breaks missed by PLAINTIFF and other
- 19 CALIFORNIA CLASS Members, even though DEFENDANT enjoyed the benefit
- 20 of this work, required employees to perform this work and permits or suffers to
- 21 permit this work;
- 22 j. Whether DEFENDANT committed an act of unfair competition in violation of the
- 23 UCL, by failing to provide the PLAINTIFF and the other members of the
- 24 CALIFORNIA CLASS with the legally required meal and rest periods.

25 57. PLAINTIFF are members of the CALIFORNIA CLASS and suffered damages as
26 a result of DEFENDANT’s conduct and actions alleged herein.

27 58. PLAINTIFF’S claims are typical of the claims of the CALIFORNIA CLASS, and
28 PLAINTIFF have the same interests as the other members of the class.

1 59. PLAINTIFF will fairly and adequately represent and protect the interests of the
2 CALIFORNIA CLASS Members.

3 60. PLAINTIFF retained able class counsel with extensive experience in class action
4 litigation.

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

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

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

14 64. A class action is superior to other available methods for the fair and efficient
15 adjudication of this controversy because joinder of all class members is impractical. Moreover,
16 since the damages suffered by individual members of the class may be relatively small, the
17 expense and burden of individual litigation makes it practically impossible for the members of the
18 class individually to redress the wrongs done to them. Without class certification and
19 determination of declaratory, injunctive, statutory, and other legal questions within the class
20 format, prosecution of separate actions by individual members of the CALIFORNIA CLASS will
21 create the risk of:

22 a. Inconsistent or varying adjudications with respect to individual members of the
23 CALIFORNIA CLASS which would establish incompatible standards of conduct
24 for the parties opposing the CALIFORNIA CLASS; and/or,

25 b. Adjudication with respect to individual members of the CALIFORNIA CLASS
26 which would as a practical matter be dispositive of the interests of the other
27 members not party to the adjudication or substantially impair or impeded their
28 ability to protect their interests.

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

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

15 72. By the conduct alleged herein, DEFENDANT’s practices were also unlawful,
16 unfair, and deceptive in that DEFENDANT’s employment practices caused PLAINTIFF and the
17 other members of the CALIFORNIA CLASS to be underpaid during their employment with
18 DEFENDANT.

19 73. By the conduct alleged herein, DEFENDANT’s practices were also unfair and
20 deceptive in that DEFENDANT’s uniform policies, practices and procedures failed to provide
21 mandatory meal and/or rest breaks to PLAINTIFF and the CALIFORNIA CLASS members as
22 required by Cal. Lab. Code §§ 226.7 and 512.

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

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

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

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

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

20 79. PLAINTIFF and the other members of the CALIFORNIA CLASS are further
21 entitled to, and do, seek a declaration that the described business practices are unlawful, unfair,
22 and deceptive, and that injunctive relief should be issued restraining DEFENDANT from
23 engaging in any unlawful and unfair business practices in the future.

24 80. PLAINTIFF and the other members of the CALIFORNIA CLASS have no plain,
25 speedy and/or adequate remedy at law that will end the unlawful and unfair business practices of
26 DEFENDANT. Further, the practices herein alleged presently continue to occur unabated. As a
27 result of the unlawful and unfair business practices described herein, PLAINTIFF and the other
28 members of the CALIFORNIA CLASS have suffered and will continue to suffer irreparable legal

1 and economic harm unless DEFENDANT is restrained from continuing to engage in these
2 unlawful and unfair business practices.

3 **SECOND CAUSE OF ACTION**

4 **Failure To Pay Minimum Wages**

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

6 **Alleged by PLAINTIFF and the CALIFORNIA CLASS against ALL DEFENDANTS)**

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

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

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

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

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

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

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

3 88. In committing these violations of the California Labor Code, DEFENDANT
4 inaccurately calculated the correct time worked and consequently underpaid the actual time
5 worked by PLAINTIFF and other members of the CALIFORNIA CLASS. DEFENDANT acted
6 in an illegal attempt to avoid the payment of all earned wages, and other benefits in violation of
7 the California Labor Code, the Industrial Welfare Commission requirements and other applicable
8 laws and regulations.

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

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

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

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

27 93. In performing the acts and practices herein alleged in violation of California labor
28 laws, and refusing to compensate the members of the CALIFORNIA CLASS for all time worked

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

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

18 **THIRD CAUSE OF ACTION**

19 **Failure To Pay Overtime Compensation**

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

21 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against ALL DEFENDANTS)**

22 95. 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 96. PLAINTIFF and the other members of the CALIFORNIA CLASS bring a claim for
26 DEFENDANT's willful and intentional violations of the California Labor Code and the Industrial
27 Welfare Commission requirements for DEFENDANT's failure to pay these employees for all
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1 overtime worked, including, work performed in excess of eight (8) hours in a workday, and/or
2 twelve (12) hours in a workday, and/or forty (40) hours in any workweek.

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

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

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

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

15 101. DEFENDANT's uniform pattern of unlawful wage and hour practices manifested,
16 without limitation, applicable to the CALIFORNIA CLASS as a whole, as a result of
17 implementing a uniform policy and practice that failed to accurately record overtime worked by
18 PLAINTIFF and other CALIFORNIA CLASS Members and denied accurate compensation to
19 PLAINTIFF and the other members of the CALIFORNIA CLASS for overtime worked,
20 including, the overtime work performed in excess of eight (8) hours in a workday, and/or twelve
21 (12) hours in a workday, and/or forty (40) hours in any workweek.

22 102. In committing these violations of the California Labor Code, DEFENDANT
23 inaccurately recorded overtime worked and consequently underpaid the overtime worked by
24 PLAINTIFF and other CALIFORNIA CLASS Members. DEFENDANT acted in an illegal
25 attempt to avoid the payment of all earned wages, and other benefits in violation of the California
26 Labor Code, the Industrial Welfare Commission requirements and other applicable laws and
27 regulations.

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

4 104. Cal. Lab. Code § 515 sets out various categories of employees who are exempt
5 from the overtime requirements of the law. None of these exemptions are applicable to
6 PLAINTIFF and the other members of the CALIFORNIA CLASS. Further, PLAINTIFF and the
7 other members of the CALIFORNIA CLASS are not subject to a valid collective bargaining
8 agreement that would preclude the causes of action contained herein this Complaint. Rather,
9 PLAINTIFF bring this Action on behalf of herself, and the CALIFORNIA CLASS, based on
10 DEFENDANT’s violations of non-negotiable, non-waivable rights provided by the State of
11 California.

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

15 106. DEFENDANT failed to accurately pay PLAINTIFF and the other members of the
16 CALIFORNIA CLASS overtime wages for the time they worked which was in excess of the
17 maximum hours permissible by law as required by Cal. Lab. Code §§ 510, 1194, & 1198, even
18 though PLAINTIFF and the other members of the CALIFORNIA CLASS were regularly required
19 to work, and did in fact work overtime, and did in fact work overtime as to which DEFENDANT
20 failed to accurately record and pay as evidenced by DEFENDANT’s business records and
21 witnessed by employees.

22 107. 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 amount of overtime they worked, PLAINTIFF and the other members of the CALIFORNIA
25 CLASS have suffered and will continue to suffer an economic injury in amounts which are
26 presently unknown to them, and which will be ascertained according to proof at trial.

27 108. DEFENDANT knew or should have known that PLAINTIFF and the other
28 members of the CALIFORNIA CLASS were undercompensated for their time worked.

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

6 109. 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 of 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 legal
12 rights, and otherwise causing them injury in order to increase company profits at the expense of
13 these employees.

14 110. Therefore, PLAINTIFF and the other members of the CALIFORNIA CLASS
15 request recovery of overtime 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 overtime compensation is
18 determined to be owed to the CALIFORNIA CLASS Members who have terminated their
19 employment, DEFENDANT'S conduct also violates Labor Code §§ 201 and/or 202, and therefore
20 these individuals are also be entitled to waiting time penalties under Cal. Lab. Code § 203, which
21 penalties are sought herein. DEFENDANT's conduct as alleged herein was willful, intentional,
22 and not in good faith. Further, PLAINTIFF and other CALIFORNIA CLASS Members are
23 entitled to seek and recover statutory costs.

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1 additional hour of compensation at each employee's regular rate of pay for each workday that rest
2 period was not provided.

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

6 **SIXTH CAUSE OF ACTION**

7 **Failure To Reimburse Employees for Required Expenses**

8 **(Cal. Lab. Code §§ 2802)**

9 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all DEFENDANTS)**

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11 119. 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.

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

15 An employer shall indemnify his or her employee for all necessary expenditures or
16 losses incurred by the employee in direct consequence of the discharge of his or her
17 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.

18 121. From time to time during the CLASS PERIOD, DEFENDANT violated Cal. Lab.
19 Code § 2802, by failing to indemnify and reimburse PLAINTIFF and the CALIFORNIA CLASS
20 members for required expenses incurred in the discharge of their job duties for DEFENDANT's
21 benefit. DEFENDANT failed to reimburse PLAINTIFF and the CALIFORNIA CLASS members
22 for expenses which included, but were not limited to, personal expenses incurred for the use of
23 their personal cell phones, all on behalf of and for the benefit of DEFENDANT. Specifically,
24 DEFENDANT required PLAINTIFF and other CALIFORNIA CLASS Members to use their
25 personal cell phones to execute their essential job duties on behalf of DEFENDANT.
26 DEFENDANT's uniform policy, practice and procedure was to not reimburse PLAINTIFF and
27 the CALIFORNIA CLASS members for expenses resulting from the use of their personal cell
28 phones for DEFENDANT within the course and scope of their employment for DEFENDANT.

1 These expenses were necessary to complete their principal job duties. DEFENDANT is estopped
2 by DEFENDANT’s conduct to assert any waiver of this expectation. Although these expenses
3 were necessary expenses incurred by PLAINTIFF and the CALIFORNIA CLASS members,
4 DEFENDANT failed to indemnify and reimburse PLAINTIFF and the CALIFORNIA CLASS
5 members for these expenses as an employer is required to do under the laws and regulations of
6 California.

7 122. PLAINTIFF therefore demand reimbursement for expenditures or losses incurred
8 by her and the CALIFORNIA CLASS members in the discharge of their job duties for
9 DEFENDANT, or their obedience to the directions of DEFENDANT, with interest at the statutory
10 rate and costs under Cal. Lab. Code § 2802.

11 **SEVENTH CAUSE OF ACTION**

12 **Failure To Provide Accurate Itemized Statements**

13 **(Cal. Lab. Code § 226)**

14 **(Alleged by PLAINTIFF and the CALIFORNIA CLASS against all DEFENDANTS)**

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

18 124. Cal. Labor Code § 226 provides that an employer must furnish employees with an
19 “accurate itemized” statement in writing showing:

- 20 a. Gross wages earned,
- 21 b. (2) total hours worked by the employee, except for any employee whose
22 compensation is solely based on a salary and who is exempt from payment of
23 overtime under subdivision (a) of Section 515 or any applicable order of the
24 Industrial Welfare Commission,
- 25 c. the number of piece-rate units earned and any applicable piece rate if the employee
26 is paid on a piece-rate basis,
- 27 d. all deductions, provided that all deductions made on written orders of the employee
28 may be aggregated and shown as one item,

- e. net wages earned,
- f. the inclusive dates of the period for which the employee is paid,
- g. the name of the employee and his or her social security number, except that by January 1, 2008, only the last four digits of his or her social security number of an employee identification number other than social security number may be shown on the itemized statement,
- h. the name and address of the legal entity that is the employer, and
- i. all applicable hourly rates in effect during the pay period and the corresponding number of hours worked at each hourly rate by the employee.

125. When DEFENDANT did not accurately record PLAINTIFF'S and other CALIFORNIA CLASS Members' missed meal and rest breaks, or were paid inaccurately for missed meal and rest period premiums, sick pay, or were not paid for all hours worked, DEFENDANTS also failed to provide PLAINTIFF and other CALIFORNIA CLASS Members with complete and accurate wage statements which failed to show the complete requirements under California Labor Code sections 226(a)(1)-(9), including but not limited to, all deductions, the total hours worked and all applicable hourly rates in effect during the pay period and the corresponding amount of time worked at each hourly rate, correct rates of pay for penalty payments or missed meal and rest periods.

126. Further, DEFENDANT from time to time issued wage statements to PLAINTIFF and other CALIFORNIA CLASS Members that included hours, including but not limited to, holiday pay, sick pay, paid time off, and bereavement into the calculation of total hours worked for purposes of Cal. Lab. Code § 226(a)(2). However, hours for holiday pay, sick pay, paid time off, and bereavement are not considered hours worked for purposes of Cal. Lab. Code § 226(a)(2). Therefore, DEFENDANT from time to time issued wage statements to PLAINTIFF and other CALIFORNIA CLASS Members that violated Cal. Lab. Code § 226(a)(2).

127. Further, DEFENDANT from time to time, failed to provide PLAINTIFF and other CALIFORNIA CLASS Members with itemized wage statements that provided the name and address of the legal entity that is the employer, in violation of Cal. Lab. Code § 226(a)(8).

1 132. Cal. Lab. Code § 201 provides, in relevant part, that “If an employer discharges an
2 employee, the wages earned and unpaid at the time of discharge are due and payable
3 immediately.”

4 133. Cal. Lab. Code § 202 provides, in relevant part, that:
5 If an employee not having a written contract for a definite period quits his or her
6 employment, his or her wages shall become due and payable not later than 72 hours
7 thereafter, unless the employee has given 72 hours previous notice of his or her intention
8 to quit, in which case the employee is entitled to his or her wages at the time of quitting.
9 Notwithstanding any other provision of law, an employee who quits without providing a
72-hour notice shall be entitled to receive payment by mail if he or she so requests and
designates a mailing address. The date of the mailing shall constitute the date of payment
for purposes of the requirement to provide payment within 72 hours of the notice of
quitting.

10 134. There was no definite term in PLAINTIFF’S or any CALIFORNIA CLASS
11 Members’ employment contract.

12 135. Cal. Lab. Code § 203 provides:
13 If an employer willfully fails to pay, without abatement or reduction, in accordance with
14 Sections 201, 201.5, 202, and 205.5, any wages of an employee who is discharged or who
15 quits, the wages of the employee shall continue as a penalty from the due date thereof at
the same rate until paid or until an action therefor is commenced; but the wages shall not
continue for more than 30 days.

16 136. The employment of PLAINTIFF and many CALIFORNIA CLASS Members
17 terminated, and DEFENDANT has not tendered payment of wages to these employees who
18 missed meal and rest breaks, as required by law.

19 137. Therefore, as provided by Cal Lab. Code § 203, on behalf of herself and the
20 members of the CALIFORNIA CLASS whose employment has, PLAINTIFF demand up to thirty
21 (30) days of pay as penalty for not paying all wages due at time of termination for all employees
22 who terminated employment during the CLASS PERIOD and demand an accounting and payment
23 of all wages due, plus interest and statutory costs as allowed by law.

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1 **PRAYER FOR RELIEF**

2 WHEREFORE, PLAINTIFF pray for a judgment against each DEFENDANT, jointly and
3 severally, as follows:

4 1. On behalf of the CALIFORNIA CLASS:

- 5 a. That the Court certify the First Cause of Action asserted by the CALIFORNIA
6 CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;
- 7 b. An order temporarily, preliminarily and permanently enjoining and restraining
8 DEFENDANT from engaging in similar unlawful conduct as set forth herein;
- 9 c. An order requiring DEFENDANT to pay all overtime wages and all sums
10 unlawfully withheld from compensation due to PLAINTIFF and the other members
11 of the CALIFORNIA CLASS; and
- 12 d. Restitutionary disgorgement of DEFENDANT's ill-gotten gains into a fluid fund
13 for restitution of the sums incidental to DEFENDANT's violations due to
14 PLAINTIFF and to the other members of the CALIFORNIA CLASS.

15 2. On behalf of the CALIFORNIA CLASS:

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

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violation of Cal. Lab. Code § 226;

- e. The wages of all terminated employees from the CALIFORNIA CLASS as a penalty from the due date thereof at the same rate until paid or until an action therefore is commenced, in accordance with Cal. Lab. Code § 203.
- f. The amount of the expenses PLAINTIFF and each member of the CALIFORNIA CLASS incurred in the course of their job duties, plus interest, and costs of suit.

3. On Plaintiff's individual claims:

- a. For all special damages which were sustained as a result of DEFENDANT's conduct, including but not limited to, back pay, front pay, lost compensation and job benefits that PLAINTIFF would have received but for the practices of DEFENDANT.
- b. For all exemplary damages, according to proof, which were sustained as a result of DEFENDANT's conduct.
- c. An award of interest, including prejudgment interest at the legal rate.
- d. Such other and further relief as the Court deems just and equitable.
- e. An award of penalties, attorneys' fees and costs of suit, as allowable under the law.

4. 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: January 23, 2024

JCL LAW FIRM, APC

By: 
Jean-Claude Lapuyade
Attorney for PLAINTIFF

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DEMAND FOR A JURY TRIAL

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

DATED: January 23, 2024

JCL LAW FIRM, APC

By: 

Jean-Claude Lapuyade
Attorney for PLAINTIFF