

ATTORNEY GENERAL MAURA HEALEY'S LABOR DAY REPORT 2021





2021 Labor Day Report
Office of Massachusetts Attorney General Maura Healey
Cover art by Josh Yoder

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THE ATTORNEY GENERAL'S
FAIR LABOR DIVISION
BOSTON OFFICE

A MESSAGE FROM AG HEALEY

On this Labor Day, we celebrate and honor the working people in Massachusetts who have continued to give their time and talent in the service of others. During a year of great uncertainty and unpredictability due to the COVID-19 pandemic, Massachusetts workers have persevered and worked hard to keep our people and communities safe. We thank the employers who continue to treat workers with the dignity and respect that they deserve as well as the employees who are essential in re-building our economy. Today, we recommit ourselves to ending all forms of worker exploitation – from wage theft to misclassification to child labor violations – so that workers are paid what they earned and can access the protections to which they are entitled in their workplace.

The Attorney General's Office (AGO) is the state's primary enforcer of wage and hour laws, which include minimum wage, overtime, child labor, and earned sick time laws. Within the AGO, the Fair Labor Division (Fair Labor) vigorously enforces these laws, engages in community outreach and education to protect workers' rights, and helps employers to understand their legal obligations. In FY2021, Fair Labor worked to ensure that all workers, including those in the health care, restaurant, and construction industries were paid timely and in full. Fair Labor assessed more than \$8 million in restitution and penalties against employers who violated the state's wage and hours laws.

The numbers tell only part of the story. As detailed in our sixth annual Labor Day Report, Fair Labor has also advanced worker safety and economic security through strategic initiatives and strong partnerships with fellow government agencies and community organizations. We remain dedicated to ending wage theft and worker exploitation so that all people can benefit from our growing economy.

Warmly,




Our year *by the numbers*

 **10,622**
Impacted employees

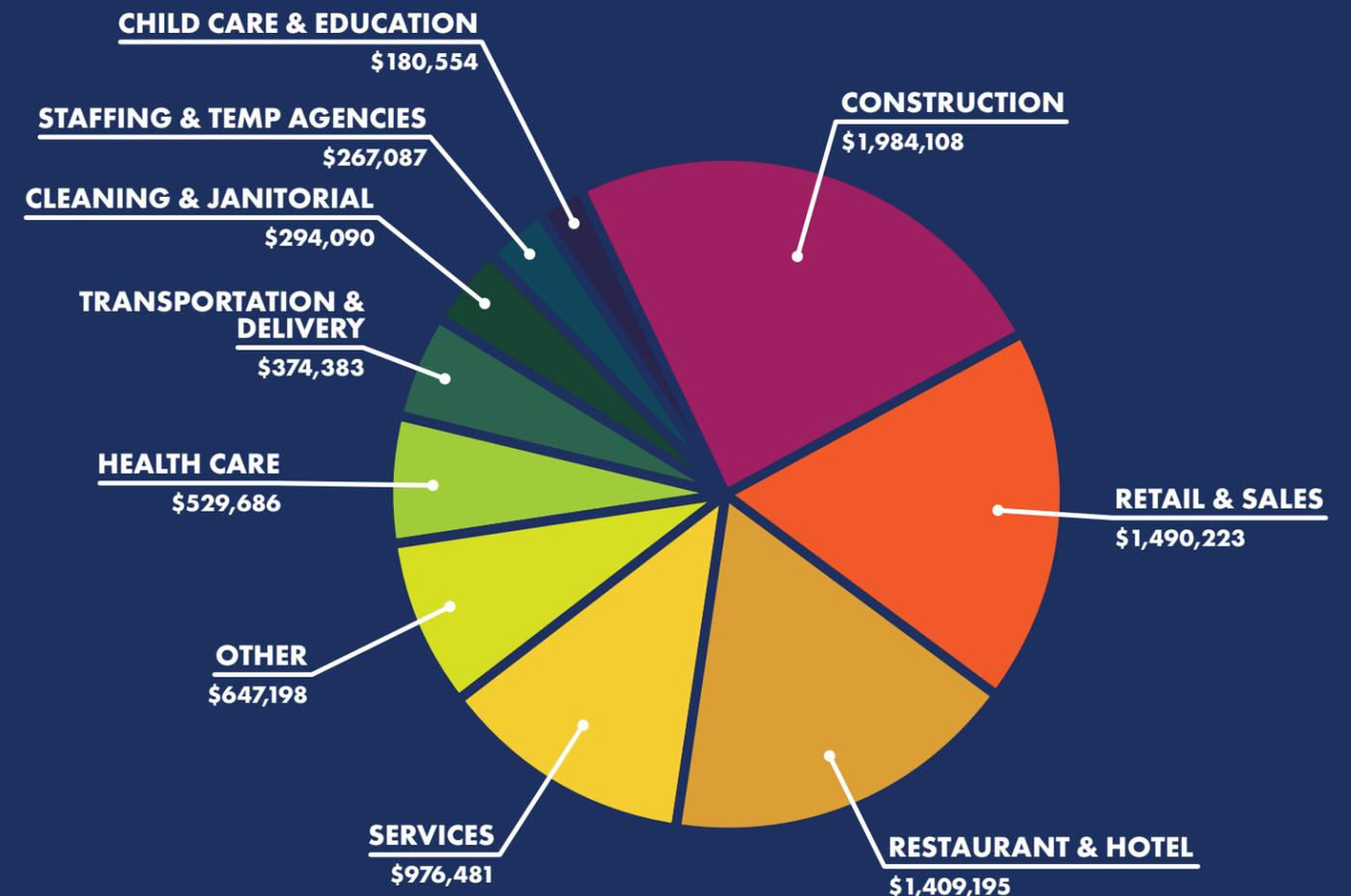
 **\$5,012,925**
Total restitution

 **\$3,140,082**
Total penalties

 **15,000+**
Hotline calls

 **4,867**
Wage & hour complaints

Enforcement by Industry



CHILD LABOR

Compliance with the Commonwealth's child labor statutes continues to be of particular interest to Fair Labor. The Division has focused its efforts on both education and enforcement, in collaboration with the Attorney General's Community Engagement Division and external partners.

For example, Fair Labor worked with the City of Boston to produce the "Guide for Teen Workers in the City of Boston." The Guide includes information about protections available to youth workers, along with resources available to teenage workers. The office also conducted numerous trainings on child labor issues throughout the Commonwealth to ensure that a young worker's first job is a safe learning experience.

NOTABLE CASES

In addition to its educational outreach, Fair Labor was also active in investigating allegations of child labor violations and enforcing the child labor statutes. In the **White's Pastry Shop, Inc.** case, Fair Labor issued four citations for violations, including minors working past the latest permissible hour (including 14 and 15-year olds) and minors working more than the maximum allowable hours in a day. The company ultimately paid a \$25,000 penalty and implemented a compliance plan.

Additionally, Fair Labor issued five citations to **Govostes Management Group**, a management company that operates 10 Dunkin' locations in the Boston area, for violations of the child labor laws. Fair Labor's investigation revealed more than 1,000 violations of the Commonwealth's child labor laws, including minors who worked earlier or later than permissible under the law, minors who worked longer than the maximum allowed hours in one day, failure to obtain work permits for minors, minors who worked unsupervised after 8:00 p.m., and minors who did not receive a meal break after working more than six hours. Govostes agreed to pay a penalty of \$120,000.





HEALTH CARE

As in prior years, one focus of Fair Labor’s enforcement efforts has been addressing systemic issues in the home health care industry. In 2020, Fair Labor resolved matters totaling over \$500,000 in restitution and penalties for violations impacting personal care attendants, nurses and other home health care workers across the Commonwealth.

NOTABLE CASES

Fair Labor reached a settlement with Springfield-based **Care Givers of Massachusetts, LLC** after the company’s abrupt closure. Care Givers agreed to pay more than 40 workers over \$120,000 in restitution and penalties for failure to pay last wages.

Maestro-Connections Health Systems, LLC was also cited for the failure to pay wages in a timely manner. The company temporarily closed its Lawrence office and failed to pay final wages to employees. Maestro-Connections agreed to pay almost 400 employees over \$186,000 in restitution. Fair Labor also assessed a \$45,000 penalty for the violation.

In June, Fair Labor issued two citations to **Compassionate Healthcare Systems, LLC**. The company, which operates in Western Massachusetts, failed to pay for travel time between home health visits and did not pay the appropriate overtime rate. The company has come into compliance and agreed to pay over \$90,000 in restitution and penalties.

“My office’s Fair Labor Division has prioritized addressing wage and hour violations in the home health care industry. Home health aides provide critical services to our most vulnerable community members so that they may live with dignity in their own homes. Like all workers, aides must be paid their earned wages in full and in accordance with our laws.”

AG Healey

CLEANING & JANITORIAL

In FY2021, Fair Labor continued to protect the rights of workers in the cleaning and janitorial services industry who are especially vulnerable to exploitation. As part of this effort, Fair Labor assessed nearly \$300,000 in restitution and penalties and helped over 950 employees.

NOTABLE CLEANING & JANITORIAL CASES

Jani Solutions, a Tyngsboro-based cleaning company of commercial office buildings, accepted citations related to non-payment of overtime. Fair Labor initiated its investigation after receiving a complaint alleging that Jani Solutions failed to pay overtime to some of its cleaners. An audit confirmed the allegations of non-payment of overtime, and revealed other wages owed to employees for various timekeeping oversights. Jani Solutions paid nearly \$28,000 in restitution to five workers.

Fair Labor cited **Number One Solution LLC**, a cleaning company headquartered in Southborough that provides services to large hotels throughout the metropolitan Boston area. Fair Labor initiated its investigation based on a complaint that the company took an automatic 3% administrative fee deduction allegedly for meals which it could not substantiate from its employees’ pay. The investigation confirmed that the company intentionally took improper deductions from its employees. Citations totaled \$125,000, including approximately \$29,000 in restitution to hundreds of employees. Additionally, the company received significant penalties for its failure to maintain an earned sick leave policy and failure to produce records.

CONSTRUCTION

The Attorney General's Office continues to prioritize wage theft in the construction industry. In FY2021, Fair Labor issued citations and other assessments against 115 employers in the industry, with assessed penalties and restitution totaling nearly \$1,985,000.

NOTABLE CASES

Fair Labor cited a Lowell asbestos abatement company and its operators more than \$564,000, including restitution for 32 employees, for violating the Massachusetts prevailing wage, overtime, and earned sick time laws. **Fiber Control Inc.** received four citations for intentionally failing to pay the prevailing wage and overtime, failing to maintain an earned sick time policy, and repeated payroll records violations. The citations also resulted in a one-year debarment which prevents the cited parties from working on public works projects.

Fair Labor issued citations totaling \$636,796 in penalties and restitution for 23 workers against **Machados Construction Services LLC, Real Construction Inc.,** and **WF North Lion Inc.** for prevailing wage and records violations in connection with a public construction project in Sutton. Fair Labor began investigating the companies after receiving a referral from the North Atlantic States Regional Council of Carpenters alleging that construction workers on the Sutton Police Station project were not being paid the prevailing wage.

Fair Labor cited **AD Contracting Services Corp.,** a Merrimack Valley-based asbestos removal company, over \$65,000 in penalties and restitution for failure to pay time and a half and failure to submit true and accurate certified payroll records.

District Council 35 is proud to have an Attorney General's office that prioritizes the issue of wage theft, and that has helped us successfully resolve many cases for the benefit of workers and their families. We are proud to work with Attorney General Healey to ensure unscrupulous construction contractors are held to account and pay their workers for the work they do. Attorney General Healey and her Fair Labor Division have done a tremendous job prioritizing enforcement in the construction industry and have been a strong partner in the ongoing fight to protect workers from exploitation and wage theft. The office has also been a reliable, communicative partner and resource for providing community education and training. As we continue to recover from the economic impact of COVID-19, such partnerships are more important than ever and vital to ensuring economic security and opportunity for our workers, businesses and communities.

Jorge Rivera
International Union of Painters and Allied Trades,
District Council # 35



“The Policy Group on Tradeswomen’s Issues is truly grateful for our partnership with Attorney General Healey and her Fair Labor Division. With the disproportionate impact of the pandemic on women and people of color, our collaborative effort to educate government agencies and the construction industry about state laws setting workforce participation goals for these under-represented groups on public construction projects, is more important than ever. We look forward to the Attorney General’s continued leadership to ensure that women and people of color achieve access, opportunity, and equity in the construction trades.”

Mary Vogel

Building Pathways; The Policy Group on Tradeswomen’s Issues



WORKFORCE DIVERSITY IN PUBLIC CONSTRUCTION

During FY2021, Fair Labor commenced an initiative as part of the Attorney General’s office-wide efforts to advance racial and economic justice and equity. Fair Labor collaborated with The Policy Group on Tradeswomen’s Issues on a robust outreach and training initiative about state laws requiring diverse workforce participation on public construction projects. These laws require state and state-assisted construction contracts to set forth participation goals of workers of color and women to be employed on each contract, as well as the processes and procedures to ensure compliance with those workforce participation goals, including reporting and enforcement provisions. The initiative is rooted in the reality that public construction jobs provide workers with living wages, and the Attorney General’s commitment that taxpayer-funded projects provide opportunities for women and workers of color.

More than 500 public purchasing and construction industry representatives have been trained on statutory workforce participation obligations.

In October 2020, Fair Labor presented the first-ever training on the workforce participation laws at an Advanced Topics Update class, as part of the Office of the Inspector General’s (OIG) MA Certified Public Purchasing Officials program. Fair Labor has a longstanding partnership with the OIG to providing trainings on public construction and prevailing wage laws to state and local officials who oversee procurement. The OIG facilitated three training opportunities on this important law, with more than a dozen opportunities planned for FY2022.

In addition to expanding the office’s OIG partnership, Fair Labor connected with ten state awarding authorities about their workforce participation goal programs, updated public information materials, drafted content for inclusion in targeted industry communications and provided ten trainings for stakeholders, such as industry trade associations and public agencies. Fair Labor will continue its outreach program over the next year with a technical assistance component provided in collaboration with stakeholders.



HEALTH & SAFETY

With an aggressive rollout of the COVID-19 vaccine by the Biden-Harris Administration and high vaccination rates in Massachusetts compared with other states nationally, getting back to a new normal for many workers began to come into focus in Spring 2021. However, the health and economic ramifications of more than a year of global upheaval continue to leave almost no Massachusetts worker unaffected. Whether grappling with job loss, grieving the loss of a loved one, being stricken with the coronavirus, or reporting to the worksite to perform an essential job while risking health and safety for themselves and their families, workers have had to overcome a level of adversity not experienced in decades.

At the onset of the pandemic, Fair Labor shifted many of its resources to triage concerns related to worker health and safety. We mapped new and existing resources and guided workers to critically needed help. Throughout the pandemic Fair Labor continued to ensure worker access to timely information across an ever-changing landscape of workplace requirements. Fair Labor's online multilingual FAQs page provided up-to-date information about employee rights and employer responsibilities related to authorized leave options, occupational safety, and vaccine information. Our Resource Guide evolved from a one-stop roadmap for workplace health and safety enforcement to a one-stop vaccine information resource page for employees and employers.

Within the office, Fair Labor played an active role in supporting efforts to ensure the most vulnerable and essential workers were included in state pandemic resources and responses. With vaccine availability in the latter half of the fiscal year, Fair Labor served as a resolute voice in ensuring vaccine equity and access.

Lastly, Fair Labor participated in worker rights presentations hosted by community partners and stakeholders looking to provide information in the context of the pandemic.

“The COVID-19 pandemic created a worker health and safety disaster of unprecedented proportions. Workplace exposure made hundreds, if not thousands of Massachusetts workers sick. Early on, when workers were seeking support and guidance and had nowhere to turn, the Attorney General’s Office created a hotline and complaint form, in multiple languages that helped ensure that workers’ safety concerns were vetted and addressed. They readily attended Town Halls to answer workers’ questions, often with little notice. We are certain their efforts helped save lives and are incredibly grateful for their partnership over the last year and a half.”

Jodi Sugerman-Brozan

Massachusetts Coalition for Occupational Safety & Health



INDEPENDENT CONTRACTOR MISCLASSIFICATION

The misclassification of employees as independent contractors cuts across all industries and threatens basic protections for all workers. Fair Labor continued to fight against misclassification in FY2021, most notably seeking a declaratory judgment from the Superior Court that Uber and Lyft are misclassifying their drivers as independent contractors.

NOTABLE CASES

The office filed a complaint in Suffolk Superior Court in July 2020 for declaratory judgment against **Uber Technologies, Inc.** and **Lyft, Inc.**, seeking a determination that Uber and Lyft drivers are employees, not independent contractors, and are therefore entitled to basic protections like minimum wage, overtime, and earned sick time. In March 2021, the court denied Uber's and Lyft's motions to dismiss the office's claims. Fair Labor will continue to advocate on behalf of workers to ensure they are never forced to choose between flexibility in their jobs and important job protections.

Fair Labor issued three citations totaling over \$178,500 against **Atlantic Trans Inc.**, a Canton company that provides drivers to transport patients to and from medical appointments. After receiving a complaint about the misclassification of workers, Fair Labor investigated the company and discovered that Atlantic Trans Inc. had misclassified more than 75 employee drivers as independent contractors. This misclassification resulted in illegal deductions from drivers' wages for expenses, such as vehicle maintenance and parking tickets, as well as unpaid overtime for drivers who worked over 40 hours per week.

Willy's World Wellness and Conference Center, LLC, received five citations for intentional violation of wage and hour laws. Fair Labor ordered the Cape Cod fitness center to pay \$144,466 in restitution and penalties for employee misclassification and failure to provide earned sick time. Other citations include failure to make timely payment of wages, failure to furnish true and accurate payroll records to Fair Labor, and failure to keep earned sick time records.

Fair Labor reached a settlement with **International Translation Company**, a Boston company that provides interpretation and translation services. Through the settlement, International Translation agreed to pay nearly \$110,000 in restitution and penalties for various violations, including misclassification of 310 employees as independent contractors, failure to provide earned sick time to these employees, and failure to make timely payment of wages to 14 employees.

In addition to Fair Labor's enforcement of the misclassification statute, Fair Labor co-led a multi-state comment letter with New York and Pennsylvania in October 2020 to **oppose the proposed Independent Contractor Rule** issued by the U.S. Department of Labor. The rule would have made it easier for employers to classify workers as independent contractors, excluding them from workplace protections, such as overtime pay and sick leave. The states argued that the rule was contrary to the core purpose of the Fair Labor Standards Act, which is to protect workers. On May 7, 2021, the Biden-Harris Administration withdrew the rule, agreeing with the states' arguments.

LABOR TRAFFICKING

On National Human Trafficking Awareness Day, January 11, 2021, the Attorney General launched an educational video and training materials, including a digital toolkit, to address labor trafficking. The animated video is designed to help people identify signs of labor trafficking and learn ways they can assist potential victims of trafficking. The video is available in English, Spanish, Portuguese, and Chinese.

The video helps people to understand and uncover signs of labor trafficking and allows them to refer suspicious information to the office for potential investigation and prosecution. Since forced labor scenarios are often imbedded within legitimate commercial enterprises and within private homes, labor trafficking and the victims impacted can be difficult to identify and these crimes often go undetected and unreported.

The office partnered with the City of Boston to implement trainings for the Boston Office of Workforce Development and for Boston's Inspectional Services Department field staff, reaching key municipal workers. The City of Boston also committed to send the video to tens of thousands of city permit holders, including active construction permit holders, food service permit holders, and permit holders within the long-term rental housing and short-term rental registration database.

The following community partners joined in this awareness effort through distribution of materials to their members and networks:

- Alliance for Inclusion and Prevention
- Brazilian Worker Center
- Brazilian Women's Group
- Centro de Apoyo Familiar
- Centro Comunitario de Trabajadores (Community Workers' Center)/CCT
- Chinese Progressive Association
- Greater Boston Legal Services
- Lynn Rapid Response Network and Pathways, Inc.
- Massachusetts Alliance of Portuguese Speakers
- Massachusetts Coalition for Occupational Safety & Health
- Massachusetts Health Officers Association
- Massachusetts Immigrant and Refugee Advocacy Coalition
- Metrowest Worker Center/Casa Do Trabalhador - Casa Del Trabajador

AG Healey has made combatting human trafficking a priority of her office. The Human Trafficking Division and Fair Labor Division have a shared goal to address labor trafficking in Massachusetts. Early in 2021, the office provided labor trafficking awareness trainings for investigators at the Alcoholic Beverages Control Commission, which administers and enforces state liquor laws, and the Department of Professional Licensure, which plays an oversight role in the licensing and regulation of numerous trades and professions in Massachusetts.

To watch and share the PSAs, visit mass.gov/ago/lt

Labor trafficking is significantly underreported because it can be difficult to detect—it's a crime that often leaves victims hidden in plain sight. My hope is that by working together, we can eradicate labor trafficking in Massachusetts.

AG Healey



“The Attorney General and her Fair Labor Division play a critical role in raising awareness about the U and T Visa programs for immigrant victims of crime and trafficking. This year, the AG’s Office hosted a U/T Visa Certification Training for law enforcement agencies in conjunction with legal services partners, including ours. The Justice Center of Southeast Massachusetts is grateful for the leading voice of the AG’s office on U/T Visa certifications and looks forward to our continued collaboration working for the people of the Commonwealth.”

Emily Leung

Justice Center of Southeast Massachusetts

U AND T VISA TRAINING

In May 2021, the Fair Labor and Human Trafficking Divisions co-sponsored a virtual training event on U and T Visas with the Boston University School of Law’s Immigrants’ Rights and Human Trafficking Program. The Victims of Trafficking and Violence Protection Act of 2000 created two types of visas available for certain victims of crimes, U and T visas. The goal of the training was to ensure that law enforcement and other persons who may certify these visas understand the critical role they play in a survivor’s application. The training hosted more than 80 participants from all areas of the Commonwealth, including District Attorneys’ offices, state and federal law enforcement agencies, municipal police departments, state and federal regulatory agencies and victim service providers.

The training was a continuation of a dialogue begun in 2017 among law enforcement and legal service providers about their respective roles in the visa program for victims of qualifying crimes and human trafficking. Representatives from Fair Labor, Suffolk County District Attorney’s Office, and the Chelsea Police Department shared their own perspectives and processes in providing certifications for U and T visa applications by victims in cases within their jurisdictions. The message for potential certifying entities in attendance was that the justice system cannot allow perpetrators to commit crimes against immigrants with impunity. With the possibility of protection and relief through a willingness to assist law enforcement, immigrant victims of crime who lack documentation or permanent status can help hold criminals accountable and can feel empowered to seek the justice they deserve.



RESTAURANTS

The hospitality industry continued to be a focus of Fair Labor. During FY2021, enforcement actions impacted nearly 1,300 workers and resulted in more than \$760,000 in restitution to workers and \$515,000 in penalties. Most of these enforcement actions involved restaurants.

NOTABLE CASES

Fair Labor investigated and cited **Iron Horse Ventures**, the owner and operator of entertainment companies in Northampton and Holyoke, for failure to pay wages in a timely manner and denying employees use of earned sick time. The citations ordered more than \$100,000 in restitution and penalties on behalf of approximately 30 workers. The companies repeatedly failed to produce true and accurate payroll records to Fair Labor, failed to post workplace notices, and made regular deductions for meal breaks that workers were not permitted to take.

Waxy's Modern Irish Pub, with locations in Brookline, Foxborough, Kingston, Lexington, and Woburn, its parent company, Jamsan Hotel Management, Inc., and owners, will pay \$125,000 in restitution and penalties to satisfy six wage and hour citations. Fair Labor determined these employers jointly failed to pay timely wages over the course of several years, retaliated against employees for asserting their right to be paid, and failed to comply with the Commonwealth's earned sick time law.

The **Clambake dba Lobster Pot**, located in Provincetown, was cited more than \$156,500 in restitution and penalties for violations related to non-payment of wages and compliance with earned sick time and minimum wage laws. Clambake's unlawful practices included taking involuntarily deductions from some of its employees for lodging, which caused their earnings to fall below the minimum wage.

SNP Restaurant Group, Inc. dba Red Hat Café, located in Boston, was cited \$80,500 in restitution and penalties for failing to make timely payment of wages and failing to maintain an earned sick leave policy. Fair Labor's investigation determined that employees were routinely underpaid, not paid for all hours worked, and denied earned sick leave. Fair Labor assessed the employer a significant penalty for a subsequent, intentional failure to furnish records.

Fair Labor issued three citations against **Hopster's LLC**, a brewing company located in Wayland, and with two restaurant locations in Newton and the Boston Seaport. Fair Labor cited the company and its owners more than \$167,650, including restitution impacting 30 employees, for violation related to timely payment, non-payment, and record keeping.

I want to thank you again for the time and energy you put into this one. This is the second case I have brought to the AG's Fair Labor office and both times your office has been incredibly helpful, prompt, and thorough. The service you provide to the common worker is a blessing, and I'd like to thank you on behalf of everyone that your office has helped across the MA community.

**Anthony
Worker**





MULTI-STATE MATTERS

Fair Labor continued to partner with AG Offices across the country on a wide range of issues in order to advance the rights and dignity of working people.

The Attorney General joined a multi-state amicus brief in support of the plaintiffs in a district court challenge to the **U.S. Department of Agriculture's (USDA)'s hog processing rule**. The rule allowed meat-processing plants to run their lines at faster speeds, harming workers and impacting food safety in the process. The letter argued that faster speeds meant that workers would be closer together—increasing the risks of injury and COVID-19 infection—and that unsafe products may slip through the cracks and enter the national market. The letter further argued that the agency acted arbitrarily and capriciously by promulgating a rule without considering evidence related to worker safety, and by failing to explain a change from its previous position that worker safety ought to be considered as part of rulemaking.

The Attorney General also joined a multi-state amicus brief in a case that was brought by the estates of former **Tyson Foods** employees. The individuals allegedly contracted COVID-19 while working at the Tyson pork processing facility in Iowa and died from complications related to the disease. The brief highlighted the importance of state and local governments' authority to implement public health measures to protect the health and safety of workers during national emergencies.

We also joined a multi-state lawsuit in opposition to a US Department of Labor rule entitled "**Tip Regulations Under the Fair Labor Standards Act.**" The challenged rule would have allowed employers to take a greater tip credit and to pay workers significantly less for non-tip generating work. Earlier, in 2019, Attorney General Healey led a coalition of 19 attorneys general in a comment letter to the Department that opposed the rule.

The purpose of the lawsuit is to reestablish protections for the most vulnerable employees, including restaurant servers, those who provide services in nail salons, car washes, airports, and others who rely on customer tips to supplement the minimum wage. The lawsuit has preserved the rights of tipped employees as the Department reconsiders the rule.

"I want to inform you, that this week by mail I got back the paycheck... which has been sent to me by Attorney General Office, MA. It was great news for me financially and morally! Thank you very much for properly handling my case. And thank you so much for your time, help and courtesy as well!"

Rasa
Worker

OTHER SIGNIFICANT CASES

RETAIL

Fair Labor issued 15 citations totaling nearly \$1,000,000 to three C-Mart stores in the metropolitan Boston area for multiple violations. Fair Labor's investigation revealed that the employer intentionally denied dozens of employees overtime pay and premium pay for work on Sundays, and intentionally failed to furnish records to the Attorney General detailing these violations. The employer also failed to comply with the earned sick time law and did not post up-to-date, multilingual minimum wage notices. Fair Labor previously settled with a C-Mart owner over Sunday premium pay, overtime, and other violations.

SERVICES

Omark, Inc., a utility services provider, paid over \$187,000, including restitution to 23 employees for its failure to pay the proper overtime rate. As with many cases, this investigation was started with a single worker's complaint. Fair Labor's investigation found that Omark paid its employees a premium during the National Grid lockout, but they were not paid time and a half for all hours worked in excess of 40 in a work week.

NAIL SALON

Fair Labor issued four civil citations totaling over \$18,000 against **Tri Zen Serenity Wellness Center, Inc.**, a Newton massage spa/nail and beauty salon for failure to pay minimum wage, failure to make timely payment of wages, failure to provide earned sick time and failure to maintain true and accurate records. The employer's unlawful practices impacted 19 employees.

DOMESTIC WORKER

Fair Labor issued three citations to **Lai Ha Yu** and **Amy Leung**, a mother and daughter who brought a live-in domestic worker with them to Quincy from abroad and paid her far below minimum wage. Despite providing personal caretaking and housekeeping services at all hours of the day and night, seven days per week, the employee received just \$700 per month. Fair Labor's citations for minimum wage and overtime violations and violations of the Domestic Workers Bill of Rights ordered the employers to pay over \$233,000 in restitution and penalties.

TEMPORARY STAFFING AGENCY

In a settlement with **Premier Employee Solutions, LLC**, a national temporary staffing agency with over 2,800 employees in Massachusetts, the employer agreed to pay \$221,180 in restitution and penalties. The investigation began after the Massachusetts Council on the Underground Economy referred an anonymous complaint to Fair Labor. Fair Labor determined that the employer failed to maintain records, pay wages timely, and comply with earned sick time laws. In addition, the employer was assessed a substantial penalty for intentionally failing to comply with Temporary Worker Right to Know Law notice requirements, despite receiving prior warning from the Department of Labor Standards.



