LEGION

Intelligently Automate Restaurant Compliance Management

Reduce risk and maximize labor efficiency with Legion WFM



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In the fast-paced restaurant industry, keeping up with rapidly evolving changes in labor laws and maintaining compliance is a significant challenge. This is particularly true for food service companies operating in places like San Francisco, Oregon, Chicago, Seattle, Philadelphia, and New York, where Fair Workweek laws have been enacted.

Many quick-service and fast-casual restaurant chains are still trying to manage labor compliance complexities using legacy technology that requires manual interventions or disparate systems. This makes it difficult to enforce rules consistently and accurately across a diverse, flexible workforce that spans cities and states.

Legion Workforce Management (WFM) enables intelligent automation to manage compliance across all jurisdictions.

Labor laws are automatically applied to the schedule, and managers receive automated prompts to ensure their manual edits do not introduce risk or violate rules. Time and attendance tracking automatically incorporates compliance rules while computing premium pay.





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Key Features



Fully integrated Schedule, Timesheet, and Employee Self-Service (ESS), all in one platform, offering a complete shift history—from creation to clock-in, clock-out, and shift completion—, all tracked and displayed seamlessly.



Compliance templates for all cities and states are pre-loaded and automatically applied to new locations.



AI-driven Schedule Optimizer automatically factors in compliance regulations, business needs, and employee skills and preferences during schedule generation.



Smart alerts and real-time insights immediately warn managers if a schedule edit introduces a compliance risk. Additionally, all employee self-service actions (such as shift swaps or coverage requests) are automatically validated to ensure adherence to compliance regulations. Intelligent matching/reconciliations of time clocks to schedules, highlighting detailed compliance violations.



Full support for managing compliance for split shifts, the spread of hours, clopening, meal and rest breaks, overtime, and more.



Employees can consent to schedule change premiums and clopening during clock-in and attest to meals and breaks.



Legion WFM automatically keeps a complete record of scheduling changes to report multi-year compliance.

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Key Benefits

Calculate premiums automatically
Legion Time and Attendance automatically integrates schedules, flags unplanned clock activity, and calculates premiums to maintain compliance.

Ensure schedule predictability
Configure advance notice periods tailored to each region's schedule predictability laws, enabling managers to easily view schedule publish windows and auto-publish compliant schedules directly to employees' phones in seconds.

Reduce the risk of manual errors
Auto-generated schedules are free of compliance errors.

Confidently manage schedules
Automatically factor in local compliance laws for scheduling and meal/rest break regulations, eliminating the burden of manually tracking schedule changes.

Improve hourly employee satisfaction
Automated Scheduling ensures predictable schedules, accurate meal and rest breaks, minors' schedules, and OT and premium pay.





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The Challenge

Fair Workweek and Predictive Scheduling Laws

Predictable scheduling laws ensure employees' rights to predictable hours and pay. Unpredictable schedules can lead to volatile incomes and increase the strain on working families as they attempt to plan child care, juggle schedules, and try to make ends meet. Several state and local governments have enacted Fair Workweek Laws to alleviate these pressures.

Sometimes referred to as "fair scheduling laws," predictive scheduling mandates forbid employers from adjusting workers' schedules within a set time (often as early as two weeks) ahead of assigned shifts. Employers must pay additional wages for canceled or reduced shifts or face other financial penalties if they change schedules within that period.

Increasingly, predictable scheduling laws are leading quick-service and fast-casual restaurant operators to adjust their existing processes and adopt new technology that minimizes manual or semi-automated processes to ensure shift supervisors and managers can:

- **Publish schedules on time**
- **Effectively factor in employee skills and preferences**
- **Meet fluctuating customer demand**
- **Track penalties such as schedule change premiums**

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Fair Workweek and Predictive Scheduling Laws

The Legion WFM Solution

With Legion WFM, you can combine the science of AI-driven Demand Forecasting with your organization's advanced labor model to precisely define the number of staff you need at any point during the upcoming scheduled weeks—even multiple weeks in advance. Legion Automated Scheduling instantly generates compliant schedules and prompts managers to publish schedules at least two weeks in advance. Managers can auto-publish schedules, and employees can view them along with their estimated pay on their mobile devices within seconds.

Managing premiums is complex and time-consuming for managers. Legion can capture every change, even at the last minute, to ensure that the employees are compensated correctly for anything that requires a penalty payment. Legion automatically computes premiums and notifies managers when schedule changes could trigger additional costs. Schedule change premiums and exemption rules are easily configurable by location. Premiums for schedule changes and clopening assessments are applied automatically for employees based on their work location, even across city/state borders.

Employees can easily consent to schedule changes and clopening on the Legion Time Clock and opt into voluntary standby lists. Good faith estimates can be easily sent to new hires, and employees can attest to meals and breaks via their mobile devices.

Products:



Labor Optimization



Automated Scheduling



Time and Attendance

Key compliance features

- Split shift
- Spread of hours
- Reporting employee pay and premiums
- Overtime
- Schedule change
- Clopening
- Support for minors' scheduling times, including school calendars and required clock-out times.

Legion automatically computes premiums and managers receive alerts when schedule changes may result in premiums.

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Predictable Scheduling	New York City	Oregon	PhiladelphiaC	hicago	Seattle	San Francisco	Emeryville	San Jose	Los Angeles
Advance Notice of Work Schedule	✓	✓	✓	✓	✓	✓	✓		✓
Compensation for Work Schedule Change	✓	✓	✓	✓	✓	✓	✓		✓
Voluntary Standby List		✓							
Right to Rest Between Shifts (clopening)	✓	✓	✓	✓	✓		✓		✓
Right to Input into Work Schedule	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to Hours for Current Employees	✓		✓		✓	✓	✓	✓	
Good Faith Estimate of Work Schedule	✓	✓	✓	✓	✓	✓	✓		✓
Legion Supported	✓	✓	✓	✓	✓	✓	✓	✓	✓

Legion maintains a library of compliance templates on a city-by-city basis

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The Challenge

FLSA: Overtime, Minimum Wage, Tips, and Minors

With class action lawsuits around overtime and minimum wage rising, there is more at stake than ever to get it right. According to the Department of Labor, **in 2023, more than $29.6M in back wages was collected in the food service industry, and more than $6.1M in penalties was assessed against violators.** Investigations by the **Wage and Hour Division (WHD)** in fiscal year 2023 found that, on average, employers owed each food service worker $1,297 in back wages. For the average restaurant worker, that's more than double what they would earn in a typical workweek.

The Fair Labor Standards Act (FLSA) is a U.S. federal law that establishes minimum wage, overtime pay, tipping regulations, record keeping, and child labor standards for employees in the private and public sectors. Under the FLSA, covered nonexempt employees are entitled to at least the federal minimum wage for all hours worked and overtime pay at one and a half times their regular pay rate for hours worked beyond 40 in a workweek. Tipped employees are covered under additional FLSA minimum wage regulations.



Legion WFM allows gig-like flexibility to meet the demands of today's workforce, boosting employee retention.

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In addition to the FLSA, several states have their own overtime regulations that provide further employee protections. These state laws vary regarding thresholds, rates, and exemptions. Some states may have higher minimum wage rates or different tipping rules than the federal requirements, so employers must be aware of and comply with both federal and state regulations. This can be complex and time-consuming for restaurant operators, with employees working in multiple locations.

Ensuring compliance often conflicts with other priorities, such as meeting customer demand and staying within your labor budget. Today's employees expect schedule flexibility, ownership, and more control, access, and transparency with their pay. Chains using legacy solutions are often left with manual interventions or disparate systems when juggling employee preferences while ensuring rules are consistent and accurate across geographies and locations. Beyond costly fines, getting it wrong can result in inaccurate pay and high turnover rates.



Key compliance features

- Overtime/double-time threshold can be configured by location for daily, weekly, and 7th-day overtime.
- Ability to configure whether employee self-service (swaps/covers) should allow employees to claim shifts at the overtime rate.
- Real-Time Attendance dashboard provides visibility to project overtime throughout the workweek.

Don't lose employees to delivery apps—give them instant access to their pay with Legion InstantPay.

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FLSA: Overtime, Minimum Wage, Tips, and Minors

The Legion WFM Solution

Legion WFM ensures compliance with all wage and hour laws across all jurisdictions while you provide the flexibility employees seek, keeping them engaged and on board. With Legion Automated Scheduling, employees can let you know when, where, and how much they want to work. They can easily swap shifts, pick up open shifts, and help supervisors better manage peak periods.

Legion InstantPay supports your employees' financial well-being and increases retention with instant access to earned wages—all in the same app they're already using. They can easily see how much they'll earn when picking up a shift.

For visibility and proactive compliance management, Legion provides a Real-Time Attendance dashboard that shows managers projected overtime, approaching minor thresholds, and meals and breaks. Managers are automatically notified when scheduling employees in non-home locations if the minimum wage exceeds their hourly rate.

Because compliance is constantly evolving, Legion helps you stay ahead of the curve with our quarterly Compliance Watch , which notifies you of upcoming changes in the law—especially critical given the many recent changes to the minimum wage.

Products:


Labor Optimization


Automated Scheduling


Time and Attendance


Real-Time Attendance


Legion InstantPay



Before using Legion WFM, one fast-casual restaurant chain opted to pay a flat-rate premium for every employee in Oregon because manually tracking schedule change premiums was too complicated and costly. With Legion, they now have a solution that automatically calculates premium pay, schedule-aware clocks that flag schedule changes and clopening violations, and track employee consent and attestation. As a result, the company has realized significant savings in overpayment of premiums and administrative time.

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The Challenge

Meal and Rest Breaks

Meal and break laws establish employee meal and rest periods. Typically, meal breaks are unpaid but must relieve employees from their job duties. Rest breaks, on the other hand, are usually paid and considered working time. Since regulations vary by jurisdiction, employers must be familiar with the specific regulations in the jurisdictions where employees work, establish clear policies, keep accurate records, and train supervisors to ensure compliance with meal and break laws, even during the busiest shifts.

Many states have enacted additional laws requiring meals and breaks to be scheduled and recorded accurately. Having proof that meals and breaks were taken as scheduled is critical. Failing to comply with meal and rest break laws can result in Department of Labor or state audits, significant fines, and expensive lawsuits.

Employers must be familiar with the specific regulations in the jurisdictions where employees work, establish clear policies, keep accurate records, and train supervisors to ensure compliance with meal and break laws.



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Meal and Rest Breaks

The Legion WFM Solution

Legion WFM eliminates the burden of manually tracking schedule changes by factoring in local compliance laws for scheduling and meal and rest breaks. Breaks are automatically scheduled based on shift length, and managers can manually enter break times. Intelligent automation powered by Legion Automated Scheduling ensures employee breaks are scheduled at optimal times.

Employees can be blocked from clocking in from breaks early in jurisdictions where those restrictions are required, and employees can easily attest to breaks taken via their mobile devices. Managers can configure break rules that are automatically applied for minors and employees across different states.

Legion Time and Attendance automatically integrates schedules, flags unplanned clock activity for managers, and calculates premiums to stay compliant.

Products:



Labor Optimization



Automated Scheduling



Time and Attendance

Key compliance features

- Automatically calculate premiums
- Attestation for employee meals and breaks
- Capacity to configure which break types are paid
- Auto-compute meal and rest break premiums based on state rules
- Ability to waive meals for appropriate shifts in CA, either at shift level or meal waiver form
- Ability to block employees from clocking in from breaks early in jurisdictions where a break may be required

By automating break management, restaurants can ensure compliance with state-specific rules and maintain smooth operations during busy periods.

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Increase Visibility and Proactively Manage Compliance

With Legion Strategic Insights, managers have visibility into key compliance trends. The compliance dashboards alert managers to any trends within the business concerning penalties, violations, overtime hours, minimum wage, and schedule warnings. Managers can leverage insights across the business to identify trends early, implement fixes, reduce further costs, and minimize compliance risks.

Legion's Compliance Watch Bulletin is released quarterly to inform you of upcoming law changes.



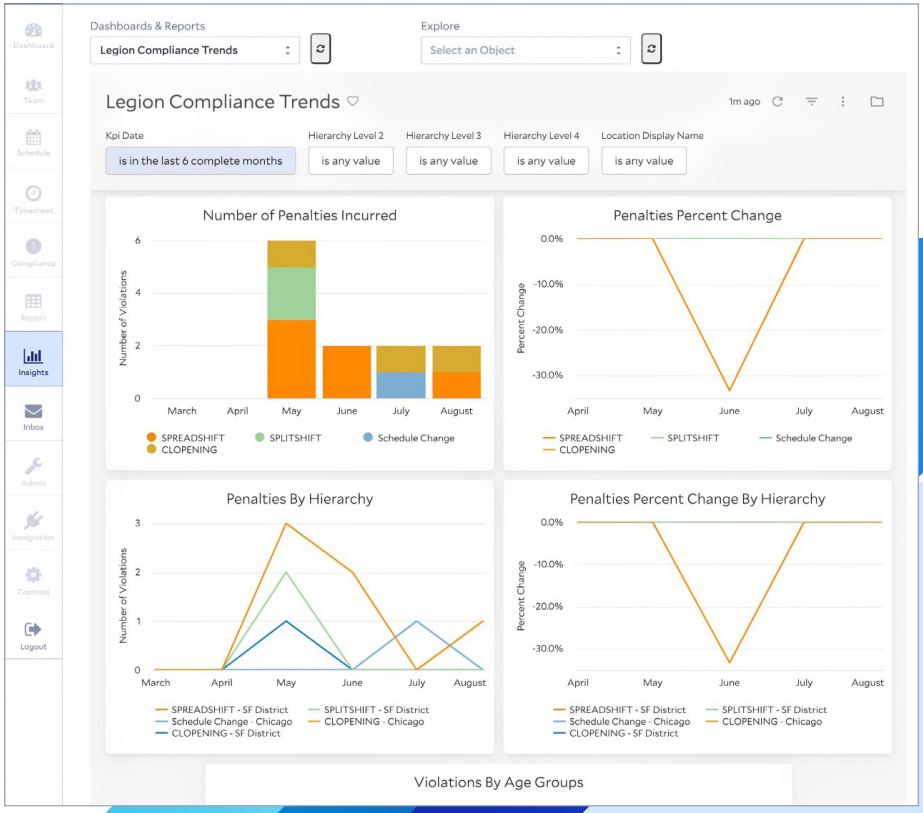
Premiums

Having visibility to prevent and monitor penalties is critical for restaurant chains that operate across states and jurisdictions. With Strategic Insights, you can see locations where a penalty occurred, the timesheet, the number of violations, and the percent of change over a defined period.

Overtime

Managing overtime is critical to staying within labor budget and compliance rules. Overtime, extra pay from penalties, or meal/rest violations can be a substantial additional expense for employers. Legion helps you understand which locations are experiencing the highest volume of these overages by location, job title, or by drilling down to evaluate trends at the employee level.

With Strategic Insights, you can see scheduled overtime, published overtime, and clocked overtime and drill down to the details by district, location, and employee.



With Legion Strategic Insights, managers have insight into key compliance trends.

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Legion WFM enables intelligent automation to manage compliance across all jurisdictions. Restaurant operators of all sizes rely on Legion to automatically ease burdens associated with the evolving compliance landscape.

79% reduction in premium pay

Fast Casual Restaurant – [Demand Forecasting Labor Optimization, Automated Scheduling, Time and Attendance and Frontline Communications]

9.5 hours saved/week on scheduling

Fast Casual Chain – [Demand Forecasting, Scheduling, Labor Optimization?]



Learn more about how Legion WFM enables intelligent automation to help you confidently navigate compliance challenges.

Request a demo to see Legion in action.

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Intelligent Automation Powered by Legion WFM

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. For more information, visit https://legion.co and follow us on LinkedIn.

The contents of this document are not intended as legal advice regarding the specific legislation contained in this document. Legion recommends that you consult your legal counsel for advice concerning these areas.

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