

Case Study: How a National Construction Leader Shields 50-State Operations from HR Risk

National Infrastructure and Construction Provider Deploys ComplianceHR to Empower Their Lean HR Team With On-Time, Littler-Backed Guidance

Company Overview

This organization is a leader in infrastructure and construction services, headquartered in Wisconsin. With a workforce of approximately 8,000 employees and active project sites spanning all 50 states, the company operates in a high-risk, heavily decentralized environment where proactive HR compliance is critical to protecting mobile field teams and minimizing project disruptions.

Case Study Summary

The complexity of managing a highly distributed, field-based workforce across multiple jurisdictions presented this construction leader with the monumental task of tracking varying labor laws, leave policies, and wage/hour rules. By leveraging a centralized compliance platform to streamline handbook management and deliver real-time policy updates, the organization transitioned from a reactive risk model to a proactive, standardized framework. This shift allowed its lean internal HR team to empower frontline field managers with consistent, legally defensible decision-making tools while significantly reducing its dependence on outside counsel.

Key Case Study Highlights

- **Comprehensive 50-State Mastery:** Successfully managed complex regulatory updates and shifting labor laws across all 50 states through a single platform interface.
- **Standardized Field Operations:** Delivered consistent, uniform application of company policies across decentralized job sites and mobile field teams.
- **Proactive Risk Prevention:** Shifted from an ad hoc, reactive legal review model to embedded compliance support at the exact point of HR action.
- **Optimized Wage & Hour Compliance:** Leveraged specialized overtime assessment tools to ensure accurate classification and pay practices across a highly variable workforce.
- **Reduced Legal Expenditures:** Minimized the need for costly external legal intervention for routine compliance questions and handbook updates.

The Challenges: Decentralized Operations and Mobile Workforces

Operating in the construction and infrastructure sector creates elevated exposure to HR compliance risks, where a single oversight can stall timelines and disrupt high-stakes projects. The company faced the complex challenge of supporting 8,000 employees spread across diverse, fast-moving job sites in all 50 states.

With teams constantly crossing state lines and operating under localized jurisdictions, tracking varying state laws regarding leave, terminations, and wage/hour mechanics became incredibly difficult. In a highly variable environment, a lack of centralized compliance resources left the company vulnerable to inconsistent policy enforcement by frontline field supervisors. This gap resulted in potential wage-and-hour errors and a heavy, costly reliance on external counsel to patch compliance gaps.

Supporting 8,000 employees spread across diverse, fast-moving job sites in all 50 states

The Solution: A Proactive Policy and Classification Engine

To mitigate these risks, the company implemented ComplianceHR, focusing its deployment on a dual-layered strategy to maintain bulletproof handbooks, capture real-time legislative updates, and navigate complex wage/hour laws with confidence:

1. **ComplianceHR Policy Center:** Serving as the cornerstone of their strategy, this module automated the creation and deployment of state-specific handbooks (accounting for 37% of platform usage) and provided real-time compliance news alerts (accounting for 63% of usage) to keep the team updated on fluid legislative changes across 50 states.
2. **ComplianceHR NavigatorOT:** This tool provided advanced decision-making support for complex time and overtime compliance, enabling accurate exemption auditing and classification across a fluid workforce. The platform empowered the internal team with an easy-to-use, online assessment-based interface that streamlines the review process and outputs clear, legally defensible risk reports.

This integrated approach established a single source of employment law truth. Rather than manually researching complex, conflicting state regulations or waiting for outside law firms to draft updates, the internal HR team was equipped with instant, Littler-backed policy guidance, handbook templates, and online exempt vs. non-exempt assessments.

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The Results: Standardized Field Operations and Reduced Legal Spend

The business impact was immediate and widespread. By embedding ComplianceHR directly into its operational workflow, the construction provider successfully standardized HR decisions across its entire field operation. Frontline managers and non-HR field leaders are now empowered with clear, defensible guidance to confidently handle employee relations at the point of action, preventing downstream compliance violations.

By centralizing handbook updates through the Policy Center and streamlining overtime audits with NavigatorOT, the organization drastically minimized legal involvement for routine compliance matters. This shift has dramatically lowered operational legal costs while accelerating internal decision speeds, proving that a lean corporate HR team can effectively shield a massive, 50-state field operation from regulatory risk with the right tools in place.

Given the success of the partnership, the organization is well-positioned to expand its compliance framework by exploring ComplianceHR **NavigatorIC** to streamline independent contractor compliance. In the construction vertical—where reliance on specialized 1099 talent, independent owner-operators, and outsourced labor is standard practice—worker classification is frequently under intense regulatory scrutiny.

By implementing NavigatorIC, the team can quickly evaluate dozens of workplace criteria against thousands of court cases and current regulations to generate a quantified risk report. This proactive vetting process removes classification authority from the field and centralizes it with HR, ensuring all 1099 relationships are legally defensible and shielding the company from severe misclassification penalties, back-pay claims, and project disruptions. This future expansion showcases one of many ways ComplianceHR's platform is perfectly suited for multi-state construction firms looking to reduce labor law risk without scaling HR headcount.

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Simplifying the Complexity of Employment Law

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