
SUBSTITUTE SENATE BILL 5459

State of Washington

69th Legislature

2025 Regular Session

By Senate Labor & Commerce (originally sponsored by Senators Stanford, Saldaña, Conway, Hasegawa, Valdez, Nobles, and C. Wilson)

READ FIRST TIME 02/18/25.

1 AN ACT Relating to call center retention; adding a new chapter to
2 Title 50 RCW; and prescribing penalties.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4 NEW SECTION. **Sec. 1.** The definitions in this section apply
5 throughout this chapter unless the context clearly requires
6 otherwise.

7 (1) "Call center" means a facility or other operation in which
8 the primary activity is workers making or receiving phone calls or
9 other electronic communication for the purpose of providing customer
10 assistance or other service.

11 (2) "Employer" means any employer as defined in RCW 50.04.080
12 that employs, for purposes of a call center: (a) 50 or more workers,
13 excluding part-time workers; or (b) 50 or more workers who in the
14 aggregate work at least 1,500 hours per week, excluding overtime.

15 (3) "Part-time worker" means an individual who works for an
16 average of fewer than 20 hours per week or who has worked for fewer
17 than six of the 12 months preceding the date on which notice is
18 required under section 2 of this act.

19 (4) "State agency" means any state department, office, division,
20 board, commission, or higher education institution.

1 (5) "Work" means personal service performed by an employee or
2 contractor for a wage or under any contract calling for the
3 performance of written or oral personal services, express or implied.

4 NEW SECTION. **Sec. 2.** (1)(a) An employer that intends to
5 relocate a call center, or one or more facilities or operating units
6 within a call center comprising at least 25 percent of the call
7 center's or operating unit's total volume when measured against the
8 previous 12-month average call volume of operations or substantially
9 similar operations from the state to a foreign country must notify
10 the commissioner at least 120 days before such relocation.

11 (b) For state agencies, the requirements in this subsection only
12 apply to relocations to a foreign country, not to another state.

13 (c) For state agencies, the requirements in this subsection do
14 not apply to any facilities or other operations in which the primary
15 activity or work is providing spoken language interpretation
16 services.

17 (2) An employer that violates subsection (1) of this section is
18 subject to a civil penalty not to exceed \$10,000 for each day of such
19 violation, except that the commissioner may reduce such amount if the
20 governor or the president has declared a state of emergency for the
21 location of the call center.

22 (3) The commissioner must compile a semiannual list of all
23 employers that have notified the commissioner under subsection (1) of
24 this section and post the list on the employment security
25 department's website. The commissioner must also distribute the list
26 to all state agencies.

27 NEW SECTION. **Sec. 3.** (1) A call center employer that appears on
28 the list specified in section 2 of this act is ineligible for any
29 direct or indirect grants or loans awarded by a state agency for five
30 years after the employer appears on the list. The employment security
31 department, in consultation with the appropriate state agency, may
32 waive the ineligibility if the employer applying for a grant or loan
33 demonstrates that the lack of the grant or loan would result in
34 substantial job loss in the state or would harm the environment.

35 (2) If a state agency finds that a call center employer was
36 ineligible under this section for a grant or loan that was awarded
37 after the effective date of this section, the employer must
38 immediately remit the value of the grant or loan.

1 NEW SECTION. **Sec. 4.** State agency contracts made after the
2 effective date of this section for purchases of call center services,
3 with the exception of interpreter services, must provide that the
4 work performed by the contractor or its agents or subcontractors be
5 performed entirely within the United States of America.

6 NEW SECTION. **Sec. 5.** This chapter does not permit withholding
7 or denial of any payments or benefits under any other law to workers
8 that relocate to a foreign country.

9 NEW SECTION. **Sec. 6.** This chapter may be known and cited as the
10 Washington call center jobs act.

11 NEW SECTION. **Sec. 7.** Sections 1 through 6 of this act
12 constitute a new chapter in Title 50 RCW.

13 NEW SECTION. **Sec. 8.** If any provision of this act or its
14 application to any person or circumstance is held invalid, the
15 remainder of the act or the application of the provision to other
16 persons or circumstances is not affected.

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