

---

**SENATE BILL 5459**

---

**State of Washington**

**69th Legislature**

**2025 Regular Session**

**By** Senators Stanford, Saldaña, Conway, Hasegawa, Valdez, Nobles, and C. Wilson

Read first time 01/23/25. Referred to Committee on Labor & Commerce.

1 AN ACT Relating to call center retention; adding a new section to  
2 chapter 39.26 RCW; adding a new chapter to Title 50 RCW; and  
3 prescribing penalties.

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

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

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

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

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

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

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

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

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

17 (3) The commissioner must compile a semiannual list of all  
18 employers that have notified the commissioner under subsection (1) of  
19 this section and post the list on the employment security  
20 department's website. The commissioner must also distribute the list  
21 to all state agencies.

22 NEW SECTION. **Sec. 3.** (1) A call center employer that appears on  
23 the list specified in section 2 of this act is ineligible for the tax  
24 deferral under chapter 82.63 RCW for five years after the employer  
25 appears on the list.

26 (2) A call center employer must repay any deferred taxes if the  
27 employer appears on the list specified in section 2 of this act while  
28 receiving the tax deferral under chapter 82.63 RCW.

29 NEW SECTION. **Sec. 4.** (1) A call center employer that appears on  
30 the list specified in section 2 of this act is ineligible for any  
31 direct or indirect grants or loans awarded by a state agency for five  
32 years after the employer appears on the list. The employment security  
33 department, in consultation with the appropriate state agency, may  
34 waive the ineligibility if the employer applying for a grant or loan  
35 demonstrates that the lack of the grant or loan would result in  
36 substantial job loss in the state or would harm the environment.

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

5 NEW SECTION. **Sec. 5.** State agency contracts for purchases of  
6 call center services must provide that the work performed by the  
7 contractor or its agents or subcontractors be performed entirely  
8 within the state. Contractors or their agents or subcontractors who  
9 are performing such work on the effective date of this section must  
10 comply with this section within two years of the effective date of  
11 this section, except that any call center workers hired after the  
12 effective date of this section must perform the work within the  
13 state.

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

17 NEW SECTION. **Sec. 7.** This chapter may be known and cited as the  
18 Washington call center jobs act.

19 NEW SECTION. **Sec. 8.** A new section is added to chapter 39.26  
20 RCW to read as follows:

21 Agency contracts for purchases of call center services must  
22 provide that the work be performed in the state as provided in  
23 section 5 of this act.

24 NEW SECTION. **Sec. 9.** Sections 1 through 7 of this act  
25 constitute a new chapter in Title 50 RCW.

26 NEW SECTION. **Sec. 10.** If any provision of this act or its  
27 application to any person or circumstance is held invalid, the  
28 remainder of the act or the application of the provision to other  
29 persons or circumstances is not affected.

--- END ---