



AN ACT CONCERNING CALL CENTERS AND NOTICE OF CLOSURE.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2019*) (a) For purposes of this
2 section:

3 (1) "Call center" means a facility or other operation through which
4 employees receive telephone calls or electronic communication for the
5 purpose of providing customer assistance or other customer service;

6 (2) "Employer" means a business entity that employs (A) fifty or
7 more employees, excluding part-time employees; or (B) fifty or more
8 employees that in the aggregate work at least fifteen hundred hours
9 per week, excluding overtime hours, for the purpose of staffing a call
10 center;

11 (3) "Part-time employee" means an employee who is employed for
12 an average of fewer than twenty hours per week or who has been
13 employed for fewer than six of the twelve months preceding the date
14 on which notice is required under this section; and

15 (4) "Commissioner" means the Labor Commissioner.

16 (b) A call center employer that intends to relocate a call center, or
17 one or more facilities or operating units within a call center comprising

18 not less than thirty per cent of the call center's or operating unit's total
19 call volume, when compared to the previous twelve-month average
20 call volume of operations or substantially similar operations, from this
21 state to another state or a foreign country shall notify the
22 commissioner at least one hundred days prior to such relocation.

23 (c) A call center employer that violates subdivision (b) of this section
24 shall be subject to a civil penalty not to exceed ten thousand dollars for
25 each day of such violation, except that the commissioner may reduce
26 such amount for just cause shown.

27 (d) The commissioner shall compile an annual list of each call center
28 employer that relocated a call center, or one or more facilities or
29 operating units within a call center comprising at least thirty per cent
30 of the call center's total volume of operations, from this state to another
31 state or a foreign country. The commissioner shall make such list
32 available to the public and shall prominently display a link to such list
33 on the Labor Department's Internet web site.

34 (e) Except as provided in subsection (g) of this section and
35 notwithstanding any other provision of the general statutes, a call
36 center employer on the annual list compiled under subsection (d) of
37 this section shall be ineligible for any direct or indirect state grants,
38 state guaranteed loans, state tax benefits or other state financial
39 support for a period of five years from the date such list is published.

40 (f) Except as provided in subsection (g) of this section and
41 notwithstanding any other provision of the general statutes, a call
42 center employer on the annual list compiled under subsection (d) of
43 this section shall remit the unamortized value of any state grant,
44 guaranteed loan, state tax benefit or other state financial support such
45 call center employer has received in the five-year period prior to the
46 date such call center was placed on such list. Nothing in this section
47 shall be deemed to prevent an employer from receiving any grant to
48 provide training or other employment assistance to individuals who
49 are selected as being in particular need of training or other

50 employment assistance due to the transfer or relocation of the
51 employer's call center, facility or operating units.

52 (g) The commissioner, in consultation with the appropriate agency
53 providing a loan or grant, may waive the remittance requirement
54 under subsection (f) of this section if the employer demonstrates that
55 such requirement would: (1) Threaten state or national security, (2)
56 result in substantial job loss in this state, or (3) harm the environment.

57 (h) The department head of each state agency shall ensure that for
58 all new contracts or new agreements entered into on and after October
59 1, 2019, all state-business-related call center and customer service work
60 is performed by state contractors or other agents or subcontractors
61 entirely within this state, except that, if any such contractor, other
62 agent or subcontractor performs work outside this state and adds
63 customer service employees who will perform work pursuant to such
64 new contracts or agreements, such new employees shall immediately
65 be employed within this state. Businesses subject to a contract or
66 agreement agreed to prior to October 1, 2019, with terms extending
67 beyond October 1, 2021, shall be subject to the provisions of this
68 subsection if the contract or agreement is renewed.

69 (i) No provision of this section shall be construed to permit
70 withholding or denial of payments, compensation or benefits under
71 any other provision of the general statutes, including, but not limited
72 to, state unemployment compensation, disability payments or worker
73 retraining or readjustment funds, to workers employed by employers
74 that relocate from this state to another state or a foreign country.

75 (j) Nothing in this section shall be construed as creating a private
76 cause of action against an employer who has violated, or is alleged to
77 have violated, any provision of this section.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2019	New section

LAB *Joint Favorable Subst.*