

# HOUSE BILL NO. 5164

October 17, 2023, Introduced by Reps. O'Neal, Neeley, Wilson, Martus, Brenda Carter, Weiss, Morgan, McKinney, Grant, Paiz, Haadsma, Young, Hood, Tsernoglou, Scott, Rheingans, Farhat, Aiyash and Whitsett and referred to the Committee on Labor.

A bill to create the call center jobs retention act; to provide for the powers and duties of certain state governmental officers and entities; to impose certain duties on certain employers; and to prescribe civil sanctions.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1           Sec. 1. This act may be cited as the "call center jobs  
2 retention act".

3           Sec. 3. As used in this act:

4           (a) "Call center" means a centralized office used primarily

1 for receiving or transmitting customer requests or inquiries by  
2 telephone.

3 (b) "Department" means the department of labor and economic  
4 opportunity.

5 (c) "Employer" means a person that employs, either full-time  
6 or part-time, 50 or more individuals at a call center.

7 (d) "Person" means an individual or a sole proprietorship,  
8 partnership, association, corporation, or any other legal entity.

9 Sec. 5. (1) An employer shall notify the department at least  
10 30 days before the employer relocates either of the following from  
11 this state to a foreign country:

12 (a) A call center.

13 (b) A facility or operating unit within a call center  
14 comprising at least 30% of the call center's total call volume as  
15 measured against the call center's average call volume during the  
16 immediately preceding 12-month period.

17 (2) An employer that violates subsection (1) is responsible  
18 for a state civil infraction and may be ordered to pay a civil fine  
19 of not more than \$10,000.00.

20 Sec. 7. Beginning 6 months after the effective date of this  
21 act, and every 6 months thereafter, the department shall compile a  
22 registry of the employers required to provide notice under section  
23 5(1) and publish the registry on its website. The registry must  
24 include all of the following information:

25 (a) The name of the employer.

26 (b) The date of the relocation.

27 (c) The number of jobs to be relocated.

28 (d) The location of the relocated call center, facility, or  
29 operating unit, including the name of the city and the country.

1           Enacting section 1. This act takes effect 90 days after the  
2 date it is enacted into law.