

(Reprinted with amendments adopted on April 22, 2019)

FIRST REPRINT

A.B. 271

ASSEMBLY BILL NO. 271—ASSEMBLYWOMAN PETERS

MARCH 15, 2019

Referred to Committee on Commerce and Labor

SUMMARY—Revises provisions relating to call centers.
(BDR 53-900)

FISCAL NOTE: Effect on Local Government: No.
Effect on the State: Yes.

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EXPLANATION – Matter in *bolded italics* is new; matter between brackets ~~omitted material~~ is material to be omitted.

AN ACT relating to employment; requiring an employer who operates a call center to provide certain notice to the Labor Commissioner before relocating the call center to a foreign country; requiring the Labor Commissioner to compile a list containing certain information relating to such employers; authorizing the Labor Commissioner to impose certain penalties upon such employers for the failure to provide to the Labor Commissioner the required notice; and providing other matters properly relating thereto.

Legislative Counsel's Digest:

1 **Section 6** of this bill requires an employer who relocates a call center or certain
2 operations of a call center to a foreign country to notify the Labor Commissioner of
3 the relocation and of the number of employees displaced due to the relocation at
4 least 60 days before the relocation. **Section 7** of this bill authorizes the Labor
5 Commissioner to impose civil penalties on an employer who fails to comply with
6 this requirement. **Section 6** requires the Labor Commissioner to compile a list of
7 employers who have given notice of a relocation of a call center to a foreign
8 country and of the number of employees displaced due to the relocation of call
9 centers by such employers.



* A B 2 7 1 R 1 *

THE PEOPLE OF THE STATE OF NEVADA, REPRESENTED IN
SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. Chapter 613 of NRS is hereby amended by adding thereto the provisions set forth as sections 2 to 10, inclusive, of this act.

Sec. 2. *As used in sections 2 to 10, inclusive, of this act, unless the context otherwise requires, the words and terms defined in sections 3 and 4 of this act have the meanings ascribed to them in those sections.*

Sec. 3. *"Call center" means a facility or other operation whereby workers receive telephone calls or other electronic communication for the purpose of providing customer service or related functions.*

Sec. 4. *"Employer" means a person in this State who, for the purpose of staffing a call center, employs fifty or more call center employees.*

Sec. 5. (Deleted by amendment.)

Sec. 6. 1. *An employer who relocates a call center, or one or more facilities or operating units within a call center comprising at least 30 percent of the total operating volume of telephone calls or other electronic communications when measured against the average volume of those operations from the previous 12 months, from this State to a foreign country shall notify the Labor Commissioner of the relocation and of the number of employees that will be displaced due to the relocation at least 60 days before such relocation.*

2. *The Labor Commissioner shall, at least semiannually, compile a list of employers who have provided notice pursuant to subsection 1 and of the number of employees who have been displaced due to the relocation of call centers by such employers.*

Sec. 7. *If an employer fails to provide the notice required by subsection 1 of section 6 of this act, the Labor Commissioner shall:*

1. *Impose against the employer a civil penalty not to exceed \$5,000; or*

2. *Conduct a study at a cost not to exceed \$5,000, at the expense of the employer, to determine the financial impact of the failure of the employer to provide the required notice on the community surrounding the call center and impose against the employer a civil penalty in an amount based upon the results of the study.*

Sec. 8. (Deleted by amendment.)

Sec. 9. *The provisions of sections 2 to 10, inclusive, of this act must not be construed to authorize the withholding or denial of*



1 *payments, compensation or benefits under any law of this State,*
2 *including, without limitation, unemployment compensation, a*
3 *disability benefit or a payment for the purposes of retraining or*
4 *readjustment to an employee of an employer who relocates a call*
5 *center to a foreign country.*

6 **Sec. 10.** *The Labor Commissioner may adopt such*
7 *regulations as are necessary to carry out the provisions of sections*
8 *2 to 10, inclusive, of this act.*

9 **Sec. 11.** (Deleted by amendment.)

10 **Sec. 12.** This act becomes effective:

11 1. Upon passage and approval for the purpose of adopting any
12 regulations and performing any other preparatory administrative
13 tasks that are necessary to carry out the provisions of this act; and

14 2. On January 1, 2020, for all other purposes.

