

As Introduced

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H. B. No. 588

Representatives Antonio, Bocchieri

Cosponsors: Representatives Strahorn, Celebrezze, Boyce, Ashford, Bishoff, Boyd, Cera, Clyde, Craig, Curtin, Driehaus, Fedor, Howse, Johnson, G., Kuhns, Leland, Lepore-Hagan, O'Brien, M., O'Brien, S., Patterson, Phillips, Ramos, Reece, Rogers, Sheehy, Slesnick, Smith, K., Boggs, Sweeney, Sykes

A BILL

To enact sections 4113.85, 4113.86, 4113.87, 1
4113.88, 4113.89, and 4113.90 of the Revised 2
Code to enact the Consumer Protection Call 3
Center Act of 2016 to require the Department of 4
Job and Family Services to compile a list of all 5
employers that relocate a call center to a 6
foreign country and to disqualify employers on 7
that list from state grants, loans, and other 8
benefits. 9

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF OHIO:

Section 1. That sections 4113.85, 4113.86, 4113.87, 10
4113.88, 4113.89, and 4113.90 of the Revised Code be enacted to 11
read as follows: 12

Sec. 4113.85. As used in sections 4113.85 to 4113.90 of 13
the Revised Code: 14

(A) "Employer" means a business that employs, for the 15
purpose of customer service or back-office operations, either of 16

the following: 17

(1) Fifty or more individuals, excluding part-time employees; 18
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(2) Fifty or more individuals who, in the aggregate, work at least one thousand five hundred hours each week for the employer, not including overtime hours. 20
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(B) "State agency" means every organized body, office, or agency established by the laws of the state for the exercise of any function of state government. "State agency" does not include the general assembly, any legislative agency, a court, or any judicial agency. 23
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(C) "Part-time employee" means an individual employed by an employer for an average of fewer than twenty hours each week or for fewer than six of the twelve months prior to the date on which a determination is made. 28
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Sec. 4113.86. (A) An employer that intends to relocate either of the following from this state to a foreign country shall notify the director of job and family services at least one hundred twenty days before that relocation: 32
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(1) A call center; 36

(2) One or more facilities or operating units within a call center comprising at least thirty per cent of the call center's total volume when measured against the previous twelve month average call volume of operations. 37
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(B) No employer shall fail to provide the notice required under division (A) of this section. If an employer fails to provide that notice, the director shall inform the attorney general. The attorney general shall commence an action for a 41
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civil penalty against that employer in the court of common pleas 45
of a county in which the employer's business is located. 46

On a finding that an employer has violated division (A) of 47
this section, the court shall assess a civil penalty of not more 48
than ten thousand dollars against the employer for each day the 49
employer failed to provide the notice. 50

(C) A court may reduce a civil penalty imposed under 51
division (B) of this section if the court determines that an 52
employer has shown just cause why a notification under division 53
(A) was not made in the time required. 54

Sec. 4113.87. (A) Beginning six months after the effective 55
date of this section, and every six months thereafter, the 56
director of job and family services shall compile a list of 57
every employer that has relocated either of the following from 58
this state to a foreign country during the preceding six months: 59

(1) A call center; 60

(2) One or more facilities or operating units within a 61
call center comprising at least thirty per cent of the call 62
center's total volume. 63

(B) The director of job and family services shall include 64
on the list the name of the employer and the date on which the 65
call center or facility was relocated. The director of job and 66
family services shall submit that list to the director of 67
development services. 68

(C) The director of development services shall distribute 69
the list created in this section to every state agency. 70

Sec. 4113.88. (A) Except as provided in division (C) of 71
this section and notwithstanding any other provision of the 72

Revised Code to the contrary, an employer that appears on a list 73
distributed by the director of development services under 74
division (C) of section 4113.87 of the Revised Code is 75
ineligible to receive from a state agency any grant, guaranteed 76
loan, tax benefit, or other economic incentive until five years 77
after the date on which the employer relocated a call center or 78
one or more facilities or operating units within a call center 79
comprising at least thirty per cent of the call center's total 80
volume. 81

(B) Except as provided in division (C) of this section and 82
notwithstanding any other provision of the Revised Code to the 83
contrary, if an employer appears on a list compiled under 84
section 4113.87 of the Revised Code, the director of development 85
services shall charge the employer for the unamortized value of 86
any grant, guaranteed loan, tax benefit, or other economic 87
incentive that the employer has received from a state agency on 88
or after the effective date of this section. The employer shall 89
remit that amount to the department of development services. 90

(C) The department of development services, in 91
consultation with the executive agency providing a loan or 92
grant, may waive the disqualification of division (A) of this 93
section if the employer applying for the loan or grant 94
demonstrates that one of the following will happen if the loan 95
or grant is not provided: 96

(1) Substantial job loss in the state; 97

(2) Harm to the environment; 98

(3) A significant economic impact to the state. 99

Sec. 4113.89. Each state agency shall ensure that all call 100
center and customer service work performed for the agency is 101

performed entirely within the state. 102

No contractor who performs call center or customer service 103
work for the state shall hire an individual to perform that work 104
at a location outside of the state. 105

Beginning two years after the effective date of this 106
section, every individual employed by a contractor to perform 107
call center or customer service work for the state shall perform 108
that work within the state. 109

Sec. 4113.90. Sections 4113.85 to 4113.90 of the Revised 110
Code do not permit withholding or denial of payments, 111
compensation, or benefits under Chapter 4123., 4141., or 6301. 112
of the Revised Code or under any other state law to employees 113
employed by employers that relocate to a foreign country. 114

Section 2. Section 4113.89 of the Revised Code, as enacted 115
by this act, applies to contracts entered into on or after the 116
effective date of this section. 117

Section 3. This act shall be referred to as the "Consumer 118
Protection Call Center Act of 2016." 119