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CITY OF SEATTLE

ORDINANCE _____

COUNCIL BILL _____

..title

AN ORDINANCE relating to employment in Seattle; adding a new Chapter 14.22 to the Seattle Municipal Code; establishing secure scheduling requirements for covered retail and food services establishments; prescribing remedies and enforcement procedures; amending Section 14.20.025 of the Seattle Municipal Code to add good faith estimates of work schedules to notice of employment information; amending Section 6.208.020 of the Seattle Municipal Code to condition business license registration on compliance with secure scheduling requirements; and amending Section 3.14.945 of the Seattle Municipal Code to add Chapter 14.22 to the list of ordinances administered and enforced by the Office of Labor Standards.

..body

WHEREAS, businesses need an appropriate level of staffing to provide services and sell goods; however, the appropriate level of staffing cannot always be precisely estimated or can change due to numerous factors, such as weather conditions and local and national events; and

WHEREAS when an employer pays per hour, its labor costs are determined by the number of hours an employee works, as compared to the fixed cost of a salaried employee, and it has an economic incentive to be able to respond to changing business needs by reducing and adding employee hours; and

1 WHEREAS, when an employee's hours are reduced, it changes the amount of income an
2 employee will earn that pay period; and

3 WHEREAS, when an employee is asked to work additional hours or an employee's hours are
4 changed with minimal notice, such changes often create conflicts with an employee's
5 other responsibilities such as child care, other jobs, or school schedules; and

6 WHEREAS, when an employee is required to remain available to come in to work if needed, but
7 is not compensated if not needed, the employee is therefore not compensated for
8 foregoing the opportunity to tend to other responsibilities or pursue other interests; and

9 WHEREAS, if employers maintain a large pool of part-time employees to draw on when extra
10 staff are needed, employees in that pool might work fewer and more variable hours than
11 employees who are not part-time; and

12 WHEREAS, in *Schedule Unpredictability among Early Career Workers in the US Labor*
13 *Market: a National Snapshot*, using data from a national survey of early career adults
14 aged 26-32 years, Professor Susan Lambert of the University of Chicago, found that 40
15 percent of hourly workers knew their work schedule less than one week in advance, and
16 74 percent had fluctuating hours during a single month, with 50 percent having
17 fluctuations of more than eight hours or one day's pay; and

18 WHEREAS, Professor Lonnie Golden of Pennsylvania State University found that, by income
19 level, nationally the lowest income workers face the most irregular schedules and that 43
20 percent of part-time workers were working fewer hours per week than they preferred; and

21 WHEREAS, part-time work has a correlation with national poverty levels; for example, the
22 poverty rate for households with children is 11.2 percent with one full-time worker in the
23 household and 27.5 percent with a part-time worker, the poverty rate for Hispanics is 9.4

1 percent with one full-time worker in the household and 44.1 percent with a part-time
2 worker, and the poverty rate for African-Americans is 6.9 percent with one full-time
3 worker in the household and 55.5 percent with a part-time worker; and

4 WHEREAS, the City contracted with Vigdor Measurement and Evaluation to provide data on
5 scheduling practices in Seattle; and

6 WHEREAS, as discussed in *Scheduling in Seattle: Current State of Practice and Prospects for*
7 *Intervention*, Seattle scheduling practices are not dissimilar to national scheduling
8 practices: while many respondents were satisfied with their schedules, 30 percent of part-
9 time workers want to work more hours, 31 percent reported working both a closing and
10 opening shift consecutively, nearly half of the survey respondents would sacrifice a 20
11 percent pay premium in order to have one week's advance notice of their schedule; and
12 African-American and Latino respondents reported significantly higher rates of
13 scheduling-related hardship and were more likely to receive short notice of their
14 schedules, to work on-call shifts, and to have their hours reduced; and

15 WHEREAS, 1930s federal labor laws, such as the Fair Labor Standards Act that limited the
16 number of work hours in a day and week, addressed the manufacturing industry that was
17 the predominant employer at the time but are inadequate to address the conditions that
18 have arisen in the service and retail industries in which an ever-increasing number of U.S.
19 employees are employed; and

20 WHEREAS, several jurisdictions across the country, including Oregon, California, New York,
21 North Carolina, Connecticut, Washington D.C., and Illinois are considering scheduling
22 legislation to address the issues faced by employees with unpredictable work schedules
23 and consequently unpredictable income; and

1 WHEREAS, the City and County of San Francisco recently enacted two ordinances, the Hours
2 and Retention Protections for Formula Retail employees, and Predictable Scheduling and
3 Fair Treatment for Formula Retail Employees, commonly referred to together as the
4 Formula Retail Workers Bill of Rights, that require a two-week advance notice of work
5 schedules, additional compensation for certain changes to an employee’s work schedule,
6 equal treatment of part-time employee in wages, time off and promotion opportunities,
7 offering additional hours of work to existing employees before hiring new employees,
8 and certain protections if a business is sold; and

9 WHEREAS, to gain a fuller understanding of scheduling practices in Seattle the Mayor and
10 Seattle City Council convened stakeholder meetings with both business owners and
11 worker advocates who met 17 times over six months and the Mayor and Council’s staff
12 met individually with businesses and workers; and

13 WHEREAS, the Seattle City Council’s Civil Rights, Utilities, Economic Development, and Arts
14 (CRUEDA) committee heard reports from these stakeholders at ten meetings over six
15 months and from researchers in the field and the San Francisco Office of Labor Standards
16 Enforcement; and

17 WHEREAS, clearer communication between employers and employees, at time of hire and
18 periodically, about the employer’s scheduling needs and employee’s availability and
19 preference of hours would establish a stronger basis of understanding between employers
20 and employees; and

21 WHEREAS, the Seattle City Council, in recognition of the growing income inequality in the
22 city, enacted a new minimum wage and minimum compensation in recognition that the

1 federal minimum wage was inadequate and that local governments must act in the
2 absence of action by the federal government; and

3 WHEREAS, increased wages will not help decrease the income inequality gap if employees can
4 not work sufficient hours to support themselves and their dependents or know what hours
5 and therefore what income they can count on that week; NOW, THEREFORE,

6 **BE IT ORDAINED BY THE CITY OF SEATTLE AS FOLLOWS:**

7 Section 1. A new Chapter 14.22 is added to the Seattle Municipal Code as follows:

8 **14.22 SECURE SCHEDULING**

9 **14.22.005 Short title**

10 This Chapter 14.22 shall constitute the "Secure Scheduling Ordinance" and may be cited as such.

11 **14.22.010 Definitions**

12 For purposes of this Chapter 14.22:

13 "Adverse action" means denying a job or promotion, demoting, terminating, failing to
14 rehire after a seasonal interruption of employment, threatening, penalizing, engaging in unfair
15 immigration-related practices, filing a false report with a government agency, changing an
16 employee's status to a nonemployee, or otherwise discriminating against any person for any reason
17 prohibited by Section 14.22.035. "Adverse action" for an employee may involve any aspect of
18 employment, including pay, work hours, responsibilities, or other material change in the terms and
19 condition of employment.

20 "Agency" means the Office for Civil Rights and any division therein.

21 "Aggrieved party" means the employee or other person who suffers tangible or intangible
22 harm due to the employer or other person's violation of this Chapter 14.22.

1 “At time of hire” means the period after offer and acceptance of employment, and on or
2 before the commencement of employment.

3 “Bona fide business reason” means:

4 1. An action that would cause the employer to violate a law, statute, ordinance,
5 code and/or governmental executive order; or

6 2. A significant and identifiable burden of additional costs to the
7 employer; or

8 3. A significant and identifiable detrimental effect on the employer’s
9 ability to meet organizational demands, including:

10 a. A significant inability of the employer, despite best efforts, to
11 reorganize work among existing employees;

12 **b.** A significant detrimental effect on business performance;

13 c. A significant inability to meet customer needs or demands; or

14 d. A significant insufficiency of work during the periods the
15 employee proposes to work.

16 “City” means the City of Seattle.

17 “Career-related educational or training program” means

18 1. An educational or training program;

19 2. A pre-apprenticeship or apprenticeship program; or

20 3. A program of study offered by a public, private, or nonprofit career and
21 technical education school, institution of higher education, or other entity that provides academic
22 education, career and technical education, or training, including but not limited to remedial
23 education or English as a second language, as appropriate.

1 “Caregiver” means an employee who has the responsibility of providing

2 1. Ongoing care or education, including responsibility for securing the ongoing
3 care or education of a child;

4 2. Ongoing care, including the responsibility for securing the ongoing care of
5 a. An individual with a serious health condition who is in a family
6 relationship with the employee; or

7 b. A parent of the individual.

8 “Child” means a biological, adopted, or foster child, a stepchild, a legal ward, or a child
9 of an individual standing in loco parentis who is:

10 1. Under 18 years of age; or

11 2. 18 years of age or older, and incapable of self-care because of a mental or physical
12 disability.

13 “Director” means the Division Director of the Office of Labor Standards within the
14 Office for Civil Rights or the Division Director's designee.

15 “Employ” means to suffer or permit to work.

16 “Employee” means any individual employed by the employer, including but not limited
17 to full-time employees, part-time employees, and temporary workers. An alleged employer bears
18 the burden of proof that the individual is, as a matter of economic reality, in business for oneself
19 (i.e. independent contractor) rather than dependent upon the alleged employer.

20 “Employer” means any individual, partnership, association, corporation, business trust, or
21 any entity, person or group of persons, or a successor thereof, that employs another person and
22 includes any such entity or person acting directly or indirectly in the interest of the employer in

1 relation to the employee. More than one entity may be the “employer” if employment by one
2 employer is not completely disassociated from employment by the other employer.

3 “Family relationship” means a relationship with

4 1. A child, spouse, parent, grandchild, grandparent, sibling, or parent of a spouse
5 of the employee; or

6 2. Any individual related to the employee involved by blood or affinity, whose
7 close association with the employee is the equivalent of a family relationship as described in
8 subsection 1 of this definition.

9 “Food services establishment” means the fixed point of sale location for food services
10 contractors; caterers; mobile food services; drinking places (alcoholic beverages); full service
11 restaurants; limited-service restaurants; cafeterias, grill buffets, and buffets; and snack and
12 nonalcoholic beverage bars, as defined under the 2012 North American Industry Classification
13 System (“NAICS”) 722.

14 “Franchise” means a written agreement by which:

15 1. A person is granted the right to engage in the business of offering, selling, or
16 distributing goods or services under a marketing plan prescribed or suggested in substantial part
17 by the grantor or its affiliate;

18 2. The operation of the business is substantially associated with a trademark,
19 service mark, trade name, advertising, or other commercial symbol; designated, owned by, or
20 licensed by the grantor or its affiliate; and

21 3. The person pays, agrees to pay, or is required to pay, directly or indirectly, a
22 franchise fee.

23 “Franchisee” means a person to whom a franchise is offered or granted.

1 “Franchisor” means a person who grants a franchise to another person.

2 “Front pay” means the compensation the employee would earn or would have earned if
3 reinstated to the employee’s former position.

4 “Grandchild” means the child of a child of the employee.

5 “Grandparent” means a parent of a parent of the employee.

6 "Hearing Examiner" means the official appointed by the City Council and designated as
7 the Hearing Examiner, under Chapter 3.02 or that person's designee (e.g., Deputy Hearing
8 Examiner or Hearing Examiner Pro Tem).

9 “Interactive process” means a timely, good faith process that includes a discussion
10 between the employer and the employee for the purpose of arriving at a mutually beneficial
11 arrangement for a work schedule that meets the needs of the employee and the employer. The
12 discussion may include the proposal of alternatives by the employee and the employer.

13 “Major life event” means a major event related to the employee’s access to the workplace
14 due to changes in the employee’s transportation or housing; the employee’s own serious health
15 condition; the employee’s responsibilities as a caregiver; the employee’s enrollment in a career-
16 related educational or training program; or the employee’s other job or jobs.

17 “On-call shift” means any time that the employer requires the employee to be available to
18 work, contact the employer or the employer’s designee, or wait to be contacted by the employer
19 or the employer’s designee, for the purpose of determining whether the employee must report to
20 work. During such time, on-call status applies regardless of whether the employee is located on
21 or off the employer’s premises.

22 “Parent” means a biological or adoptive parent, a stepparent, or a person who stood in
23 loco parentis to the employee when the employee was a child.

1 “Rate of inflation” means 100 percent of the annual average growth rate of the bi-
2 monthly Seattle-Tacoma-Bremerton Area Consumer Price Index for Urban Wage Earners and
3 Clerical Workers, termed CPI-W, for the 12 month period ending in August, provided that the
4 percentage increase shall not be less than zero.

5 “Regular rate of pay” means the hourly rate that is used to determine the employee’s
6 overtime premium (i.e. one and one-half times the regular rate of pay) for all hours worked in
7 excess of forty per work week.

8 “Respondent” means the employer or any person who is alleged or found to have
9 committed a violation of this Chapter 14.22.

10 “Retail establishment” means the fixed point-of-sale location of a store retailer, as
11 defined under the 2012 North American Industry Classification System (“NAICS”) 441 through
12 453998.

13 “Scheduled rate of pay” means the hourly rate that the employee is entitled to earn for an
14 hour worked in a particular work shift.

15 “Seasonal employment” means a period of employment that is cyclical in nature, occurs
16 at approximately the same time each year, often to accommodate a seasonal increase in business,
17 and lasts for a duration of less than twelve months during any year.

18 “Serious health condition” means an illness, injury, impairment, or physical or mental
19 condition that involves:

- 20 1. Inpatient care in a hospital, hospice, or residential medical care facility,
21 including any period of incapacity; or
22 2. Continuing treatment by a health care provider.

1 “Sibling” means a brother or sister, whether related by half blood, whole blood, or
2 adoption, or as a stepsibling. Where necessary to implement this Chapter 14.22, gender-specific
3 terms such as brother and sister used in any statute, rule, or other law shall be construed to be
4 gender-neutral.

5 “Spouse” means husband, wife, or domestic partner. For purposes of this Chapter 14.22
6 the terms spouse, marriage, marital, husband, wife, and family shall be interpreted as applying
7 equally to city or state registered domestic partnerships or individuals in city or state registered
8 domestic partnerships as well as to marital relationships and married persons to the extent that
9 such interpretation does not conflict with federal law. Where necessary to implement this
10 Chapter 14.22, gender-specific terms such as husband and wife used in any statute, rule, or other
11 law shall be construed to be gender-neutral and applicable to individuals in city or state
12 registered domestic partnerships.

13 “Successor” means any person to whom the employer quitting, selling out, exchanging,
14 or disposing of a business sells or otherwise conveys in bulk and not in the ordinary course of the
15 employer’s business, a major part of the property, whether real or personal, tangible or
16 intangible, of the employer’s business. For purposes of this definition, “person” means an
17 individual, receiver, administrator, executor, assignee, trustee in bankruptcy, trust, estate, firm,
18 corporation, business trust, partnership, limited liability partnership, company, joint stock,
19 company, limited liability company, association, joint venture, or any other legal or commercial
20 entity.

21 “Wage” means compensation due to the employee by reason of employment, payable in
22 legal tender of the United States or checks on banks convertible into cash on demand at full face

1 value, subject to such deductions, charges, or allowances as may be permitted by rules of the
2 Director.

3 “Work schedule” means the hours, days and times, including regular and on-call shifts,
4 when the employee is required by the employer to perform duties of employment for which the
5 employee will receive compensation for a given period of time.

6 “Work schedule change” means any employer-requested modification to the employee’s
7 work schedule that occurs after the advance notice required in Section 14.22.040, including but
8 not limited to: the addition or reduction of hours; cancellation of a work shift or portion of a
9 work shift; a change in the date or time of a work shift by the employer; or scheduling the
10 employee for an on-call shift for which the employee does not need to report to work.

11 “Work shift” means the specific and consecutive hours the employer requires the
12 employee to work or to be on call to work.

13 “Work week” means a fixed and regularly recurring period of 168 hours or seven
14 consecutive 24 hour periods; it may begin on any day of the week and any hour of the day, and
15 need not coincide with a calendar week.

16 “Written” or “writing” means a printed or printable communication in physical or
17 electronic format including a communication that is transmitted through email, text message or a
18 computer system, or is otherwise sent and maintained electronically.

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20 “Year” means any fixed, consecutive 12 month period of time.

21 **14.22.012 Intent of secure scheduling**

22 The intent of this Chapter 14.22 is to establish predictable work schedules that advance race and
23 social equity, promote greater economic security, further the health, safety and welfare of

1 employees, create opportunity for employee input into scheduling practices, and create a
2 mechanism for employees to obtain access to additional hours of work before the employer hires
3 new employees from an external applicant pool or subcontractors, including hiring through the
4 use of temporary services or staffing agencies.

5 **14.22.015 Employee coverage**

6 For the purposes of this Chapter 14.22, covered employees under this Chapter 14.22 are
7 limited to those who:

8 A. Are defined under Section 12A.28.200;

9 B. Work at a fixed, point of sale location of a covered employer; and

10 C. Provide such employment services in a physical location that is within the
11 geographic boundaries of the City at least 50 percent of the time.

12 **14.22.020 Employer coverage**

13 A. For the purposes of this Chapter 14.22, covered employers are limited to:

14 1. retail establishments that employ 500 or more employees worldwide regardless
15 of where those employees are employed, including but not limited to chains, integrated
16 enterprises, or franchises associated with a franchisor or network of franchises that employ more
17 than 500 employees in aggregate.

18 2. food services establishments that employ 500 or more employees worldwide
19 regardless of where those employees are employed, including but not limited to chains,
20 integrated enterprises, or franchises associated with a franchisor or network of franchises that
21 employ more than 500 employees in aggregate. In addition to employing 500 or more employees
22 worldwide, “full service restaurants” also must have 40 or more full service restaurant locations

1 worldwide, including but not limited to locations that are a part of a chain, integrated enterprise,
2 or franchise where the franchisor owns or operates 40 or more such establishments in aggregate.

3 B. To determine the number of employees for the current calendar year, the calculation
4 shall be based upon:

5 1. The average number per calendar week of employees who worked for
6 compensation during the preceding calendar year for any and all weeks during which at least one
7 employee worked for compensation. For employers that did not have any employees during the
8 previous calendar year, the number of employee will be calculated based upon the average
9 number per calendar week of employees who worked for compensation during the first 90
10 calendar days of the current year in which the employer engaged in business; and

11 2. All hours worked for compensation by all employees, including but not limited
12 to:

13 a. Work performed by employees who are not covered by this Chapter
14 14.22;

15 b. Work performed by employees inside the City;

16 c. Work performed by employees outside the City; and

17 d. Work performed by employees in full-time employment, part-time
18 employment, joint employment, temporary employment, or through the services of a temporary
19 services or staffing agency or similar entity.

20 C. Separate entities that form an integrated enterprise shall be considered a single
21 employer under this Chapter 14.22. Separate entities will be considered an integrated enterprise
22 and a single employer under this Chapter 14.22 where a separate entity controls the operation of
23 another entity. The factors to consider include, but are not limited to:

- 1 1. Degree of interrelation between the operations of multiple entities;
- 2 2. Degree to which the entities share common management;
- 3 3. Centralized control of labor relations; and
- 4 4. Degree of common ownership or financial control over the entities.

5 **14.22.025 Good faith estimate of work schedule**

6 A. For new employees, the employer shall provide the employee with a written good faith
7 estimate of the employee's work schedule at time of hire. The good faith estimate shall include
8 the median number of hours the employee can expect to work each work week, and whether the
9 employee can expect to work on-call shifts.

10 1. For existing employees, the employer shall revise the good faith estimate once
11 every year calculated from the point of the last good faith estimate, and when there is a
12 significant change to the employee's work schedule due to changes in the employee's
13 availability or to the employer's business needs.

14 2. The good faith estimate shall not constitute a contractual offer and the
15 employer shall not be bound by the estimate. However, the employer shall initiate an interactive
16 process with the employee to discuss any significant change from the good faith estimate, and if
17 applicable state a bona fide business reason for the change.

18 3. The employer shall include the good faith estimate, in English and the
19 employee's primary language, with the written notice of employment information required by
20 subsection 14.20.025.D.

21 **14.22.030 Right to request input into the work schedule**

22 A. At time of hire and during employment, the employee may identify any limitations or
23 changes in work schedule availability. The employee has the right to request not to be scheduled

1 for work shifts during certain times or at certain locations and the right to identify preferences for
2 the hours or locations of work.

3 B. The employer shall consider and respond to employee requests under subsection
4 14.22.030A as follows:

5 1. If the employee's request is not due to a major life event, the employer shall
6 engage in an interactive process with the employee to discuss the request. The employer may
7 grant or deny the request for any reason that is not unlawful.

8 2. If the employee's request is due to a major life event, the employer shall
9 engage in an interactive process with the employee to discuss the request, and may require
10 verifying information from the employee with adequate notice and reasonable time to respond.
11 The employer shall grant the request unless the employer has a bona fide business reason for
12 denial and shall provide a written response. In the event of a denial, the employer's written
13 response shall provide an explanation of the complete or partial denial of the request, and the
14 bona fide business reason for the decision.

15 **14.22.035 Right to rest between work shifts**

16 A. Unless the employee requests or consents to work such hours, the employer shall not
17 schedule or require the employee to work:

- 18 1. Less than ten hours after the end of the previous calendar day's work shift; or
19 2. Less than ten hours following the end of a work shift that spanned two calendar
20 days.

21 B. The employer shall compensate the employee who works hours under subsection
22 14.22.035.A at one and one-half times the employee's scheduled rate of pay for the hours
23 worked that are less than ten hours apart.

1 C. The requirement for additional compensation in subsection 14.22.035.B shall not
2 apply for work hours that constitute a split shift subject to rules issued by the Director.

3 D. An employee compensated for hours worked under subsection 14.22.035.B shall not
4 be additionally compensated for those hours under Section 14.22.050.

5 **14.22.040 Advance notice of work schedule**

6 A. Subject to the provisions of subsection 14.22.040.B, the employer shall provide
7 employees with a written work schedule at least 14 calendar days before the first day of the work
8 schedule

9 B. For new employees at time of hire, and for existing employees returning to work after
10 a leave of absence, the employer may provide the employee with a written work schedule that
11 runs through the last date of the currently posted schedule. Thereafter, the employer shall include
12 these employee(s) in the schedule for existing employees as described in subsection 14.20.040.B.

13 C. The written work schedule shall include all regular and on-call shifts for the work
14 period.

15 D. The employer shall post the written work schedule in a conspicuous and accessible
16 location, in English and in the primary language(s) of the employee(s) at the particular
17 workplace.

18 **14.22.045 Notice of work schedule changes**

19 A. For employer-requested changes to the written work schedule that occur after the
20 advance notice required in Section 14.22.040:

21 1. The employer shall provide the employee with timely notice of the change by
22 in-person conversation, telephone call, email, text message, or other accessible electronic or
23 written format; and

1 2. The employee may decline to work any hours not included in the employee's
2 work schedule.

3 B. For employee-requested changes to the written work schedule that occur after the
4 advance notice required in Section 14.22.040:

5 1. The employee shall provide notice of the request per the employer's usual and
6 customary notice and procedural requirements for foreseeable changes, or as soon as practicable
7 for unforeseeable circumstances; and

8 2. The employee shall comply with the employer's reasonable normal notification
9 requirements and/or call-in procedures, provided that such requirements do not interfere with the
10 purposes for which the work schedule change is needed if it is due to a reason covered by
11 another local, state or federal law or is due to a major life event.

12 3. The employer's ability to ask or require the employee to find a replacement
13 employee for coverage of any hours during which the employee is unable to work a scheduled
14 shift is as follows:

15 a. The employer shall not ask or require the employee to find replacement
16 coverage if the employee is unable to work the scheduled hours due to a reason covered by
17 another local, state or federal law that prohibits asking such questions or protects the absence
18 from employer interference, including but not limited to work schedule changes related to use of
19 paid sick and safe time under Chapter 14.16.

20 b. The employer may ask but not require the employee to find replacement
21 coverage if the employee is unable to work scheduled hours due to an emergency or major life
22 event that prevents the employee from working scheduled hours, unless the major life event is
23 also covered by another local, state or federal law pursuant to subsection 14.22.045.B.3.a. The

1 employer may require a written statement from the employee verifying that the employee is
2 unable to work the scheduled hours due to an emergency or major life event. The employee shall
3 not have to explain the nature of the emergency or major life event.

4 c. The employer may ask and require the employee to find replacement
5 coverage if the employee is unable to work the scheduled hours due to a reason other than a
6 reason covered by a local, state or federal law pursuant to subsection 14.22.045.B.3.a or an
7 emergency or major life event pursuant to 14.22.045.B.3.b.

8 **14.22.050 Compensation for work schedule changes**

9 A. Subject to the provisions of this subsection 14.22.050.A, the employer shall
10 compensate employees for each employer-requested change to the employee's written work
11 schedule that occurs after the advance notice required in Section 14.22.040.

12 1. The employer shall compensate the employee with one hour of pay at the
13 employee's scheduled rate of pay, in addition to wages earned, for the following reasons:

14 a. Adding hours of work; or
15 b. Changing the date or start or end time of a work shift with no loss of
16 hours.

17 2. The employer shall compensate the employee with no less than one-half times
18 the employee's scheduled rate of pay per hour for any scheduled hours the employee does not
19 work for the following reasons:

20 a. Subtracting hours from a regular work shift before or after the employee
21 reports for duty;
22 b. Changing the date or start or end time of a work shift resulting in a loss
23 of hours;

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c. Cancelling a work shift; or

d. Scheduling the employee for an on-call shift for which the employee

does not need to report to work.

B. The requirements for additional compensation in subsection 14.22.050.A shall not apply under the following circumstances:

1. Mutually agreed upon work shift swaps or coverage among employees. The employer may require that it pre-approve work shift swaps or coverage and may assist employees in finding such arrangements. Assistance shall be limited to helping an employee identify other employees who may be available to provide coverage or shift swap and does not include the employer arranging the shift swap or coverage.

2. Additional hours that the employee volunteers to work in response to a mass communication, in writing from the employer, about the availability of additional hours, provided that the mass communication is

a. Only used for additional hours that are the result of another employee being unable to work scheduled hours, and

b. Is clear that accepting such hours is voluntary and the employee has the right to decline such hours;

3. Additional hours that an employer requests employees who are currently working, through an in-person group communication, to work in order to address present and unanticipated customer needs, so long as the hours are consecutive to the hours the employee is currently working and the employee consents to take the hours.

4. Additional hours that the employee consents to work as the result of accepting an offer of work pursuant to Section 14.22.055;

1 5. Employee-requested changes including additional or subtracted hours that the
2 employee voluntarily makes to the employee’s work schedule and documents in writing;

3 6. Employee hours that are subtracted due to disciplinary reasons, provided the
4 employer documents in writing the incident leading to discipline;

5 7. Operations cannot begin or continue due to threats to employees or property, or
6 due to the recommendation of a public official that work cannot begin or continue;

7 8. Operations cannot begin or continue because public utilities fail to supply
8 electricity, water, or gas, or there is a failure in the public utilities, or sewer system; or

9 9. Operations cannot begin or continue due to natural disaster or other cause not
10 within the employer's control pursuant to rules issued by the Director.

11 **14.22.052 Pattern or practice of underscheduling**

12 The employer shall not engage in a systemic pattern or practice of significant underscheduling
13 where the hours that employees actually work are significantly above the hours in the written
14 work schedule required by Section 14.22.040.

15 **14.22.055 Access to hours for existing employees**

16 A. Before hiring new employees from an external applicant pool or subcontractors,
17 including hiring through the use of temporary services or staffing agencies, an employer must
18 offer additional hours of work to existing employees-when those hours become available at their
19 place of work as defined by the employers usual and customary business practice.

20
21 B. Except as provided in this subsection 14.22.055.B, the employer must post written
22 notice of available hours of work for at least three consecutive calendar days.

23 1. The notice must contain the following information:

- 1 a. Description and title of the position;
- 2 b. Required qualifications for the position;
- 3 c. Total hours of work being offered;
- 4 d. Schedule of available work shifts;
- 5 e. Whether the available work shifts will occur at the same time each
- 6 week; and
- 7 f. Length of time the employer anticipates requiring coverage of the
- 8 additional hours.

9 2. The employer must post the notice in a conspicuous and accessible location
10 where employee notices are customarily posted. If the employer posts the notice in electronic
11 format, all employees in the workplace must have access to it on-site.

12 3. The employer must post the notice in English and the primary language(s) of
13 the employee(s) at the particular workplace. The Agency shall create and distribute a model
14 notice in English, Spanish and other languages that are necessary for employers to comply with
15 this subsection 14.20.055.B.3.

16 4. The employer may post the notice concurrently to external candidates.

17 C. The employer shall offer additional hours of work to an existing employee who has
18 responded to the offer of work, and who, to a reasonable employer acting in good faith is
19 qualified with the skills and experience to perform the work.

20 1. The employer shall give the employee at least two consecutive calendar days,
21 running from the date of the employer's offer, to accept the additional hours of work.

22 2. If more than one qualified employee responds to the offer of additional hours of
23 work, the employer may distribute the hours among interested employees-or may offer all of the

1 available hours to one qualified employee. The employer may limit distribution of hours to full
2 work shifts rather than parceling hours among employees. The employer may choose among
3 qualified internal candidates following the employer's usual and customary hiring procedures.

4 3. If the employee accepts additional hours of work for seasonal employment, the
5 employer may reasonably delay scheduling such hours and permit new employees to start
6 working for training purposes, provided that the employer follows the employer's usual and
7 customary practices for training new employees and the employer provides the existing
8 employee with a prospective start date for the additional hours.

9 4. The employer is encouraged to make reasonable efforts to offer employees
10 training opportunities to gain the skills and experience to perform work for which the employer
11 typically has additional needs.

12 D. If no employee responds to the written notice of additional hours of work following
13 the three consecutive calendar day posting requirement, or accepts an offer of additional hours
14 during the two consecutive calendar day acceptance period, the employer may immediately
15 proceed with hiring new employees from an external applicant pool or subcontractors to work
16 the additional hours.

17 E. This Section 14.22.055 shall not apply, in whole or in part, as follows:

18 1. If the employer provides notice of additional hours to all employees and
19 receives written confirmation from all such employees that they are not interested in accepting
20 additional hours of work, the employer may immediately proceed with hiring new employees
21 from an external applicant pool or subcontractors to work the additional hours.

1 2. If the employer chooses to maintain a written access to hours list, the
2 requirement to offer additional hours of work in subsection 14.022.055 A. may be limited to
3 employees on the access to hours list.

4 a. At time of hire, the employer shall notify the employee of ~~the ability to~~
5 ~~be on~~ the access to hours list for written notice of additional hours.

6 b. The employer shall place the employee on the access to hours list,
7 identifying their availability for additional hours.

8 c. The employee may opt out of the availability list.

9 d. The employee may choose to be added or removed from the access to
10 hours list by notifying the employer at any time during employment.

11 e. When being added to the access to hours list, each employee shall, to
12 the extent possible, identify those days and times that they are available for additional work.

13 f. The employer shall make the access to hours list accessible to
14 employees for viewing upon request.

15 g. The employer's written notice of additional hours of work shall contain
16 the items described in subsection 14.22.055.B.1 and shall be posted for each employee on the
17 access to hours list in a conspicuous and accessible format, including but not limited to
18 placement where employee notices are customarily posted, in-person delivery, telephone call,
19 email, text message, or other electronic or written format, in English and the primary language(s)
20 of the employee(s) at the particular workplace.

21 h. If the employer provides notice of additional hours of work to all
22 employees on the access to hours list and receives written confirmation from all such employees
23 that they are not interesting in accepting the additional hours of work, the employer may

1 immediately proceed with hiring new employees from an external applicant pool or
2 subcontractors to work the additional hours.

3 3. If additional hours become available, the employer must first attempt to use the
4 access to hours list before hiring externally.

5 a. The employer may limit the distribution of hours to full shifts.

6 b. If the employer makes a good faith effort to contact-employees on the
7 access to hours list and the employees decline or do not respond to the offer, the employer may
8 then hire externally.

9 c. Employers may use an online or computer based scheduling system and
10 notify the employee through the scheduling system when hours that match their availability from
11 the access to hours list become available.

12 d. For purposes of this section 14.22.055 E, an employee may not qualify for
13 the additional hours under the following circumstances:

14 i. Overtime or predictability pay would be required if the employee
15 received the additional hours;

16 ii. The employee is not currently in good standing due to a bona
17 fide employer documented discipline or improvement plan;

18 iii. The employee is barred by other laws from conducting the
19 work required in the available hours.

20 4. Section 14.22.050 does not apply when an employee consents to work
21 additional hours, on less than 14 days' notice, when the employee is accepting a long-term
22 schedule change based on an access to hours posting.

1 5. This Section 14.22.055 shall not apply to additional hours of work that the
2 employer has designated for hiring programs, including but not limited to diversity, supported
3 employment hiring programs or young adult hiring programs, affiliated with a government entity
4 or external non-profit organization that has been approved subject to the rules of the Director or
5 is a program that meets the eligibility criteria for the Work Opportunity Tax Credit as defined by
6 the Department of Labor.

7 6. This Section 14.22.055 shall not be construed to require the employer to offer
8 employees work hours paid at the overtime premium (i.e. one and one-half times the regular rate
9 of pay) nor to prohibit any employer from offering such work hours.

10 **14.22.060 Notice and posting**

11 A. The Agency shall create and distribute a poster giving notice of the rights afforded by
12 Chapter 14.22. The Agency shall create and distribute the poster in English, Spanish, and any
13 other languages that are necessary for employers to comply with subsection 14.22.060.B. The
14 poster shall give notice of the following rights under this Chapter 14.22:

15 1. The right to a good faith estimate of work schedules; the right to request input
16 into the work schedule; the right to advance notice of work schedules; the right to rest between
17 work shifts; the right to notice of work schedule changes; the right to compensation for work
18 schedule changes; the right to access additional hours of work;

19 2. The right to be protected from a pattern or practice of underscheduling;

20 3. The right to be protected from retaliation for exercising in good faith the rights
21 protected by this Chapter 14.22; and

22 4. The right to file a complaint with the Agency or bring a civil action for
23 violation of the requirements of this Chapter 14.22, including the employer's failure to pay all

1 compensation owed by reason of employment, and the employer or other person's retaliation
2 against an employee or other person for engaging in an activity protected by this Chapter 14.22.

3 B. Employers shall display the poster in a conspicuous and accessible place at any
4 workplace or job site where any of their employees work. Employers shall display the poster in
5 English and in the primary language(s) of the employee(s) at the particular workplace. If display
6 of the poster is not feasible, including situations when the employee works remotely or does not
7 have a regular workplace or job site, employers may provide the poster on an individual basis in
8 an employee's primary language in physical or electronic format that is reasonably conspicuous
9 and accessible.

10 **14.22.065 Employer records**

11 A. Each employer shall retain records that document compliance with this Chapter 14.22
12 including:

13 1. Written good faith estimates of employee work schedules pursuant to Section
14 14.22.025;

15 2. Written documentation regarding the employer's bona fide reason for denying
16 the employee's request for a limitation or change in work schedule due to a major life event
17 pursuant to Section 14.22.030;

18 3. Work schedules, including but not limited to work schedules created pursuant
19 to Section 14.22.040;

20 4. Payroll records, including documentation of additional compensation paid to
21 each employee pursuant to Section 14.22.035 and Section 14.22.050;

22 5. Written documentation of employee-requested changes to the employee's work
23 schedule that do not incur additional compensation pursuant to Section 14.22.050;

1 6. Written employer mass communications, provided to employees about the
2 availability of additional hours, that do not incur additional compensation pursuant to Section
3 14.22.050;

4 7. Written documentation of the incident leading to employee discipline that
5 results in hours subtracted from the employee's work schedule but does not incur additional
6 compensation pursuant to Section 14.22.050;

7 8. Written notices for additional hours of work available for employees pursuant
8 to Section 14.22.055;

9 9. Written records of employees who have opted out of receiving written notice of
10 additional hours of work (i.e. access to hours list) pursuant to Section 14.22.055;

11 10. Written confirmation from all employees, or employees on the access to hours
12 list, that they are not interested in accepting additional hours of work if the employer elects to
13 reduce the notice requirements for access to hours pursuant to Section 14.22.055; and

14 11. Pursuant to rules issued by the Director, other records that are material and
15 necessary to effectuate the terms of this Chapter 14.22.

16 12. Upon request, the Office of Labor Standards, in partnership with business and
17 community organizations contracting with the City, will provide technical assistance to
18 employers on implementation of this Chapter 14.22, including but not limited to review of
19 employer record-keeping systems for documenting compliance. The intent of technical
20 assistance is to support employers and employees with methods or procedures for
21 implementation that are effective, efficient and not unreasonably burdensome or impractical.

22 B. Records required by this Section 14.22.065 shall be retained for a period of three
23 years.

1 C. If the employer fails to retain adequate records required under subsection 14.22.065.A,
2 there shall be a presumption, rebuttable by clear and convincing evidence, that the employer
3 violated this Chapter 14.22 for the periods and for each employee for whom records were not
4 retained.

5 D. Respondents in any case closed by the Agency shall allow the Office of City Auditor
6 access to such records to permit the Office of City Auditor to evaluate the Agency's enforcement
7 efforts. Before requesting records from such a respondent, the Office of City Auditor shall first
8 consult the Agency's respondent records on file and determine if additional records are
9 necessary. The City Auditor may apply by affidavit or declaration in the form allowed under
10 RCW 9A.72.085 to the Hearing Examiner for the issuance of subpoenas under this subsection
11 14.22.065.D. The Hearing Examiner shall issue such subpoenas upon a showing that the records
12 are required to fulfill the purposes of this subsection 14.22.065.D.

13 **14.22.070 Retaliation prohibited**

14 A. No employer or any other person shall interfere with, restrain, deny, or attempt to
15 deny the exercise of any right protected under this Chapter 14.22.

16 B. No employer or any other person shall take any adverse action against any person
17 because the person has exercised in good faith the rights protected under this Chapter 14.22.
18 Such rights include but are not limited to the right to make inquiries about the rights protected
19 under this Chapter 14.22; the right to inform others about their rights under this Chapter 14.22;
20 the right to inform the person's employer, union, or similar organization, and/or the person's
21 legal counsel or any other person about an alleged violation of this Chapter 14.22; the right to
22 file an oral or written complaint with the Agency or bring a civil action for an alleged violation
23 of this Chapter 14.22; the right to cooperate with the Agency in its investigations of this Chapter

1 14.22; the right to testify in a proceeding under or related to this Chapter 14.22; the right to
2 refuse to participate in an activity that would result in a violation of city, state or federal law; and
3 the right to oppose any policy, practice, or act that is unlawful under this Chapter 14.22.

4 C. No employer or any other person shall communicate to a person exercising rights
5 protected under this Section 14.22.070, directly or indirectly the willingness to inform a
6 government employee that the person is not lawfully in the United States, or to report, or to make
7 an implied or express assertion of a willingness to report, suspected citizenship or immigration
8 status of an employee or a family member of the employee to a federal, state, or local agency
9 because the employee has exercised a right under this Chapter 14.22.

10 D. It shall be considered a rebuttable presumption of retaliation if the employer or any
11 other person takes an adverse action against a person within 90 calendar days of the person's
12 exercise of rights protected in this Section 14.22.070. However, in the case of seasonal
13 employment that ended before the close of the 90 calendar day period, the presumption also
14 applies if the employer fails to rehire a former employee at the next opportunity for work in the
15 same position. The employer may rebut the presumption with clear and convincing evidence that
16 the adverse action was taken for a permissible purpose.

17 E. Standard of proof. Proof of retaliation under this Section 14.22.070 shall be sufficient
18 upon a showing that the employer or any other person has taken an adverse action against a
19 person and the person's exercise of rights protected in Section 14.22.070 was a motivating factor
20 in the adverse action, unless the employer can prove that the action would have been taken in the
21 absence of such protected activity.

22 F. The protections afforded under this Section 14.22.070 shall apply to any person who
23 mistakenly but in good faith alleges violations of this Chapter 14.22.

1 G. A complaint or other communication by any person triggers the protections of this
2 Section 14.22.070 regardless of whether the complaint or communication is in writing or makes
3 explicit reference to this Chapter 14.22.

4 **14.22.075 Enforcement power and duties**

5 A. The Agency shall have the power to investigate violations of this Chapter 14.22, as
6 defined herein, and shall have such powers and duties in the performance of these functions as
7 are defined in this Chapter 14.22 and otherwise necessary and proper in the performance of the
8 same and provided for by law.

9 B. The Agency shall be authorized to coordinate implementation and enforcement of this
10 Chapter 14.22 and shall promulgate appropriate guidelines or rules for such purposes.

11 C. The Director of the Agency is authorized and directed to promulgate rules consistent
12 with this Chapter 14.22 and Chapter 3.02. Any guidelines or rules promulgated by the Director
13 shall have the force and effect of law and may be relied on by employers, employees, and other
14 parties to determine their rights and responsibilities under this Chapter 14.22.

15 **14.22.080 Violation**

16 The failure of any respondent to comply with any requirement imposed on the respondent under
17 this Chapter 14.22 is a violation.

18 **14.22.085 Investigation**

19 A. The Agency shall have the power to investigate any violations of this Chapter 14.22
20 by any respondent. The Agency may initiate an investigation pursuant to rules issued by the
21 Director including, but not limited to, situations when the Director has reason to believe that a
22 violation has occurred or will occur, or when circumstances show that violations are likely to
23 occur within a class of businesses because the workforce contains significant numbers of

1 workers who are vulnerable to violations of this Chapter 14.22 or the workforce is unlikely to
2 volunteer information regarding such violations. An investigation may also be initiated through
3 the receipt by the Agency of a report or complaint filed by an employee or any other person.

4 B. An employee or other person may report to the Agency any suspected violation of this
5 Chapter 14.22. The Agency shall encourage reporting pursuant to this Section 14.22.085 by
6 taking the following measures:

7 1. The Agency shall keep confidential, to the maximum extent permitted by
8 applicable laws, the name and other identifying information of the employee or person reporting
9 the violation. However, with the authorization of such person, the Agency may disclose the
10 employee's or person's name and identifying information as necessary to enforce this Chapter
11 14.22 or for other appropriate purposes.

12 2. The employer must post or otherwise notify its employees that the Agency is
13 conducting an investigation, using a form provided by the Agency and displaying it on-site, in a
14 conspicuous and accessible location, and in English and the primary language(s) spoken by the
15 employee(s) at the particular workplace. If display of the form is not feasible, including
16 situations when the employee works remotely or does not have a regular workplace, employers
17 may provide the form on an individual basis in physical or electronic format that is reasonably
18 conspicuous and accessible.

19 3. The Agency may certify the eligibility of eligible persons for “U” visas under
20 the provisions of 8 U.S.C. § 1184(p) and 8 U.S.C. § 1101(a)(15)(U). The certification is subject
21 to applicable federal law and regulations, and rules issued by the Director.

22 C. The Agency’s investigation must commence within three years of the alleged
23 violation. To the extent permitted by law, the applicable statute of limitations for civil actions is

1 tolled during any investigation under this Chapter 14.22 and any administrative enforcement
2 proceeding under this Chapter 14.22 based upon the same facts. For purposes of this Chapter
3 14.22:

4 1. The Agency's investigation begins on the earlier date of when the Agency
5 receives a complaint from a person under this Chapter 14.22, or the Agency opens an
6 investigation under this Chapter 14.22.

7 2. The Agency's investigation ends when the Agency issues a final order
8 concluding the matter and any appeals have been exhausted; the time to file any appeal has
9 expired; or the Agency notifies the respondent in writing that the investigation has been
10 otherwise resolved.

11 D. The Agency's investigation shall be conducted in an objective and impartial manner.

12 E. The Director may apply by affidavit or declaration in the form allowed under RCW
13 9A.72.085 to the Hearing Examiner for the issuance of subpoenas requiring the employer to
14 produce the records identified in subsection 14.22.065.A, or for the attendance and testimony of
15 witnesses, or for the production of documents required to be retained under subsection
16 14.22.065.A, or any other document relevant to the issue of whether any employee or group of
17 employees has been or is afforded proper amounts of compensation under this Chapter 14.22
18 and/or to whether the employer has violated any provision of this Chapter 14.22. The Hearing
19 Examiner shall conduct the review without hearing as soon as practicable and shall issue
20 subpoenas upon a showing that there is reason to believe that a violation has occurred if a
21 complaint has been filed with the Agency, or that circumstances show that violations are likely to
22 occur within a class of businesses because the workforce contains significant numbers of

1 workers who are vulnerable to violations of this Chapter 14.22 or the workforce is unlikely to
2 volunteer information regarding such violations.

3 F. The employer that fails to comply with the terms of any subpoena issued under
4 subsection 14.22.085.E in an investigation by the Agency under this Chapter 14.22 prior to the
5 issuance of a Director's Order issued pursuant to subsection 14.22.090.C may not use such
6 records in any appeal to challenge the correctness of any determination by the Agency of
7 damages owed or penalties assessed.

8 G. In addition to other remedies, the Director may refer any subpoena issued under
9 subsection 14.22.085.E, to the City Attorney to seek a court order to enforce any subpoena.

10 H. Where the Director has reason to believe that a violation has occurred, the Director
11 may order any appropriate temporary or interim relief to mitigate the violation or maintain the
12 status quo pending completion of a full investigation or hearing, including but not limited to a
13 deposit of funds or bond sufficient to satisfy a good-faith estimate of compensation, interest,
14 damages and penalties due. A respondent may appeal any such order in accordance with Section
15 14.22.100.

16 **14.22.090 Findings of fact and determination**

17 A. Except when there is an agreed upon settlement, the Director shall issue a written
18 determination with findings of fact resulting from the investigation and statement of whether a
19 violation of this Chapter 14.22 has or has not occurred based on a preponderance of the evidence
20 before the Director.

21 B. If the Director determines that there is no violation of this Chapter 14.22, the Director
22 shall issue a "Determination of No Violation" with notice of an employee or other person's right
23 to appeal the decision, subject to the rules of the Director.

1 C. If the Director determines that a violation of this Chapter 14.22 has occurred, the
2 Director shall issue a “Director’s Order” that shall include a notice of violation identifying the
3 violation or violations. The Director’s Order shall state with specificity the amounts due under
4 this Chapter 14.22 for each violation, including payment of unpaid compensation, liquidated
5 damages, civil penalties, penalties payable to aggrieved parties, fines, and interest pursuant to
6 Section 14.22.095. The Director’s Order may specify that civil penalties and fines due to the
7 Agency can be mitigated for respondent’s timely payment of remedy due to an aggrieved party
8 under subsection 14.22.095.A.2. The Director’s Order may direct the respondent to take such
9 corrective action as is necessary to comply with the requirements of this Chapter 14.22,
10 including, but not limited to, monitored compliance for a reasonable time period. The Director’s
11 Order shall include notice of the respondent’s right to appeal the decision, pursuant to Section
12 14.22.100.

13 **14.22.095 Remedies**

14 A. The payment of unpaid compensation, liquidated damages, civil penalties, penalties
15 payable to aggrieved parties, fines, and interest provided under this Chapter 14.22 are cumulative
16 and are not intended to be exclusive of any other available remedies, penalties, fines, and
17 procedures.

18 1. The amounts of all civil penalties, penalties payable to aggrieved parties, and
19 fines contained in this Section 14.22.095 shall be increased annually to reflect the rate of
20 inflation and calculated to the nearest cent on January 1 of each year. The Agency shall
21 determine the amounts and file a schedule of such amounts with the City Clerk.

22 2. If there is a remedy due to an aggrieved party, the Director may waive the total
23 amount of civil penalties and fines due to the Agency if the Director determines that the

1 respondent paid the full remedy due to the aggrieved party within ten days of service of the
2 Director's Order. The Director may waive half the amount of civil penalties and fines due to the
3 Agency if the Director determines that the respondent paid the full remedy due to the aggrieved
4 party within 15 days of service of the Director's Order. The Director shall not waive any amount
5 of civil penalties and fines due to the Agency if the Director determines that the respondent has
6 not paid the full remedy due to the aggrieved party after 15 days of service of the Director's
7 Order.

8 3. When determining the amount of liquidated damages, civil penalties, penalties
9 payable to aggrieved parties, and fines due under this Section 14.22.095, for a Settlement
10 Agreement or Director's Order, including but not limited to the mitigation of civil penalties and
11 fines due to the Agency for timely payment of remedy due to an aggrieved party under
12 subsection 14.22.095.A.2, the Director shall consider the total amount of unpaid compensation,
13 liquidated damages, penalties, fines, and interest due; the nature and persistence of the violations;
14 the extent of the respondent's culpability, the substantive or technical nature of the violations;
15 the size, revenue, and human resources capacity of the respondent; the circumstances of each
16 situation; the amounts of penalties in similar situations; and other factors pursuant to rules issued
17 by the Director.

18 B. A respondent found to be in violation of this Chapter 14.22 shall be liable for full
19 payment of unpaid compensation plus interest in favor of the aggrieved party under the terms of
20 this Chapter 14.22, and other equitable relief. For a first violation of this Chapter 14.22, the
21 Director may assess liquidated damages in an additional amount of up to twice the unpaid
22 compensation. For subsequent violations of this Chapter 14.22, the Director shall assess an
23 amount of liquidated damages in an additional amount of twice the unpaid compensation. If the

1 violation is ongoing when the Agency receives a complaint or opens an investigation, the
2 Director may order payment of amounts that accrue after receipt of the complaint or after the
3 investigation opens and before the date of the Director's Order. Interest shall accrue from the
4 date the unpaid compensation was first due at 12 percent per annum, or the maximum rate
5 permitted under RCW 19.52.020. For purposes of establishing a first and subsequent violation
6 for this Section 14.22.095, the violation must have occurred within ten years of the Director's
7 Order.

8 C. A respondent found to be in violation of this Chapter 14.22 for retaliation under
9 Section 14.22.070 shall be subject to any appropriate relief at law or equity including, but not
10 limited to reinstatement of the aggrieved party, front pay in lieu of reinstatement with full
11 payment of unpaid compensation plus interest in favor of the aggrieved party under the terms of
12 this Chapter 14.22, and liquidated damages in an additional amount of up to twice the unpaid
13 compensation. The Director also shall order the imposition of a penalty payable to the aggrieved
14 party of up to \$5,000.

15 D. A respondent who willfully violates the notice and posting requirements of subsection
16 14.22.060.B shall be subject to a civil penalty of \$750 for the first violation and \$1,000 for
17 subsequent violations.

18 E. A respondent who willfully hinders, prevents, impedes, or interferes with the Director
19 or Hearing Examiner in the performance of their duties under this Chapter 14.22 shall be subject
20 to a civil penalty of not less than \$1,000 and not more than \$5,000.

21 F. For a first violation of this Chapter 14.22, the Director may assess a civil penalty of up
22 to \$500 per aggrieved party. For a second violation of this Chapter 14.22, the Director shall
23 assess a civil penalty of up to \$1,000 per aggrieved party, or an amount equal to ten percent of

1 the total amount of unpaid compensation, whichever is greater. For a third or any subsequent
2 violation of this Chapter 14.22, the Director shall assess a civil penalty of up to \$5,000 per
3 aggrieved party, or an amount equal to ten percent of the total amount of unpaid compensation,
4 whichever is greater. The maximum civil penalty for a violation of this Chapter 14.22 shall be
5 \$20,000 per aggrieved party, or an amount equal to ten percent of the total amount of unpaid
6 compensation, whichever is greater. For purposes of this Section 14.22.095, a violation is a
7 second, third, or subsequent violation if the respondent has been a party to one, two or more than
8 two Settlement Agreements, respectively, stipulating that a violation has occurred; and/or one,
9 two, or more than two Director's Orders, respectively, have issued against the respondent in the
10 ten years preceding the date of the violation; otherwise, it is a first violation.

11 G. For the following violations, the Director may assess a fine in the amounts set forth
12 below:

Violation	Fine
Failure to provide a good faith estimate of work schedule under Section 14.22.025	\$500
Failure to provide a written response for denial of the employee's request for a limitation or change in work schedule due to a major life event under subsection 14.22.030	\$500
Failure to compensate employee at one and one-half times pay for working hours that are separated by less than ten hours from the previous shift under Section 14.22.035	\$500

Failure to provide at least 14 calendar days of advance notice of work schedule under Section 14.22.040	\$500
Failure to provide notice of work schedule changes under Section 14.22.045	\$500
Failure to comply with prohibitions against asking or requiring an employee to find coverage for scheduled hours if the employee is unable to work for a reason covered by other laws or a major life event under Section 14.22.045	\$500
Failure to compensate employee with additional compensation for work schedule changes under Section 14.22.050	\$500
Failure to comply with prohibition against systemic pattern or practice of significant underscheduling under Section 14.22.052	\$500
Failure to offer additional hours of work to existing employees under Section 14.22.055	\$500
Failure to provide employees with written notice of rights under subsection 14.22.060	\$500
Failure to maintain records for three years under Section 14.22.065	\$500 per missing record

Failure to comply with prohibitions against retaliation for exercising rights protected under Section 14.22.070	\$1,000 per aggrieved party
Failure to provide notice of investigation to employees under subsection 14.22.085.B.2	\$500
Failure to provide notice of failure to comply with final order to the public under Section 14.22.115.A.1	\$500

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The fine amounts shall be increased cumulatively by 50 percent of the fine for each preceding violation for each subsequent violation of the same provision by the same employer or person within a ten year period. The maximum amount that may be imposed in fines in any one year period for each type of violation listed above is \$5,000 unless a fine for retaliation is issued, in which case the maximum amount is \$20,000.

H. In addition to the unpaid compensation, penalties, fines, liquidated damages, and interest, the Agency may assess against the respondent in favor of the City reasonable costs incurred in enforcing this Chapter 14.22, including but not limited to reasonable attorneys' fees.

I. The employer that is the subject of a settlement agreement stipulating that a violation shall count for debarment, or final order for which all appeal rights have been exhausted shall not be permitted to bid, or have a bid considered, on any City contract until such amounts due under the final order have been paid in full to the Director. If the employer is the subject of a final order two times or more within a five-year period, the contractor or subcontractor shall not be allowed to bid on any City contract for two years. This subsection 14.22.095.I shall be construed

1 to provide grounds for debarment separate from, and in addition to, those contained in Chapter
2 20.70 and shall not be governed by that chapter provided that nothing in this subsection
3 14.22.095.I shall be construed to limit the application of Chapter 20.70. The Director shall
4 notify the Director of Finance and Administrative Services of all employers subject to debarment
5 under this subsection 14.22.095.I.

6 **14.22.100 Appeal period and failure to respond**

7 A. An employee or other person who claims an injury as a result of an alleged violation
8 of this Chapter 14.22 may appeal the Determination of No Violation Shown, pursuant to the
9 rules of the Director.

10 B. A respondent may appeal the Director's Order, including all remedies issued pursuant
11 to Section 14.22.095, by requesting a contested hearing before the Hearing Examiner in writing
12 within 15 days of service of the Director's Order. If a respondent fails to appeal the Director's
13 Order within 15 days of service, the Director's Order shall be final. If the last day of the appeal
14 period so computed is a Saturday, Sunday, or federal or City holiday, the appeal period shall run
15 until 5 p.m. on the next business day.

16 **14.22.105 Appeal procedure and failure to appear**

17 A. Contested hearings shall be conducted pursuant to the procedures for hearing contested
18 cases contained in Section 3.02.090 and the rules adopted by the Hearing Examiner for hearing
19 contested cases. The review shall be conducted de novo and the Director shall have the burden of
20 proof by a preponderance of the evidence before the Hearing Examiner. Upon establishing such
21 proof, the remedies and penalties imposed by the Director shall be upheld unless it is shown that
22 the Director abused discretion. Failure to appear for a contested hearing will result in an order
23 being entered finding that the employer committed the violation stated in the Director's order. For

1 good cause shown and upon terms the Hearing Examiner deems just, the Hearing Examiner may
2 set aside an order entered upon a failure to appear.

3 B. In all contested cases, the Hearing Examiner shall enter an order affirming, modifying
4 or reversing the Director's order.

5 **14.22.110 Appeal from Hearing Examiner order**

6 A. The respondent may obtain judicial review of the decision of the Hearing Examiner by
7 applying for a Writ of Review in the King County Superior Court within 30 days from the date
8 of the decision in accordance with the procedure set forth in chapter 7.16 RCW, other applicable
9 law, and court rules.

10 B. The decision of the Hearing Examiner shall be final and conclusive unless review is
11 sought in compliance with this Section 14.22.110.

12 **14.22.115 Failure to comply with final order**

13 A. If a respondent fails to comply within 30 days of service of any settlement agreement
14 with the Agency, or with any final order issued by the Director or the Hearing Examiner for
15 which all appeal rights have been exhausted, the Agency may pursue, but is not limited to, the
16 following measures to secure compliance:

17 1. The Director may require the respondent to post public notice of the
18 respondent's failure to comply in a form and manner determined by the Agency.

19 2. The Director may refer the matter to a collection agency. The cost to the City
20 for the collection services will be assessed as costs, at the rate agreed to between the City and the
21 collection agency, and added to the amounts due.

22 3. The Director may refer the matter to the City Attorney for the filing of a civil
23 action in King County Superior Court, the Seattle Municipal Court, or any other court of

1 competent jurisdiction to enforce such order or to collect amounts due. In the alternative, the
2 Director may seek to enforce a settlement agreement, Director's Order or a final order of the
3 Hearing Examiner under Section 14.22.120.

4 4. The Director may request that the City's Department of Finance and
5 Administrative Services deny, suspend, refuse to renew, or revoke any business license held or
6 requested by the employer or person until such time as the employer complies with the remedy
7 as defined in the settlement agreement or final order. The City's Department of Finance and
8 Administrative Services shall have the authority to deny, refuse to renew, or revoke any business
9 license in accordance with this subsection 14.22.115.A.4.

10 B. No respondent that is the subject of a settlement agreement or final order issued under
11 this Chapter 14.22 shall quit business, sell out, exchange, convey, or otherwise dispose of the
12 respondent's business or stock of goods without first notifying the Agency and without first
13 notifying the respondent's successor of the amounts owed under the final order at least three
14 business days prior to such transaction. At the time the respondent quits business, or sells out,
15 exchanges, or otherwise disposes of the respondent's business or stock of goods, the full amount
16 of the remedy, as defined in the settlement agreement or the final order issued by the Director or
17 the Hearing Examiner, shall become immediately due and payable. If the amount due under the
18 settlement agreement or final order is not paid by respondent within ten days from the date of
19 such sale, exchange, conveyance, or disposal, the successor shall become liable for the payment
20 of the amount due, provided that the successor has actual knowledge of the order and the
21 amounts due or has prompt, reasonable, and effective means of accessing and verifying the fact
22 and amount of the order and the amounts due. The successor shall withhold from the purchase
23 price a sum sufficient to pay the amount of the full remedy. When the successor makes such

1 payment, that payment shall be deemed a payment upon the purchase price in the amount paid,
2 and if such payment is greater in amount than the purchase price the amount of the difference
3 shall become a debt due such successor from the employer.

4 **14.22.120 Debt owed The City of Seattle**

5 A. All monetary amounts due under the settlement agreement or Director's Order shall be
6 a debt owed to the City and may be collected in the same manner as any other debt in like
7 amount, which remedy shall be in addition to all other existing remedies, provided that amounts
8 collected by the City for unpaid compensation, liquidated damages, penalties payable to
9 aggrieved parties, or front pay shall be held in trust by the City for the aggrieved party and, once
10 collected by the City, shall be paid by the City to the aggrieved party.

11 B. If a respondent fails to appeal a Director's Order to the Hearing Examiner within the
12 time period set forth in subsection 14.22.100.B the Director's Order shall be final, and the
13 Director may petition the Seattle Municipal Court to enforce the Director's Order by entering
14 judgment in favor of the City finding that the respondent has failed to exhaust its administrative
15 remedies and that all amounts and relief contained in the order are due. The Director's Order
16 shall constitute prima facie evidence that a violation occurred and shall be admissible without
17 further evidentiary foundation. Any certifications or declarations authorized under RCW
18 9A.72.085 containing evidence that the respondent has failed to comply with the order or any
19 parts thereof, and is therefore in default, or that the respondent has failed to appeal the Director's
20 Order to the Hearing Examiner within the time period set forth in subsection 14.22.100.B and
21 therefore has failed to exhaust the respondent's administrative remedies, shall also be admissible
22 without further evidentiary foundation.

1 C. If a respondent fails to obtain judicial review of an order of the Hearing Examiner
2 within the time period set forth in subsection 14.22.110.A, the order of the Hearing Examiner
3 shall be final, and the Director may petition the Seattle Municipal Court to enforce the Director's
4 Order by entering judgment in favor of the City for all amounts and relief due under the order of
5 the Hearing Examiner. The order of the Hearing Examiner shall constitute conclusive evidence
6 that the violations contained therein occurred and shall be admissible without further evidentiary
7 foundation. Any certifications or declarations authorized under RCW 9A.72.085 containing
8 evidence that the respondent has failed to comply with the order or any parts thereof, and is
9 therefore in default, or that the respondent has failed to avail itself of judicial review in
10 accordance with subsection 14.22.110.A, shall also be admissible without further evidentiary
11 foundation.

12 D. In considering matters brought under subsections 14.22.120.B and 14.22.120.C, the
13 Municipal Court may include within its judgment all terms, conditions, and remedies contained
14 in the Director's Order or the order of the Hearing Examiner, whichever is applicable, that are
15 consistent with the provisions of this Chapter 14.22.

16 **14.22.125 Private right of action**

17 A. Any person or class of persons that suffers financial injury as a result of a violation of
18 this Chapter 14.22 or is the subject of prohibited retaliation under Section 14.22.070, may bring a
19 civil action in a court of competent jurisdiction against the employer or other person violating
20 this Chapter 14.22 and, upon prevailing, may be awarded reasonable attorney fees and costs and
21 such legal or equitable relief as may be appropriate to remedy the violation including, without
22 limitation, the payment of any unpaid compensation plus interest due to the person and
23 liquidated damages in an additional amount of up to twice the unpaid compensation; a penalty

1 payable to any aggrieved party of up to \$5,000 if the aggrieved party was subject to prohibited
2 retaliation. Interest shall accrue from the date the unpaid compensation was first due at 12
3 percent per annum, or the maximum rate permitted under RCW 19.52.020.

4 B. For purposes of this Section 14.22.125, “person” includes any entity a member of
5 which has suffered financial injury or retaliation, or any other individual or entity acting on
6 behalf of an aggrieved party that has suffered financial injury or retaliation.

7 C. For purposes of determining membership within a class of persons entitled to bring an
8 action under this Section 14.22.125, two or more employees are similarly situated if they:

- 9 1. Are or were employed by the same employer or employers, whether
10 concurrently or otherwise, at some point during the applicable statute of limitations period,
11 2. Allege one or more violations that raise similar questions as to liability, and
12 3. Seek similar forms of relief.

13 D. For purposes of subsection 14.22.125.C, employees shall not be considered dissimilar
14 solely because their

- 15 1. Claims seek damages that differ in amount, or
16 2. Job titles or other means of classifying employees differ in ways that are
17 unrelated to their claims.

18 **14.22.130 Study of application of secure scheduling requirements**

19 A. The Council shall request the City Auditor, in collaboration with the Agency, to
20 contract with academic researchers who have a proven track record of rigorous analysis of the
21 impacts of labor standards regulations to conduct an evaluation of the impacts of the ordinance
22 introduced as Council Bill 118765 for the baseline, one-year, and two-year periods following
23 implementation. Areas of evaluation shall include, but not be limited to the impacts to

1 businesses, including costs, and the impacts on employees of the requirements of this Chapter
2 14.22, differences and challenges between limited and full service restaurants in implementing
3 the ordinance, and the interplay of diversity programs and access to hours lists.

4
5 B. The Council shall use the results of the evaluation to identify possible areas for
6 revision to accomplish the goals of Council Bill 118765.

7 C. Efforts to identify whether other industries have scheduling practices that should be
8 considered for coverage under SMC 14.22 et. seq. could be conducted under a separate study, by
9 contracting with academic researchers who have a proven track record of rigorous analysis of
10 labor standards regulations.

11 **14.22.135 Encouragement of more generous policies**

12 A. Nothing in this Chapter 14.22 shall be construed to discourage or prohibit the
13 employer from the adoption or retention of scheduling policies more generous than the one
14 required herein.

15 B. Nothing in this Chapter 14.22 shall be construed as diminishing the obligation of the
16 employer to comply with any contract, collective bargaining agreement, employment benefit
17 plan, or other agreement providing more generous scheduling policies to an employee than
18 required herein.

19 C. Nothing in this Chapter 14.22 shall be construed as diminishing the rights of public
20 employees regarding scheduling policies as provided under federal or Washington state law or
21 the Seattle Municipal Code.

22 **14.22.140 Other legal requirements**

1 This Chapter 14.22 defines requirements for secure scheduling and shall not be construed to
2 preempt, limit, or otherwise affect the applicability of any other law, regulation, requirement,
3 policy, or standard that provides for greater requirements; and nothing in this Chapter 14.22 shall
4 be interpreted or applied so as to create any power or duty in conflict with federal or state law.
5 Nor shall this Chapter 14.22 be construed to preclude any person aggrieved from seeking judicial
6 review of any final administrative decision or order made under this Chapter 14.22 affecting
7 such person.

8 **14.22.145 Collective bargaining agreement for secure scheduling**

9 A. The requirements of this Chapter 14.22 shall not apply to any employees covered by a
10 bona fide collective bargaining agreement to the extent that such requirements are expressly
11 waived in the collective bargaining agreement, or in an addendum to an existing agreement
12 including an agreement that is open for negotiation, in clear and unambiguous terms and the
13 employees have ratified an alternative structure for secure scheduling that meets the public
14 policy goals of this Chapter 14.22.

15 B. Any waiver by an individual employee of any provisions of this Chapter 14.22 shall
16 be deemed contrary to public policy and shall be void and unenforceable.

17 **14.22.147 Effective date**

18 The provisions of this Chapter 14.22 shall take effect on July 1, 2017.

19 **14.22.150 Severability**

20 The provisions of this Chapter 14.22 are declared to be separate and severable. If any clause,
21 sentence, paragraph, subdivision, section, subsection, or portion of this Chapter 14.22, or the
22 application thereof to any employer, employee, or circumstance, is held to be invalid, it shall not

1 affect the validity of the remainder of this Chapter 14.22, or the validity of its application to
2 other persons or circumstances.

3 Section 2. Subsection 14.20.025.D of the Seattle Municipal Code, which section was
4 enacted by Ordinance 124960, is amended as follows:

5 **14.20.025 Notice and posting**

6 * * *

7 D. Employers shall give written notice of employment information to employees that
8 contains items listed in subsections 14.20.025.D.~~((1))~~4.a through 14.20.025.D.~~((7))~~4.i in English
9 and in the primary language(s) of the employee(s) receiving the written information.

10 1. Employers shall give this written notice to employees at time of hire and to all
11 employees who work for the employer as of that date and in the future.

12 2. Employers shall revise this written notice before any change to such
13 employment information, or as soon as practicable for retroactive changes to such employment
14 information, pursuant to rules issued by the Director. For the written good faith estimate of the
15 employee's work schedule in subsection 14.20.025.4.h, the employer is required to revise the
16 notice once every year and when there is a significant change to the work schedule due to
17 changes in the employee's availability or to the employer's business needs, pursuant to Section
18 14.22.025. ((Effective April 1, 2016, employers shall give this written notice to all employees
19 who work for the employer as of that date and in the future.))

20 3. If an employer fails to give this written notice for the items listed in subsections
21 14.20.025.D.4.a through 14.20.025.D.4.g, the failure shall constitute evidence weighing against
22 the credibility of the employer's testimony regarding the agreed-upon rate of pay.

23 4. The written notice shall include the following items:

1 A. In addition to any other powers and authority provided under this Title 6, the
2 Director, or the Director's designee, has the power and authority to deny, revoke, or refuse to
3 renew any business license issued under the provisions of this Chapter 6.208. The Director,
4 or the Director's designee, shall notify such applicant or licensee in writing by mail of the
5 denial, revocation of, or refusal to renew, the license and on what grounds such a decision
6 was based. The Director may deny, revoke or refuse to renew any license issued under this
7 Chapter 6.208 on one or more of the following grounds:

- 8 1. The license was procured by fraud or false representation of fact.
- 9 2. The licensee has failed to comply with any provisions of this Chapter 6.208.
- 10 3. The licensee has failed to comply with any provisions of Chapters 0, 5.35,
11 5.40, 5.45, 5.46, 5.48, 5.50, or 5.52.
- 12 4. The licensee is in default in any payment of any license fee or tax under Title
13 5 or Title 6.
- 14 5. The property at which the business is located has been determined by a court
15 to be a chronic nuisance property as provided in Chapter 10.09.
- 16 6. The applicant or licensee has been convicted of theft under subsection
17 12A.08.060.A.4 within the last ten years.
- 18 7. The applicant or licensee is a person subject within the last ten years to a
19 court order entering final judgment for violations of chapters 49.46, 49.48, or 49.52 RCW, or
20 29 U.S.C. 206 or 29 U.S.C. 207, and the judgment was not satisfied within 30 days of the later
21 of either:
 - 22 a. the expiration of the time for filing an appeal from the final judgment
23 order under the court rules in effect at the time of the final judgment order; or

1 Section 4. Section 3.14.945 of the Seattle Municipal Code, last amended by Ordinance
2 124643, is amended as follows:

3 **3.14.945 Office of Labor Standards**

4 There is established in the Office for Civil Rights an Office of Labor Standards, under the direction
5 of the Mayor. There shall be a Division Director to manage the Office of Labor Standards. The
6 Director of the Office for Civil Rights shall appoint the Division Director subject to the approval
7 of the Mayor. The mission of the Office of Labor Standards is to protect workers' wages, working
8 conditions, and safety and health, and to end barriers to workplace equity for women, communities
9 of color, immigrants and refugees, and other vulnerable workers. The functions of the Office of
10 Labor Standards are as follows:

11 A. Promoting labor standards by means of outreach and education and technical
12 assistance and training;

13 B. Collecting and analyzing data on the city's work force and workplaces;

14 C. Administering and enforcing City of Seattle ordinances relating to minimum wage
15 and minimum compensation (Chapter 14.19), paid sick and safe time (Chapter 14.16), use of
16 criminal history in employment decisions (Chapter 14.17), ~~((and))~~ wage and tip compensation
17 requirements (Chapter 14.20), and secure scheduling (Chapter 14.22).

