

Secure Scheduling Ordinance Fact Sheet

Seattle's Secure Scheduling Ordinance, Seattle Municipal Code 14.22, grants scheduling protections for Seattle employees at large retail and food service employers. This law went into effect on July 1, 2017.

Which companies does this law cover?

This law applies to retail and food service establishments with 500 or more employees worldwide. Food establishments include but are not limited to full-service restaurants and limited-service restaurants. To be covered, full-service restaurants must also have at least 40 full-service locations worldwide.

Which employees does this law cover?

This law applies to employees who are covered by Seattle's Minimum Wage Ordinance, who work at a fixed, point of sale location, and who work at a Seattle location for at least 50% of their work time.

What kind of notices must an employer give?

Employers must give employees these notices in English and the employee's primary language:

- (1) A good faith estimate of the median hours that the employee can expect to work; and
- (2) A copy of the Secure Scheduling Poster which gives notice about the employee's rights, including the right to be free from retaliation.

Right to give input on schedules

Employees may give schedule preferences for times and location of work. Employers must talk to the employee about their request(s) (called an "interactive process").

The employer must grant requests about "major life events" unless there is a bona fide business reason to deny it. A "major life event" is an important event about an employee's ability to work certain times or locations because of changes in their transportation or housing, the employee's own health condition or caregiving responsibilities, enrollment in career training or educational program, or another job(s).

Right to Rest between Work Shifts

Employers must give employees 10 hours of rest between a closing and opening shift unless the employee agrees to having less rest time

SEATTLE OFFICE OF LABOR STANDARDS

Our mission is to advance labor standards through thoughtful community and business engagement, strategic enforcement and innovative policy development, with a commitment to race and social justice.

Our Services

Investigation of complaints
Outreach to workers
Technical assistance for business
Resources and referrals

Language interpretation and translation available. We provide accommodations for persons with disabilities upon request. Services are free.

More Information

Call: (206) 256-5297

Email: laborstandards@seattle.gov

Visit: seattle.gov/laborstandards

Office of Labor Standards – 4/1/2021

The information provided in this document is not intended to be legal advice. The reader should not use this as a substitute for laws and regulations. For more detailed information about this law, please visit the OLS [Secure Scheduling Ordinance webpage](#).

between those shifts. The employer must pay 1.5x for the hours separated by less than 10 hours, even if the employee asked or agreed to work those hours.

Advance Notice of Schedule & Pay for Schedule Changes

Employers must give employees a written schedule 14 days in advance. With some exceptions, employers must pay an employee for changes to the employee's schedule if the change occurs within 14 days of the changed shift.

Type of Schedule Change	Compensation Owed
Increase of hours	1 hour of pay
Change of start or end time or day with no loss of hours	1 hour of pay
Reduction of hours	Half of the hours not worked
On-call hours, when the employer does not call the employee in	Half of the hours not worked
Increases or reductions of less than 15 minutes do not receive additional pay. Additions of less than an hour but more than 15 minutes can be prorated.	

An employer does not have to pay for schedule changes if:

- (1) the employee asked for the change,
- (2) the employee swapped shifts with another employee,
- (3) the employee responded to a mass message about hours that are available because another employee could not work,
- (4) the employee responded to a message to currently working employees about hours that are available due to unanticipated customer needs,
- (5) the reduction of hours was due to discipline, or
- (6) the change was because operations could not start or continue because of threats to employees or the property, a public official recommended it, utilities failed, a natural disaster or weather event, or it would cause the employer to violate a law.

Access to Hours for Existing Employees

The employer must first offer additional hours to internal employees before looking to hire an external applicant, subcontractor, or hire a temporary employee through a staffing agency. Employers must post notice of additional hours for three days. If an employee responds, the employer must give the employee two days to decide whether to accept the additional hours before hiring outside the business.

Resources

- [Secure Scheduling Ordinance, SMC 14.22](#)
- [Seattle Human Rights Rules Chapter 120](#)
- [Secure Scheduling Poster](#)
- [Access to Hours Template](#)
- [Advance Notice of Work Schedule Template](#)
- [Model Notice of Employment Information](#)

Translated versions of some documents are available on the OLS ["Resources and Language Access" Webpage](#).