

# Hotel Worker Protection Ordinance

## Notice of Hotel Workers' Rights

Effective August 12, 2022

*This Employer is subject to the Hotel Worker Protection Ordinance (HWPO) (LAMC SEC 182.00). Pursuant to LAMC SEC 182.05, Hotel Employers shall provide written notice of these rights to each Hotel Worker at the time of hire or within 30 days of the effective date of the HWPO.*

### **Hotels shall provide the following measures to protect Hotel Workers from violent or threatening conduct:**

1. A Hotel Employer shall provide a Personal Security Device to each Hotel Worker assigned to work in a Guest Room or restroom facility where other workers are not assigned. Personal Security Devices provide direct contact between a Hotel Worker and a Hotel security guard or, for Hotels with fewer than 60 Guest Rooms, a trained manager/supervisor designated by the Hotel Employer to respond to violent or threatening conduct to the Hotel Worker.
2. Hotel Workers' rights include:
  - a. Sufficient paid time to report the violent or threatening conduct to a law enforcement agency;
  - b. The Hotel Employer shall not prevent a Hotel Worker from reporting violent or threatening conduct;
  - c. The Hotel Employer shall not take or threaten adverse action against a Hotel Worker based on the Hotel Worker's decision not to report violent or threatening conduct to a law enforcement agency; and
  - d. Upon request by a Hotel Worker, reasonable accommodations shall be provided when a Hotel Worker has been subjected to violent or threatening conduct.
3. A Hotel Employer shall place on the back of the entrance door to each guest room and restroom facility in a Hotel the City of Los Angeles Official Notice of the Hotel Worker Protection Ordinance.
4. A Hotel Employer shall provide annual training to its Hotel Workers regarding Personal Security Devices, protocol for responding to activation of Personal Security Devices and the rights of the Hotel Workers and obligations of the Hotel Employer.

### **Hotels shall provide the following measures to provide Hotel Workers with fair compensation for workload:**

1. The following workload limitations apply to each eight-hour Workday, and to any combination of spaces, regardless of furniture, equipment or amenities in such rooms assigned to the Room Attendant.

Unless the Room Attendant's rate of pay for each hour worked during the Workday is twice their regular rate of pay, they shall NOT be required to clean more than:

- a. 4,000 square feet of floor space in hotels with 45-60 Guest Rooms
- b. 3,500 square feet of floor space in hotels with 60 or more Guest Rooms

A Room Attendant's workload shall be reduced by 500 square feet for each:

- a. Special-attention room or Additional-bed room over five
- b. Additional Hotel Building assigned to clean
- c. Additional floor in a Hotel building in which they must clean more than two floors

2. Workload proration: the maximum floor space set in Section 182.03(a) shall be:

- a. reduced on a prorated basis if a Room Attendant works less or is assigned to perform room cleaning for less than 8 hours in a Workday
- b. increased on a prorated basis for each hour of overtime that a Room Attendant works in excess of 8 hours in a Workday

**Hotel Workers' rights include:**

- The right to decline Workdays of over ten hours after being advised by the Hotel Employer in writing that they will not be subject to adverse employment action as a result.
- The right to be notified of the actual square footage of each room in any written assignment provided to them.

**Employer requirements include:**

- A Hotel shall not implement a policy whereby Guest Rooms are not sanitized and cleaned after every night they are occupied, unless the guest takes the initiative to request it.
- Preservation of records for at least three (3) years.

**Retaliation Prohibited:**

LAMC Section 182.06 protects any Hotel Worker from discharge, reduction in compensation, adverse action or any discrimination for opposing any practice described by the HWPO, for participating in any proceeding related to the HWPO, for seeking to enforce their rights by any lawful means, or for otherwise asserting their rights under the HWPO.

**Private Right of Action:**

The City or any aggrieved person may enforce the provisions of the HWPO by means of a civil action.

Any person who commits an act, proposes to commit an act, or engages in any pattern or practice that violates the HWPO may be enjoined therefrom by a court of competent jurisdiction. An action for injunction may be brought by any aggrieved person, by the City Attorney, or by any person or entity who will fairly and adequately represent the interests of an aggrieved person or persons.

**FOR ADDITIONAL INFORMATION OR ASSISTANCE, CONTACT:**

**City of Los Angeles  
Department of Public Works  
Bureau of Contract Administration  
Office of Wage Standards  
1149 S. Broadway Street, Suite 300 Los Angeles, CA 90015  
Phone: (844) WagesLA (924-3752)  
Email: [WagesLA@lacity.org](mailto:WagesLA@lacity.org)**