Intern Remote Working Expectations and Requirements

Telecommuting (also known as "working remotely") is a practice used by companies to maintain productivity and meet business demands while allowing employees to work from locations other than their main office. The ability to telecommute typically depends on the type of role, industry, or infrastructure that an employee works within – and is important to learn as a part of our current IT workforce.

Genesys Works Young Professionals have the opportunity to work remotely in the 2020 – 2021 internship year due to the COVID-19 pandemic. Like many aspects of the internship, working remotely is a professional skill where proactive communication and personal accountability are emphasized.

Please review the guidelines below as they relate to remote work:

1. **Eligibility**
    a. The position must be eligible for working remotely
        i. Intern can safely access their work remotely
        ii. Intern can make meaningful progress on their work remotely
        iii. Supervisor supports work remotely
        iv. Intern displays "Internship Ready" qualities
    b. Intern must have the required tools to be successful working remotely
        i. Full access to the corporate partner's equipment/computer
            1. Can be secured when connected to client systems (No friend or family usage)
        ii. Reliable WIFI
        iii. A quiet space to work
        iv. Full access to a phone during working hours

2. **Availability**
    a. During a shift, interns must be reachable through phone and e-mail
        i. Interns must follow typical Tsheets expectations (punching in on time, punching out for breaks, etc.)
    b. Hours worked should only be those that have been previously agreed upon
        i. Interns must seek approval from their supervisor and Program Coordinator before changing hours

3. **Productivity**
    a. Intern must track work completed through agreed upon accountability tools with supervisor and Program Coordinator
    b. Intern is expected to be proactive in asking for additional tasks if they complete assigned tasks

4. **Asset Management**
    a. Any equipment (ex: computer) provided by clients or Genesys Works must only be used for work related tasks
        i. No social media, gaming, or personal shopping
        ii. No downloading unapproved software
    b. Equipment provided must only be used by approved users
        i. No family members nor friends should use the assets
    c. Assets must be secured when not in use in a safe place
    d. Every effort must be made to keep assets in the same condition as they were received
        i. Care should be taken to prevent drops, hard hits, and spills
    e. Any issue with equipment, hardware or software, should be reported immediately

5. **Accountability**
    a. Failure to follow these expectations may result in loss of opportunity to work remotely. In severe instances, this could include disciplinary action including removal from internship.