

Genesys Works High School Intern Policies

Intern Work Schedule

Genesys Works high school internships last approximately 12 months. It usually begins as early as mid-August and extends through a student's senior year of high school and the following summer. Interns typically work Monday through Friday from 1 PM to 5 PM (20 hours per week). However, there may be instances when an intern needs to vary from the traditional schedule. When this occurs, we will consider the client's needs and the intern's availability and negotiate a final schedule that works for all parties.

Attendance Policy

Genesys Works attendance policy sets clear behavioral standards for all interns. We expect our interns to demonstrate consistent and reliable attendance in their professional workplace, understanding they are still growing and developing as young professionals.

Interns are provided fifteen (15) personal days for the year and we equally distribute them into three periods: first semester, second semester, and summer. Personal days are designated for sick time, family responsibilities, appointments (such as doctor's appointments), college visits, and other personal reasons. For the Class of 2022, the three periods will be:

- First Semester: August 23, 2021 - January 14, 2022
- Second Semester: January 17, 2022 - May 27, 2022
- Summer: May 30, 2022 - August 12, 2022

If an intern exceeds the five-day limit during any period, the program coordinator will lead an escalation process. Failure to complete necessary action steps may result in an intern's leave of absence or removal from the program. Genesys Works reserves the right to remove an intern from their internship if they fail to report an absence to their workplace, which is, in essence, a "no call-no show." Additional expectations for days off are as follows:

- School-required days in which students can take off with no penalty: Two days for testing per year; one day for graduation day
- Bereavement: Two days per year; request for more days can be evaluated and approved/declined
- Genesys Works Recruitment Days: Five unpaid days for recruitment activities for Student Ambassadors
- Summer: Summer schedules and planned absences must be pre-approved; two *unplanned* emergency absences are allowed
- Religious Holidays: Two days per year
- Paid Sick and Safe Time: Typically, sick time is unpaid (see personal days above). However, when an intern has accumulated enough *Paid Sick and Safe Time*, they do not need to use an unpaid personal day. Approved use of PSST is detailed in the intern handbook.

Remote Work

Due to changes in business operations during the COVID-19 pandemic, Genesys Works has changed its policy to allow interns to work remotely as necessary. Please see our "Remote Internship Guidelines" and our "Genesys Works Virtual Internships" attachments in the Supervisor Toolkit for more information.

Holidays and Non-School Days

We ask that supervisors and young professionals determine work hours when interns have the day off from school. Interns are not permitted to work on official Genesys Works holidays. See the "Genesys Works Calendar" attachment in the Supervisor Toolkit for a complete list of our observed holidays.

Young professionals have the option of working their typical four-hour shift in the afternoon, modifying their scheduled hours to the morning, or working an eight-hour day. In general, most young professionals prefer to earn extra cash and gain more experience by working a full day. We've also heard from companies that having young professionals work extra hours can significantly benefit companies as these days fall over holidays when full-time employees request time off. In every case, clients have the right to refuse an intern's request for additional hours if there is insufficient.

Breaks

Genesys Works does not have a policy on the allotment of breaks for interns. Federal and state law does not require hourly employees to be given time for compensated breaks. However, it is best to develop a regular pattern to take a break that fits your workplace (i.e., take a 10-minute break at 3 PM daily, and make sure you note this on your calendar so people coming by will know).

Conversely, some students may request a break during their workday to honor a religious commitment to daily prayer. Our policy is to accommodate these requests as long as they are short breaks (10-15 minutes), occur once per shift, and do not conflict with the organization's business needs.

Lunches

Genesys Works requests that interns take at least a 30-minute unpaid lunch break if they work a six-hour day or longer. Although there are not legal mandates that require this, we feel that it is in the best interest of young professionals to experience a balanced workday. The supervisor can determine the exact time of a lunch break or be given to the intern to decide.

Driving

Transportation can be uniquely challenging for interns because of age or economic barriers. Interns may also have a difficult time driving themselves or securing regular rides. Although there is not a firm prohibition on supervisors or other corporate supporters providing rides in an unusual situation, we do ask that:

- If an intern is being driven, they should not be in a car alone with one adult; there must always be at least three people present unless the intern is 18 years of age.
- If interns drive their car during work hours, they must complete the paperwork necessary to confirm they can legally drive. They will be able to receive mileage expense reimbursement, which will be invoiced to the corporate partner. Please reach out to your program coordinator for more details if you believe that interns will be required by their job duties to travel between work sites during regular working hours.

Winter Weather

We work to put the safety of our interns first. Many are relying on public transportation or inexperienced drivers to get them to your workplace. Suppose interns feel like they are in danger from the weather. In that case, we encourage them to make alternative transportation arrangements, take their time coming to work (even if this will make them late), or (if necessary) not venture to their workplace. Additionally:

- If school is canceled due to inclement weather, interns are not required to go to work. These absences will not count towards their five personal days per Genesys Works period.
- If there is an emergency alert (email, text, call) that students can request or subscribe to, please inform them of this. *Note:* interns don't receive these messages before traveling to work if the message is sent to a work email account.

- If at any point you or the management at your company requests that interns leave work early because of weather-related concerns, they are to follow your instructions.

In every case, it is the responsibility of an intern to communicate with supervisors and program coordinators about schedule changes proactively.

Summer Work Hours

During the summer, clients have the option to have interns work up to an eight-hour day. Working an entire day can be very beneficial for interns since they save money in preparation for college and gain more exposure to the workplace. The program coordinator, supervisor, and the intern will determine summer work hours. Summer hours are determined by intern performance, intern availability, and client need.

Client Company Property

Most of our corporate partners assign company property to interns for work, including tablets and computers. As a general rule, Genesys Works requests that work-related devices remain at the workplace unless a supervisor/company provides explicit permission to an intern to take property home (i.e., work remotely). In situations like this, Genesys Works requests client managers to inform the Program Coordinator that the intern has a work-related device—interns are required to sign documentation outlining the conditions for the use and return of company property. We can provide this documentation or you can use your organization's standard documentation.