

INTERN EMPLOYMENT HANDBOOK

2023-2024



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Introduction

This Intern Handbook is applicable to Genesys Works Interns who will be placed to work at Corporate Partner job sites; this handbook does not apply to Genesys Works “staff” employees.

This handbook will introduce you to the human resources policies, benefits, responsibilities, and operating procedures relating to the Genesys Works Internship.

You should keep this manual for reference throughout your Internship with Genesys Works. As new policies and operating procedures are implemented, they will be provided to you for updating this manual. If you have any questions about the information presented in this Intern Handbook, please contact your Program Coordinator.

While Genesys Works believes that the policies and procedures described in this handbook provide a sound basis for a good working relationship with its Interns, nothing contained in this handbook is intended to create, nor shall it be construed to constitute, any expressed or implied covenant or contract for continued employment. All Genesys Works Interns are “employees at will,” and both Genesys Works and its Interns remain free to terminate the employment relationship at any time and for any reason. Nothing contained in this handbook shall be construed to modify this employment-at-will relationship, which can only be modified in a written contract signed by the Intern and the Executive Director.

The policies in this handbook are not intended to preclude or dissuade Interns from engaging in activities protected by state or federal law, including the National Labor Relations Act.

Genesys Works reserves the right to make changes, from time to time, with or without notice, in the policies and practices described in this handbook, except for the at-will policy, which can only be modified as described above. Moreover, because it is impossible to anticipate every situation that may arise, Genesys Works reserves the right to address a situation in a manner different from that described herein at its discretion.

Mission

Our Mission is to provide pathways to career success for high school students in underserved communities through skills training, meaningful work experiences, and impactful relationships.

Vision

We envision a future when all youth finish high school equipped and empowered with the knowledge and skills required to achieve career success and a lifetime of economic self-sufficiency.

SECTION 1: EMPLOYMENT POLICIES

At-Will Employment

As an Intern of Genesys Works, you are an “employee at will.” This means that either you or Genesys Works may choose to terminate the employment relationship at any time, with or without cause, and with or without advance notice. We request that whenever possible, as a courtesy, you provide two weeks’ advance notice of your intention to resign so that we may plan accordingly.

Neither this handbook nor any other communication by a Genesys Works representative or any other employee, whether oral or written, is intended to in any way create a contract for continued employment. All Genesys Works Interns are

employed at-will unless the Intern enters into a written employment agreement expressly providing for other than at-will employment signed by the Executive Director.

Statement of Non-Discrimination and Unlawful Harassment

It is the policy of Genesys Works to provide equal employment opportunity for all applicants and employees. Genesys Works does not unlawfully discriminate on the basis of race, religion, color, national origin, ancestry, physical and/or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, and military or veteran status, or any other basis protected by law. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, and benefits. You should report any incident of discrimination or harassment, including work-related harassment by personnel at Genesys Works or your placement corporation or any other person, to your Program Coordinator or Program Manager, who will investigate the matter.

Genesys Works is committed to complying with all applicable laws providing equal employment opportunities and banning discrimination, harassment, and retaliation in the workplace. This commitment applies to all employees and other persons involved in the operations of Genesys Works, including contractors, vendors, and volunteers, and prohibits unlawful discrimination, harassment, and retaliation by any Genesys Works employee, including any supervisor, manager, co-worker, placement company personnel, or by any vendor or customer.

Genesys Works also makes reasonable accommodations for handicapped and disabled veteran employees and for employees' observance of religious holidays and practices unless the accommodation would cause an undue hardship on Genesys Works' operations. Genesys Works does not tolerate unlawful retaliation against employees, including against employees who request a disability or religious observance or religious practice accommodation.

It is the responsibility of every manager, supervisor, employee, and intern to conscientiously follow this policy.

If you have any questions regarding this policy, you should discuss them with your supervisor, any manager with whom you feel comfortable discussing this matter, or Genesys Works National Human Resources. See Complaint Procedures below for additional information.

Harassment

Harassment in employment on the basis of race, religion, color, national origin, ancestry, physical and/or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military or veteran status, or any other protected characteristic is unlawful under federal and state law. Genesys Works does not tolerate harassment of employees, contractors, young professionals, interns or volunteers in the workplace or in a work-related situation, and harassment is a violation of Genesys Works' rules of conduct. This commitment applies to all employees and persons involved in the operations of Genesys Works, including contractors, vendors and volunteers, and prohibits harassment, discrimination and retaliation by any Genesys Works employee, including any supervisor or co-worker, placement company personnel, or by any vendor or customer.

Unlawful harassment in employment (or in the service relationships set forth above) may take many different forms. Some examples are:

- Verbal conduct such as epithets, derogatory comments, slurs, or unwanted comments and jokes;
- Visual conduct such as derogatory posters, cartoons, drawings or gestures;

- Physical conduct such as blocking normal movement, restraining, touching, or otherwise physically interfering with the work of another individual;
- Threatening or demanding that an individual submit to certain conduct or perform certain actions in order to keep or get a job, to avoid some other loss, or as a condition of job benefits, security or promotion; and
- Retaliation by any of the above means for having reported harassment or discrimination, or having assisted another employee to report harassment or discrimination.

Sexual harassment under these laws includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Reporting Discrimination or Harassment

Genesys Works is committed to maintaining a work place that is free from discrimination and harassment. If an Intern feels they have been subject to unlawful discrimination or harassment of any kind, they should immediately report the conduct to their Program Coordinator (and in all cases where the Program Coordinator is the alleged harasser to the Program Manager) as soon as possible after the incident occurs. Program Coordinators must immediately refer all reports and/or complaints of unlawful harassment to the job site supervisor and Genesys Works Executive Director. If a complaint involves the Supervisor or Executive Director, such complaints may be directed to the National Human Resources Manager via email at HRReport@genesysworks.org. Complaints under this policy will be responded to promptly and investigated thoroughly. All Interns are expected to be truthful and to cooperate in any investigation of a possible violation of Genesys Works' non-discrimination and anti-harassment policies.

Your complaint should include

1. Details of the incident or incidents (where, what day/time, and as many details necessary to give a good idea of the events that took place); and
2. Names of the individuals involved and names of any witnesses.

National Human Resources will track, document, and assign for follow-up. Human Resources will immediately undertake or supervise (depending on the severity of the complaint) an effective, thorough, and objective investigation of the discrimination, retaliation and/or harassment allegations. Human Resources will document the investigation, including all interviews conducted. A reasonable conclusion based on all evidence collective will be promptly reached. The investigation will be handled in as confidential a manner as possible consistent with a full, fair, and proper investigation.

If Genesys Works determines that discrimination, retaliation, or harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Appropriate action will also be taken to deter any future discrimination, retaliation and/or harassment. Any employee determined by Genesys Works to be responsible for discrimination, retaliation and/or harassment will be subject to appropriate disciplinary action, up to and including termination. Violation of this policy by a third party, such as placement corporation personnel, a vendor or customer, will

result in prompt remedial action, as appropriate. Human Resources will advise all parties concerned of the results of the investigation.

No Intern will be subject to any form of retaliation for lodging a good-faith complaint or for expressing a concern that Genesys Works' non-discrimination and anti-harassment policies have been violated. Genesys Works also prohibits any form of retaliation against an Intern for cooperating in an investigation of any such violations. All Interns are expected and required to participate honestly and truthfully. While all complaints under this policy will be treated as sensitive, please note that complaints cannot be kept completely confidential due to Genesys Works' obligation to promptly and fully investigate all complaints.

SECTION 2: GENERAL POLICIES

Remote Work Policy

There are many advantages to letting employees work remotely/from home. However, there can be some challenges, too. This guide is to help you understand the expectations and best practices associated with working remotely in order to remain a trusted, diligent, and productive employee no matter where you are.

Make sure you have the right equipment. At a minimum, to work from home you need: a cell phone, a computer, and access to Wi-Fi. Your computer needs the following programs: Microsoft Office, a way to conduct virtual meetings, and some kind of "messenger" so you can stay in touch in real time with colleagues.

Find a space where you can focus and use it consistently. Workspace conditions vary. Choose a space that will help you focus on your work and professional learning opportunities. Make sure it is away from distractions like family or friends who may not understand you are working and want to talk. Once you find a good spot, try to use the same place every day so your body gets used to it and being there triggers an automatic work response.

Create a routine and follow a schedule. When you work in an office, there are natural "breaks" throughout the day. Working from home, you will have to plan your breaks. Insert them between tasks and set a time limit using a clock. Be wary of trying to take care of personal tasks during your break. Although tempting, these tasks can take longer than expected.

Communicate consistently. Your boss and your co-workers need to know what you are doing all day every day. Be proactive about your communication:

- Send daily status reports to your manager to inform them of the following:
 - o what you are working on
 - o what you have completed
 - o what questions/support do you need
 - o requesting feedback (this can be done on a weekly basis)
- If you cannot complete a task by a deadline, remember to do the following:
 - o Inform you manager ASAP
 - o Let your manager know why you won't meet the deadline
 - o What support do you need in order to get the work completed?
 - o Include a new estimated timeline for the work completion
- Schedule a virtual 1-1 meeting weekly with your supervisor using company communication platform (i.e. Skype for Business, Microsoft Teams, Zoom).
- Set up "virtual coffee" meetings with your coworkers to stay connected as if you were having "water cooler conversations"

Clarify deliverables. Even more than when you are working in the office, confirming expectations for the task you are responsible for is important. Be sure to...

- Define deliverables for the week every time you meet 1-1 with your boss.

- Take initiative when you can and either suggest things to work on or ask for more things to work on.
- Make sure you have deadlines for each deliverable.
- Don't be afraid to ask questions. (It's better to ask questions upfront than waste countless hours trying to find a solution only to have to re-do an assignment because you didn't understand the instructions.)

Guard against security risks. Your company is counting on you to keep their information safe when you are away from the office.

- Don't leave your laptop unattended when working from a public space.
- Protect all devices with strong passwords.
- Don't access your work accounts from any public computer (not even your best friend's laptop).

Adhere to virtual meeting etiquette. When you meet in person, you can see people's faces and body language. When you meet virtually make sure the facilitator can do the same by having your video on. Try to take the call from a place that has no/limited noise in the background. (Avoid loud cafés with lots of people in the background.) If you are in a noisy workspace, put yourself on "mute" once the meeting starts. Unmute yourself when you want to say something. When participating in a call where you don't know all of the participants, say your name before speaking.

Remember...

- People can see you- don't play with your hair or engage in other distracting gestures.
- Be mindful of what is on the wall in back of you.
- Although you can wear comfortable clothes at home, you still need to look professional during work hours because you never know when someone may reach out and want to video conference call.

If you have a question...

- Use chat box so you don't interrupt the speaker.

If you have technical difficulties...

- Let the facilitator know via chat box.

Dress Code Policy

Updated June 2022

Young Professionals/Interns and Staff must maintain a professional appearance at all times.

When you are dressing for your job, remember:

- You represent both Genesys Works, and Genesys Works strives to support students as they learn the skills to become employable interns.
- How you dress sends a message about Genesys Works and about you.

In addition to compliance with the guidelines below, you are expected to exercise good judgment and comply with the intent of this policy, dressing in business attire at all times. Your Program Coordinator and Supervisor will provide additional guidelines for this dress code as you begin your internship. Regardless of the details of your dress, if in the judgment of your supervisor you are not dressed professionally you will be subject to disciplinary action, up to and including being asked to leave your job site for the day without pay or credit for the remainder of the day.

General Guidelines

- o Please use good personal hygiene; if you use cologne or perfume, keep it minimal
- o Hair should be kept clean and neat
- o Any facial hair must be neat and clean

- o Fingernails should be kept clean, at a length that does not interfere with job responsibilities. Fingernail polish should be neutral and of uniform color and without embellishments
- o Make-up should be minimal and natural looking

The following are common dress code expectations.¹

Attire	Guidelines
Shoes	Clean and of a business design Athletic shoes/sneakers/tennis shoes are not permitted Closed toe Heels cannot exceed 3 inches
Shirts	Professional design and shoulders must be covered Recommended that shirts have a collar; shirts without a collar must be worn with a sweater or jacket Shirts should be tucked in; those that are not designed to be tucked in must be professional in design and appearance, with a finished edge Appropriate fit – not oversized, skin-tight, and/or see-through. No cropped shirts (including sweaters, vests, and jackets) Not reveal the skin or the belly/midriff in any way Not sleeveless, low-cut, showing the chest area, or with sequins No t-shirts or hoodies allowed No graphic prints on shirts. If undershirts or undergarments have prints of any kind, they should not be visible through clothing
Dresses and Skirts	Skirts/dresses may be worn – unless specified for certain events Professional design, shoulders must be covered No dresses that are sleeveless, low cut, showing the chest area, or with sequins Skirts/dresses must fall below the knee and not be skin-tight and/or seethrough
Pants and Other Bottoms	Business-style pants; cannot be baggy, sagging, or skin-tight Jeans, shorts, cropped pants, and capri pants are NOT allowed unless specified for certain events. If jeans or casual pants are specified, they should not be baggy, sagging, tight, or with holes.

Requests for advice and assistance in administering or interpreting this Dress Code Policy should be directed to your Program Coordinator or Internship Supervisor.

Frequently asked questions:

Q: Help me understand the guidelines for fingernails and maintaining a professional appearance?

A: Nails should be clean, neat, and a length that does not interfere with your work; polish should be chip free. Avoid extremes in nail color, such as neon or very dark colors. Also avoid adding glitter/gems, Mylar, art, or other embellishments to nails.

Q: What would be considered excessive jewelry?

¹ In accordance with applicable law, Genesys Works will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on Genesys Works or the corporation where you hold your internship. Contact your PC to request a reasonable accommodation.

A: Too much jewelry can detract from your professional appearance and create a safety concern. For example, if your work requires you to work with computers, it is important to avoid any dangling earrings, bracelets or necklaces that could get caught on equipment. Avoid wearing so much jewelry that it interferes with your work.

Q: How will I know when the dress code is modified for outdoor or other recreational events?

A: You will be informed by your PC or via an all-staff email which will specify changes in dress code for certain events such as Team Up and GW Olympics. If you have any questions, please check with your manager or PC.

Q: A skirt that sits two inches above my knees is not flattering. Why is this a requirement?

A: It gets back to maintaining a professional look. If you can't sit comfortably without having to pull down your dress or skirt to cover your thighs, it is inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are also inappropriate for the office.

Q: I am an Intern, and the dress code at my company is less strict than the Genesys Works Dress Code. What should I wear?

A: You should adhere to your job site Dress Code Policy during the hours of your internship, whether it is more or less strict than the Genesys Works' Dress Code. You should also comply with the Genesys Works' Dress Code when at GW and attending GW events (including Summer Training, CCC, etc.)

Q: What are examples of acceptable shirts?

A: Professional shirts with a collar, shells with jackets or sweaters, sweaters, sweater sets, etc.

Health Pact

As a member of the Genesys Works community, it is vital that we work together to help protect our community's health and safety. This is particularly true during the COVID-19 pandemic, and we are asking that all members of our community who are entering a workplace as a Genesys Works employee commit to our Health Pact to prevent the spread of COVID-19.

For the sake of myself and my colleagues in the workplace, I agree to uphold the Genesys Works Health Pact. I will:

- Familiarize myself with, and follow, the COVID-19 guidelines established by the corporate partner to which I am assigned as an intern
- At minimum, be fully vaccinated against COVID-19 and will get boosted should the Genesys Works policy, or the policy at the corporate partner to which I am assigned as an intern, require it in the future.
 - o Seek proper documentation for a medical or religious exemption to vaccination if this applies to me. Raise any workplace safety concerns, promptly, with my Program Coordinator and Supervisor Follow Genesys Works' COVID-19 guidelines at Genesys Works' offices which include:
 - o Maintaining a social distance of at least six feet whenever possible
 - o Wearing a face covering when inside the workplace or whenever social distancing is not possible
 - o Washing my hands frequently or use hand sanitizer frequently, particularly after using the restroom, and after touching shared objects or surfaces
 - o Remaining aware of my health symptoms, and staying home if I don't feel well or am experiencing COVID-19 symptoms
 - o Checking in promptly with my Program Coordinator if I have knowingly been exposed to or test positive for COVID-19
 - o Cooperating with any new or changing guidelines specified by Site leaders

Career and College Connection

Genesys Works is committed to helping each of its Interns achieve a successful future, and the Career and College Connection (CCC) program has been developed to assist students along their journey to college and a professional career. The curriculum includes instruction in career exploration, college preparation, college applications, scholarships, and financial aid. These meetings are designed to benefit Interns' future.

Fraudulent or Dishonest Conduct & Whistleblower Policy

Genesys Works requires Interns to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As Interns and representatives of Genesys Works, you must practice honesty and integrity in fulfilling your responsibilities and comply with all applicable laws and regulations.

Genesys Works has an open door policy and suggests that Interns share their questions, concerns, suggestions or complaints with someone who can address them properly such as the Program Coordinator.

Genesys Works will investigate allegations of fraudulent or dishonest use or misuse of our resources or property by management, staff, volunteers, or Interns, as well as any concerns that an Intern may be engaging in illegal activity related to Genesys Works (for the purposes of this policy, any of the above will be referred to as "dishonest conduct"). Anyone found to have engaged in dishonest conduct will be subject to disciplinary action up to and including termination of employment and civil or criminal prosecution when warranted.

Examples of dishonest conduct include, but are not limited to:

- forgery or alteration of documents
- unauthorized alteration or manipulation of computer files

- fraudulent financial reporting
- pursuit of a benefit or advantage in violation of Genesys Works' Conflict of Interest policy
- misappropriation or misuse of Genesys Works or job site resources, such as funds, supplies, or other assets
- authorizing or receiving compensation for goods not received or services not performed
- authorizing or receiving compensation for hours not worked

It is the responsibility of all Interns to report ethical violations or suspected dishonest conduct in accordance with this policy. Violations or suspected violations may be submitted on a confidential basis or may be submitted anonymously. An Intern should report their concerns to a Program Coordinator. If for any reason an Intern finds it difficult to report their concern to a Program Coordinator, the employee can report it directly to the Program Manager.

No Intern who in good faith reports an ethics violation shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has made a good faith complaint under this policy will be subject to discipline up to and including termination of employment.

Conflict of Interest

Genesys Works encourages all Interns to exercise good judgment and the highest ethical standards in their job responsibilities. Every Intern must avoid any activity, business interest or other situation that could be construed as in conflict with the organization's best interest or as an interference with the Intern's duty to serve the organization to the best of their ability.

More specifically, Interns should avoid any action that might result in or create the appearance of:

- Using their positions for personal gain (whether their own or others with whom they are associated in a personal, family or business relationship).
- Giving preferential treatment to any person.
- Making work-related decisions that affect, involve, or bind Genesys Works and our subsidiaries/affiliates outside of official channels or prescribed procedures.
- Affecting adversely the confidence of our corporate partners, partner schools, or associates in the integrity of Genesys Works or our operations.

It is important to note that Intern activities of a personal nature carried out without the use of Genesys Works' facilities or resources and on the Intern's own time are not activities covered by this policy. Those activities, however, should neither create a conflict of interest as defined by this policy, nor impair an Intern's ability to contribute effectively to assigned job-related duties.

A potential conflict of interest must be disclosed to the Program Coordinator. If there is a question as to whether a particular situation poses a conflict, please feel free to discuss it with the Program Coordinator; it is better to err on the side of disclosure. The Program Coordinator, or an authorized representative, will review all such matters on a case-by-case basis. If after review, it is determined that a conflict of interest exists, Genesys Works may request all participation in the outside activity cease immediately. A breach of the conflicts of interest policy, depending on the nature and severity of the conflict, may result in disciplinary action, up to and including terminations of employment.

Drug and Alcohol Use

Genesys Works is firmly committed to the health and safety of all Interns and to the efficient operation of our organization. We consider the influence of drugs and alcohol in the workplace to be harmful to Interns and our program, and we will not tolerate drug or alcohol abuse that tarnishes the image of the organization or the safety and productivity of our Interns.

Genesys Works maintains a no-tolerance policy of being under the influence of alcohol or a controlled substance without a prescription during working hours. Violations of this policy may result in disciplinary action including termination.

Genesys Works explicitly prohibits the use, possession, solicitation for, or sale of illegal drugs or prescription medication without a prescription², at any time while the employee or Intern is actively enrolled in Genesys Works. Furthermore, any consumption of alcohol by employees or participants who are 21 years of age or younger is prohibited during work hours.

Drug Screening

It is the purpose of Genesys Works to help provide a safe and drug-free work environment for our clients, employees, and Interns. With this goal in mind, we have established the following policy for Genesys Works' employees. Genesys Works will conduct drug testing under any of the following circumstances:

- **Reasonable Suspicion:** Genesys Works may ask an Intern to submit to a drug test when a GW official has reasonable suspicion that the Intern may be under the influence of drugs or alcohol. Reasonable suspicion is the direct observation or the report by a reliable and credible source that has been independently corroborated of drug/alcohol use or its physical symptoms including, but not limited to, odor of alcohol on the body or breath, slurred speech, unsteady standing or walking, inability or difficulty completing routine tasks, disorientation, or confusion, and/or erratic or unusual behavior.
- **Post-Accident Testing:** Any Intern involved in an accident or injury during their time of employment with Genesys Works that suggest possible use or influence of drugs or alcohol in the accident or injury may be asked to submit to a drug and/or alcohol test.
- **Pre-Placement testing:** When required by a corporate partner with whom the Intern is being placed.

If an Intern is tested for drugs or alcohol and the results indicate a violation of this policy, the Intern may be discharged from the Genesys Works. In addition, refusal to submit to a drug test under this policy will result in the immediate removal from the program by Genesys Works.

Safety and Security

Safety and security are every Intern's responsibility and are given primary importance in every aspect of planning and performing Genesys Works' activities.

Genesys Works strives to provide a safe and healthful workplace, as well as minimize the potential loss of productivity. Please report all work related injuries to the Program Coordinator immediately. Building or safety hazards, including anything that needs repair, must be promptly reported to the Program Coordinator.

Interns are also expected to take the appropriate steps to ensure their own personal security. Accordingly, Genesys Works is not responsible for the loss of an Intern's personal property – either on our premises or at the job sites of Corporate Partners.

² This includes the sharing, solicitation, sale, or other distribution of a properly prescribed medication with someone for whom the medication has not been prescribed.

Interns requiring access to specific sensitive information must ensure that such information is handled in accordance with Genesys Works' policies on confidentiality. Issues or concerns relating to building security should be referred to the Program Coordinator.

Background Checks

Genesys Works is committed to providing a safe working environment for its Interns. It also seeks to protect its assets, preserve its reputation, and comply with laws, regulations, and agreements. Background checks may be run on, but not limited to:

- Driving Record
- Criminal Record

If a background check is required for the Intern's position, the Intern will receive a disclosure and authorization form, and the Intern must consent to the background check before it is run. Interns who are subject to background checks will be given an opportunity to explain any discrepancies between the job application and the results of the background check. Genesys Works will consider the seriousness and extensiveness of adverse information in making a determination of eligibility for employment. Any material misrepresentation on the job application either by omission or falsification of information may be grounds for denial of employment, withdrawal of an employment offer, or dismissal of an Intern. All background check information will be kept confidential.

Confidential Information

Genesys Works is committed to safeguarding the organizations and our corporate partners' confidential information for legitimate business interest. As the result of employment with Genesys Works, Interns may acquire and have access to Genesys Works' and corporate partners' non-public, confidential information, including personnel information, volunteer list, procedures, training methodologies and materials, financial information and projections, records, donor and targeted donor names, funding analysis, grants applied for and grants received, business plans, feasibility studies, as well as any other information specific to Genesys Works/corporate partner, whether or not it has been designated specifically as confidential ("Confidential Information"). Interns' work product for Genesys Works or the corporate partner including e-mails, reports, memorandums, research, and other similar documentation may include or constitute Confidential Information. However, any of the above-described information that is available in the public domain (which disclosure was made on an authorized basis) does not constitute Confidential Information.

Except as required in the performance of Interns' authorized duties for Genesys Works or the corporate partner, Interns are prohibited from disclosing Confidential Information to (i) non-Genesys Works/Corporate Partner employees or outside organizations or (ii) Genesys Works/corporate partner employees or Interns without a legitimate business reason for the disclosure. Interns are prohibited from using Confidential Information in any way that is not within the scope of employment duties and for the best interest of Genesys Works and the corporate partner, such as for the Intern's own purposes or for the purpose of an unrelated person or entity. These obligations begin upon the commencement of any employment with Genesys Works and remain in effect as long as the information constitutes Confidential Information.

Interns are prohibited from duplicating such Confidential Information except when there is a business need to do so. Interns are also prohibited from accessing files, databases, and other Genesys Works/corporate partner resources which they do not have authorization to access. Documents and electronic files that contain Confidential Information must be kept protected and secure. Upon termination of employment, each Intern shall return all Confidential Information in the Intern's possession. If you are unsure whether information constitutes Confidential Information and is appropriate for disclosure to a certain audience, please ask the Program Coordinator.

Private Personnel Information

Interns who have access to other Intern's/employees' personnel information (including personnel or medical records), may not disclose such information without proper authorization. Personal information must be kept protected and secure in accordance with all laws and applicable third-party agreements. Personal information must never be used for any purpose for which it was not intended.

If you become aware or believe that personal information has been accessed by an unauthorized person, disclosed inappropriately, used for purposes other than Genesys Works/corporate partner business, or gathered in violation of corporate policy or the law, you must immediately bring this to the attention of the Program Coordinator.

Violations of the Confidential Information policy will be subject to disciplinary action, up to and including termination of employment. Violations may also result in legal action.

E-Mail/Internet Use

Genesys Works has established a policy concerning electronic communications created, sent, or received by Interns using the organization's Electronic Communications Systems and the use of the internet via Genesys Works Business Equipment. Genesys Works maintains an electronic mail system and provides internet access to all Interns. These systems are provided by the organization to assist in the transaction of business within the organization with corporate partners, vendors, and associates. Computers, computer files, the e-mail system, internet access and software furnished to Interns are Genesys Works' property intended for business use only. Interns may only use Genesys Works' equipment, systems, passwords, access files, or retrieve any stored communication for authorized purposes.

This equipment and these systems are intended for job-related activities. Interns are advised that Genesys Works may gain access to anything you do utilizing Genesys Works systems and equipment. Genesys Works may at any time institute practices to monitor or restrict computer, email and internet use. Interns should not presume any expectation of privacy when communicating through or utilizing Genesys Works' property.

The following activities are strictly prohibited and may result in immediate termination:

1. Distributing emails that contain:
 - Unprofessional language;
 - Any kind of sexual content; or
 - Material that violates any Genesys Works policy
2. Visiting websites that contain pornographic language or images;
3. Playing games;
4. Sharing passwords with other interns or unauthorized parties;
5. Use of file-sharing software to gain access to copyrighted material;
6. Use of email for personal or casual reasons while at client sites;
7. Storing and/or distributing viruses; or
8. Any type of hacking.

Messages sent through, received by or stored in Electronic Communications Systems (for example, e-mail) as well as internet access software and hardware are Genesys Works' property. They are not the private property of any Intern, and Interns should not have any expectation of privacy with respect to files created in, stored on, or accessed via Electronic Communications Systems. Genesys Works reserves and may exercise the right to review, audit, intercept, access and

disclose all messages created, received or sent over Electronic Communications systems. Thus, the confidentiality of any message should not be assumed, including e-mails sent via personal accounts if accessed or sent on Business Equipment.

Notwithstanding Genesys Works' right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and Interns and accessed only by the intended recipient. Interns are not authorized to retrieve or read any e-mail messages that are not sent to them without permission.

Any Intern who discovers a violation of this policy must notify their Program Coordinator. Any violations of policy or unauthorized use of the Electronic Communications System may result in disciplinary action, up to and including termination of employment.

Social Media

This policy governs the publication of and commentary on social media by Interns of Genesys Works and its related companies ("Genesys Works"). For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wikis, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail, and the internet.

Genesys Works Interns are free to publish or comment via social media in accordance with this policy. Genesys Works Interns are subject to this policy to the extent they identify themselves as a Genesys Works Intern (other than as an incidental mention of place of employment in a personal blog on topics unrelated to Genesys Works). Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that Genesys Works Interns must otherwise follow.

Don't Tell Secrets

It's perfectly acceptable to talk about your training and have a dialogue with the community, but it's not okay to publish confidential information. Confidential information includes things such as unpublished details about our organization, details of current projects, financial information, and research. We must respect the wishes of our corporate customers regarding confidentiality.

Be Honest

We believe in transparency and honesty. The only thing that gains you notice in social media more than honesty is *dishonesty* and not in a good way. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully.

Respect Copyright Laws

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by Genesys Works. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it.

Respect Your Audience, Genesys Works, and Other Interns

The public in general, and Genesys Works' Interns and customers, reflect a diverse set of customs, values and points of view. Don't be afraid to be yourself, but do so respectfully. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Genesys Works.

Protect Genesys Works Customers, Business Partners and Suppliers

It is acceptable to discuss general details about the work you do at Genesys Works. However, information that violates any non-disclosure agreements that may be in place with the customer should not be posted.

Be the First to Respond to Your Own Mistakes

If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect. Your Program Coordinator can provide you with applicable disclaimer language and assist with determining where and how to use that.

Be Mindful of Your Job Responsibilities

Make sure that blogging does not interfere with your job responsibilities.

Enforcement

Policy violations will be subject to corrective action, up to and including removal from the program. Your signature below acknowledges receipt of and your intention to follow and be subject to this policy.

Corporate Partner Policies

Genesys Works' Corporate Partners often have their own health, safety, environmental, operational, and administrative procedures, including but not limited to confidentiality policies and drug and alcohol use, applicable to all operations in their offices and facilities. It is the responsibility of the Intern to be informed of and abide by these rules.

SECTION 3: COMPENSATION

Pay Periods

There are 24 pay periods during a calendar year. Each payday falls on the 15th and last day of each month.

Pay Period	Timesheet Due	Paycheck Received
1 st to the 15 th	By end of workday on the 15 th	Last day of the month
16 th to last day of month	By end of workday on last day of the month	15 th of the next month

Paydays that fall on a holiday or a weekend are moved to the preceding business day.

Questions related to Genesys Works' pay periods or pay dates should be directed to the Program Coordinator.

Timesheet Policy

Reliability, consistency, and timeliness are essential for success during summer training and during the Genesys Works Internship. With this in mind, we require that Interns adhere to the following policy:

- Genesys Works uses an electronic timesheet system. Interns must log into this system at the start and end of their Internship every day.
- If a lunch break is taken, Interns must log out during the break.
- Interns must use their work computer to log in and out.
- Interns are responsible for the accuracy of their timesheet. If there is an error or an Intern misses a log in or out on their timesheet they must report that information to their Program Coordinator the day of the error by leaving a note to correct the time in the timesheet system.

Direct Deposit

All Interns must enroll in Genesys Works' direct deposit program. Direct deposit is safe, secure, and convenient. Interns may choose to have their paychecks deposited directly into one or two checking and/or savings accounts electronically with the financial institution of their choice. Each payday, in lieu of a check, Interns use this program to receive a pay statement itemizing earnings, taxes, deductions, and the amount(s) that has/have been deposited.

Pay Discrepancies

Interns are responsible for reviewing their paychecks and pay statements on a timely basis. Any errors or discrepancies or any improper deductions from an intern's wages, should be brought to the attention of the Program Coordinator. Complaints will be immediately investigated and, if any error occurred, corrected. Interns will not be retaliated against for raising a concern regarding a potential pay discrepancy.

Overtime Pay – Federal Law

For the purposes of overtime calculations, Genesys Works' workweek is Monday at 12:01 AM through Sunday at midnight. Overtime will be paid in accordance with federal, state, and local law. Interns will be paid at the rate of 1.5 times their regular hourly rate for all hours worked in excess of 40 hours in one workweek. Overtime premiums will also be paid in other circumstances in accordance with state law.

Only regular working time will be considered as hours worked for the purpose of calculating overtime.

All overtime hours worked by Interns must be authorized, in advance and in writing, by the Intern's immediate supervisor and Program Coordinator.

Meal & Rest Break

Genesys Works and its corporate partners provide meal and rest periods to its non-exempt employees in accordance with New York State law.

Rest Breaks

Non-exempt employees are entitled to a rest break for every four hours (or substantial portion of four hours) worked. Thus, interns will be entitled to a paid, 10-minute rest break when working a shift of at least 3½ hours in length.

Meal Breaks

If an intern works a shift of 8 hours or more, the intern is entitled to an unpaid, duty-free meal period of at least 30 minutes in length. Meal periods are not paid time for non-exempt employees. Non-exempt employees must accurately record on their time sheets the time at which they leave for and return from a meal period.

In light of applicable legal requirements, non-exempt employees are required to take meal periods, during which they will be entirely relieved from duty and may leave Genesys Works/corporate partner premises. No supervisor of Genesys Works/corporate partner may request or coerce an intern not to take a meal or rest break. Consult the Program Coordinator if anyone requests or instructs you not to take rest or meal periods as outlined in this policy.

If you have questions about what meal and break periods apply to you, or whether you qualify for a meal period waiver, please ask the Program Coordinator.

Holiday Pay

Genesys Works does not pay Interns for designated holidays. Interns who are required to work on a paid holiday as determined by the jobsite will be paid for actual hours worked at the overtime rate.

Deductions

Genesys Works is required by law to withhold applicable federal, state, and local taxes, FICA contributions, and other amounts required by law from each employee's paycheck. The amount of the tax deduction is based on gross pay, the number of tax exemptions claimed on withholding statements, and the tax rate. The amount of an Intern's paycheck equals gross salary minus all deductions.

Garnishments

Genesys Works is obligated by law to comply with any court order received for the garnishment of employee wages. The amounts to be withheld are stipulated by the court order. The Program Coordinator will contact an affected Intern and review the amount of the deduction.

SECTION 4: LEAVE AND ATTENDANCE POLICY

Working Hours

Interns shall expect to work approximately 20 hours per week, Monday through Friday. Interns must not exceed 4 hours of work per day. Exceptions can be made for days when school is not in session, however written approval must be given by both the Program Coordinator and the supervisor prior to the date.

Unexpected Absence or Late Arrival

- Interns are responsible for notifying Genesys Works of all absences in advance
- Interns must request each absence
- If an emergency occurs and an absence cannot be preapproved, Interns must notify their Program Coordinator immediately via phone or email
- Genesys Works reserves the right to remove an Intern from the program for more than three absences or for failing to communicate an absence.

Punctuality

- It is expected that Interns arrive to their Internship on time and successfully log onto their Genesys Works timesheet at or before their scheduled start time.
- Genesys Works reserves the right to terminate Interns for failure to be consistently on time.

Attendance Policy

We want our interns to demonstrate consistent reliability in their professional workplace with the understanding that high school students are in the process of learning responsibility. This may be the first time that they are held to high attendance expectations. Our absence policy was developed to set clear standards for all interns to successfully communicate when they will be at work.

Students will be permitted five (5) personal days for each of three Genesys Works 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 2023, the three periods will be:

- o First Semester: September 7 – January 26
- o Second Semester: January 30 – June 26
- o Summer Semester: June 27 – August 31

If an intern exceeds the five (5) day limit during any period, there will be an escalation process led by the program coordinator. Failure to complete necessary action steps may result in a student leave of absence or removal from the program. Genesys Works reserves the right to remove interns from their internship after failure to log absences, or report absences to their workplace which is, in essence, a "no call-no show." Additional expectations for days off are as follows:

- o School-required days students can take off with no penalty: Two days for testing per year; one day for graduation day
- o Bereavement: Two days per year; request for more days can be evaluated and approved/declined
- o Genesys Works Recruitment Days: Miss no more than 2 days for recruitment activities
- o Summer: Schedule and planned days off to be approved before summer; two unplanned emergency absences
- o Religious Holidays: Two days per semester
- o Paid Sick Time: Interns will accrue sick leave at a rate of 1 hour for every 30 hours worked, up to a maximum of 40 hours. Accrual begins with the first day of employment and may be used immediately.

Holidays/Non-School Days

We ask that supervisors and young professionals determine work hours when interns have the day off from school. Young professionals have the option of working their typical four-hour shift in the afternoon, changing their scheduled hours to work during the morning, or putting in a full eight-hour day. They also have the option of using one of the 5 personal days (per semester) and not working. On Genesys Works holidays, interns are not required to work and will not be charged a personal day if they choose not to work. (Please be advised that GW staff will not be in the office to assist on GW holidays.)

In general, most young professionals prefer to earn extra cash on holidays/non-school days by working full days. We have also found that having young professionals work extra hours can be a tremendous benefit for companies as these days fall over holidays when full-time employees are requesting time off. In all circumstances, clients have the right to refuse interns' requests for additional hours if they do not feel there is sufficient work to justify interns coming in.

Winter Weather

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

Additionally:

- o 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 review period.
- o If at any point the workplace supervisor or management requests that interns leave work early because of weather related concerns, interns are to follow their instructions.

In all cases, it is the responsibility of the young professional to communicate proactively about any changes to their schedule with both their workplace supervisor and their Program Coordinator.

SECTION 5: PERFORMANCE MANAGEMENT

Providing continuing performance-related feedback is one of the prime responsibilities of a Program Coordinator. Program Coordinators are encouraged and supported to coach their Interns throughout the year and to give recognition for effectiveness and advice for improvement.

Genesys Works expects all Interns to perform their jobs competently and reliably. All Interns are also expected to conduct themselves in a professional, ethical, and responsible manner, in a way that reflects well upon Genesys Works. Interns are expected to promote a spirit of cooperation and teamwork among each other and to perform in a way that is respectful of students, corporate partners, volunteers, and other members of the public with whom we interact.

Performance Evaluation Cycle

Performance evaluation is an ongoing process between the Program Coordinator and the Intern. Generally, formal performance reviews of Interns are conducted twice during the Internship. However, at any time an Intern has a work-related issue or concern, they are encouraged to discuss that concern with their Program Coordinator and supervisor.

Inappropriate Conduct

Although it is impossible to anticipate in advance every possible kind of misconduct that would be of concern to Genesys Works that could lead to discipline or termination of employment, the following conduct is prohibited and will not be tolerated. This list of inappropriate conduct is illustrative only and is not intended to be exhaustive:

- Violation of any of the policies described in this handbook or otherwise communicated to Interns

- Conduct, including speech, which physically harms or threatens others or that is abusive or disrespectful of Genesys Works directors, employees, contractors, students, volunteers, or other persons involved with Genesys Works
- Failure to adhere to the work schedule that has been established and approved. This includes absence without notice to Genesys Works, except in an emergency and when notice is given as soon as reasonably possible
- Failure to be honest in one's communications with Genesys Works or our corporate partners, and/or falsifying records or other documents
- Theft or misappropriation of property or data owned by Genesys Works, a co-worker, member, or anyone else who has property that an Intern may come into contact with through their employment
- Unlawful conduct during non-work hours that may lead Genesys Works' corporate partners, Interns, or the public to lose confidence in the employee or Genesys Works
- Insubordination
- Failure to conduct oneself in a professional and cooperative manner while carrying out their duties
- Neglect of duty or failure to perform one's responsibilities in a manner acceptable to Genesys Works

SECTION 6: TERMINATION

Nothing in this section, or elsewhere, in this handbook is to be interpreted as a specific promise or guarantee of employment. Interns should understand that employment with Genesys Works is "at will," and can be terminated without advance notice and with or without cause. Similarly, an Intern can terminate their employment with the organization at any time, for any reason, with or without notice.

Voluntary Separation

The separation of an Intern who leaves Genesys Works of their own choice is considered to be a voluntary resignation. If an Intern intends to resign, they should provide a letter of resignation to their Program Coordinator with as much notice as possible. A minimum of two weeks' written notice is requested to effect a smooth transition.

An Intern will be considered to have resigned if they are absent from work without authorization for three or more consecutive working days. An Intern will also be considered to have resigned if they are absent without notice for three or more working days beyond the end of a previously-approved leave. Interns who terminate under these conditions may be ineligible for rehire.

Genesys Works will provide a terminating Intern with their final paycheck, and will process the final paycheck, including any salary due, less any amount owed by the Intern for salary and/or travel advances, and/or other applicable deductions in accordance with applicable law.

Involuntary Termination

Involuntary termination of employment is a separation initiated by Genesys Works. Before an Intern's employment is terminated for performance related reasons, it is desirable that the Program Coordinator informs the Intern of their unsatisfactory performance and offer suggestions for improvement. However, if (in the sole discretion of Genesys Works), the performance deficiency is not susceptible to improvement through counseling, Genesys Works may terminate employment without advance notice or suggestions for improvement. This policy does not provide Interns with a "right" to advance notice of performance issues or to suggestions for improvement.

SECTION 7: TIPS & TRICKS FOR A SUCCESSFUL INTERNSHIP

Tips for Time Management

- Create a weekly schedule

- Make sure to prioritize the tasks that need to be done.
- DO Not multitask- focus on the task at hand
- Set a timer for each task
- Limit distractions
- Don't take on too much you can't handle

Checklist for Start of Shift

- Clock in NovaTime
- Let your supervisor know you have arrived and ask them if they have any tasks for you today.
- Check emails and calendar
- Make a To- Do list and prioritize tasks for the day o Don't have a deadline? Ask your supervisor for a deadline.

List of questions to ask if you don't understand a task given by your supervisor

- Before going to your supervisor, try using your resources such as Google or asking a coworker who is not busy for help. If you still don't understand, ask your supervisor to discuss your task with you if they have some time. You can always check their calendar to schedule a meeting.
- When meeting with your supervisor, try asking for a clarification of the task, tell them what you think you should do to complete the job, and if there is anything you are missing.
- Always ask questions if you don't understand; your supervisors are there to guide you. Don't do everything by yourself. The time you are spending trying to figure out things on your own for too long is time wasted to complete the task if you had asked for a helping hand.
- And if you make a mistake because you did not ask your supervisor for help, it becomes a lesson of making sure you reach out for help in the future!

Ways to get to know your Supervisor

- How long they have been working in their field?
- If they always planned on being in this position or had any other career they wanted to pursue?
- What about the company that made them decide to work there?
- What advice do they have for you as a new intern?

Workplace Lingo

- OOO – Out Of Office
- PTO- Paid Time Off
- WFH- Work From Home
- CMO- Chief Marketing Officer
- CEO- Chief Executive Officer
- COO- Chief Operations Officer
- Ping – to reach out to someone on a workplace instant messaging platform (MS Teams, Slack, Skype for Business)
- Bandwidth- Being able to add more tasks to your current workload
- AT capacity- not being able to take more tasks

Tips for setting up your virtual workspace at home

- Make sure your desk is free of clutter

- If there are others in the housework in a room where there are no distractions Make sure you have good lighting. Everyone wants to see your face!







[Tips for staying organized with school and work](#)




- Always communicate with your counselors about your schedule.
- Check your schedule beforehand so you can plan your school routine.
- Make sure you complete your homework the day it was assigned to avoid being overwhelmed with work and school.
- Make sure you have some free time.
- Don't take your Internship work home with you. If you cannot complete a task, communicate with your supervisor and work on it the next day.
- Your school life should be your top priority, so don't let your work life hinder you from performing well in school reach out to your Program Coordinator for support.

[Tips for having a Professional virtual presence](#)

- Make sure to follow the dress code depending on where you work. A collared shirt always works!
- Look energized and ready to work
- Act exactly how you would act in an office setting. Don't take advantage of the fact that you are working virtually. Don't forget that even if you are remote, you are still on the clock.

[A description of all the Microsoft Office Suite Apps and their use](#)

 <p>Microsoft Teams</p>	<p>a direct messaging app used to communicate with your coworkers</p>
	<p>Used to create documents</p>
 <p>Outlook</p>	<p>can be used to email coworkers can manage your calendar also, can be used to look at you coworkers' calendar and schedule meetings</p>
 <p>OneDrive</p>	<p>cloud storage service that Microsoft offers to store all your files securely in one place</p>
	<p>create and share interactive reports, personal stories, presentations, and more</p>
	<p>Note taking app also lets you record audio on your laptop</p>

	Used to organize data
	Used to create slide show presentations
	Used to create websites. You can use it as a secure place to store, organize, share, and access information from any device

SECTION 8: ACKNOWLEDGEMENT OF POLICIES

Receipt of Intern Handbook

I have received a copy of the Genesys Works Intern Handbook, specifying policies, practices, and regulations, which I agree to observe and follow during my employment with the company.

I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand. I acknowledge that the Intern Handbook, other than the at-will employment policy, may be modified, amended, or rescinded by Genesys Works, without advance notice.

I further acknowledge my understanding that my employment with Genesys Works is "at will" and may be terminated at any time, for any reason, with or without advance notice.

Intern Signature

Date

Intern Printed Name