



MARKETING CREATIVE COMMUNICATIONS

Paladin Current Associate - Frequently Asked Questions

Current Associate Frequently Asked Questions

1. How do I submit my timesheet?

The first step is to establish an account on my.knowledgespring.com. Once your account is established, you will use your username and password to access your account. This same log on information will be used for all future assignments with any Paladin client. You can also check your timesheet status, and review paycheck and personal information.

Please make sure to submit your weekly timesheet using the Web Time application each Monday by 6:00 PM Eastern Time to ensure timely processing. A timesheet received after the deadline is not guaranteed to be included in payroll for that week. Enter your time using your Web Time account. After you have entered your time, print the timesheet. Obtain your manager's signed approval and fax the timesheet form to (877) 337-7286. Fax only the timesheet form, without a cover sheet.

2. How and when am I paid?

Associates are paid weekly on Friday. Paper checks are mailed at that time and may take several days to reach you through regular US mail service. Paychecks are drawn on Bank of America.

3. Do you offer direct deposit?

Yes, we offer and strongly recommend direct deposit. A direct deposit initiation form was included in your on-boarding paperwork; if you need to initiate or make a change to your direct deposit at a later date, you may obtain an additional form from your Paladin Account Manager. Direct deposit may take up to 4 pay cycles to begin; in the meantime, you will receive paper checks as usual.

4. Do you offer employee benefits to associates?

For freelance associates working 30 hours or more per week on an ongoing basis, Paladin offers medical, dental and vision benefits, life insurance, 401K and stock purchase plan. Your Paladin Account Manager can direct you to additional details and enrollment forms for these benefits.

5. How do I get expenses reimbursed?

All work-related expenses must be pre-approved, and adhere to the client company's expense policy. If you do incur expenses, obtain a Paladin expense

report from your Account Manager. Expenses submitted by Monday at 6:00 PM Eastern Time are paid the following Friday.

6. What should I do if I cannot make it to my assignment, or am running late?

Our clients expect Paladin associates to be reliable and punctual. However, we do understand that occasionally, illness or an emergency is unavoidable. If you are running late to your assignment, or will be unable to attend work as assigned, please call your Paladin Account Manager as early as possible, so that we can inform the client. Please give your best estimate of when you will be able to return to work. Even if the client has asked you to contact them directly, please contact Paladin as well, so we are informed of the situation.

7. What if I don't like my assignment, or there is a problem?

At Paladin, we are committed to connecting our talent with opportunities that advance their careers, and bringing the best talent to our clients. We are here at any time to talk with you about issues that arise on your assignment. If a problem should arise, please call your Paladin Account Manager to discuss the issue. We will do our best to resolve the situation in a way that is satisfactory to both the associate and the client.

It doesn't serve our clients, our associates, or Paladin to have associates working at jobs they don't like, so if a situation just is not working out, let us know, and we will work with the client to find a suitable replacement.

8. What if the work I'm doing changes during my assignment?

You should always keep your Account Manager informed of significant changes in the nature, scope, or duties at your assignment. You and your Account Manager can discuss the new duties you are performing to make sure that your hourly rate is appropriate.

9. If a client wants to extend my assignment, do I have to stay?

From time to time, clients find that they need to keep an associate on assignment longer than anticipated. Usually this is great news for associates—considering the uncertainty of freelancing, more work is rarely a bad thing! However, we do understand that associates may already have additional work commitments lined up for after their Paladin assignment ends. You are not obligated to continue your assignment past the original agreed-upon end date. If you will be unable to extend your assignment, please let us know as soon as

possible, so we have time to source a replacement candidate to finish the assignment.

10. What if a client wants to hire me as a permanent employee?

If a client talks to you about a permanent position at the company where you're freelancing, contact your Account Manager immediately. He or she will talk to the client about the details of the position, compensation, etc. and discuss the opportunity with you. If you decide you would like to accept a permanent position with the client, Paladin will also help you negotiate salary, benefits, etc. just as we would for any other direct hire position.

11. A client I worked for through Paladin in the past has just contacted me directly, asking me to work for them. What should I do?

You should call your Paladin Account Manager immediately if a client contacts you directly. The Letter of Agreement that clients sign requires that the client work with Paladin if they want to hire you for another freelance assignment. We will be happy to contact the client and set up the assignment.

12. I am working on a freelance assignment through Paladin, but I have been offered a permanent position at another company. What should I do?

If you are interviewing for permanent positions while you are working on a freelance assignment through Paladin, please keep your Account Manager informed of developments as they happen. If possible, you should complete your freelance assignment before starting a new job. However, in cases where you must leave your assignment earlier than expected, inform your Account Manager as soon as you are aware of the situation, so that we can inform the client and make arrangements for another freelancer to replace you.