



MARKETING CREATIVE COMMUNICATIONS

Paladin Current Client - Frequently Asked Questions

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1. How are we billed?

After you approve your Paladin associate's hours, he or she submits a weekly time record to Paladin. Paladin then bills you weekly for those hours. No additional fees are charged above the hourly rate agreed upon for the assignment. Clients are billed by Paladin's Accounting Department.

Associates working on project rate jobs have their work billed at agreed-upon intervals as work progresses. Direct-hire fees are billed the first week of employment.

2. How can we access our billing information or records?

If you ever have billing questions or need additional information, you may contact the Service Center at Adecco Group NA (Paladin's parent company) by calling (800) 793-7657. Choosing option 3 will connect you with a billing representative.

3. What if I need to end an associate's assignment early, or extend it beyond the original end date?

Paladin's goal is to be as flexible as possible and meet your staffing needs at every turn, always taking into consideration the interests of our associates. If you need to reduce the length of an assignment, simply contact your Paladin Account Manager as soon as you are aware of the change. We will inform the associate.

In the event that you want to extend an associate's assignment past the agreed-upon ending date, let your Paladin Account Manager know as soon as possible. We will let the associate know, and find out if they are able to continue working on the assignment. Because our associates are highly qualified and in demand, occasionally your associate may have committed to other work after the end of the current assignment. In that event, we will work with you to quickly find a replacement associate to finish the assignment.

4. What if the scope or nature of an assignment changes?

If there is a significant change in the scope or nature of the work being performed by a Paladin associate, we ask that you inform your Paladin Account Manager as soon as possible. We will help you evaluate the assignment, and help negotiate a change in the associate's hourly rate, if necessary.

5. How should we handle problems with a freelance associate's work?

Paladin makes every effort to screen candidates thoroughly and troubleshoot in advance to avoid wrong-hire situations. Your satisfaction is our guarantee.

In the rare instance that a Paladin Associate does not perform as expected, let us know immediately. We are happy to communicate feedback to the associate and assist in any way we can to improve their performance or resolve the issue.

If a person or situation is just not working out, we will replace the person with another associate or credit you for the time of the person who has been dismissed. Either way, you have no financial obligation for the work you found unsatisfactory, as long as we are advised in a reasonable period of time.

6. Do you have a guarantee for associates placed in direct-hire roles?

Yes. Because Paladin is only happy when our clients and associates are satisfied, we offer a 90-day guarantee on direct-hire placements. If a direct-hire associate quits or is dismissed for cause within 90 days of hire, Paladin will replace him or her. If a suitable replacement cannot be found, Paladin will refund the full placement fee.

7. What if we would like to hire a freelance associate for a direct-to-staff position?

Once you have hired a Paladin associate for a freelance assignment, you have the option to convert him or her to a regular staff position. A conversion fee would apply under this circumstance. The conversion fee is a percentage of the associate's annual salary, and is reduced according to the total number of hours the associate has worked on the freelance assignment.

Your Paladin Account Manager will communicate the full-time employment offer to the associate, establish their interest in the position, and assist you in negotiating a start date, compensation, and other details as needed.

8. Who owns the work a Paladin associate completes, and how are we protected against breach in confidentiality?

Our associates sign a Paladin Letter of Agreement stating that work done on behalf of a Paladin client is the property of the client. In addition, they sign a confidentiality agreement on Paladin's behalf, as well as your company's non-disclosure agreement.