

## OUR POLICIES

### FREELANCE PLACEMENTS

#### The Request

Brainstorm Creative Resources accepts requests for same-day and next day freelance assignments, as well as those that are scheduled to begin any number of days, weeks or months in the future. We will be happy to assign creative professionals to work on-site at your business for any number of hours. However, we will bill a minimum of four hours per assignment. This policy protects the interests of the people we represent, many of whom routinely travel across the region to reach assignments.

#### Billing

Each Brainstorm Creative employee will present a timecard to his/her designated supervisor at the end of each week worked. This timecard, once verified and signed by the supervisor, becomes the record of services performed. Brainstorm Creative generates invoices matched to signed timecards at the end of each week. Your organization can choose to be billed on either a weekly or monthly basis. Also please note that Brainstorm Creative bills overtime based on a forty hour week. Your organization will be billed at time-and-a-half only if a Brainstorm Creative freelance professional has worked more than 40 hours in a Monday through Sunday work week.

#### Guarantee

We believe it is in everyone's best interest to identify small problems before they become big ones, so we ask our clients to monitor our freelance professionals' efforts closely during the first day of each new assignment. If your organization is dissatisfied with a placement for any reason, and this dissatisfaction is communicated to Brainstorm Creative before the end of the first day of a new assignment, billing for the assignment will be waived. Additionally, we understand that it is often not possible to determine the value of a freelancer's participation during the first day of a new assignment. Brainstorm Creative representatives are available to discuss employee performance throughout the assignment lifecycle. If you determine at a point late in an assignment that a Brainstorm Creative freelance professional has delivered an inadequate product, a Brainstorm Creative representative will work with you to remedy the situation.

### PERMANENT PLACEMENTS

#### BILLING

Brainstorm Creative will work closely with your organization to identify the right person for your permanent position. We will source an unlimited number of candidates over an extended period of time at no cost to your organization. Brainstorm Creative will bill your organization, according to our posted fee schedule, only after you have hired a Brainstorm Creative candidate into a (full or part-time) staff position.

#### Guarantee

Brainstorm Creative offers a ninety-day, sliding-scale guarantee on permanent placements. If your organization becomes dissatisfied with a placement any time during the first thirty days of a new hire's employment, we will either refund the full placement fee or refill the position at no charge. After thirty days, Brainstorm Creative will refund seventy-five percent of the placement fee or apply an equivalent dollar amount to a future placement. After sixty days, your organization will be eligible to receive a fifty percent refund or it can choose to apply an equivalent dollar amount to a future placement.

## TEMPORARY TO PERMANENT CONVERSIONS

### **BILLING**

While Brainstorm Creative employees are working for your organization as temporary personnel, they will be billed at hourly freelance rates. Brainstorm Creative offers a sliding scale of discounted placement fees to organizations that hire freelance professionals who are already providing services. We will bill your organization for a Temporary to Permanent Conversion only after you have hired a Brainstorm Creative freelance professional into a (full or part-time) staff position.

### **Guarantee**

Brainstorm Creative offers a thirty day guarantee on Temporary to Permanent Conversions. If your organization becomes dissatisfied with a conversion placement any time during the first thirty days of a new hire's employment, we will either refund the full placement fee or refill the position at no charge.

## CONSULTING

### **Billing**

Brainstorm Creative consultants are available to work one-on-one with your organization, over an indefinite period of time, to identify the right person for your permanent position. Consultants' time is billed in fifteen minute increments at our posted hourly rate for consulting services. Brainstorm Creative consultants document all efforts on behalf of clients. A copy of the consultant's documentation is included with each invoice. Invoices are generated on a weekly basis.

### **Guarantee**

Since Brainstorm Creative consultants work within the boundaries of our clients' hiring systems, and with candidates sourced by our clients, we do not offer a guarantee on consulting services.

## CLIENT-AGENCY MATCHING

### **Billing**

Brainstorm Creative bills flat fees for matching services. Fees will be billed upon delivery and acceptance of a Partnership Solution.

### **Guarantee**

Brainstorm Creative's Client-Agency Matching service provides a way for your organization to connect with the region's premier communications firms. Our fees for matching services are linked to the information we present to your organization, not the work performed by the communications firms we recommend.

All of the firms Brainstorm Creative recommends offer their own service guarantees. We suggest that your organization review each firm's guarantee policies when evaluating partnership options.