

AcePLP Group, Singapore

Staff Handbook

The policies and procedures in this handbook are not intended to be contractual commitments by AcePLP, and staffs shall not construe them as such.

The policies and procedures are intended to be guides to the management and are merely descriptive of suggested procedures to be followed. AcePLP reserves the right to revoke, change, or supplement guidelines at any time without notice.

No policy is intended as a guarantee of continuity of benefits and rights. No permanent employment or employment for any term is intended or can be implied from any statements in this handbook.

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Human Resources Department

Version 1.0

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Any corrections or updates should be forwarded to hr.team@aceplp.com.sg

a warm welcome to A C E P L P



AcePLP is Singapore's biggest engineering design services provider that offers a range of integrated services that increase workflow efficiency for the Architectural, Engineering, and Construction (AEC) Industries. Over the last 25 years, AcePLP's renowned Apprenticeship Programme has grown to become Singapore's leading on-the-job training institution for young Architecture and Engineering professionals. We have since successfully nurtured more than 1000 fresh graduates and facilitated the reskilling of mid-career engineering professionals for the local AEC industry.

As the Managing Director of the AcePLP, an engineering print house which grew into Singapore's largest greenhouse for nurturing early-stage Architecture and Engineering Professionals, I cannot imagine a more exciting place to be! Whether you are looking to join us on your initiation journey into the increasingly tech-rich AEC industry, your professional development and skills upgrading journey, or work with us in pushing the technological frontiers of the AEC industry in Singapore, you will find a myriad of programmes and initiatives here that will interest you.

I invite you to come and share in these exciting times where we continually push the technological frontiers of engineering education and industry. It is my hope that at AcePLP, you will obtain the skills you need to progress beyond each window of career opportunity. See you around!

Tang Pak Hong (Mr.)
Managing Director
AcePLP Group

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1. INTRODUCTION

1.1 Vision and Mission Statement

AcePLP's Vision

To groom architects and engineers of the future.

AcePLP's Mission

To enhance engineering workflow efficiency with technology.

1.2 Core Values

1. **Value Creation.** To create value for the business, our clients, our staffs, and the Nation.
2. **Practical.** To always adopt realistic and effective business solutions and practices.
3. **Resourcefulness.** To use the most efficient and intelligent ways to address business needs.
4. **Talent Nurturing.** To identify, cultivate, and develop the very best talents in the AEC industry.
5. **Professional.** To provide only the most effective & efficient BIM/CAD solutions to the AEC industry.
6. **Innovative.** To be at the forefront of technology adoption & implementations for the AEC industry.
7. **Integrity.** To adhere to the highest professional standards, ethical and moral principles.
8. **Synergy.** To work together to produce performances greater than the sum of individual efforts.

1.3 Key Contacts

Amtech Building (HQ)

Address	159 Sin Ming Road #05-03 Lobby 1 Amtech Building Singapore		
Office Tel	6455 9938	Office Fax	6455 9938

HR Department

Pamela	Talent Management	9004 6756	pamela@aia.edu.sg
Natasha	Training Administration	9880 5692	natasha@aia.edu.sg
Rosemarie	Work Pass Matters	9789 9693	rosemarie@aceplp.com.sg
Sook Teng	JustLogin, General Staff Enquiries	8322 0169	sookteng@aceplp.com.sg
Nur Ain	Payroll Matters	6455 9938	ain.ishak@aceplp.com.sg

Trainers and Technical Support

Zulkifli	MicroStation, AutoCAD	9826 4705	zulkifli@aia.edu.sg
Kee Kay Loke	Revit, Navisworks, AECOSim, OpenPlant	8297 4867	kayloke@aia.edu.sg
Hadi Akmal	MicroStation, OpenPlant, Civil 3D, AECOSim, Navisworks	9123 1176	mdhadi@aia.edu.sg
Azman	Overall Technical Support	9630 7567	azman@aceplp.com.sg

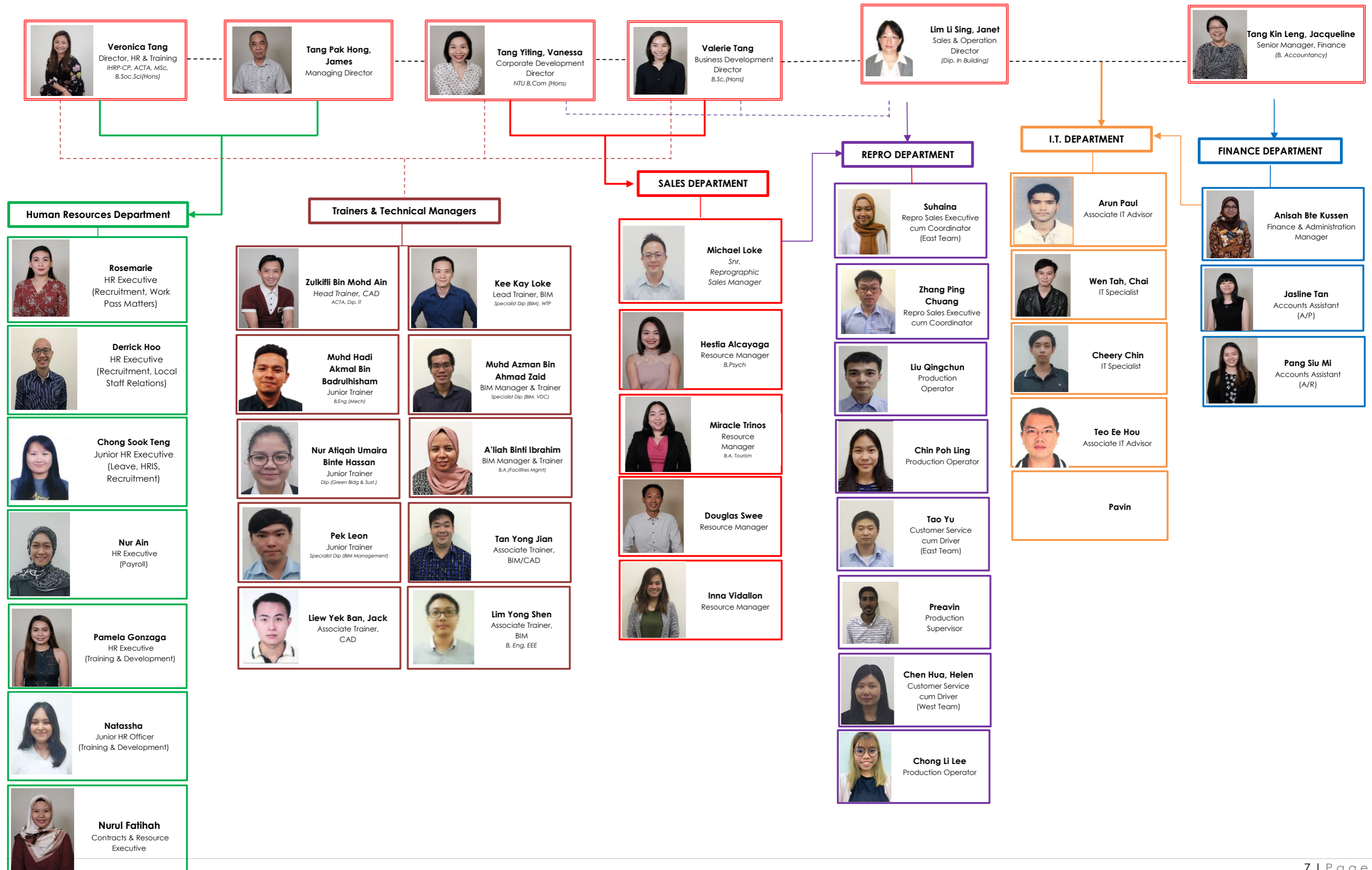
Line Managers

Tia	9380 6167	tia@aceplp.com.sg
Miracle	9850 3574	miracle@aceplp.com.sg
Douglas	9169 9187	douglas@aceplp.com.sg
Michael Loke	8125 8766	michael@aceplp.com.sg
Inna Vidallon	8799 6723	inna.vidallon@aceplp.com.sg

Website / Email:

AIA Website	aia.edu.sg
AIA Email	www.office.com
Download Forms	aia.edu.sg > login > cad access > forms
Training Calendar	aia.edu.sg > login > cad access > training calendar
Timesheet submission	fimesheet@aia.edu.sg
Leave submission	via JustLogin
Enquiries / Request	hr@aceplp.com.sg / training@aia.edu.sg

1.4 Organisation Chart



2. GENERAL POLICIES

2.1 Working Hours at AcePLP

Mondays – Fridays	: 9:00 AM – 6:00PM
Saturdays	: 9:00AM – 1:00PM
Breaks	: 12:00PM – 1:00PM

All staffs are to abide to the working hours stipulated by the company.

2.2 Working Hours During Assignments

During assignments, you will follow the client's working hours unless otherwise stated.

2.3 Attendance and Punctuality

All staff shall be punctual and have regular attendance. There is no grace period given and all staff will be responsible for adhering to their working schedule. If a staff is unable to meet this expectation, he/she must obtain approval from their supervisor in advance, for any requested schedule changes.

Absenteeism and tardiness hinder our operations and create inconvenience to fellow colleagues. Excessive absenteeism or tardiness may be a cause for disciplinary action including dismissal.

2.4 Clock In/Out

2.4.1 At AcePLP Office

All staff at the office must ensure that they clock-in and clock-out via the XID machine:

- Start of a work day;
- Start of lunch/dinner break;
- End of lunch/dinner break;
- End of a work day.

Please note that you are still required to clock-in and clock-out even if you prefer to skip lunch and/or rest in office for your lunch break. Should you face any difficulties with the clocking system, please approach the HR Department immediately.

2.4.2 At Client's Office

Staff based at client's office/site must ensure that they clock-in and clock-out as per abovementioned circumstances via JustLogin. The app contains a GPS tracking system which will record your location at the point of clock-in and clock-out.

2.4.3 Clocking Practices

Clocking of attendance must be done by the individual staff on his/her own. You are strictly not allowed to ask any other staff to clock in/out on your behalf, or vice versa. Any staff found forging, undermining, or tampering with the time attendance system and/or records shall be liable for summary dismissal and the consequences following such disciplinary action.

2.5 Leaving the Company During Working Hours

Staff are not to leave the AcePLP (or client's) office premises during working hours without prior permission from their respective supervisors.

2.6 Dress Code

The dress code policy is designed for all staffs to provide a professional appearance for the office and customer interaction. All staffs' appearance should be neat and suitable for conducting business, to maintain a positive appearance.

General Standard: Always presentable, fresh and semi-formal

Male Staffs	Female Staffs
<ul style="list-style-type: none"> ✓ Dress pants and short/ long sleeved collar shirt ✓ Jackets where appropriate ✓ Short, neat and presentable hairstyle and facial hair ✓ No extreme hair colouring ✓ No headgear except the songkok 	<ul style="list-style-type: none"> ✓ Work dresses/ blouse with skirt or dress pants ✓ Neat and presentable hairstyle ✓ No extreme hair colouring ✓ No headgear except the tudung

Casual (dress down) Attire for Friday and Saturday: Jeans and Polo-tees.

Inappropriate Work Attire

Male Staffs	Female Staffs
<ul style="list-style-type: none"> ✓ Workout attire ✓ Shorts/Bermuda/worn out and torn jeans ✓ Clothing that is excessively revealing, distracting or provocative ✓ T-shirt with slogans, sports insignia or other writing on them ✓ Pants that are excessively low on the hips 	<ul style="list-style-type: none"> ✓ Workout attire ✓ Shorts/capri pants/worn out and torn jeans ✓ Clothing that is excessively revealing, distracting or provocative ✓ T-shirts with slogans, sports insignia or other writing on them ✓ Halter, spaghetti or tank tops ✓ Skirts/dresses that are excessively short ✓ Pants that are excessively low on the hips

Footwear: Only work shoes are allowed. Athletic shoes, sneakers, casual sandals or slippers are not allowed.

Safety Attire: Staffs who are provided with safety attire on-site (as part of work attire) are required to wear the attire in its entirety, including safety shoes and PPE (Personal Protective Equipment).

2.7 Submission of Timesheet

To ensure timely payout of salaries, all timesheets shall be submitted on the 1st of every following month. Late submission of timesheet will result in late payment of salary.

2.7.1 In-house Training

All engineers are to submit their In-House Training Record and Timesheet Form on the 1st of every month during the training period. Documents should be scanned and emailed to timesheet@aia.edu.sg and training@aia.edu.sg. Trainers have to endorse the timesheet before submission.

2.7.2 24-Months On-The-Job (OJT) Skills Training

All engineers will have to submit a softcopy of their JustLogin Timesheet to timesheet@aia.edu.sg and training@aia.edu.sg. All timesheets must be signed by the client before submission.

2.7.3 In-between Projects

While waiting for a new assignment, engineers are to be in-house to refresh and practice their skills. During this period, engineers are to submit a timesheet form, which can be obtained from the Training Department. Trainers must endorse the timesheet before submission.

2.8 Misconduct

Staff will be severely dealt with or dismissed for any deliberate or willful violation of Company rules and policies. The circumstances include, but not limited to:

- **Tardiness**
 - Arrives 5mins after the working hours
- **Excessive Absences**
 - Absent from work without proper notice
 - Excessive sick leave without Medical Certificate
- **Project Rejection**
 - Rejecting PD without valid reasons
 - Applicable to projects, reliefs and replacements
 - Rejection by client due to poor performance and/or attitude
 - Early dismissal from project
- **Rejection by Client / Early Release**
 - Due to poor conduct
- **Failed PD**
 - Failure to pass skills test due to poor performance and/or attitude
 - Failure due to not showing up for the PD
- **Dishonesty**
 - Tempering with clock in/out
- **Poor Professionalism**
 - Poor performance and/or attitude
 - Using mobile phone during working hours for personal reasons
 - Sleeping during working hours

- **Workplace Harassment**
 - Threatening, abusive, or insulting language, comments or other non-verbal gestures
 - Cyber bullying
 - Sexual harassment
 - Stalking

3. COMPENSATION POLICIES

3.1 Salary Comparison

Salary paid to each staff varies and the Company strongly discourages staffs from comparing their salaries. In no order, factors influencing the initial salary offer include but are not limited to the staff's:

- Highest educational level;
- Educational discipline (relevant disciplines preferred);
- Prior knowledge of CAD or experience in CAD;
- English proficiency and communication abilities; and
- Performance during the interview

Salary issues must be discussed with HR Department and/or the Line Managers, but never with the client. Please note that you will be acting against our Company's interests if you discuss salary issues with our clients. Staffs acting against the Company's interest shall face disciplinary action including termination

3.2 Composition of Salary

Basic Monthly Salary (BMS)	Variable Project Incentive (VPI)	Variable Project Commission (VPC)	Overtime (OT)
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3.3 Variable Project Incentive (VPI)

VPI will be payable to you upon confirmation of employment and stabilization from the 4th month of employment onwards, subject to the meeting of Key Performance Indicators (KPI) stated in your respective job agreements.

VPI may be temporarily reduced or removed should a staff be found violating company rules, as stated in Section 2.9.

3.4 Variable Project Commission (VPC)

The VPC is the excess of distributable project commission (DPC) over the sum of your BMS and VPI. You shall receive this component also from the 4th month of employment onwards, subject to meeting of your respective KPIs and successful assignment to a project.

As VPC is a profit-sharing component, it shall only be payable while you are actively rendering services during your assignment. As the hours of absences are not being charged as service hours rendered to the client, any form of absence – paid leave or otherwise – will affect the VPC for that month. However, your paid leaves will be covered by the company via your BMS and VPI. In addition, since VPC computations are derived from the endorsed service hours per month, do take note that VPC adjustments are made in the following month.

3.5 Overtime (OT) Payment

Staff must get their timesheet endorsed by the client/direct supervisor and submit it at the 1st of every following month.

- OT is defined as the number of hours worked in one week in excess of 44 hours per week.
- OT shall be paid only if a staff has worked at least one complete extended hour (i.e. OT claims start from 1 hour and above)
- OT for the month will be reflected in staffs' payslips in the following month
- Unapproved OT hours worked shall not be eligible for OT claims.
- Delayed submission of OT claim form may result in a corresponding delay in the release of your OT pay.
- Staffs are strictly not allowed to perform more than 72 hours of overtime work per month.
- OT will not be paid for extended hours during the two-month in-house training programme.

3.6 Transport & Meal Claim

Meals are claimable for staffs who works overtime only after 9:30pm. The meal allowance is capped at \$6.50 per claim. Transport claims are only claimable for work after 10:00pm. Receipts should be emailed together with the submission of timesheet at the 1st of every following month.

3.7 Other Claims

Reimbursements can be made if the original receipt for approved expenses is submitted to the Finance Department. You may check with the HR Department (hr@aceplp.com.sg) to find out if your expenses are claimable. To claim for reimbursement, staff must fill in the Reimbursement Form with the original receipt attached to it.

3.8 Payment of Last Salaries

A resigned staff must collect his/her last salary cheque personally, unless a letter of authorization is presented by a party and authorized by the resigned staff to collect the last salary cheque on his/her behalf.

3.9 Authorized Deductions of Salary

Salary deductions may be made by the employer due to staff's absence from work, damage/loss of company's goods, income tax payable by the staff and for any other deductions required by the law.

4. STAFF BENEFITS

4.1 Leave Application

Leave period of 1-3 days should be applied 1 week before the start date of the leave.

Leave period longer than 3 days should be applied 1 month before the start date of the leave.

Leave forms can be downloaded from www.aia.edu.sg.

In-House

All staffs shall submit their leave form to HR or Training Department. After approval of the leave form, staffs are to apply for leave on JustLogin via the app or website, attaching the photo of the approved form.

On-Site

Leave form must be endorsed by client-side supervisor and their respective Line Managers. Once approved, staffs are to apply for leave on JustLogin via the app or website, attaching the photo of the approved form.

4.2 Annual Leave

A staff who has served the company for not less than 12 months shall be entitled to 7 days paid Annual Leave in respect for the first 12 months of continuous service and an additional one day's Annual Leave for every subsequent 12 months of continuous service subject to a maximum of 14 days. Annual leave given shall be pro-rated using the following formula:

$$\text{(No. of months in service/12) x Annual AL Entitlement}$$

4.3 Bonus Leave

Bonus Leave (BL) is a non-monetary reward of up to five (5) paid-leave days per completed year of employment, subject to the following utilization conditions:

- ✓ You must specifically apply for its utilization.
- ✓ BL can be taken only during periods in between assignments.
- ✓ You may go on BL only upon approval from the Management.
- ✓ Your eligibility for BL shall be contingent upon fulfilling the following conditions in the past 12 months of employment:
 - You have met all your KPIs as detailed in Appendix 2 attached hereto: Attitude, Skills, Punctuality, Attendance, and Service Excellence.
 - You have passed (above 75%) all Skills Assessment in one sitting.
 - There has not been received by us any negative client/trainer/supervisor feedback about you.
 - You have not been rejected due to your own negligence during the Project Discussions stage.
 - You have not been absent for more than 1 day, for reasons other than Annual Leaves.
 - You have not been 15 or more minutes late for more than 12 occasions.
 - Your entitlement for BL shall be reduced by one (1) day for each of the abovesaid conditions that is not satisfied.
 - BL must be consumed in the following year; unconsumed BL cannot be converted to other forms of leave entitlements, encashed, or carried forward to the following year.

4.4 Medical Leave

Staffs are entitled to the following medical leaves, upon submission of medical certificates from Singapore government clinics/ hospitals:

No. of months of service completed	Paid outpatient sick leave	Paid hospitalisation leave (Includes outpatient sick leave taken)
3 months	5 days	15 days
4 months	8 days	30 days
5 months	11 days	45 days
6 months and above	14 days	60 days

Please refer to your Apprentice Agreement for fuller detail on your medical benefits. Unused Medical Leave cannot be brought forward to the next year.

A staff should inform HR department or their respective Line Manager if they wish to apply for MC before the start of the working hours.

If a staff wishes to extend his Medical Leave, the staff should visit the doctor and obtain another MC and inform the HR Department or Line Manager before the start of the working hours.

Staffs must attach a copy of his Medical Certificate to his leave application form and submit to the line manager/ training department for verification upon returning to work. Otherwise, it will be considered as Urgent Leave. The original Medical Certificate and Receipt shall be sent by hand or by post to AcePLP Finance Department for medical claims.

4.5 Other Types of Leaves

4.5.1 Urgent Leave

Urgent leaves are only for genuinely urgent matters and should not exceed 2 days a month. All urgent leaves are deducted as unpaid leaves. They cannot be converted to annual leaves. Please SMS or email to the Line Manager/ Training Department/HR Department on the day of the urgent leave, before the start of the working hours.

4.5.2 Unpaid Leave

The Company may grant a staff unpaid leave if the staff is not eligible for annual leave or has used up his annual leave. Taking too many days of unpaid leave will reflect badly on a staff's conduct and this will lead to a bad appraisal and termination of your services by our client.

4.5.3 Extended Leave

Staffs who have yet to complete their first year of service will not have their extended leaves approved. Taking extended leave will interfere with the apprentice' onsite assignments and/or their learning progress.

Request for extended leave for staffs who are employed for a continuous duration of at least 2 calendar years or more, will be considered on case-by-case basis.

All staffs are advised to wait for leave approval before purchasing their air tickets. The company shall bear no responsibilities if you have purchased your air ticket before getting your leave approved.

4.5.4 Childcare Leave

A staff is entitled to 2 days of childcare leave per year if their child is a non-citizen.

A staff is entitled to 6 days of childcare leave per year if the following conditions are met:

- ✓ Child is below 7 years old;
- ✓ Child is a Singapore Citizen;
- ✓ Child's parent must have served his or her employer for a continuous duration of at least 3 calendar months

Staff is entitled to 2 days of extended childcare leave every year if the following conditions are met:

- ✓ Youngest child is aged 7-12 years old
- ✓ Child is a Singapore Citizen
- ✓ Child's parent must have served his or her employer for a continuous duration of at least 3 calendar months

For staff with children in both age groups, i.e. those below 7 years old as well as those between 7-12 years old, the total paid childcare leave for each staff is a maximum of 6 days per year.

To apply for Childcare Leave, staff must fill in the Childcare Leave Declaration Form, attach a copy of your child's birth certificate, childcare leave declaration form and AcePLP leave form and submit to hr@aceplp.com.sg and cc. leave@cadpro.sg

The form can be downloaded here:

[https://www.profamilyleave.gov.sg/Documents/PDF/GPCL1%20\(updated%2009072015\).pdf](https://www.profamilyleave.gov.sg/Documents/PDF/GPCL1%20(updated%2009072015).pdf)

4.5.5 Maternity Leave

Staff is entitled to maternity leave benefit if the following conditions are met:

- ✓ Child is a Singapore Citizen
- ✓ Child's parent must have served his or her employer for a continuous duration of at least 3 calendar months
- ✓ Child's parent must have served his or her employer for a continuous duration of at least 90 calendar days before the child's birth

An eligible staff is entitled to absent herself from work 4 weeks immediately before and 12 weeks immediately after delivery, which totals to 16 weeks.

To apply for maternity leave, staff must fill in the maternity leave declaration form, along with the AcePLP leave form, attach a copy of her Marriage Certificate and Child's Birth Certificate to the forms and submit to the Line Manager and cc. hr@aceplp.com.sg. Only fixed/ basic month basic salary will be paid during the period of maternity leave. Variable month salary will resume after you have managed to stabilise in the next assignment.

The form can be downloaded here:

<https://www.profamilyleave.gov.sg/Documents/PDF/GPML1.pdf>

4.5.6 Marriage & Compassionate Leave

To apply for Marriage or Compassionate Leave, staffs must submit their application to the HR Department before going on such leave and must submit the Death Certificate (for Compassionate Leave) or Marriage Certificate (for Marriage Leave) to the line manager and cc. hr@aceplp.com.sg upon returning to work.

4.5.7 Time-Off

There will be no time-off hence, it will be considered as undertime.

4.5.8 Rest Day

Every staff shall be allowed in each week a rest day without pay of one whole day which shall be Sunday.

4.5.9 Half Day

Any day in which a staff is required to work for 5 hours or less under his contract of service shall be regarded as half day. If a staff is taking the afternoon off, he may leave at 1pm. If an staff is taking the morning off, he may report at 2pm.

4.5.10 Off-In-Lieu

The staff is entitled to a day off-in-lieu of the Public Holiday which falls on a day when the staff is not entitled to work. You may apply for Off-In-Lieu by seeking approval from the Line Manager as per the normal leave application procedure. If the client gives you a day of Off-In-Lieu, please use it within the next 30 days.

4.5.11 Change of Leave Date

Staff may make changes or the date or duration of his leave, provided that the supervisor approves of the change. The amendment must be submitted to HR at least 3 days in advance.

4.5.12 Penalty

Staff who exceeds 2 days' urgent leave without valid reasons (deemed acceptable by The Management) shall face the following penalties:

- The staff may receive a warning letter
- If the industrial attachment was terminated due to poor attitude and attendance, VPI component will be removed

4.6 Healthy Lifestyle Bonus

Healthy Lifestyle Bonus is a given to staffs who have shown dedication in their work by taking no Medical Leave and making no Medical Claims for the past 12 months of their continuous employment. The amount of Healthy Lifestyle Bonus is stated in your Apprentice/ Job agreement.

4.7 Performance Bonus

Performance Bonus means a variable payment, whether made annually or otherwise, to staff as a reward for good performance during the employment period. Please refer to your Apprentice/ job agreement for the full details on your performance bonus. Bonuses are subjected to the Management's review and the Management's decision is final.

4.8 Autodesk Professional Certification

All our engineers can obtain their Autodesk Professional Certification during their employment. The exam will be free for the first time and the Company will waive 50% of the subsequent exam fees. Our engineers can obtain their professional certification anytime during their employment with the Company.

4.9 Staff E-Portal / App

Our engineers can access gia.edu.sg to download relevant forms (e.g. Absence Forms, Overtime Form), Training calendar, e-claim Portal, Exam Schedule, Personal Information Update and e-Home Submission. Simply login in using your company email and click on "CAD Access" to be able to access the services.

5. STAFF BENEFITS

5.1 Minimum Employment Period

You will be employed under AcePLP for at least 26 months of continuous employment from the commencement date of your employment.

5.2 Confidentiality/ Return of Documents

You shall keep confidential all information obtained/received by you from/through us and/or from/through our client in the course of your employment.

You shall return to us all our and our client's documents/ materials/ property obtained/received by you/under your control in the course of your employment when you leave our employment or on termination of your employment.

5.3 Intellectual Property

Any and all ideas, concepts, studies, research findings, presentations, suggestions, or other intellectual or creative property originated by you (wholly or in part) during the period of your employment, whether during or outside of office hours becomes and remains our exclusive property. Termination of your employment for any reason does not divest us of our exclusive ownership of any and all such ideas, concepts, studies, research findings, presentations, suggestions or other intellectual or creative property.

5.4 Resignation & Termination

5.4.1 Resignation

For all employment terminations, the party initiating the termination must either serve the notice period stipulated in the Job Agreement or pay the other party the equivalent salary in lieu of notice.

For Trainee BIM/CAD Engineers on bond, premature termination of the employment contract shall result in a breach of contract. Accordingly, you shall be liable for liquidated damages as stated in your Job Agreement.

5.4.2 Dismissal

If a staff is dismissed due to misconduct, gross misconduct amounting to summary dismissal, or breach of employment terms, the notice period is not applicable. Under such circumstances, the staff shall not be entitled to salary in lieu of the notice period.

For Trainee BIM/CAD Engineers on bond, dismissal due to the abovementioned reasons shall result in a breach of contract. Accordingly, you shall be liable for liquidated damages as stated in your Job Agreement.

5.4.3 Offboarding & Surrender of Company Property

Upon the termination of employment, the staff shall be required to surrender all company property to the HR & Admin Department on the last day of employment. In the event of loss or unreported damage of any company property, the Company is entitled to the recoverable cost of the loss/damage.

Revision and Approval

- [revision number] - [date] - [nature of changes] - [approved by]