

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this 29th day of October 2018 between the **SINGAPORE HEALTH SERVICES PTE LTD** (“SingHealth”), a company registered under the Companies Act and having its place of business at 31 Third Hospital Avenue, #03-03 Bowyer Block C, Singapore 168753, for itself and on behalf of the following subsidiaries namely, the Changi General Hospital Pte Ltd (“CGH”), KK Women’s and Children’s Hospital Pte Ltd (“KKH”), Singapore General Hospital Pte Ltd (“SGH”), National Cancer Centre of Singapore Pte Ltd (“NCCS”), National Dental Centre of Singapore Pte Ltd (“NDCS”), National Heart Centre of Singapore Pte Ltd (“NHCS”), National Neuroscience Institute of Singapore Pte Ltd (“NNI”), Singapore National Eye Centre Pte Ltd (“SNEC”), Sengkang General Hospital Pte. Ltd. (“SKH”), SingHealth Polyclinics (“SHP”) and ALPS Pte. Ltd. (“ALPS”) (from 1 July 2018) (hereinafter collectively called the “Institution”) of the one part, and the **HEALTHCARE SERVICES EMPLOYEES’ UNION**, a trade union registered under the Trade Unions Act and having its registered office at 3 Bukit Pasoh Road #02-00, Singapore 089817 (hereinafter called the “Union”) of the other part.

NOW IT IS HEREBY AGREED AND DECLARED between the parties hereto as follows:

(I) GENERAL PROVISIONS

1. TITLE

This Agreement shall be known as the “**SINGHEALTH STAFF AGREEMENT OF 2018**”.

2. SCOPE

- (1) This Agreement shall cover all staff of the Institution with the exception of the following categories of staff and categories as set out in Appendix 1 (herein referred to Excluded Categories) to this Agreement:
 - (a) Managerial & Executive Staff
 - (b) Confidential Staff
 - (c) Probationary Staff
 - (d) Part-Time Staff (excluding CGH)
 - (e) Medical Staff
 - (f) Staff on fixed contract with less than one year of contractual period
 - (g) Foreign Staff on first contract
 - (h) Post-retirement Re-employed Staff (excluding CGH) as provided for under the Retirement and Re-Employment Act (RRA) and subject to clause 16(4) of this Agreement.
- (2) Notwithstanding (1), Executive staff in Non-Nursing Job Grade NN14, Allied Health Professional Job Grade AH14, Pharmacist Job Grade PH03 and Nursing Job Grade N09 shall enjoy limited representation as governed by Section 30A of the Industrial Relations Act.
- (3) Staff who are already enjoying benefits that are more favourable than that provided for in this Agreement shall continue to enjoy them on a personal to holder basis.
- (4) Fixed Term Contract staff, Part-Time staff (excluding CGH) who work less than 35 hours per week and Post-retirement Re-employed staff (excluding CGH) as provided for under the Retirement and Re-employment Act (RRA) who are not within the Excluded Categories may enjoy representation by the Union only in the following manner:
 - (a) the Union will represent such contract staff individually and not as a class;

- (b) representation is confined to workplace grievances and breach of contractual terms; and
 - (c) the Union shall not negotiate on terms and conditions under the staff individual contract as well as terms, conditions and benefits under the Collective Agreement.
- (5) Except as provided for in sub-clause (4), the provisions of this Agreement shall not apply to Fixed Term Contract staff.

3. RECOGNITION AND UNION-MANAGEMENT PARTNERSHIP

- (1) The Institution recognises the Union as the sole collective negotiating body relating to pay and all other terms and conditions of service of all bargainable staff coming within the scope of this Agreement.
- (2) The Institution and the Union hereby undertake to fully co-operate in maintaining harmonious industrial relations and in creating an environment which will enhance the Institution's image and business prospects and at the same time promote the interests and future growth of all staff. The Institution and the Union agree to further strengthen this bipartite relationship through joint Union-Management initiatives to foster a strong and supportive culture of cooperation for all levels of staff.
- (3) The Institution and the Union shall agree before any changes in terms and conditions of employment within the scope of this Agreement are put into effect.

4. DURATION

- (1) This Agreement is effective from 1st April 2018 till 31st March 2020.
- (2) Negotiations for a new collective agreement may commence not earlier than 6 months before the expiry of this Agreement.
- (3) During the duration of this Agreement, neither the Institution nor the Union shall seek to vary, modify or annul any of its terms in

any way whatsoever, save as is provided herein or by operation of the law.

- (4) Should any new legislation affects the terms of this Agreement, the terms of this Agreement shall be changed to provide at least the minimum benefits provided by such new legislation, if the said legislation is more generous than the existing provisions, and this will be effected from the date of enactment of the law until the expiry of this Agreement.
- (5) In the event that the existing provisions in this Agreement are more generous than the new legislation, the existing provisions in this Agreement will take precedence over the new legislation from the start date of this Agreement till its expiry.
- (6) The above clauses do not preclude consultations on such provisions between the Institution and the Union.

5. INTERPRETATION

In this Agreement, unless the context otherwise requires, words importing the feminine gender shall include the masculine gender, and words in the singular shall include the plural.

6. NON-UNION MEMBERS

Non-Union members belonging to categories within the scope of this Agreement shall not receive or enjoy terms and conditions of service more favourable than those conferred on the Union members under this Agreement.

7. GRIEVANCE PROCEDURE

- (1) Recognising the value and importance of a full discussion in clearing up any misunderstandings and in preserving harmonious industrial relations, every reasonable effort shall be made by both the Institution and the Union to expeditiously look into or deal with

any suggestions, enquiries or complaints from staff at the lowest possible level.

(2) The grievance procedure shall be as follows:

(a) Step 1

Any staff having a grievance and/or complaint shall, if she so wishes, refer the matter within 7 working days of its arising to her immediate superior, Section Head or Department Head.

(b) Step 2

If the staff concerned feels that the grievance has not been properly dealt with, the matter shall be taken up by the Union and the Human Resource Department of the Institution for further discussion.

(c) Step 3

If the matter is still unresolved, it shall be referred to the Ministry of Manpower for conciliation in accordance with the relevant provision of the Industrial Relations Act.

8. REFEREE

Any dispute between the parties to this Agreement while it is in force and arising out of its operation shall be referred to the President of the Industrial Arbitration Court who shall have the discretion to select a referee appointed in accordance with the provisions of the Industrial Relations Act to determine the dispute.

(II) GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

9. TERMINATION NOTICE

The termination notice of a confirmed staff shall be 1 month or 1 month's gross salary in lieu of notice.

10. HOURS OF WORK

- (1) The working hours shall be regulated in accordance with the present practice on the basis of a maximum of 42 hours per week.
- (2) Staff shall be adequately notified of any changes in the working hours and the Union consulted prior to any changes to the working hours.

11. SHIFT WORK

- (1) All shift staff shall work the following hours excluding meal breaks:
 - (a) Permanent night : 38 hours per week
 - (b) Rotating shift : 40 hours per week,
averaged over a 2 or 3-week roster
 - (c) Regular hours : 42 hours per week
- (2) The shift pattern may differ for different groups of staff due to the nature of their work. However, staff shall be notified in advance of their respective shift pattern / schedule prior to implementation.

12. OVERTIME

- (1) Work performed in excess of the daily contractual or rostered hours as set out in clause 11(1), or a total of 42 hours a week by a full-time staff shall be deemed as overtime work, in accordance with the provisions of the Employment Act.
- (2) Staff shall be paid one and a half times the hourly basic rate of pay for overtime work in accordance with the Employment Act.
- (3) Where the staff's monthly basic rate of pay comprising base salary and Monthly Variable Payment (MVP) is above \$3,000 and is classified as a non-workman as defined by the Employment Act, the monthly basic rate of pay of \$3,000 shall be used for computation of overtime compensation.

13. REST DAY

- (1) Every staff shall be entitled to 1 rest day, which is without pay, per week.
- (2) The weekly rest day for a staff engaged in shift work shall be determined by the duty roster drawn up in accordance with the operational needs of the Institution. Staff shall be informed of the roster in advance.
- (3) A staff who works on her rest day at the request of the Institution shall be paid as follows:
 - (a) If the period of work does not exceed half her normal hours of work, a sum at the basic rate of pay for 1 day's work in accordance with the Employment Act;
 - (b) If the period of work is more than half but does not exceed her normal hours of work, a sum at the basic rate of pay for 2 days' work in accordance with the Employment Act; or
 - (c) If the period of work exceeds her normal hours of work for 1 day:
 - (i) A sum at the basic rate of pay for 2 days' work in accordance with the Employment Act; and
 - (ii) A sum at the rate of 1.5 times her hourly basic rate of pay work in accordance with the Employment Act for each hour or part thereof that the period of work exceeds her normal hours of work for 1 day.

14. PUBLIC HOLIDAYS

- (1) Staff shall be entitled to paid gazetted Public Holidays in accordance with the provisions of the Employment Act.
- (2) Based on the exigencies of service, the Institution may substitute another working day for a Public Holiday or pay staff who work on a Public Holiday an extra day's salary at basic rate of pay.
- (3) If a staff is required to work on her off-day or a rest day which is declared to be a substituted holiday, she shall be paid the relevant

overtime rate of pay in accordance with the Employment Act. She shall also be entitled to another substituted public holiday.

15. FLEXIBLE WORK ARRANGEMENTS

- (1) Work-life strategies are important to allow staff to harmonise their family and work commitments, while maintaining operational efficiency and workforce productivity.
- (2) The Institution as a progressive employer will endeavor to provide flexible work arrangements to attract and retain staff, taking into consideration the operational requirements of the respective work areas or teams.

(III) TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

16. RETIREMENT AND RE-EMPLOYMENT

Retirement Age

- (1) Staff shall be retired not earlier than the statutory retirement age in accordance with the Retirement and Re-employment Act (RRA).
- (2) For the purpose of retirement, the birth date of the staff shall be taken as that stated in her national registration identity card. If the date is in dispute, then her birth date shall be based on her Central Provident Fund record.

Post-retirement Re-employment

- (3) The Institution supports post-retirement re-employment and shall endeavour to re-employ eligible retired staff up to the age of 67 from 1st July 2016.
- (4) The terms and conditions of a post-retirement re-employment contract may vary from the pre-retirement contract subject to mutual agreement, in accordance to the Retirement and Re-

employment Act and the Tripartite Guidelines on the Re-employment of Older Employees.

- (5) The past period of service up to the staff's retirement date shall be recognised for the purpose of Annual Leave, Sick Leave and Long Service Award eligibility.
- (6) If the Institution is unable to offer or continue to offer re-employment opportunity to an eligible retired staff up to age 67, the Institution shall pay a one-off Employment Assistance Payment in accordance with the gazetted Tripartite Guidelines on Re-employment of Older Employees as full and final settlement.

17. RETRENCHMENT BENEFITS

- (1) In the event of redundancy, the Institution shall inform the Union in writing of any impending retrenchment at least 1 month in advance before the notice of termination is served on the affected staff.
- (2) Retrenchment benefits are not applicable for post-retirement re-employed staff.
- (3) The notice on termination of service on grounds of redundancy to the affected staff shall be 1 month's notice or 1 month's gross salary in lieu thereof in accordance with the definition of gross rate of pay in the Employment Act.
- (4) The Institution and the Union shall then negotiate the retrenchment benefits payable.
- (5) For the purpose of this clause, termination by the Institution, by reason of re-organisation, receivership or liquidation of the Institution shall be treated as redundancy, and therefore staff will be eligible for retrenchment benefits.

(IV) SALARY AND OTHER MONETARY ITEMS

18. MONTHLY VARIABLE PAYMENT (MVP)

- (1) The MVP is a flexible salary component payable on a monthly basis. It comes from part of the total wage increases for the year. This component will accord the flexibility to adjust wage costs in the event of a business downturn. It is part of monthly salary and is included in the computation of salary payments such as bonuses, overtime payments and future salary increases.
- (2) The Institution and the Union will discuss the indicators for MVP adjustment in the event of a business downturn.
- (3) The Institution and the Union shall maintain the MVP at 10% of the total base salary.

19. SALARY RANGES

The salary ranges, comprising base salary and MVP are shown in Appendix 2 of this Agreement. Staff shall be paid their monthly base salary within these ranges.

20. SALARY INCREMENT

- (1) Staff are eligible for a performance-based salary review on the focal date of July each year. The quantum and rate of salary increase will be paid effective 1st July of each year and be based on individual staff's performance. The total wage increase comprises two components: through an increase to base salary or to MVP or to both components. Poor performers, whose performance and behaviour are below job requirements, will not be eligible for any salary increase in the year declared.
- (2) The Institution and the Union will negotiate the total wage increases for the year to be paid annually on 1st July each year.
- (3) New staff who have completed 12 months of service as at 1st July shall receive the salary increase in full. The salary increase shall

be pro-rated based on the completed months of service for new staff with less than 12 months of service as at 1st July.

- (4) Staff who join in the month of June are not eligible for the salary increase for that year.
- (5) For computation of salary increase, an incomplete month of service of 15 and more calendar days shall be considered as 1 full month.

21. ANNUAL WAGE SUPPLEMENT

- (1) An Annual Wage Supplement shall be paid to all staff in December of each calendar year.
- (2) For a staff who has served the Institution for not less than 12 months at the time when the Annual Wage Supplement is paid out, the Annual Wage Supplement shall be equivalent to 1 month of the staff's last drawn monthly salary, comprising base salary and MVP, as at 1st December of the year.
- (3) Staff who have not completed 12 months of service shall have their Annual Wage Supplement pro-rated according to the completed months of service.
- (4) Proportionate Annual Wage Supplement shall be paid to staff whose services are terminated due to retrenchment, retirement, medical boarding out or death.
- (5) Staff who have resigned or who have served notice of resignation or are serving notice of termination on or before 31st December shall not be eligible for Annual Wage Supplement.
- (6) Staff who join in the month of December are not eligible for Annual Wage Supplement for that year.

22. PERFORMANCE BONUS

- (1) Performance Bonus will be pegged to organisational performance to incentivise a higher level of performance at the individual and institutional level.

- (2) The Institution and the Union will discuss the quantum of Performance Bonus to be paid for the year.

23. SHIFT PREMIUM

(1) Second-Shift Premium

- (a) All non-nursing staff who work second-shift as required by the Institution, subject to meeting the criteria in sub-clause (b), shall be paid the following shift premium:

Non-Nursing Staff

Grades	Second-Shift Premium
NN11 to NN13	\$120 per month
NN07 to NN10	\$80 per month
NN04 to NN06	\$50 per month
NN01 to NN03	\$30 per month

- (b) Non-nursing staff who work second-shift refer to:
- (i) Non-nursing shift staff who work in the afternoon shift with work hours ending on or after 9pm; or
 - (ii) Non-nursing staff on staggered work pattern with at least 7 hours of work per shift (excluding meal break) ending on or after 9pm; and
 - (iii) Non-nursing staff must work on average 8 second-shifts per month.
- (c) A Patient Care Assistant (PCA) / Healthcare Assistant (HCA) / Operating Theatre Technician (OTT) who is paid the Ward Allowance will not be eligible for second-shift premium.

(2) Night Shift Premium

All staff who are scheduled to work night shift shall be paid the following shift premium:

(a) Nursing Staff

Grades	Night Shift Rate	
	Weekday (Mon to Fri)	Weekend (Sat, Sun and PH)
N07 to N08	\$55	\$75
N02A to N06B	\$45	\$60
N01 to N02	\$30	\$45

(b) Non-Nursing Staff

Grades	Night Shift Rate	
	Weekday (Mon to Fri)	Weekend (Sat, Sun and PH)
NN11 to NN13	\$35	\$65
NN08 to NN10	\$25	\$45
NN03 to NN07	\$22	\$38
NN01 to NN02	\$18	\$32

24. ON-CALL ALLOWANCE

A staff scheduled on standby status during off-duty hours shall be paid an amount equivalent to 50% of the night shift premium pertinent to her job grade. In the event that such staff is called back for duty, the staff shall be granted a Call Back Compensation in accordance with the policies on Overtime Payment, Work on Rest Day or Public Holiday. Where a staff is granted Call Back Compensation, the staff shall be paid a minimum of 2 hours.

25. WARD ALLOWANCE

Ward Allowance shall be given to the following staff categories:

(1) Nurse

- (a) Nurses who work rotating shifts shall be paid Nurses' Ward Allowance as follows:

Grades	Ward Allowance
Registered Nurse (Grades N03 to N08)	\$200
Enrolled Nurse / Midwife (Grades N01 to N02C)	\$100

- (b) Nurses working on fixed shift or permanent night shift will not be eligible for Nurses' Ward Allowance.

(2) Patient Care Assistant (PCA) / Healthcare Assistant (HCA) / Operating Theatre Technician (OTT)

- (a) The Institution shall pay PCA/HCA/OTT Ward Allowance of \$50 per month subject to the following criteria:

- (i) PCAs/HCA/OTTs who work in the following designated areas:

Operating Theatre, Ward, Intensive Care Unit, Department of Emergency Medicine; and

- (ii) perform nursing related duties; and
(iii) rostered on 2 or 3 rotating shift work.

- (b) PCAs/HCA/OTTs working on fixed shift or permanent night shift will not be eligible for the Ward Allowance.

26. NURSES' POST-GRADUATE QUALIFICATION INCENTIVE

The Institution shall pay a fixed rate of \$100, which shall not form part of the staff's base salary, for recognised nursing post-graduate qualification obtained by the staff, up to a maximum of 2 qualifications.

27. RETENTION FEE

The Institution shall pay the retention fee charged by the Singapore Nursing Board and the Singapore Pharmacy Board for all registered nurses / enrolled nurses / midwives and pharmacists respectively to be retained on their register for practice. The Institution shall also pay the retention fees for Allied Health Professionals who are required to be registered under the Singapore Allied Health Bill.

(V) LEAVE ITEMS

28. ANNUAL LEAVE

- (1) The purpose of annual leave is for staff to recreate and rest. Thus, as far as possible, work schedules should be such as would allow the staff to go on annual leave when it is due.
- (2) A staff with at least 3 months of service shall be entitled to paid annual leave as follows:

Nursing Staff

Years of Service	Grades N07 to N08 (days)	Grades N02A to N06B (days)	Grades N01 and N02 (days)
Less than 5	24	21	15
5 to less than 10	26	23	18
10 and above	28	25	21

Non-Nursing, Allied Health Professional and Pharmacist Staff

Years of Service	Grades NN11 to NN13 / AH11 to AH13 / PH01 to PH02 (days)	Grades NN01 to NN10 (days)
Less than 5	21	15
5 to less than 10	23	18
10 and above	25	21

- (3) Staff with less than 12 months' service shall have their annual leave pro-rated according to the completed months of service, in accordance with the Employment Act.
- (4) Except in cases of dismissal for misconduct, when either the Institution terminates the service of a staff or a staff resigns from service, the Institution shall pay for any unconsumed leave computed up to the date of the termination or resignation.
- (5) Staff are permitted to carry forward the current year's earned annual leave to the following year up to one year's entitlement.
- (6) For the purpose of annual leave computation, an incomplete month of service of 15 or more days shall be considered as a full month.
- (7) Annual leave taken on a half working day shall be considered as half day for non-shift staff.
- (8) If a staff who is on annual leave falls ill during the period of such leave, she shall be deemed not to be on annual leave on the days she is duly certified to be sick, but such period shall be treated as sick leave in accordance with the provisions of clause 29 of this Agreement provided that the medical certificate is issued by a medical practitioner registered with the Singapore Medical Council.

29. SICK LEAVE

- (1) Staff with at least 3 months of service are entitled to take paid sick leave based on the medical certification issued by any medical practitioner registered with the Singapore Medical Council as follows:
 - (a) 14 working days of sick leave in each calendar year, if no hospitalisation is necessary; or

- (b) 60 working days (inclusive of 14 working days of sick leave) in each calendar year, if hospitalisation is necessary.
- (2) Medical certificates issued by any dentist registered with the Singapore Dental Council shall be recognised for this purpose.

30. MATERNITY LEAVE

- (1) Every female staff shall be eligible for Maternity Leave on full pay in accordance with the Employment Act and the Child Development Co-Savings Act and such other legislative amendments as may be made from time to time.
- (2) An application for Maternity Leave shall be supported by a medical certificate from a medical practitioner registered with the Singapore Medical Council.
- (3) If at the expiry of the Maternity Leave period the staff is certified as medically unfit for duty, her absence shall be treated as normal sick leave in accordance with clause 29 of this Agreement.

31. UNPAID INFANT CARE LEAVE

- (1) Subject to the provisions of the Child Development Co-Savings Act, a staff with Singapore Citizen children shall be eligible for six days of Unpaid Infant Care Leave per calendar year subject to the qualifying criteria stipulated in the Act.
- (2) Regardless of the number of children, the total Unpaid Infant Care Leave entitlement for each parent shall be capped at 6 days per calendar year. For divorced or widowed parents, the leave entitlement will not be doubled.

32. PATERNITY LEAVE

- (1) Male staff are entitled to take two weeks of paid paternity leave in accordance with the Child Development Co-Savings Act.

- (2) If a male staff does not qualify under sub-clause (1) but has at least 3 months of service, he is entitled to take 3 working days of paid paternity leave on the birth of his legal child for up to 2 living children (including legally adopted child / children).

33. SHARED PARENTAL LEAVE

Male staff shall be entitled to take shared parental leave in accordance to the Child Development Co-Savings Act.

34. MARRIAGE LEAVE

A confirmed staff shall be granted 5 working days of paid leave on the occasion of her first legal marriage. The leave has to be consumed within 1 year of her legal marriage.

35. COMPASSIONATE LEAVE

- (1) A confirmed staff may apply to take Compassionate Leave as follows:
 - (a) Critical illness of spouse, child, parent, parent-in-law, sibling, grandparent, or grandparent-in-law. Critical illness refers to a patient on a hospital's dangerously ill list.
 - 3 consecutive working days
 - (b) Death of spouse, child, parent, parent-in-law, sibling, grandparent, grandparent-in-law.
 - 3 working days to be consumed within 2 weeks of the date of death
- (2) Application for Compassionate Leave must be supported by documentary proof.

36. PROLONGED ILLNESS LEAVE / MEDICAL BOARDING OUT

- (1) A confirmed staff with at least 1 year of service may be granted Prolonged Illness Leave if she has contracted tuberculosis, cancer, leprosy, mental illness, cardiac ailments, or any other

chronic disease which is verified by a Medical Review Committee as a long term illness. Acquired Immune Deficiency Syndrome (AIDS) contracted during work shall be in accordance with the provisions of the Work Injury Compensation Act (WICA), subject that where the provisions of the WICA are less favourable than this clause, the staff shall be entitled to the benefit under this clause.

- (2) Subject to sub-clause (1) above, the Prolonged Illness Leave is limited to the following:
 - (a) First six months - Full basic rate of pay (Base Salary + MVP)
 - (b) Second six months - Half basic rate of pay (Base Salary + MVP)
 - (c) Third six months - Without pay

As this is a contingency leave, such leave not fully utilised on one occasion shall be cumulated for future use for the same medical condition.

- (3) Where the staff is certified by the Medical Review Committee to be unfit for employment after the above sub-clauses (1) and (2) have been exhausted, the staff may be medically boarded out and her service discontinued henceforth on medical grounds.
- (4) A staff who is medically boarded out will be accorded 12 months of medical benefits from the date of medical boarding out provided that:
 - (a) she has at least 10 years of service at the time of medical boarding out;
 - (b) she is not receiving any other medical benefits from other employers either as staff or dependant; and
 - (c) she seeks medical treatment from government restructured hospitals and specialists centres.
- (5) The full quantum of medical benefits as set out in sub-clause (4) will be given to the staff only from the date of medical boarding out for a maximum period of 12 months. The benefit will only be

applicable to treatment in relation to the specific medical conditions that led to medical boarding out.

- (6) The medical benefits that the staff is entitled to, subject to the same percentage of co-payment for staff as stipulated in clause 39(5) and clause 40(5) for Specialist Treatment and Consultation and Hospitalisation respectively, are as follows:

(a) Specialist Treatment and Consultation

Eligible for paid specialist treatment and consultation related to the illness up to a maximum of \$600.

(b) Hospitalisation

Eligible for paid ward accommodation at a government restructured hospital up to a maximum of 60 days and hospitalisation fees within the 12-month period from date of boarding out, provided the admission is related to the illness leading to the boarding out. Subject to availability of beds, the benefits are:

(i) Nursing Staff

Grades	Ward	Hospitalisation Fees
N06 to N08	A	\$12,000
N01 to N04	B1	\$8,500

(ii) Non-Nursing, Allied Health Professional and Pharmacist Staff

Grades	Ward	Hospitalisation Fees
NN11 to NN13 / AH11 to AH13 / PH01 to PH02	A	\$12,000
NN07 to NN10	B1	\$8,500
NN01 to NN06	B2	\$5,000

37. CHILDCARE LEAVE / EXTENDED CHILDCARE LEAVE / FAMILY CARE LEAVE

- (1) Staff with at least 3 months of service are entitled to leave benefits under this clause as follows:

Eligibility Criteria	Childcare / Extended Childcare Leave Per Calendar Year	Family Care Leave Per Calendar Year
Staff with child who is below the age of 7 years and qualify for childcare leave under the Child Development Co-Savings Act	6 working days	Nil
Staff with child who is of or above the age of 7 years but below the age of 13 years and qualify for extended childcare leave under the Child Development Co-Savings Act	2 working days	3 working days
Staff with child who is below the age of 7 years and qualify for childcare leave under the Employment Act	2 working days	1 working day
Staff who do not qualify for any statutory childcare leave	Nil	3 working days

- (2) Family care leave is granted to a staff with at least 3 months of service to look after unwell spouse, parent or parent-in-law, grandparent or grandparent-in-law, or sick child, including step child and legally adopted child, below the age of 18. Application for such leave must be supported by relevant documents for verification.
- (3) If the staff has more than one child, e.g. one below the age of 7 years and another above the age of 7 years but below the age of 13 years, the total childcare leave entitlement is still 6 working days in the calendar year. This is in accordance with the Child Development Co-Savings Act.

- (4) For non-shift staff, leave can be taken on a half day basis. Leave not taken by the end of the calendar year shall lapse without compensation.

(VI) MEDICAL AND DENTAL BENEFITS AND INSURANCE

38. FLEXIBLE BENEFITS

SingHealth Flexible Benefits Scheme

- (1) With effect from 1 January 2014, a SingHealth Flexible Benefits Scheme (FBS) has been introduced incorporating medical (non-specialist and specialist outpatient) and dental benefits and loan interest subsidy. Staff of SingHealth, KKH, SGH, NCCS, NDCS, NHCS, NNI, SNEC, SKH, SHP and ALPS (from 1 July 2018) with at least 3 months of service shall be eligible for an FBS Quantum as follows:

FBS Component	FBS Quantum Per Calendar Year	
	Staff Without Dependants	Staff With Dependants
Medical Outpatient	\$200	\$200
Flex Dollar	\$400	\$600
Total	\$600	\$800

- (2) Eligible staff of SingHealth, KKH, SGH, NCCS, NDCS, NHCS, NNI, SNEC, SKH, SHP and ALPS (from 1 July 2018) with less than 12 month's continuous service in a calendar year will receive a pro-rated FBS Quantum for that year.
- (3) Of the FBS Quantum, \$200 is set aside exclusively for Medical Outpatient treatment claims. Staff shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her dependants respectively.

- (4) Any unused balance of the \$200 set aside exclusively for Medical Outpatient treatment claims shall be credited into staff's CPF Medisave Account after the close of the calendar year, if applicable.
- (5) For the purpose of this clause, "dependant" is defined as:
 - (a) a spouse who is unemployed and does not enjoy medical benefits provided by his past employer, or if employed, is not entitled to medical benefits provided by his current employer;
 - (b) a dependant unmarried child, including a stepchild and legally adopted child, under the age of 18 years, and who is not provided medical benefits by the current employer of the staff's spouse.
- (6) The items claimable under the Flexible Benefits Scheme are subject to review from time to time in consultation with the Union.
- (7) The provisions for Medical Benefits (clause 39), Dental Benefits (clause 41), Vehicle Loan Interest Subsidy (clause 45) and Housing / Renovation Loan Interest Subsidy (clause 46) are not applicable to staff who come under the SingHealth FBS.
- (8) The SingHealth FBS does not apply to CGH staff.

CGH Flexible Benefits Scheme

- (9) CGH staff with at least 3 months of service shall be entitled to reimbursement under CGH Flexible Benefits Plan (FBS).
- (10) CGH staff with less than one year of service in a calendar year will have their entitlement pro-rated accordingly.
- (11) The provisions for Medical Benefits (clause 39), Dental Benefits (clause 41), Vehicle Loan Interest Subsidy (clause 45) and Housing / Renovation Loan Interest Subsidy (clause 46) are not applicable to staff who come under the CGH FBS.
- (12) The CGH Flexible Benefits Plan will include the following:

A. Flex Core

(i) It is a Health Account to enable staff and family to claim reimbursement incurred from outpatient and specialist treatment only. Dental benefit for staff only is also included.

(ii) The entitlement per calendar year is as follows:

Category	Entitlement (per calendar year)
Medical (Outpatient, Specialist and Dental)	
Staff	\$400
Staff with Family	\$600

(iii) "Family" is defined as:

- (a) a spouse who is unemployed;
- (b) a dependent unmarried child, including legally adopted child under the age of 18 years and who is not provided medical benefits by the current employer of the staff's spouse.

(iv) The guidelines for claims made under Flex Core are as follows:

- (a) Staff may claim up to a maximum of \$50 for dental treatment, subject to the Flex Core entitlement per calendar year;
- (b) The maximum bill claimable per visit for treatment by a private medical practitioner shall be \$30. All claims for expenses incurred, other than those incurred in the Institution where the staff is employed, shall be paid upon presentation of the relevant receipts;
- (c) Staff shall co-pay 10% and 30% of the total claimable medical expenses incurred by self and family respectively;

- (d) If the Flex Core utilisation is less than \$200, the balance shall be credited into the staff's CPF Medisave Account (where applicable) after 31st December of each year. Pro-ration will apply for incomplete year of service.
- (e) All unused entitlement under Flex Core shall be forfeited at the end of each calendar year.

B. Flex Plus

- (i) The entitlement per calendar year is as follows:

Category	Entitlement (per calendar year)
Staff and Dependents	\$200

- (ii) "Dependents" is defined as "Family" as stated in clause 38(12)(A)(iii) and grandparent, grandparent-in-law, parent and parent-in-law.
- (iii) Year-end balances can be carried forward for 1 year.
- (iv) This Account offers a variety of choices as follows:
 - (a) Healthcare Plus
 - (b) Rest and Recreation
 - (c) Personal Growth and Development
 - (d) Family Wellness

39. MEDICAL BENEFITS

- (1) A staff with at least 3 months of service and her dependants combined shall be entitled to a maximum of \$400 per calendar year for non-specialist medical treatment in any of the government restructured hospitals and specialist centres, polyclinics or private medical practitioners.
- (2) With effect from 1 January 2013, the maximum bill claimable per visit for treatment by a private medical practitioner shall be \$30. All claims for expenses incurred, other than those incurred in the

Institution where the staff is employed, shall be paid upon presentation of the relevant receipts.

- (3) Eligible staff of SingHealth, KKH, SGH, NCCS, NDCS, NHCS, NNI, SNEC, SKH, SHP and ALPS (from 1 July 2018) with at least 3 months of service and CGH staff with effect from 1 January 2019 with at least 3 months of service, shall be entitled to a maximum of \$600 per calendar year for specialist treatment and consultation. Her dependants combined shall be entitled to another \$600 per calendar year. Specialist treatment can be sought from any of the government restructured hospitals and specialist centres.
- (4) Should eligible staff exceed the specialist limit of \$600 within the calendar year for treatment of chronic illness requiring long-term medical care, staff have the option to file such specialist outpatient claims against the outpatient medical benefit account using any remaining benefits within that account.
- (5) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution on or after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her dependants respectively.
- (6) For the purpose of this clause, "dependant" is defined as:
 - a spouse who is unemployed and does not enjoy medical benefits provided by his past employer, or if employed, is not entitled to medical benefits provided by his current employer;
 - a dependant unmarried child, including a stepchild and legally adopted child, under the age of 18 years, and who is not provided medical benefits by the current employer of the staff's spouse.
- (7) For the period 1st April 2018 to 31st December 2018, the medical benefits of CGH shall be in accordance with the "Eastern Health Alliance Staff Agreement of 2016 (CA 183/2016)";
- (8) The Institution and the Union recognise the importance of the Wellness Programme for the well-being of staff. The Institution

and the Union will conscientiously embark on activities and programmes to promote staff's wellbeing and health, in line with the national emphasis on healthy lifestyle, family life and social interaction / cohesiveness.

- (9) A staff who is under the Flexible Benefits Scheme shall not be eligible for the above-mentioned medical benefits.

40. HOSPITALISATION BENEFIT

- (1) A staff with at least 3 months of service shall be entitled to ward accommodation at any government restructured hospital and specialist centre for up to 60 calendar days and hospitalisation fees per calendar year as follows:

(a) Nursing Staff

Grades	Ward	Hospitalisation Fees
N06 to N08	A	\$12,000
N01 to N04	B1	\$8,500

(b) Non-Nursing, Allied Health Professional and Pharmacist Staff

Grades	Ward	Hospitalisation Fees
NN11 to NN13 / AH11 to AH13 / PH01 to PH02	A	\$12,000
NN07 to NN10	B1	\$8,500
NN01 to NN06	B2	\$5,000

- (2) A staff's eligible dependant(s) shall be eligible to enjoy the same ward accommodation as the staff, subject to 50% of the public ward charges. In addition, the eligible dependant(s) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.

- (3) A staff and her eligible dependant(s) may upgrade her ward accommodation if she so chooses, but she will have to pay the difference in ward charges and hospitalisation fees between their entitlement and the higher ward.
- (4) Where a staff is abroad and requires emergency hospitalisation, the Institution shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a Government hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clause (1) above.
- (5) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses (including ward accommodation charges and hospitalisation fees) incurred by herself and her dependants respectively.
- (6) For the purpose of this clause, the definition of a dependant shall be as per clause 39(6) of this Agreement.

41. DENTAL BENEFIT

- (1) A confirmed staff shall be eligible for reimbursement of expenses incurred for restorative and preventive dental treatment up to \$150 per calendar year.
- (2) A staff who is under the Flexible Benefits Scheme shall not be eligible for the above-mentioned dental benefit.

42. STAFF INSURANCE

- (1) Staff shall be insured in accordance with the Work Injury Compensation Act.
- (2) The Institution shall continue to insure staff under its Group Term Life and Group Personal Accident insurance policies, subject to their respective exclusions and acceptance by the insurers.

- (3) The Institution shall regularly review the coverage of the Staff Insurance.

(VII) MISCELLANEOUS ITEMS

43. STAFF TRAINING

- (1) The Institution may sponsor a staff for courses or training approved by the Institution to upgrade the staff's skills and knowledge. It shall provide time-off for the staff to sit for examinations for such sponsored courses.
- (2) The Institution shall grant Union officials paid leave of absence to attend training, courses and seminars organised by the Union or NTUC subject to exigencies of service.

44. CAREER DEVELOPMENT AND PROGRESSIVE WAGES

- (1) The Institution and Union are committed to supporting Singapore's Healthcare Industry Transformation collectively as a continuous effort to transform the jobs and skills of workers to be future ready for future jobs and skills. The Institution and the Union will participate in initiatives aimed at driving skills training, enhancing career pathways, and supporting individual-initiated training.
- (2) Staff who perform competently with up-to-date knowledge, skills mastery and consistently with the right work attitude may look forward to career and wage progression that commensurate with higher job worth.

45. VEHICLE LOAN INTEREST SUBSIDY

- (1) A confirmed staff is eligible to apply for a vehicle loan interest subsidy capped at a maximum loan amount of \$65,000 or 12 times the monthly base salary, whichever is lower.
- (2) The Institution shall subsidise the interest rate above 3%, subject to a maximum of 1%. The interest subsidy for the vehicle loan is up to 7 years or the retirement age, whichever is earlier.
- (3) A staff who is under the Flexible Benefits Scheme shall not be eligible for the above-mentioned vehicle loan interest subsidy.

46. HOUSING / RENOVATION LOAN INTEREST SUBSIDY

- (1) A confirmed staff is eligible to apply for housing and / or renovation loan interest subsidy, for loan quantum as follows:
 - (a) House ownership : capped at \$400,000 or 60 times the monthly base salary, whichever is lower.
 - (b) House renovation : capped at \$30,000 or 6 times the monthly base salary or renovation cost, whichever is lower.
- (2) The Institution shall subsidise the interest rate above 5%, up to a maximum of 2%. The interest subsidies for the housing loan and renovation loan are capped at 25 years and 5 years respectively or the duration of the loan or until the staff's retirement age, whichever is earlier.
- (3) A staff who is under the Flexible Benefits Scheme shall not be eligible for the above-mentioned housing / renovation loan interest subsidy.

47. TRANSPORT

Where a staff is required to travel out of the Institution's premises on Institution business and where Institution transport is not available, reimbursement shall be based on taxi-fare incurred or mileage claimed.

48. UNIFORM

Staff who are required by the Institution to wear uniform shall be provided with 3 sets of uniforms of good quality annually, replaceable on a normal wear and tear basis.

49. SHOES

All uniformed staff shall be provided with 2 pairs of shoes of good quality annually, replaceable on a normal wear and tear basis. Staff certified medically unfit to wear shoes provided by the Institution shall seek reimbursement for shoes purchases from external vendors. The reimbursement is capped at a maximum of the tender price for shoes provided to staff.

50. LONG SERVICE AWARD

In recognition of the dedication and service of its staff, the Institution shall grant Long Service Awards to deserving staff as follows:

Years of Service	Award (cash equivalent)
10	\$200
20	\$500
30	\$800
40	\$1,200
50	\$1,600

51. NATIONAL SERVICE

Staff who join the Institution directly after completing their National Service shall be granted a higher commencing salary in recognition of their service to the nation.

52. CHILDCARE CENTRE

The Institution shall provide staff with a childcare centre.

53. EXISTING TERMS

All other existing terms of employment and conditions of service not mentioned in this Agreement shall remain as before.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands on the date and year first hereinbefore mentioned.

Signed for and on behalf of

**SINGAPORE HEALTH SERVICES
PTE LTD**

**HEALTHCARE SERVICES
EMPLOYEES' UNION**

PROFESSOR KENNETH KWEK
Deputy Group Chief Executive Officer
(Organisational Transformation and
Informatics), SingHealth

MS K. THANALETCHIMI
President, HSEU

MS ESTHER TAN SOK CHING
Group Chief Human Resource Officer
SingHealth

MR SIMON ONG TECK LEONG
General Secretary, HSEU
Branch Chairperson,
Changi General Hospital

In the presence of

MR GOH LEONG HUAT
Chief Human Resource Officer
Singapore General Hospital

MS ONG CHOO ENG
Branch Chairperson
Singapore General Hospital

MR STEPHEN CHONG
Chief Human Resource Officer
Changi General Hospital

MR CHARLES NG THENG LOON
Executive Secretary, HSEU

MS KIK SHIAN YIN
Chief Human Resource Officer
KK Women's and Children's Hospital

MS DIONG CHUI PING
Branch Chairperson
KK Women's and Children's Hospital

MS IVY TAI-CHIU LIN MIN
Chief Human Resource Officer
Sengkang General Hospital

MS FONG POH CHU KELLY
Branch Treasurer
Sengkang General Hospital

MS JASMINE GOH LAY SEE
Chief Human Resource Officer
National Cancer Centre Singapore

MS JANE WONG SWEET HENG
Branch Chairperson
National Cancer Centre Singapore

MS CHAN SAI HUI
Chief Human Resource Officer
National Dental Centre Singapore

MS MARY LOUIS RAJANAYAGAM
Branch Chairperson
National Dental Centre Singapore

MS PHUAN LEE CHOO
Chief Human Resource Officer
National Heart Centre Singapore

MR LIM CHUAN KAH
Branch Chairperson
National Heart Centre Singapore

MS LIM MUI HUANG
Chief Human Resource Officer
Singapore National Eye Centre

MS FIONA LEONG LI BIN
Branch Chairperson
Singapore National Eye Centre

MR CHONG KIAN TEK
Chief Human Resource Officer
SingHealth Polyclinics

MS KAMALIAH BINTE MOHAMED
Branch Chairperson
SingHealth Polyclinics

MS BELINDA SIA WAI YEN
Chief Human Resource Officer
National Neuroscience Institute

MR KEVIN ONG CHEE KEONG
Deputy Executive Secretary, HSEU

MS GOH LEE CHOO
Chief Human Resource Officer
ALPS

SINGHEALTH STAFF AGREEMENT OF 2018

EXCLUSION LIST

The Exclusion List is as follows:

- 1 Managerial and Executive staff in
 - (a) Non-Nursing job grade NN14 and above
 - (b) Allied Health Professional job grade AH14 and above
 - (c) Pharmacist job grade PH03 and above
 - (d) Nursing job grade N09 and above

- 2 Confidential staff
 - (a) Executive Secretary, Secretary (excluding CGH) and Confidential Clerk
 - (b) Confidential Human Resource Department Staff
 - (c) Payroll Staff
 - (d) IS Staff supporting Payroll / Human Resource
 - (e) All Management Audit Staff

- 3 Staff on probation:
 - (a) New hires in the non-exempt grades undergo a probation period of three months
 - (b) New hires in exempt grades and staff nurses without relevant nursing experience undergo a probation period of six months

- 4 Part-time Staff (excluding CGH): staff who work less than 35 hours per week

- 5 Medical Staff

- 6 Staff on fixed contract with less than one year of contractual period

- 7 Foreign Staff on first contract

- 8 Post-retirement Re-employed Staff (excluding CGH) as provided for under the Retirement and Re-employment Act (RRA) and subject to clause 16(4) of this Agreement.

SINGHEALTH STAFF AGREEMENT OF 2018

Nursing Salary Ranges

Job Title	Job Grade	Min	Max
Enrolled Nurse II / Midwife II	N01	\$1,700	\$2,800
Enrolled Nurse I / Midwife I	N02	\$1,810	\$3,050
Senior Enrolled Nurse II / Senior Midwife II	N02A	\$1,960	\$3,360
Senior Enrolled Nurse I / Senior Midwife I	N02B	\$2,310	\$3,920
Principal Enrolled Nurse	N02C	\$2,590	\$4,400
Staff Nurse II	N03	\$2,200	\$3,880
Staff Nurse I	N04	\$2,600	\$4,540
Senior Staff Nurse II	N06	\$3,100	\$5,530
Senior Staff Nurse I	N06A	\$3,700	\$6,300
Assistant Nurse Clinician	N06B	\$4,060	\$6,860
Nurse Manager II / Nurse Educator II / Nurse Case Coordinator II / Nurse Clinician II	N07	\$4,560	\$7,690
Nurse Manager I / Nurse Educator I / Nurse Case Coordinator I / Nurse Clinician I	N08	\$5,430	\$9,230

Non-Nursing Salary Ranges

Job Grade	Min	Max
NN01	\$1,000	\$1,470
NN02	\$1,040	\$1,560
NN03	\$1,160	\$1,740
NN04	\$1,200	\$1,950
NN05	\$1,390	\$2,290
NN06	\$1,580	\$2,610
NN07	\$1,790	\$2,950
NN08	\$2,000	\$3,350
NN09	\$2,310	\$3,810
NN10	\$2,450	\$4,270
NN11	\$2,550	\$4,630
NN12	\$3,100	\$5,480
NN13	\$3,940	\$6,490

Allied Health Professional Salary Ranges

Job Grade	Min	Max
AH11	\$2,300	\$4,740
AH12	\$3,100	\$5,620
AH13	\$4,040	\$6,660

Pharmacist Salary Ranges

Job Grade	Min	Max
PH01	\$3,300	\$5,620
PH02	\$4,050	\$6,680