

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this 1st day of February 2021 between the **NATIONAL HEALTHCARE GROUP PTE LTD (“NHG”)**, a company registered under the Companies Act and having its place of business at 3 Fusionopolis Link, #03-08, Nexus@one-north, South Lobby, Singapore 138543, for NHG and all businesses registered under it including Institute of Mental Health (“IMH”), NHG Polyclinics (“NHGP”), NHG Pharmacy (“NHGPh”) and NHG Diagnostics (“NHGD”), and for and on behalf of its subsidiaries namely, Tan Tock Seng Hospital Pte Ltd (“TTSH”), National Skin Centre (Singapore) Pte Ltd (“NSC”), Alexandra Health Pte Ltd/Khoo Teck Puat Hospital (“KTPH”), Yishun Community Hospital Pte Ltd (“YCH”), WoodlandsHealth Pte Ltd (“WHPL”) and Admiralty Medical Centre Pte Ltd (“AdMC”) (hereinafter collectively called the “Institution”) of the one part and the **HEALTHCARE SERVICES EMPLOYEES’ UNION** of No 3, Bukit Pasoh Road, #02-00, Singapore 089817 being a trade union of staff registered pursuant to the Trade Unions Act (hereinafter called the “Union”) of the other part.

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

PART I GENERAL PROVISIONS

1. TITLE

This Agreement shall be known as the “**NATIONAL HEALTHCARE GROUP STAFF AGREEMENT OF 2021**”.

2. SCOPE

(1) This Agreement shall cover all staff of the Institution with the exception of the following categories of staff (herein referred to as “excluded categories”):

- (a) Managerial and Executive staff
 - (i) Non-Nursing - Grade 14 and above, PH03 and above
 - (ii) Nursing - Senior Nursing Officer and above
 - (b) Confidential staff
 - (i) Secretary and clerk handling confidential information
 - (ii) Confidential Human Resource Department staff
 - (iii) All Management Audit staff
 - (c) Probationary staff (except that Nursing staff in ANII to ANC grades who have completed at least 3 months of service out of their probation period of 6 months shall be given full representation)
 - (d) Medical staff
 - (e) Fixed-term contract staff (except they may be provided with representation to the extent stated in this agreement)
 - (f) Post-retirement re-employed staff as provided for under the Retirement and Re-Employment Act (RRA) (except they may be provided with representation to the extent stated in this agreement)
- (2) 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.

(3) *Limited Representation*

The Institution and the Union agree to represent the following staff with limited scope, as governed by Section 30(A) of the Industrial Relations Act:

- (a) Non-Nursing - Grade 14, PH03
- (b) Nursing - Senior Nursing Officer

The staff in sub-clauses 2(3a) and 2(3b) above:

- (i) must not be employed in a senior management position or perform or exercise any function, duty or power of a person employed in a senior management position,

including the control and supervision of major business operations, accountability for operational performance, formulation of business policies, plans and strategies and provision of leadership to other employees;

- (ii) must not perform or exercise any function, duty or power which includes decision making, or the power to substantially influence decision making on any industrial relation matters, including the employment, termination, promotion, transfer, performance appraisal or discipline of other employees;
- (iii) must not perform any function or duty which includes representing the employer in any negotiations relating to any industrial relation matters;
- (iv) must not have access to confidential information relating to the budget and finances of the employer, any industrial relation matters, the salaries and personal records of other employees; and
- (v) must not perform or exercise any other function, duty or power which may give rise to a real or potential conflict of interest if he or she is represented by the trade union.

(4) *Representation of Senior Nursing Officers*

The Institution and the Union jointly agree that, apart from sub-clause 2(3), the Union can only represent the Senior Nursing Officers (SNOs) relating to grievances on an individual basis, for example, on all disciplinary matters, representations at the Institution Board of Inquiry, and the individual appraisal process. In the event there is no resolution, the individual grievance can be surfaced to the Ministry of Manpower for conciliation.

(5) *Scope of Representation of Fixed-Term Contract Staff and Post Retirement Re-employed Staff*

- (a) The Institution recognises the Union's representation of fixed-term contract staff and post retirement re-employed

staff individually and not as a class. There should not be any representation on matters other than for breach of contractual terms and workplace grievances relating to all disciplinary matters, representations at the Institution Board of Inquiry, and the individual appraisal process.

- (b) To qualify for Union representation, the staff:
 - (i) must not be under the other categories of staff listed in sub-clause 2(1);
 - (ii) must not be employed on fixed term tenure of less than one year; and
 - (iii) must not be a foreigner still employed on first contract with the Institution.
- (c) Except as provided for in sub-clause 2(5a) above, the provisions of this Agreement shall not apply to fixed term contract staff and post retirement re-employed staff.

3. RECOGNITION AND UNION-MANAGEMENT PARTNERSHIP

- (1) The Institution shall recognise 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 cooperate 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 interest and future growth of all staff.
- (3) 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.

- (4) 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 on 1st April 2020 till 31st March 2022.
- (2) Negotiations for a new collective agreement may commence not earlier than six 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 misunderstanding 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.

PART II GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

9. PROBATION AND NOTICE PERIOD

- (1) A new staff shall on her appointment serve a probationary period as specified in sub-clause 9(4).
- (2) The Institution shall inform the staff, in writing, either of her confirmation of appointment or the extension of her probationary period before the expiry date. Failing which, the staff shall be deemed to be confirmed in the appointment on the expiry of the probationary period.
- (3) The probationary period shall form part of the staff's length of service.
- (4) The probationary period shall be as follows:

<i>Category</i>	<i>Duration</i>
<i>Non-Nursing</i>	
PH01 to PH02	6 months
Grades 11 to 13	6 months
Grades 2 to 10	3 months
<i>Nursing</i>	
NO II to NO I	6 months
AN II to SSN I (fresh graduates and those without minimum 6 months' clinical experience)	6 months
AN II to ANC (those with minimum 6 months' clinical experience)	3 months

- (5) The probationary period of a staff may be extended for a period of up to 3 months if the performance during the probationary period is not satisfactory. However, the staff must be informed of her extension and the reasons thereof in writing.
- (6) Subject to exceptional work performance, a staff may be confirmed before the expiry of the probationary period.
- (7) The termination notice of a staff or the corresponding period of gross salary in lieu of notice shall be as follows:

<i>Non-Nursing</i>	<i>Nursing</i>	<i>Notice Period</i>	
		<i>During Probation</i>	<i>Upon Confirmation</i>
<u>NHG, IMH, NHGP, NHGPh, NHGD, KTPH, YCH, WHPL and AdMC</u> PH01 to PH02 Grades 11 to 13 Grades 2 to 10	NO II to NO I	2 weeks	1 month
	AN II to ANC	2 weeks	1 month
<u>TTSH</u> PH01 to PH02 Grades 11 to 13 Grades 3 to 10	NO II to NO I	1 month	1 month
	AN II to ANC	3 working days	1 month
<u>NSC</u> PH01 to PH02 Grades 11 to 13 Grades 3 to 10	NO II to NO I	1 week	1 month
	AN II to ANC	3 working days	1 month

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 (excluding meal breaks) per week.
- (2) Staff shall be adequately notified of any changes in the working hours and the Union consulted prior to any change to the working hours.

11. SHIFT AND NON-SHIFT WORK

- (1) All staff shall work the following hours excluding meal breaks:
 - (a) Permanent night shift - 38 hours per week
 - (b) Rotating shifts - 40 hours per week, averaged over a 2 or 3-week roster
 - (c) Non-shift - 42 hours per week
- (2) The work 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 work patterns/schedules prior to implementation.

12. OVERTIME

- (1) For permanent night shift, rotating shift and non-shift staff, work performed in addition to the hours specified in sub-clause 11(1) of this Agreement or the daily contractual hours shall be deemed as overtime work.
- (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) In computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds \$3,000, and she is not covered by Part IV of the Employment Act, the hourly/daily basic rate of pay shall be based on a total monthly salary of \$3,000.

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 to 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 in accordance with the Employment Act 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;
 - (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;
 - (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, and
 - (ii) A sum at the rate of not less than 1.5 times her hourly basic rate of pay, for each hour or part thereof that the period of work exceeds her normal hours of work for 1 day.
- (4) In computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds \$3,000, and she is not covered by Part IV of the Employment Act, the hourly/daily basic rate of pay shall be based on a total monthly salary of \$3,000.

14. PUBLIC HOLIDAYS

- (1) Staff shall be entitled to paid gazetted Public Holiday in accordance with the provisions of the Employment Act.
- (2) Based on the exigencies of service, if the Public Holiday falls on a non-working day or off day, the Institution may decide to
 - (a) Give the employee another day off as a holiday; or

- (b) Compensate the employee with an additional day's pay in lieu of that holiday. Monthly-rated employee's monthly gross salary includes the gross daily rate of pay for a holiday. Hence, the Institution need only pay an additional day's pay at the employee's basic rate of pay.
- (3) If any of the gazetted public holidays falls on a rest day, the working day immediately thereafter the rest day shall be a paid holiday in substitution under sub-clause 14(2) above.
- (4) 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.

PART III TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

15. RETIREMENT AND RE-EMPLOYMENT

- (1) *Retirement Age*
 - (a) The Institution supports the later retirement of eligible staff under the Retirement and Re-employment Act from age 62 years to age 63 years with effect from 1st July 2021.
 - (b) 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.
- (2) *Post-Retirement Re-Employment*
 - (a) The Institution similarly supports post-retirement re-employment and shall endeavour to re-employ eligible staff under the Retirement and Re-employment Act up to the age of 67 years (before 1st July 2021) or up to the age of 68 years (with effect from 1st July 2021).

- (b) 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.
- (c) 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.
- (d) If the Institution is unable to offer or continue to offer re-employment opportunity to an eligible retired staff as in sub-clause (2a), 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.

16. 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) 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.
- (3) The Institution and the Union shall then negotiate the retrenchment benefits payable.
- (4) For the purpose of this clause, termination by reason of reorganisation or liquidation of the Institution shall be treated as redundancy and therefore staff will be eligible for retrenchment benefits.

PART IV SALARY AND OTHER MONETARY ITEMS

17. SALARY RANGES

- (1) Staff shall be paid their total monthly salary (comprising base salary and monthly variable component) within the salary ranges shown in Appendix 1 of this Agreement.
- (2) For staff on part-time employment, salary shall be prorated based on staff's number of working hours per week under part-time, compared to the normal working hours per week under full-time.

18. ANNUAL INCREMENT

- (1) Eligible staff shall receive an annual increment which will be negotiated with the Union annually.
- (2) The annual increment shall be paid every year on 1 July.
- (3) Staff who have completed 12 months of service as at 1 July shall receive their annual increment in full.
- (4) For staff with less than 12 months of service as at 1 July, the annual increment shall be pro-rated based on the number of calendar days of service rendered during the Qualifying Period.
- (5) For staff on part-time employment, the annual increment shall be computed based on staff's part-time equivalent salary.
- (6) Staff who join on/after 16 June are not eligible for the annual increment for that year.

19. MONTHLY VARIABLE COMPONENT

- (1) The monthly variable component (MVC) will form part of the total monthly salary for the purpose of computing CPF payment, annual increment, overtime payment and bonuses and count towards the staff's salary range.

- (2) The Institution and the Union will continue with the practice of setting aside 10% of the total monthly salary as MVC. Any changes to the MVC portion will be subject to mutual agreement by the Institution and the Union.

20. ANNUAL WAGE SUPPLEMENT

- (1) An annual wage supplement (AWS) 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 AWS is paid out, the AWS shall be equivalent to 1 month of the staff's last drawn total monthly basic salary as at 31 December of the year.
- (3) Staff who have not completed 12 months of service shall have their AWS pro-rated based on the number of calendar days of service rendered during the Qualifying Period.
- (4) Staff on part-time employment shall also have their AWS pro-rated based on part-time working hours rendered during the Qualifying Period.
- (5) Proportionate AWS shall be paid to staff whose services are terminated due to retrenchment, retirement, medical boarding out or death.
- (6) Staff who have resigned or who have served notice of resignation or have been served notice of termination on or before 31 December shall not be eligible for AWS.
- (7) Staff who join in the month of December are not eligible for AWS for that year.

21. VARIABLE BONUS

- (1) The variable bonus shall be determined on a yearly basis. The quantum will be based on the performance of the Institution, the Singapore economy and the staff and determined in consultation with the Union.

- (2) Staff who have not served the full Qualifying Period applicable to the variable bonus shall have their bonus pro-rated based on the number of calendar days of service rendered during the Qualifying Period.
- (3) Staff on part-time employment shall also have their variable bonus pro-rated based on part-time working hours rendered during the Qualifying Period.

22. SHIFT ALLOWANCE

- (1) Staff who are scheduled to work shift shall be paid the following shift allowance:
 - (a) Nursing Staff and HCAs performing shift work in the ward areas

<i>Job Grade</i>	<i>Shift Allowance Per 2nd Shift Performed</i>		<i>Shift Allowance Per 3rd/ Night Shift Performed</i>	
	<i>Weekday</i>	<i>Weekend & Public Holiday</i>	<i>Weekday</i>	<i>Weekend & Public Holiday</i>
NO II to NO I	\$14.00	\$21.00	\$58.00	\$87.00
SN II to ANC	\$12.00	\$18.00	\$50.00	\$75.00
SAN II to PAN	\$8.00	\$12.00	\$45.00	\$68.00
AN II to AN I	\$7.00	\$10.50	\$36.00	\$54.00
HCA	\$5.50	\$8.50	\$28.00	\$42.00

(b) All other staff performing shift work

<i>Job Grade</i>		<i>Shift Allowance Per 2nd Shift Performed</i>		<i>Shift Allowance Per 3rd/Night Shift Performed</i>	
<i>Non-Nursing</i>	<i>Nursing</i>	<i>Week-day</i>	<i>Week-end & Public Holiday</i>	<i>Week-day</i>	<i>Week-end & Public Holiday</i>
PH01 to PH02 Grades 11 to 13	NO II to NO I	\$9.00	\$13.50	\$43.00	\$65.00
Grades 7 to 10	AN II to ANC	\$6.00	\$9.00	\$30.00	\$45.00
Grades 2 to 6	-	\$4.00	\$6.00	\$25.00	\$38.00

(2) The Institution shall pay a daily allowance to staff on authorised paid leave (except for outpatient sick leave) as follows:

(a) Nursing Staff and HCAs performing shift work in the ward areas

<i>Job Grade</i>	<i>Shift Pattern</i>		
	<i>2-Shift</i>	<i>3-Shift</i>	<i>Permanent Night Shift</i>
NO II to NO I	\$8.00	\$27.40	\$66.30
SN II to ANC	\$6.90	\$23.60	\$57.10
SAN II to PAN	\$4.60	\$20.20	\$51.60
AN II to AN I	\$4.00	\$16.40	\$41.10
HCA	\$3.20	\$12.80	\$32.00

(b) All other staff performing shift work

<i>Job Grade</i>		<i>Shift Pattern</i>		
<i>Non-Nursing</i>	<i>Nursing</i>	<i>2-Shift</i>	<i>3-Shift</i>	<i>Permanent Night Shift</i>
PH01 to PH02 Grades 11 to 13	NO II to NO I	\$5.10	\$19.90	\$49.30
Grades 7 to 10	AN II to ANC	\$3.40	\$13.70	\$34.30
Grades 2 to 6	-	\$2.30	\$11.10	\$28.70

For the purpose of this clause, authorised paid leave refers to all approved paid leave excluding outpatient sick leave and excluding unpaid leave and unauthorised leave of absence.

23. ON-CALL/STANDBY ALLOWANCE

(1) Staff rostered to be placed on On-Call Duty (that is, on standby) during off-duty hours shall be paid an amount as follows:

(a) Rates per shift for nursing staff and HCAs

<i>Job Grade</i>	<i>Weekday</i>	<i>Weekend & Public Holiday</i>
NO II to NO I	\$21.50	\$34.00
SN II to ANC	\$19.50	\$31.00
SAN II to PAN	\$17.50	\$28.00
AN II to AN I	\$13.50	\$21.00
HCA	\$8.50	\$17.00

(b) Rates per shift for all other staff

<i>Job Grade</i>	<i>Weekday</i>	<i>Weekend & Public Holiday</i>
PH01 to PH02 Grades 11 to 13	\$15.00	\$30.00
Grades 7 to 10	\$10.00	\$20.00
Grades 2 to 6	\$8.50	\$17.00

- (2) If staff are called back to work, eligible staff shall be compensated for the actual work or/and actual shift work performed in accordance with clauses 12 (Overtime), 13 (Rest Day), 14 (Public Holidays) and 22 (Shift Allowance) of this Agreement.

24. NURSES' POST BASIC CERTIFICATE ALLOWANCE

The Institution shall pay a monthly allowance of \$100 which shall not form part of the staff's total monthly salary, for any recognised postgraduate certificate obtained by the staff, up to a maximum of 2 certificates.

25. COUNTER ALLOWANCE

Staff with substantial cashier duties involving handling of cash shall be eligible for \$50 counter allowance per month, with conditions set out by respective Institutions.

26. RETENTION FEE

- (1) The Institution shall pay the retention fee charged by (including but not limited to), Singapore Nursing Board, Singapore Pharmacy Council, Allied Health Professional Council, Optometrists & Opticians Board, for all public healthcare professionals to be retained on their respective registers for practice.

- (2) The Institution shall also pay the retention fee charged by the Singapore Police Force for all registered security personnel to be retained on their register for practice.

PART V LEAVE ITEMS

27. ANNUAL LEAVE

- (1) The purpose of annual leave is for staff to recreate and rest. Thus, as far as possible, work scheduled should be such that it 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 below:

<i>Job Grade</i>		<i>Years of Service</i>		
<i>Nursing</i>	<i>Non-Nursing</i>	<i>Less than 5</i>	<i>5 to less than 10</i>	<i>10 & above</i>
NO II to NO I	-	24 days	26 days	28 days
SAN to ANC	PH01 to PH02 Grades 11 to 13	21 days	23 days	25 days
AN II to AN I	Grades 2 to 10	15 days	18 days	21 days

- (3) Staff with less than 12 months' service shall have their annual leave pro-rated according to number of calendar days of service rendered within Qualifying Period.
- (4) For staff on part-time employment, the annual leave entitlement shall be pro-rated based on staff's number of working hours per week under part-time, compared to the normal working hours per week under full-time. The entitlement and consumption of annual leave for part-time staff shall be computed in hours (instead of in days).

- (5) 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.
- (6) Staff are permitted to carry forward up to one year's entitlement of annual leave to the following year.
- (7) Annual leave taken on a Saturday 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 28 (Sick Leave) of this Agreement.

28. SICK LEAVE

- (1) Staff with at least 3 months of service are entitled to take sick leave as follows, based on the medical certification by any medical practitioner registered with the Singapore Medical Council:
 - (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 the purpose of this clause.
- (3) Sick Leave Without Medical Certificate (SLWOMC) of 3 days is a privilege. Management reserves the right to review SLWOMC from time to time, this includes withdrawal or suspension (e.g., in the event of infectious disease outbreak) and Union will be kept informed. For staff to take sick leave without medical certification, the number of leave days taken shall be counted as part of sub-clause 28(1a).

- (4) For staff on part-time employment, the sick leave entitlement shall be pro-rated based on staff's number of working hours per week under part-time, compared to the normal working hours per week under full-time. The entitlement and consumption of sick leave for part-time staff shall be computed in hours (instead of in days).

29. MATERNITY LEAVE

- (1) Subject to section 76(1) of the Employment Act, every female staff shall be entitled to 8 weeks of paid maternity leave. The leave may be taken any time before and/or upon the delivery of the child.
- (2) Subject to the eligibility criteria as set out under the Child Development Co-Savings Act, every female staff shall be entitled to a further 8 weeks of paid maternity leave funded by the Ministry of Social and Family Development after the expiry of the initial 8 weeks of paid maternity leave for the 1st or 2nd child.
- (3) Subject to the eligibility criteria as set out under the Child Development Co-Savings Act, every female shall be entitled to 16 weeks of paid maternity leave funded by the Ministry of Social and Family Development for the 3rd child onwards.
- (4) An application for maternity leave shall be supported by a medical certificate from a registered medical practitioner or a Government maternity hospital.
- (5) If at the expiry of the maternity leave period, the staff is certified as medically unfit for duty, her absence shall be treated as sick leave in accordance with clause 28 (Sick Leave) of this Agreement.

30. PATERNITY LEAVE

- (1) Every male staff who has served the Institution for at least 3 months and whose new-born child is a Singapore Citizen, shall be entitled to 2 weeks of paid paternity leave subject to the conditions in the Child Development Co-Savings Act. The leave entitlement

of “two weeks” is defined in terms of the “work week” of the respective staff.

- (2) Male staff who have served the institution for at least 3 months and who do not qualify for the paternity leave stipulated in the Child Development Co-Savings Act, shall be granted 3 working days of paid paternity leave on the birth of his legal child, up to 3 surviving children. The leave is to be taken within 1 month of the birth of his child.

31. SHARED PARENTAL LEAVE

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

32. ADOPTION LEAVE

- (1) Adoptive female staff with at least 3 months of service is eligible for 12 weeks of adoption leave subject to the provisions of the Child Development Co-Savings Act. The female staff may share up to 4 weeks of her adoption leave with her employed/self-employed husband as Shared Parental Leave under the Child Development Co-Savings Act.
- (2) Adoptive male staff with at least 3 months of service is eligible for 2 weeks of paternity leave in accordance with clause 30 (Paternity Leave).

33. MARRIAGE LEAVE

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

34. CHILDCARE LEAVE/ EXTENDED CHILDCARE LEAVE/ FAMILY CARE LEAVE

(1) A staff who has at least 3 months' service shall be eligible for Childcare Leave/Extended Childcare Leave/Family Care Leave as provided below:

<i>Eligibility Criteria</i>	<i>Childcare Leave/ Extended Childcare Leave per calendar year</i>	<i>Family Care Leave per Calendar year</i>
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	-
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 (Extended Childcare)	3 working days
Staff with child who is below the age of 7 years and qualify for childcare leave under the Employment Act and do not qualify for childcare leave under Child Development Co-Savings Act	2 working days	1 working day
Staff who do not qualify for statutory childcare leave	-	3 working days

(2) For Childcare/Extended Childcare Leave, 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, her total childcare leave is still capped at 6 working days in the calendar year. This is in accordance with the Child Development Co-Savings Act.

- (3) For Childcare/Extended Childcare Leave, “child” includes the employee’s legally adopted child, step-child, and a child to whom the employee is the foster parent registered with the Ministry of Social and Family Development under the Children and Young Persons Act.
- (4) Family Care Leave is for the staff with at least 3 months of service to apply to look after an unwell family member or spend time with her child. Application for such leave must be supported by relevant documents for verification, if required.
- (5) For Family Care Leave, “family member” means spouse, parent, parent-in-law, grandparent, grandparent-in-law, child below the age of 18 years, special needs child who is of or above the age of 18 years, and sibling to whom the staff is the primary caregiver and the sibling has no living spouse or child who is of or above the age of 18 years.
- (6) For Family Care Leave, "child" includes the employee’s adopted child and step-child. Relevant documents must be produced by the employee for verification.
- (7) Staff may apply for leave under this clause on a half-day basis. Leave not taken by the end of the calendar year shall lapse without compensation.
- (8) Staff with less than 12 months’ service shall have their Childcare Leave and Family Care Leave pro-rated according to the completed calendar days of service in that calendar year.
- (9) For staff on part-time employment, the Childcare Leave/Extended Childcare Leave/Family Care Leave shall be pro-rated based on staff’s number of working hours per week under part-time, compared to the normal working hours per week under full-time. The entitlement and consumption of the leave for part-time staff shall be computed in hours (instead of in days).

35. UNPAID INFANT CARE LEAVE

- (1) Subject to the eligibility criteria as set out under the Child Development Co-Savings Act, a staff with new-born children below 2 years of age shall be entitled to apply for 6 working days of unpaid infant care leave per calendar year.
- (2) For the purpose of this clause, “child” means the same as in sub-clause 34(3).
- (3) For staff on part-time employment, the unpaid infant care leave shall be pro-rated based on staff’s number of working hours per week under part-time, compared to the normal working hours per week under full-time. The entitlement and consumption of the leave for part-time staff shall be computed in hours (instead of in days).

36. COMPASSIONATE LEAVE

- (1) A staff shall upon application, be granted compassionate leave as follows:
 - (a) Critical illness of an immediate family member (spouse, child, parent, parent-in-law, sibling, grandparent and grandparent-in-law). Critical illness refers to a patient on a hospital’s dangerously ill list - 3 consecutive working days
 - (b) Death of an immediate family member (spouse, child, parent, parent-in-law, sibling, grandparent and grandparent-in-law) - 3 working days within 2 weeks of the date of death.
- (2) Application for compassionate leave must be supported by documentary proof.

37. PROLONGED ILLNESS LEAVE

- (1) A confirmed staff with at least 1 year of service shall be eligible for the benefit under this clause if she has contracted tuberculosis, cancer, leprosy, mental illness, cardiac ailments, or any other chronic disease which is verified by a Medical Board as a long-

term illness. Acquired Immune Deficiency Syndrome (AIDS) not contracted during work is also covered under this clause. AIDS contracted in the course of 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 37(1) above, the leave entitlement is as follows:
 - (a) First six months - Full basic rate of pay (Base salary + MVC)
 - b) Second six months - Half basic rate of pay (Base salary + MVC)
 - (c) Third six months - Without pay
- (3) Thereafter, if the staff is still unfit for duty, her service may be terminated on medical grounds.

38. MEDICALLY BOARDED OUT

- (1) After all avenues and provisions have been exhausted, the Institution will consider on a case-by-case basis to medically board out a confirmed staff who has been certified unfit to work. The decision and process to medically board out is at the absolute discretion of the Institution and will be done in consultation with the Union.
- (2) A staff who is medically boarded out will be accorded a further 12 months medical benefits from the date of the medical boarding out, provided that:
 - (a) she has at least 10 years of service as at date of being medically boarded out;
 - (b) she is not receiving any other medical benefits from the other employers either as staff or dependant;
 - (c) she seeks medical treatment from Government restructured healthcare institutions;

- (d) the medical benefits shall only cover specialist treatment and consultation under sub-clause 39(4), 40, 41 and hospitalisation under clause 42 of this Agreement based on the staff's benefit scheme prior to her being medically boarded out;
- (e) the medical benefits shall only be applicable to treatment in relation to the specific medical condition(s) that led to the medical boarding out. Any claim for treatment of other associated medical conditions shall be considered on a case-by-case basis.

PART VI MEDICAL AND DENTAL BENEFITS AND INSURANCE

39. MEDICAL BENEFITS SCHEME (2020)

- (1) This Medical Benefits Scheme (2020) shall be the default medical scheme applicable to:
 - (a) all staff employed before 1st January 2020 and who were under the Medical Benefits clause 38 and the Dental Benefit clause 42 of the "National Healthcare Group Staff Agreement of 2018 (CA 309/2018)";
 - (b) all staff employed before 1st January 2020 and who have opted not to be under the Flex Plan or Flexible Benefits Scheme as in clause 40 and clause 41 respectively; and
 - (c) all staff employed on or after 1st January 2020.
- (2) Medical benefits under this Scheme include medical outpatient non-specialist, medical outpatient specialist, and dental consultations and treatments. Accident & Emergency (A&E) consultations and treatment at public hospitals and polyclinics are deemed as outpatient non-specialist medical consultations. Cosmetic medical and cosmetic dental consultations and treatments are excluded entirely from this Scheme.

(3) *Medical Outpatient Non-Specialist Benefits*

- (a) A staff with at least 3 months of service may claim medical outpatient non-specialist reimbursements up to \$400 per calendar year. \$200 out of the \$400 per calendar year is ring-fenced for the staff's own medical outpatient non-specialist expenses. If the staff has not fully used up the ring fenced amount as at 31st December of the year, up to \$100 from her balance of the ring-fenced amount shall be credited into her CPF Medisave Account (if any) after 31st December.
- (b) The non-ring-fenced amount of \$200 may be reimbursed for medical outpatient non-specialist incurred by the staff and/or her eligible dependant(s).
- (c) Pro-ration of the \$400 per calendar year medical outpatient non-specialist reimbursement limit (including ring-fenced and non-ring-fenced amounts) shall apply to eligible staff who do not serve a full calendar year on a full-time or on part-time employment basis.
- (d) Subject to sub-clauses 39(3a) to 39(3c), the staff's reimbursable medical outpatient non-specialist claims for herself **within her calendar year claim limit** shall be as follows:

	<i>Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year</i>	<i>Exceeded Paid Sick Leave Entitlement for the Calendar Year</i>
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<p><i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a polyclinic, Staff Clinic, Public Healthcare Institution (PHI)’s A&E or Institution appointed panel medical clinic</i></p>	<p>Medical consultation expenses are fully reimbursable. All other outpatient non-specialist medical expenses are reimbursable subject to: firstly 10% co-pay by the staff, and secondly \$30 maximum claim per visit.</p>	<p>All outpatient non-specialist medical expenses are reimbursable subject to: firstly 10% co-pay by the staff, and secondly \$30 maximum claim per visit.</p>
<p><i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a non-polyclinic, non-PHI A&E or non-panel medical clinic</i></p>	<p>All outpatient non-specialist medical expenses are reimbursable subject to firstly 10% co-pay by the staff, and secondly \$30 maximum claim per visit.</p>	

¹ Doctor Registered under the Medical Registration Act.

- (e) The staff’s reimbursable medical outpatient non-specialist claims for herself after exceeding her calendar year claim limit in sub-clauses 39(3a) to 39(3c), shall be as follows:

	<p><i>Approved full-day Sick Leave and within Paid Sick Leave</i></p>	<p><i>Exceeded Paid Sick Leave Entitlement for</i></p>
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	<i>Entitlement for the Calendar Year</i>	<i>the Calendar Year</i>
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a polyclinic, Staff Clinic, PHI’s A&E or Institution appointed panel medical clinic</i>	Only medical consultation expenses are fully reimbursable.	Not reimbursable.
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a non-polyclinic, non-PHI A&E or non-panel medical clinic</i>	Not reimbursable.	

¹ *Doctor Registered under the Medical Registration Act.*

- (f) If a staff produces an “unfit for work” medical certificate issued by a registered doctor of a polyclinic, Institution appointed panel medical clinic, non-polyclinic or non-panel medical clinic but is not eligible to apply for paid sick leave because that day is her rest day, off day, public holiday or other approved leave of absence, the staff remains eligible to claim medical outpatient non-specialist reimbursement (including consultation fees) subject to: firstly 10% co-pay by the staff, and secondly \$30 maximum claim per visit, only if

the claim amount is within the calendar year claim limit as per sub-clause 39(3a) or 39(3c) (as applicable).

- (g) Subject to sub-clause 39(3b), the staff must co-pay 30% of her eligible dependant(s)' medical outpatient non-specialist claims. Notwithstanding the co-payment, the maximum claimable amount for her eligible dependant(s)' medical outpatient non-specialist claims is up to \$30 for each consultation visit.

(4) *Medical Outpatient Specialist Benefits*

- (a) A staff with at least 3 months of service may claim reimbursements up to \$600 per calendar year for her own medical outpatient specialist expenses at PHIs. This reimbursement claim includes acupuncture treatment prescribed by a doctor and where the acupuncture service is operated and owned by public hospitals.
- (b) The staff may also claim reimbursements up to \$600 per calendar year for her eligible dependant(s)' outpatient specialist expenses at PHIs, including acupuncture treatment prescribed by a doctor and where the acupuncture service is operated and owned by public hospitals (as applicable), subject to 30% co-pay by the staff.
- (c) Pro-ration of the \$600 per calendar year medical outpatient specialist reimbursement limit (including that for dependants) shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.
- (d) Subject to sub-clauses 39(4a) or 39(4c) (as applicable), the staff's reimbursable medical outpatient specialist claims for herself within the calendar year claim limit shall be as follows:

	<i>Approved full-day Sick Leave and within Paid Sick Leave Entitlement</i>	<i>Exceeded Paid Sick Leave Entitlement for</i>
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	<i>for the Calendar Year</i>	<i>the Calendar Year</i>
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of PHI</i>	Medical consultation expenses are fully reimbursable. All other outpatient specialist medical expenses are reimbursable subject to 10% co-pay by the staff.	All outpatient specialist medical expenses are reimbursable subject to 10% co-pay by the staff.
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a non-PHI</i>	Not reimbursable.	

¹ *Doctor Registered under the Medical Registration Act.*

- (e) The staff’s reimbursable medical outpatient specialist claims for herself after exceeding her calendar year claim limit in sub-clause 39(4a) or 39(4c) (as applicable), shall be as follows:

	<i>Approved full-day Sick Leave and within Paid Sick Leave Entitlement for</i>	<i>Exceeded Paid Sick Leave Entitlement for the Calendar Year</i>
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	<i>the Calendar Year</i>	
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a PHI</i>	Only medical consultation expenses are fully reimbursable.	Not reimbursable.
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a non-PHI</i>	Not reimbursable.	

¹ *Doctor Registered under the Medical Registration Act*

- (f) If a staff produces an “unfit for work” medical certificate issued by a registered doctor of a PHI but is not eligible to apply for paid sick leave because that day is her rest day, off day, public holiday or other approved leave of absence, the staff is eligible to claim medical outpatient specialist reimbursement subject to 10% co-pay by the staff, only if the claim amount is within her calendar year claim limit as per sub-clauses 39(4a) or 39(4c) (as applicable).
- (g) If a staff has fully used her specialist medical claim limit before 31 December of the year and still requires specialist medical consultation, she may claim the excess specialist medical consultation and treatment fees incurred from any balance of her non-specialist medical consultation and treatment claim limit as in sub-clause 39(3a) or 39(3c) (as

applicable) for that year. Likewise, if her eligible dependant(s) have fully used their specialist medical claim limit before 31st December of the year and still requires specialist medical consultation, she may claim their excess specialist medical consultation and treatment fees incurred from any balance outside of her ring-fenced non-specialist medical consultation and treatment claim limit as in sub-clause 39(3b) or 39(3c) (as applicable) for that year.

(5) *Dental Benefits*

- (a) A staff with at least 3 months of service may claim up to \$150 per calendar year for dental expenses. Only dental consultation, restorative and preventive treatment, and medication expenses incurred by the staff are reimbursable.
- (b) Pro-ration of the \$150 per calendar year shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.
- (c) Within her calendar year claim limit, the staff shall be eligible for reimbursement of all valid dental expenses up to her calendar year claim limit in sub-clause 39(5a) or 39(5b) (as applicable).
- (d) The staff's reimbursable dental claims for herself after exceeding her calendar year claim limit in sub-clause 39(5a) or 39(5b) (as applicable) shall be as follows:

	<i>Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year</i>	<i>Exceeded Paid Sick Leave Entitlement for the Calendar Year</i>
<i>Staff produces an "unfit for work" medical certificate</i>	Only consultation expenses for restorative	Not reimbursable.

<i>for her work day, issued by a registered dentist² of a polyclinic or Institution appointed panel dental clinic, or PHI</i>	treatment are fully reimbursable.	
<i>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered dentist² of a non-polyclinic or non-panel dental clinic, or non-PHI</i>	Not reimbursable.	

² *Dentist registered under the Dental Registration Act.*

- (e) If a staff produces an “unfit for work” medical certificate issued by a registered dentist of a polyclinic, Institution appointed panel dental clinic, PHIs, non-polyclinic/ non-panel dental clinic or non-PHIs but is not eligible to apply for paid sick leave because that day is her rest day, off day, public holiday or other approved leave of absence, the staff is eligible to claim dental reimbursement, only if the claim amount is within her calendar year claim limit as per sub-clause 39(5a) or 39(5b) (as applicable).
- (6) For purpose of this Scheme:
 - (a) “Eligible dependant(s)” means:
 - (i) the staff’s 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 past/current employer;

- (ii) a dependent unmarried child, including a step-child and legally adopted child below the age of 18 years, and who is not provided medical benefits by the past/current employer of the staff's spouse.

- (b) "Public hospital", "PHI (public healthcare institution)", "public healthcare specialty centre", "specialist outpatient clinic", "polyclinic", "staff clinic" and "dental specialty centre" means those operated and owned by any of the three public healthcare clusters. "Panel medical clinic" and "panel dental clinic" means only selected private clinics appointed by the Institution where the staff is employed.

40. FLEX PLAN

- (1) The Flex Plan shall be a moribund benefits scheme with effect from 1 January 2021 on a personal-to-holder basis, with no prospect of change.
- (2) The Flex Plan, as provided in sub-clauses 40(3) to 40(8) shall be applicable only to staff of KTPH, YCH, AdMC and WHPL who have opted to be under the Flex Plan scheme.
- (3) Staff with at least 3 months of service shall be entitled to Flex Dollar (Flex\$) as follows:

<i>Marital Status</i>	<i>Flex\$ (per calendar year)</i>
Single (Staff only)	600
Married (Staff and family)	800

- (4) The Flex\$ can be used to claim for outpatient medical bills for staff and/or family (for married staff only) with co-payment of 10% for staff and 30% for family. Staff and/or family can also use the Flex\$ to claim for personal medical insurance premium.
- (5) Unused Flex\$ can be used to claim for other claimable items incurred by staff only as follows:

No	Claimable Items	Eligibility
1	Outpatient Medical Benefits General Practitioner (GP) Specialist Outpatient Clinics (SOC) Traditional Chinese Medicine Practitioners (TCM)	Staff and/or family
2	Medical Insurance	Staff and/or family
3	Life Insurance	Staff only
4	Health Screening	Staff only
5	Dental Benefit - Include prescribed medication	Staff only
6	Optical Expenses - Include spectacles and contact lens	Staff only
7	Wellness/Personal Development - Gym membership - Sports equipment	Staff only
8	Chalet/Rest and Recreation Activities - Tour Package - Hotel/chalet accommodation (Singapore/overseas) - Airfare/Train tickets/taxi fares/car rental (overseas only) - Admission tickets to places of interest (overseas only)	Staff only
9	Family Benefits - Infant/Child care centre fees	Staff only
10	Union Membership	Staff only

- (6) Any unused Flex\$ at the end of the calendar year shall lapse and cannot be carried forward to the following year.

- (7) Pro-ration of the Flex\$ per calendar year shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.
- (8) For the purpose of this clause, “family” is defined as:
 - (a) a spouse who is unemployed and does not enjoy medical benefits provided by his/her past employer, or if employed is not entitled to medical benefits provided by his/her current employer;
 - (b) a dependent unmarried child, including a stepchild and legally adopted child, aged 18 and below till the end of the calendar year which they turn 18, child with special needs (no age cap), and who is not provided medical benefits by the current employer of the staff’s spouse.

41. FLEXIBLE BENEFITS SCHEME

- (1) The Flexible Benefits Scheme shall be a moribund benefits scheme with effect from 1 January 2021 on a personal-to-holder basis, with no prospect of change.
- (2) The Flexible Benefits Scheme, as provided in sub-clauses 41(3) to 41(6) shall be applicable only to staff of NHG, IMH, NHGP, NHGPh, NHGD, TTSH and NSC who have opted to be under the Flexible Benefits Scheme.
- (3) Staff with at least 3 months of service shall be entitled to Flex Dollar (Flex\$) as follows:

<i>Marital Status</i>	<i>Flex\$ (per calendar year)</i>
Single (Staff only)	600
Married (Staff and family combined)	800

- (4) Of the Flex\$ quantum per calendar year, \$200 is set aside exclusively for claims for Outpatient and Specialist Outpatient Consultation (SOC) medical expenses as well as for personal Dental bills and purchase of personal portable hospitalisation insurance plan such as Enhanced Shield Plans. Co-payment (10% for staff/30% for family) for Outpatient & SOC continues to apply.
- (5) Flex\$ can be used to claim for broad categories of items incurred by staff and/or family as shown in Appendix 2 of this Agreement.
- (6) Pro-ration of the Flex\$ per calendar year shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.
- (7) Up to \$200 of the unutilised balance of the ring-fenced amount shall be credited into active staff's CPF Medisave Account (where applicable) after 31st December of each year. Pro-ration will apply for incomplete year of service.
- (8) For the purpose of this clause, "family" is defined as:
 - (a) a spouse who is unemployed and does not enjoy medical benefits provided by her past employer, or if employed, is not entitled to medical benefits provided by her current employer;
 - (b) a dependent 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.

42. HOSPITALISATION

Ward Accommodation

- (1) Subject to the availability of beds in the wards, staff with at least 3 months of service are eligible for the following types of ward accommodation within Government restructured healthcare institutions :

<i>Job Grade</i>		<i>Ward Class</i>
<i>Nursing</i>	<i>Non-Nursing</i>	
NO II to NO I	PH01 to PH02 Grades 11 to 13	A
AN II to ANC	Grades 7 to 10	B1
-	Grades 2 to 6	B2

- (2) For staff, the total ward accommodation charges shall be claimable under the ward accommodation benefit, subject to the co-payment stated in sub-clause 42(4) below. The cap for ward accommodation benefit is a maximum of 60 days per calendar year for the staff.
- (3) A staff's family shall enjoy the same class of ward accommodation as the staff, but 50% of the ward accommodation charges at public rates shall be payable by the family. Only the remaining 50% of the ward accommodation charges shall be claimable under the ward accommodation benefit, subject to the co-payment rates stated in sub-clause 42 (4) below. The cap for ward accommodation benefit is a maximum of 60 days per calendar year for family (combined as a whole excluding the staff).
- (4) Staff must co-pay 10% and 30% of the ward accommodation charges incurred by herself and her family respectively.
- (5) A staff and her family may upgrade her ward accommodation, if she so chooses, but she shall have to pay the difference in ward accommodation charges and hospitalisation fees between her entitlement and the higher ward.

Hospitalisation Fees

- (6) In addition to the ward accommodation benefit, staff with at least 3 months of service are eligible for hospitalisation fees benefit where the hospitalisation is in a Government restructured healthcare institution. The cap for hospitalisation fee benefit per calendar year shall be as follows:

<i>Job Grade</i>		<i>Hospitalisation Fees</i>
<i>Nursing</i>	<i>Non-Nursing</i>	
NO I to NO II	PH01 to PH02 Grades 11 to 13	\$12,000
AN II to ANC	Grades 7 to 10	\$8,500
-	Grades 2 to 6	\$5,000

- (7) The staff is eligible for the above sum for hospitalisation fees, while her family (combined as a whole excluding the staff) is eligible for a separate sum at the same limit as the staff for hospitalisation fees. The above caps refer to the amount of subsidy the institution will pay towards the benefit (that is, after applying co-payment, the total bill size will be more than the above caps).
- (8) Staff must co-pay 10% and 30% of the hospitalisation fees incurred by herself and her dependants respectively.
- (9) Where a staff is abroad and requires hospitalisation, the Institution shall reimburse hospitalisation fees and ward accommodation 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 ward accommodation and hospitalisation fees eligibility is as stated in sub-clauses 42(1), 42(2), 42(3), 42(6) and 42(7) above, and subject to co-payments as stated in sub-clauses 42(4) and 42(8).
- (10) For the purpose of this clause, “family” is defined as:
- (a) a spouse who is unemployed and does not enjoy medical benefits provided by her past employer, or if employed, is not entitled to medical benefits provided by her current employer;
 - (b) a dependent 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.

- (11) Pro-ration of the ward accommodation and hospitalisation fees benefits shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.

43. WORK INJURY COMPENSATION

- (1) Staff who come within the scope of the Work Injury Compensation Act shall be insured.
- (2) In respect of staff who do not come within the scope of the Work Injury Compensation Act, the Institution shall nevertheless insure such staff, subject to acceptance by the insurers.

44. GROUP TERM LIFE AND GROUP PERSONAL ACCIDENT INSURANCES

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.

PART VII MISCELLANEOUS ITEMS

45. TRANSFORMATION JOURNEY INTO “HEALTHCARE WORKER 4.0”

- (1) The Parties have jointly established a Jobs, Skills and Training Committee to prepare staff on the transformation journey to be future ready. The Committee will jointly identify staff to be equipped with a combination of adaptive skills (i.e. ability to navigate and influence change and solve complex problems), technology skills (i.e. knowledge and mastery of digital systems and programmes) and technical skills (i.e. job-specific knowledge and skills), thereby transforming them into “Healthcare Worker 4.0”.

- (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.

46. PROGRESSIVE WORKPLACE PRACTICES

- (1) It is the mutual intent of the Parties to stabilise the general terms and conditions of employment of staff covered by this Agreement during the period of this Agreement.
- (2) In the furtherance of progressive workplace practices, the Parties will operationalize working level details at the Institutions in the continuous spirit of joint co-operation and collaboration.
- (3) Parties shall assign representatives to meet regularly at the working level to discuss progressive workplace practices that include:
 - (a) total workplace health and safety that encompasses physical, mental, and emotional well-being;
 - (b) flexible work arrangements to allow staff to harmonise their family and work commitments while maintaining operational efficiency and productivity; and
 - (c) reasonable time and privacy arrangements for lactating staff.

47. 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. The Institution 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.

48. VEHICLE LOAN INTEREST SUBSIDY

- (1) A confirmed staff is eligible to apply for vehicle loan interest subsidy capped at a maximum loan quantum of \$65,000 or 12 times the monthly base salary, whichever is lower.
- (2) The Institution shall subsidise interest rate above 3%, subject to a maximum of 1%. The repayment period is up to 7 years or the retirement age, whichever is earlier.

49. 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:
 - House ownership - Capped at \$400,000 or 60 times the monthly base salary, whichever is lower.
 - House renovation - Capped at \$30,000 renovation cost or 6 times the monthly base salary, whichever is lower.
- (2) The Institution shall subsidise interest rates above 5%, up to a maximum of 2%. The repayment periods for housing loan and renovation loan are up to 25 years and 5 years respectively or the retirement age, whichever is earlier.

50. TRANSPORT

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

51. UNIFORMS

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

52. SHOES

All uniformed staff shall be provided with 2 pairs of shoes annually, replaceable on a normal wear and tear basis.

53. LONG SERVICE AWARD

In recognition of the dedication and service of its staff, the Institution shall grant long service award to staff. For the period 1 April 2020 to 31 December 2020, the long service award shall be in accordance with the “National Healthcare Group Staff Agreement of 2018 (CA 309/2018)”. Effective 1st January 2021, the Institution shall grant long service award to staff as follows:

<i>Years of Service</i>	<i>Award of equivalent cash value (\$)</i>
5	100
10	300
20	800
30	1,100
40	1,500
50	2,000

54. 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.

55. CHILDCARE CENTRE

The Institution and the Union recognise the need to encourage more women to join the labour force. To encourage women to join the Institution services, the Institution shall provide staff with a childcare centre, if feasible.

56. 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:

**NATIONAL HEALTHCARE
GROUP PTE LTD**

**HEALTHCARE SERVICES
EMPLOYEES' UNION**

PROF PHILIP CHOO
Group Chief Executive Officer

MS K. THANALETCHIMI
President

MR ONG TECK LEONG SIMON
General Secretary

In the presence of:

**MS CHUNG LAI NGOH
(MRS OLIVIA TAY)**
Group Chief Human Resource Officer

MR CHARLES NG THENG LOON
Executive Secretary

**MR MOHAMED RIDWAN BIN
MAHAT**
Branch Chairperson
Tan Tock Seng Hospital Pte Ltd

MR DICKY LOE KENG HOONG
Branch Chairperson
Institute of Mental Health

MR FOONG CHOON KEAT
Branch Chairperson
National Skin Centre (Singapore)
Pte Ltd

**MS SITI A'ESHAH BINTE
ABDULLAH**
Branch Chairperson
National Healthcare Group
Polyclinics

MS JULITA BINTE SARMITEN
Branch Vice-Chairperson
Alexandra Health Pte Ltd/
Khoo Teck Puat Hospital,
Yishun Community Hospital Pte Ltd,
Admiralty Medical Centre Ptd Ltd

NATIONAL HEALTHCARE GROUP STAFF AGREEMENT OF 2021

NURSING SALARY RANGES

<i>Job Title</i>	<i>Minimum (\$)</i>	<i>Maximum (\$)</i>
Asst Nurse II / Mid-Wife II	\$1,700	\$2,800
Asst Nurse I / Mid-Wife I	\$1,810	\$3,050
Senior Asst Nurse II / Senior Mid-Wife II	\$1,960	\$3,360
Senior Asst Nurse I / Senior Mid-Wife I	\$2,310	\$3,920
Principal Asst Nurse	\$2,590	\$4,400
Staff Nurse II	\$2,200	\$3,880
Staff Nurse I	\$2,600	\$4,540
Senior Staff Nurse II	\$3,100	\$5,530
Senior Staff Nurse I	\$3,700	\$6,300
Assistant Nurse Clinician	\$4,060	\$6,860
Nursing Officer II	\$4,560	\$7,690
Nursing Officer I	\$5,430	\$9,230

ALLIED HEALTH PROFESSIONAL SALARY RANGES

<i>Job Grade</i>	<i>Minimum (\$)</i>	<i>Maximum (\$)</i>
AH11	\$2,300	\$4,740
AH12	\$3,100	\$5,620
AH13	\$4,040	\$6,660

PHARMACIST SALARY RANGES

<i>Job Grade</i>	<i>Minimum (\$)</i>	<i>Maximum (\$)</i>
PH01	\$3,300	\$5,620
PH02	\$4,050	\$6,680

**ADMINISTRATIVE, ANCILLARY AND ALLIED HEALTH SUPPORT
SALARY RANGES**

<i>Job Grade</i>	<i>Minimum (\$)</i>	<i>Maximum (\$)</i>
3	\$1,160	\$1,740
4	\$1,200	\$1,950
5	\$1,390	\$2,290
6	\$1,580	\$2,610
7	\$1,790	\$2,950
8	\$2,000	\$3,350
9	\$2,310	\$3,810
10	\$2,450	\$4,270
11	\$2,550	\$4,630
12	\$3,100	\$5,480
13	\$3,940	\$6,490

NATIONAL HEALTHCARE GROUP STAFF AGREEMENT OF 2021

Flexible Benefits Scheme (Moribund 1 January 2021)

Flex\$ can be used to claim for the following broad categories of items incurred by staff and/or family:

	Eligibility
Under Ringfenced Flex \$200 per year	
Medical Benefits (outpatient and SOC)	Employee, Spouse and Child(ren)
Traditional Chinese Medicine (TCM)	Employee, Spouse and Child(ren)
Dental Benefits	Employee only
Purchase of portable enhanced shield insurance	Employee only
Other Claimable Items	
Union Membership Fees	Employee only
Personal Insurance	Employee only
Optical Expenses	Employee only
Chalet/ Rest and Recreation Activities	Employee only
Gymnasium membership/ Health Supplements	Employee only