

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act this 28th day of January 2013 between the **SINGAPORE HEALTH SERVICES PTE LTD**, 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 and on behalf of its subsidiaries namely, the KK Women's and Children's Hospital Pte Ltd, Singapore General Hospital Pte Ltd, National Cancer Centre of Singapore Pte Ltd, National Dental Centre of Singapore Pte Ltd, National Heart Centre of Singapore Pte Ltd, Singapore National Eye Centre Pte Ltd and SingHealth Polyclinics (hereinafter called the "Hospital") 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 2013**".

2. SCOPE

(1) This Agreement shall cover all staff of the Hospital 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

- (e) Medical Staff.
 - (f) staff on fixed contract with less than one year of contractual period
 - (g) foreign staff on first contract
- (2) 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 only limited representation by the Union 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 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

- (1) The Hospital 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 Hospital and the Union hereby undertake to fully co-operate in maintaining harmonious industrial relations and in creating an

environment which will enhance the Hospital's image and business prospects and at the same time promote the interests and future growth of all staff.

- (3) The Hospital and the Union shall agree before any changes in terms and conditions of employment are put into effect.

4. DURATION

- (1) Save as otherwise provided for in the specific clauses, this Agreement shall come into effect on 1st October 2012 and shall be in force till 30th September 2015.
- (2) Negotiations for a new collective agreement may commence not earlier than 6 months before the expiry of this Agreement.

5. INTERPRETATION

In this Agreement, unless the context otherwise requires, words importing the feminine gender shall include the masculine 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 Hospital 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 Hospital 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 Hospital. Staff shall be informed of the roster in advance.
- (3) A staff who works on her rest day at the request of the Hospital 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 Hospital 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.

(III) TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

15. RETIREMENT AGE

- (1) The retirement age for all staff shall be in accordance with the Retirement and Re-employment Act.
- (2) For the purpose of retirement, the date of birth of the staff shall be taken to be that as stated in the NRIC. If this is disputed, then the date shall be taken as that shown in the staff Central Provident Fund record.
- (3) Staff who are employed by the Hospital at or after attaining the age of sixty may be subject to a basic wage reduction of up to 10%, in accordance with the provisions of the Retirement and Re-employment Act. In making any wage adjustments for re-employment, the Hospital shall take into account any earlier reduction made when or after staff attained sixty years of age, in accordance with the Tripartite Guidelines On The Re-Employment Of Older Workers. Any wage adjustment will be justified based on factors such as job scope, performance and productivity as measured by job-related Key Performance Indicators.
- (4) Retired staff shall be offered fixed term post-retirement employment contract on mutually agreeable terms and conditions, including any variation in job scope, based on the operational and service needs of the department, taking reference from the Tripartite Guidelines on the Re-Employment of Older Workers. The re-employment is subject to the staff's performance and medical fitness to perform the job.

- (5) The Hospital and the Union shall work together to explore ways to enhance the employability and employment of older workers.

16. RETRENCHMENT BENEFITS

- (1) In the event of redundancy, the Hospital 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 Hospital and the Union shall then negotiate the retrenchment benefits payable.
- (4) For the purpose of this clause, termination by the Hospital, by reason of re-organisation, receivership or liquidation of the Hospital shall be treated as redundancy, and therefore staff will be eligible for retrenchment benefits.

(IV) SALARY AND OTHER MONETARY ITEMS

17. 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 Hospital and the Union will discuss the indicators for MVP adjustment in the event of a business downturn.

- (3) The Hospital and the Union shall maintain the MVP at 10% of the total base salary.

18. SALARY RANGES

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

19. SALARY INCREMENT

- (1) Staff are eligible for a performance-based salary review on the focal date of October each year. The quantum and rate of salary increase will be paid effective 1st October 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 Hospital and the Union will negotiate the total wage increases for the year to be paid annually on 1st October each year.
- (3) New staff who have completed 12 months of service as at 1st October 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 October.
- (4) Staff who join in the month of September 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.

20. 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 Hospital 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.

21. 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 Hospital and the Union will discuss the quantum of Performance Bonus to be paid for the year.

22. SHIFT PREMIUM

- (1) Second-Shift Premium
 - (a) All non-nursing staff who work second-shift as required by the Hospital, 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) who is paid the PCA 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 N06A | \$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 |

23. 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.

24. 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)

- (a) The Hospital shall pay PCA Ward Allowance of \$50 per month to PCAs subject to the following criteria:
- (i) PCAs 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 working on fixed shift or permanent night shift will not be eligible for the Ward Allowance.

25. NURSES' POST-GRADUATE QUALIFICATION INCENTIVE

The Hospital 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.

26. RETENTION FEE

The Hospital 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 Hospital 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

27. 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 N06A (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 Hospital terminates the service of a staff or a staff resigns from service, the Hospital 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 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 of this Agreement provided that the medical certificate is issued by a medical practitioner registered with the Singapore Medical Council.

28. MEDICAL LEAVE

- (1) A staff with at least 3 months of service shall be entitled to paid medical leave in accordance with the provisions of the Employment Act, based on the recommendation of any medical practitioner registered with the Singapore Medical Council as follows:
 - (a) An aggregate of 14 working days of sick leave in each calendar year if no hospitalisation is necessary; or
 - (b) An aggregate of 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 registered dentist shall be recognised as sick leave.

29. MATERNITY LEAVE

- (1) Every female staff shall be eligible for Maternity Leave on full pay in accordance with the Employment Act and the Children 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 28 of this Agreement.

30. UNPAID INFANT CARE LEAVE

- (1) Subject to the provisions of the Children 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.

31. PATERNITY LEAVE

A confirmed male staff shall be entitled to 3 working days of paid Paternity Leave on the birth of his legal child for up to 4 living children, provided the third and fourth child are Singapore citizens at the time of birth.

32. MARRIAGE LEAVE

A confirmed staff shall be granted 3 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.

33. COMPASSIONATE LEAVE

- (1) A confirmed staff shall, upon application, be granted Compassionate Leave as follows:
 - (a) Critical illness of spouse, child, parent, parent-in-law, sibling, grandparent. 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.

34. 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. In the event that the Medical Review Committee certifies that the staff is unfit for employment, this clause 34(1) shall not apply and the staff's service shall be terminated on medical grounds under clause 34(3).
- (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) With effect from 1 January 2013, 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) With effect from 1 January 2013, the medical benefits that the staff is entitled to, subject to the same percentage of co-payment for staff as stipulated in clause 37(5), 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 |

35. FAMILY CARE LEAVE / CHILDCARE LEAVE

- (1) With effect from 1 January 2013, a full time staff on full-time regular employment terms who has served the Hospital for at least 3 months shall be entitled to 3 working days of Family Care / Childcare Leave per calendar year to take care of her unwell spouse, parent or parent-in-law or sick child, including step child and adopted child, below the age of 18. Application for such leave must be supported by relevant documents for verification.
- (2) The staff who has a child below age 7 in a particular calendar year, can apply to use 2 days out of the 3 days of Family Care Leave entitlement as Childcare Leave and this leave is not tied to any condition, subject to the provisions of the Employment Act. The staff does not need to show documentary proof for the application for these 2 days of leave.
- (3) Subject to the provisions of the Children Development Co-Savings Act, a staff who meets all the qualifying criteria stipulated in the Act is eligible to apply for up to a total of 6 days' Childcare Leave per calendar year as follows:

- (a) Apply to use all 3 days of Family Care Leave as Childcare Leave without the need to show documentary proof; and
 - (b) Apply for an additional 3 days of Government-Paid Childcare Leave after she has fully utilised the 3 days of Family Care / Childcare Leave without the need to show documentary proof.
- (4) Leave taken on Saturday is considered as one working day.

(VI) MEDICAL AND DENTAL BENEFITS AND INSURANCE

36. FLEXIBLE BENEFITS

- (1) With effect from 1 January 2014, the medical (non-specialist and specialist outpatient) and dental benefits and loan interest subsidy will be incorporated into the Flexible Benefits Scheme (FBS). Staff 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 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, a 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 her past employer, or if employed, is not entitled to medical benefits provided by her 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 as stated in clauses 37, 39, 42 and 43 are not applicable to staff who come under the Flexible Benefits Scheme.

37. 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 Hospital where the staff is employed, shall be paid upon presentation of the relevant receipts.
- (3) With effect from 1 January 2013, a staff 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 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 Hospital 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) 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 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) The Hospital and the Union recognise the importance of the Wellness Programme for the well-being of staff. The Hospital 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.
- (8) A staff who is under the Flexible Benefits Scheme shall not be eligible for the above-mentioned medical benefits.

38. HOSPITALISATION BENEFIT

- (1) With effect from 1 January 2013, 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 dependants shall be eligible to enjoy the same ward accommodation as the staff, subject to 50% of the public ward charges. In addition, the dependants (excluding the staff) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.
- (3) A staff and her dependants 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 Hospital 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 Hospital 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, the definition of a dependant shall be as per clause 37(6) of this Agreement.

39. 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.

40. STAFF INSURANCE

- (1) Staff shall be insured in accordance with the Work Injury Compensation Act.
- (2) The Hospital 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 Hospital shall regularly review the coverage of the Staff Insurance.

(VII) MISCELLANEOUS ITEMS

41. STAFF TRAINING

- (1) The Hospital may sponsor a staff for courses or training approved by the Hospital 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 Hospital 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.

42. 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 Hospital 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.

43. 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 Hospital 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.

44. TRANSPORT

Where a staff is required to travel out of the Hospital's premises on Hospital business and where Hospital transport is not available,

reimbursement shall be based on taxi-fare incurred or mileage claimed.

45. UNIFORM

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

46. 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 Hospital 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.

47. LONG SERVICE AWARD

With effect from 1 January 2013, in recognition of the dedication and service of its staff, the Hospital 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 |

48. NATIONAL SERVICE

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

49. CHILDCARE CENTRE

The Hospital shall provide staff with a childcare centre.

50. 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 IVY NG
Group Chief Executive Officer

MS K. THANALETCHIMI
President, HSEU

DR EDWIN LOW
Group Director, Strategic Human
Resource

MS DIANA CHIA SIEW FUI
General Secretary, HSEU
Branch Chairperson,
Singapore General Hospital

In the presence of

MS ESTHER TAN
Director, Human Resource
Singapore General Hospital

MR PATRICK TAY TECK GUAN
Executive Secretary, HSEU

MS CHUA PEK KIM
Director, Human Resource
KK Women's and Children's Hospital

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

MS JASMINE GOH
Director, Human Resource
National Cancer Centre Singapore

**MR AMIR AHMAD S/O DABIR
AHMAD**
Branch Chairperson
National Cancer Centre Singapore

MS CHAN SAI HUI
Director, Human Resource
National Dental Centre Singapore

**MS MARY LOUIS
RAJANAYAGAM**
Branch Chairperson
National Dental Centre Singapore

MS PHUAN LEE CHOO
Director, Human Resource
National Heart Centre Singapore

MR LIM CHUAN KAH
Branch Chairperson
National Heart Centre Singapore

MS JEANNY LAU
Senior Director, Human Resource
Singapore National Eye Centre

MS KON WAN MEI AUDREY
Branch Chairperson
Singapore National Eye Centre

MR CHONG KIAN TEK
Director, Human Resource
SingHealth Polyclinics

MS RAFEAH BINTI TAPAR
Branch Secretary
SingHealth Polyclinics

SINGHEALTH STAFF AGREEMENT OF 2013

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 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 : staff who work less than 35 hours per week

- 5 Medical Staff

SINGHEALTH STAFF AGREEMENT OF 2013

Nursing Salary Structure

| Job Title | Job Grade | Min | Max |
|--|------------------|------------|------------|
| Enrolled Nurse II / Midwife II | N01 | \$1,350 | \$2,250 |
| Enrolled Nurse I / Midwife I | N02 | \$1,550 | \$2,620 |
| Senior Enrolled Nurse II / Senior Midwife II | N02A | \$1,700 | \$3,000 |
| Senior Enrolled Nurse I / Senior Midwife I | N02B | \$2,000 | \$3,450 |
| Principal Enrolled Nurse | N02C | \$2,250 | \$3,750 |
| Staff Nurse II | N03 | \$1,800 | \$3,100 |
| Staff Nurse I | N04 | \$2,150 | \$3,750 |
| Senior Staff Nurse II | N06 | \$2,600 | \$4,600 |
| Senior Staff Nurse I | N06A | \$3,000 | \$5,100 |
| Nurse Manager II / Nurse Educator II / Nurse Case Coordinator II / Nurse Clinician II | N07 | \$3,570 | \$6,080 |
| Nurse Manager I / Nurse Educator I / Nurse Case Coordinator I / Nurse Clinician I | N08 | \$4,400 | \$7,520 |

Non-Nursing Salary Structure

| Job Grade | Min | Max |
|------------------|------------|------------|
| NN01 | \$870 | \$1,350 |
| NN02 | \$920 | \$1,430 |
| NN03 | \$970 | \$1,650 |
| NN04 | \$1,040 | \$1,780 |
| NN05 | \$1,140 | \$1,950 |
| NN06 | \$1,340 | \$2,280 |
| NN07 | \$1,550 | \$2,640 |
| NN08 | \$1,710 | \$3,000 |
| NN09 | \$1,920 | \$3,360 |
| NN10 | \$2,200 | \$3,840 |
| NN11 | \$2,400 | \$4,330 |
| NN12 | \$2,800 | \$4,760 |
| NN13 | \$3,240 | \$5,500 |

Allied Health Professional Structure

| Job Grade | Min | Max |
|------------------|------------|------------|
| AH 11 | \$2,300 | \$4,400 |
| AH 12 | \$2,600 | \$4,800 |
| AH 13 | \$3,300 | \$5,550 |

Pharmacist Structure

| Job Grade | Min | Max |
|------------------|------------|------------|
| PH 01 | \$3,100 | \$5,250 |
| PH 02 | \$3,650 | \$6,200 |