

PARTIES TO AGREEMENT

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this 21st day of February 2013 between the **NATIONAL HEALTHCARE GROUP PTE LTD**, a company registered under the Companies Act and having its place of business at 6 Commonwealth Lane, #06-01 GMTI Building, Singapore 149547, for and on behalf of its subsidiaries namely, **TAN TOCK SENG HOSPITAL PTE LTD**, **NATIONAL SKIN CENTRE (SINGAPORE) PTE LTD**, **INSTITUTE OF MENTAL HEALTH** and **NATIONAL HEALTHCARE GROUP POLYCLINICS** (hereinafter 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 2013**”.

2. SCOPE

(1) This Agreement shall cover all staff of the Institution with the exception of the following categories of staff (with definitions as set out in Appendix 1 of this Agreement):

- (a) Managerial and Executive staff
- (b) Confidential staff
- (c) Probationary staff

- (d) Part-Time staff who join the Institution directly on part-time employment (part-time staff who had converted from full-time regular employment shall be given full representation)
- (e) Medical staff
- (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:

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

Limited representation refers to representation on:

- (i) appeals to Minister under Section 35(3) of the Industrial Relations Act;
- (ii) retrenchment;
- (iii) breach of contract;
- (iv) dismissal.

The staff in sub-clause 3(a) and 3(b) 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 or the password of employee's computers;
- (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 Contract Staff

The Institution recognises the Union's limited representation of fixed term contract staff individually, not as a class, on an informal and personal basis. There should not be any representation on all matters relating to terms of employment contained in the staff's Letter of Employment and any other prevailing terms of employment contractually agreed to between the Institution and the staff.

To qualify for Union representation, the fixed term contract staff

- (i) must not be under the categories of staff listed in APPENDIX 1;
- (ii) must not be employed on fixed term tenure of less than one (1) year and must not be a foreigner still employed on first contract with the Institution;
- (iii) 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;

- (iv) 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;
- (v) must not perform any function or duty which includes representing the employer in any negotiations relating to any industrial relation matters;
- (vi) 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 or the password of employee's computers;
- (vii) 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.

3. RECOGNITION

- (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 that 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 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 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. 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.

6. 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.

7. 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

8. PROBATION AND NOTICE PERIOD

- (1) A new staff shall on her appointment serve a probationary period as specified in sub-clause (4) of this clause.
- (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:

Category	Duration
<u>Non Nursing</u>	
PH01 & above	6 months
Grades 11 & above	6 months
Grades 3 to 10	3 months
<u>Nursing</u>	

NO II & above	6 months
AN II to SSN I (fresh graduates and those without minimum 6 months' clinical experience)	6 months
AN II to SSN I (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:

Non-Nursing	Nursing	Notice Period	
		During Probation	Upon Confirmation
<u>TTSH</u> PH01 and above Grades 11 and above	NO II and above	1 month	1 month
Grades 3 to 10	AN II to SSN I	3 working days	1 month
<u>IMH, NHGP</u> PH01 and above Grades 11 and above	NO II and above	2 weeks	1 month
Grades 3 to 10	AN II to SSN I	2 weeks	1 month
<u>NSC</u> PH01 and above Grades 11 and above	NO II and above	1 week	1 month
Grades 3 to 10	AN II to SSN I	3 working days	1 month

9. 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 change to the working hours.

10. SHIFT WORK

- (1) All shift 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) 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 patterns/schedules prior to implementation.

11. OVERTIME

- (1) For permanent night shift, rotating shift and regular normal shift staff, work performed in addition to the hours specified in clause 10(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) For the period 1 October 2012 to 28 February 2013, in computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds \$2,200, 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 \$2,200 in accordance with the "National Healthcare Group Staff Agreement of 2010 (CA 59/2010)".
- (4) With effect from 1 March 2013, in computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds

\$2,500, 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 \$2,500.

12. REST DAY

- (1) Every staff shall be entitled to 1 rest day which is without pay per week.
- (2) The weekly rest day for a staff engaged in shift work shall be determined by the duty roster drawn up in accordance with the operational needs of the Institution. Staff shall be informed of the roster in advance.
- (3) A staff who works on her rest day at the request of the Institution shall be paid 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) For the period 1 October 2012 to 28 February 2013, in computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds \$2,200, 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 \$2,200 in accordance with the "National Healthcare Group Staff Agreement of 2010 (CA 59/2010)".

- (5) With effect from 1 March 2013, in computing the hourly/daily basic rate of pay, where the staff's total monthly salary exceeds \$2,500, 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 \$2,500.

13. 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 (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

14. RETIREMENT AND RE-EMPLOYMENT

- (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) The Institution supports post-retirement employment and will endeavour to re-employ retired staff in suitable positions and provide re-training where possible. Retired staff may be offered fixed term post-retirement employment contract on mutually agreeable terms and conditions based on operational and service needs of the department. The re-employment is subject to the staff's satisfactory performance and medical fitness to perform the job.

15. 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

16. SALARY RANGES

The salary ranges are shown in Appendix 2 of this Agreement.

17. 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 1st July.
- (3) New staff who have completed 12 months of service as at 1st July shall receive their first annual increment in full. The annual increment shall be pro-rated based on the completed months of service for new staff with less than 12 months of service as at 1st July. Staff who join on/after 16 June are not eligible for the annual increment for that year.
- (4) For the purpose of pro-rating annual increment,
 - (a) New recruits who join before or on 15th of the month will have that month counted as full month service; and
 - (b) New recruits who join after 15th of the month will not have that month counted as service.

18. 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.

19. 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 salary as at 31st December of the year.
- (3) Staff who have not completed 12 months of service shall have their AWS pro-rated according to the completed months of service.
- (4) Proportionate AWS 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 have been served notice of termination on or before 31st December shall not be eligible for AWS.
- (6) Staff who join in the month of December are not eligible for AWS for that year.

20. VARIABLE BONUS

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.

21. SHIFT ALLOWANCE

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

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

(b) Staff performing shift work in the non-ward areas

Job Grade		Shift Allowance Per 2 nd Shift Performed		Shift Allowance Per 3 rd /Night Shift Performed	
Non Nursing	Nursing	Week-day	Weekend & Public Holiday	Week-day	Weekend & Public Holiday
PH01 & above Grades 11 & above	NO I/II	\$9.00	\$13.50	\$43.00	\$65.00
Grades 7 to 10	AN II to SSN I	\$6.00	\$9.00	\$30.00	\$45.00
Grades 3 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) Staff performing shift work in the ward areas

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

(b) Staff performing shift work in the non-ward areas

Job Grade		Shift Pattern		
Non Nursing	Nursing	2-Shift	3-Shift	Permanent Night Shift
PH01 & above Grades 11 & above	NO I / II	\$5.10	\$19.90	\$49.30
Grades 7 to 10	AN II to SSN I	\$3.40	\$13.70	\$34.30
Grades 3 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.

22. ON-CALL/STANDBY ALLOWANCE

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

(a) Rates per shift for nursing staff and HCAs

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

(b) Rates per shift for all other staff

Job Grade	Weekday	Weekend & Public Holiday
Grades 11 & above PH01 & above	\$15.00	\$30.00
Grades 7 to 10	\$10.00	\$20.00
Grades 3 to 6	\$8.50	\$17.00

(2) If staff are called back to work, eligible staff shall be compensated for the actual work performed in accordance with Clause 11 (Overtime), 12 (Rest Day) and 13 (Public Holidays) of this Agreement.

23. 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.

24. RETENTION FEE

The Institution shall pay the retention fee charged by the Singapore Nursing Board and the Singapore Pharmacy Council for all registered nurses/midwives and pharmacists respectively to be retained on their register for practice. Upon the implementation of Allied Health Professional Bill, the Institution shall pay the retention fee charged by the Allied Health Professional Board for all registered allied health professionals to be retained on their register for practice.

PART V LEAVE ITEMS

25. 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.

Job Grade		Years of Service		
Nursing	Non Nursing	Less than 5	5 to less than 10	10 & above
NO I / II	-	24 days	26 days	28 days
SAN & SNs	PH01 to PH02 Grades 11 to 13	21 days	23 days	25 days
AN I / II	Grades 3 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 the completed service (based on calendar days).
- (4) Except in cases of dismissal for misconduct, when either the Institution terminates the service of a staff or a staff resigns from service, the Institution shall pay for any unconsumed leave computed up to the date of the termination or resignation.
- (5) Staff are permitted to carry forward up to one year's entitlement of annual leave to the following year.
- (6) Annual leave taken on a Saturday shall be considered as half day for non-shift staff.
- (7) 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 medical leave in accordance with the provisions of clause 26 of this Agreement.

26. MEDICAL LEAVE

- (1) A staff with at least 3 months of service shall be entitled to paid medical leave in the aggregate of 14 working days in one calendar year if no hospitalisation is necessary, or in the aggregate of 60 working days in one calendar year if hospitalisation is needed, provided that such medical leave is based on the recommendation of any medical practitioner registered with the Singapore Medical Council.
- (2) Medical certificates issued by any registered dentist shall be recognised as medical leave.

27. 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 medical leave in accordance with clause 26 of this Agreement.

28. PATERNITY LEAVE

A confirmed male staff shall be granted 3 working days of paid paternity leave on the birth of his legal child, up to 3 surviving children. The leave has to be consumed within 1 month of the birth of the child.

29. MARRIAGE LEAVE

A confirmed staff shall be granted 3 working days of paid marriage leave on the occasion of her first legal marriage. The leave has to be consumed within 1 year of her legal marriage.

30. FAMILY CARE LEAVE/CHILDCARE LEAVE

- (1) A staff with at least 3 months of service shall be granted up to an aggregate of 3 working days of paid family care leave per

calendar year to either look after her spouse, parents or parents-in-law who are unwell or to spend time with her child.

- (2) For the period 1 October 2012 to 28 February 2013, for the purpose of this clause, “family members” are defined as children below 12 years old, aged parents and aged parents-in-law in accordance with the “National Healthcare Group Staff Agreement of 2010 (CA 59/2010)”.
- (3) With effect from 1 March 2013, for the purpose of this clause, “family members” are defined as spouse, children (includes natural, legally adopted and step relations) below the age of 18 years, parents and parents-in-law.
- (4) Staff who have 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.
- (5) Subject to the provisions of the Child 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; 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.

31. UNPAID INFANT CARE LEAVE

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.

32. 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). Critical illness refers to a patient on a hospital's dangerously ill list
- 3 working days
 - (b) Death of an immediate family member (spouse, child, parent, parent-in-law, sibling, grandparent, 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.

33. 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 (WIC), subject that where the provisions of the WIC are less favourable than this clause, the staff shall be entitled to the benefit under this clause.
- (2) Subject to sub-clause (1) above, the leave entitlement is as follows:
 - (a) First six months - Full Pay
 - (b) Second six months - Half Pay
 - (c) Third six months - Without Pay

- (3) Thereafter, if the staff is still unfit for duty, her service may be terminated on medical grounds.

34. 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 before commencement of prolonged illness leave;
 - (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 35(4), and 35(5) and hospitalisation under clause 37 of this Agreement;
 - (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.
- (3) For the purpose of this clause, Government restructured healthcare institutions shall refer to healthcare institutions under the clusters: National Healthcare Group, Singapore Health Services, National University Health System, Jurong Health Services, Alexandra Health System and Eastern Health Alliance,

and any other institution(s) that may be so declared by the Minister for Health.

PART VI MEDICAL AND DENTAL BENEFITS AND INSURANCE

35. MEDICAL BENEFITS

- (1) A staff with at least 3 months of service and her family combined shall be entitled to a maximum of \$400 per calendar year for non-specialist medical treatment received at a government polyclinic or a private medical practitioner.
- (2) For the period 1 October 2012 to 28 February 2013, the maximum bill claimable per visit for treatment by a registered medical practitioner shall be \$25 in accordance with the “National Healthcare Group Staff Agreement of 2010 (CA 59/2010)”.
- (3) With effect from 1 March 2013, the maximum bill claimable per visit for treatment by a registered medical practitioner shall be \$30. All claims for expenses incurred, other than those incurred in the Institution, shall be paid upon presentation of the relevant receipts.
- (4) For the period 1 October 2012 to 31 December 2013, a staff with at least 3 months of service shall be entitled to a maximum of \$550 per calendar year for specialist treatment and consultation received within Government restructured healthcare institutions and her family combined, shall be entitled to another \$550 per calendar year in accordance with the “National Healthcare Group Staff Agreement of 2010 (CA 59/2010)”.
- (5) With effect from 1 January 2014, 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 received within Government restructured healthcare institutions. Her family combined, shall be entitled to another \$600 per calendar year.

- (6) The balance of the amount for non-specialist medical treatment can be used for specialist treatment and consultation.
- (7) A staff and her family members may be reimbursed for acupuncture treatment under her entitlement for specialist treatment, where the acupuncture treatment is prescribed by a doctor and where the acupuncture service is operated and owned by Government restructured healthcare institutions.
- (8) Notwithstanding sub-clauses (1) to (6) above, a staff who joins the Institution on or after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her family respectively.
- (9) 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, under the age of 18 years, and who is not provided medical benefits by the current employer of the staff's spouse.
- (10) For the purpose of this clause, the definition of Government restructured healthcare institutions is as per Clause 34(3) of this Agreement.
- (11) The Institution and the Union recognise the importance of the Wellness Programme for the well-being of the staff. The Institution and the Union will conscientiously embark on activities and programmes to promote staff's well-being and health, in line with the national emphasis on healthy lifestyle, family life and social interaction/cohesiveness.

36. FLEXIBLE BENEFITS SCHEME

- (1) With effect from 1 January 2014, staff with at least 3 months of service and who are on Flexible Benefits Scheme shall be entitled to Flex Dollar (Flex\$) as follows:

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

- (2) Of the Flex\$ quantum per calendar year, \$200 is set aside exclusively for claims for Outpatient and SOC medical expenses as well as for personal Dental bills and purchase of personal portable hospitalisation insurance plan such as Enhanced Shield Plans or/and Mutual Aid Scheme. Co-payment (10% for staff/30% for family) for Outpatient & Specialist Outpatient Consultation (SOC) continues to apply.
- (3) Any balance of unused Flex\$ will lapse at end of calendar year.
- (4) Staff with less than 12 months' service shall have their annual Flex\$ quantum pro-rated according to the completed service (based on calendar days).
- (5) 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, under the age of 18 years, and who is not provided medical benefits by the current employer of the staff's spouse.

37. HOSPITALISATION

- (1) Subject to the availability of beds in the wards, staff are eligible for the following types of ward accommodation, up to 60 days per calendar year:

Job Grade		Ward Class
Nursing	Non Nursing	
NO I & above	PH01 & above Grades 11 & above	A
AN II to SSN I	Grades 7 to 10	B1
-	Grades 3 to 6	B2

- (2) For the period 1 October 2012 to 31 December 2012, staff shall be eligible for hospitalisation benefits fees (excluding ward charges) per calendar year in accordance with the “National Healthcare Group Staff Agreement of 2010 (CA 59/2010)”.
- (3) With effect from 1 January 2013, staff shall be eligible for hospitalisation benefits fees (excluding ward charges) per calendar year as follows:

Job Grade		Hospitalisation Fees
Nursing	Non Nursing	
NO I & above	PH01 & above Grades 11 & above	\$12,000
AN II to SSN I	Grades 7 to 10	\$8,500
-	Grades 3 to 6	\$5,000

- (4) A staff’s family shall be eligible to enjoy the same ward accommodation as the staff, subject to 50% of the public ward charges. In addition, the family combined (excluding the staff) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.
- (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 charges and hospitalisation fees between their entitlement and the higher ward.

- (6) Where a staff is abroad and requires hospitalisation, the Institution shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a Government hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clauses (1), (2) and (3) above.
- (7) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution after 1 January 1995 shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her family respectively.
- (8) For the purpose of this clause, the definition of a family is as per clause 35(9) of this Agreement.

38. DENTAL BENEFIT

- (1) For the period 1 October 2012 to 31 December 2013, a confirmed staff shall be eligible for reimbursement of dental expenses incurred up to \$130 per calendar year in accordance with the “National Healthcare Group Staff Agreement of 2010 (CA 59/2010)”.
- (2) With effect from 1 January 2014, a confirmed staff shall be eligible for reimbursement of dental expenses incurred up to \$150 per calendar year.

39. 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.

- (3) 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

40. STAFF TRAINING

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

41. 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.

42. 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.

43. 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.

44. 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.

45. SHOES

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

46. LONG SERVICE AWARD

In recognition of the dedication and service of its staff, the Institution shall grant long service award to staff as follows:

Years of Service	Award of equivalent cash value (\$)
5	100
10	200
20	500
30	800
40	1,200
50	1,600

47. 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.

48. 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.

49. 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 CHEE YAM CHENG
Group Chief Executive Officer

MS K. THANALETCHIMI
President

MS DIANA CHIA SIEW FUI
General Secretary

In the presence of:

MRS OLIVIA TAY
Group Chief Human Resource Officer

PATRICK TAY
Executive Secretary

MS CATHERINE LOKE
Branch Chairperson
Tan Tock Seng Hospital

CHARLES KONG
Branch Chairperson
Institute of Mental Health

MS JESSICA JAMIE TAN
Branch Chairperson
National Skin Centre

MS FARIDAH BTE AKHBAR
Branch Chairperson
National Healthcare Group
Polyclinics

NATIONAL HEALTHCARE GROUP STAFF AGREEMENT OF 2013

The exclusion list for full representation is as follows:

1. Managerial and Executive staff
 - (a) Non Nursing : Grade 14, PH03
 - (b) Nursing : Senior Nursing Officer
2. Confidential staff
 - (a) Executive secretary, secretary and confidential clerk
 - (b) Confidential Human Resource Department staff
 - (c) Payroll staff
 - (d) ITD staff supporting payroll or human resource
 - (e) All Management Audit staff
3. Probationary staff
(Except that AN II to SSN I who have completed at least 3 months service out of their probation of 6 months shall be given full representation.)
4. Part-Time staff who join the Institution directly on part-time employment.
(Except that part-time staff who had converted from full time regular employment shall be given full representation)
5. Medical staff

NATIONAL HEALTHCARE GROUP STAFF AGREEMENT OF 2013

NURSING SALARY RANGES

Job Title	Minimum (\$)	Maximum (\$)
Asst Nurse II / Mid-Wife II	\$1,350	\$2,250
Asst Nurse I / Mid-Wife I	\$1,550	\$2,620
Senior Asst Nurse II / Senior Mid-Wife II	\$1,700	\$3,000
Senior Asst Nurse I / Senior Mid-Wife I	\$2,000	\$3,450
Principal Asst Nurse	\$2,250	\$3,750
Staff Nurse II	\$1,800	\$3,100
Staff Nurse I	\$2,150	\$3,750
Senior Staff Nurse II	\$2,600	\$4,600
Senior Staff Nurse I	\$3,000	\$5,100
Nursing Officer II	\$3,570	\$6,080
Nursing Officer I	\$4,400	\$7,520

ALLIED HEALTH PROFESSIONAL SALARY RANGES

Job Grade	Minimum (\$)	Maximum (\$)
AH11	\$2,300	\$4,400
AH12	\$2,600	\$4,800
AH13	\$3,300	\$5,550

PHARMACIST SALARY RANGES

Job Grade	Minimum (\$)	Maximum (\$)
PH01	\$3,100	\$5,250
PH02	\$3,650	\$6,200

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

Job Grade	Minimum (\$)	Maximum (\$)
3	\$970	\$1,650
4	\$1,040	\$1,780
5	\$1,140	\$1,950
6	\$1,340	\$2,280
7	\$1,550	\$2,640
8	\$1,710	\$3,000
9	\$1,920	\$3,360
10	\$2,200	\$3,840
11	\$2,400	\$4,330
12	\$2,800	\$4,760
13	\$3,240	\$5,500