

**THIS COLLECTIVE AGREEMENT** is made pursuant to the Industrial Relations Act on this 19th day of August 2022 between the **SINGAPORE HEALTH SERVICES PTE LTD** (“SingHealth”), a company registered under the Companies Act and having its place of business at 10 Hospital Boulevard, #19-01, Singapore 168582, for itself and on behalf of the following subsidiaries namely, the Changi General Hospital Pte Ltd (“CGH”), KK Women’s and Children’s Hospital Pte Ltd (“KKH”), Singapore General Hospital Pte Ltd (“SGH”), National Cancer Centre of Singapore Pte Ltd (“NCCS”), National Dental Centre of Singapore Pte Ltd (“NDCS”), National Heart Centre of Singapore Pte Ltd (“NHCS”), National Neuroscience Institute of Singapore Pte Ltd (“NNI”), Singapore National Eye Centre Pte Ltd (“SNEC”), Sengkang General Hospital Pte Ltd (“SKH”), SingHealth Polyclinics (“SHP”), SingHealth Community Hospitals Pte Ltd (“SCH”, refers to Sengkang Community Hospital and Outram Community Hospital only) and ALPS Pte Ltd (“ALPS”) (hereinafter collectively called the “Institution”) of the one part, and the **HEALTHCARE SERVICES EMPLOYEES’ UNION**, a trade union registered under the Trade Unions Act and having its registered office at 3 Bukit Pasoh Road #02-00, Singapore 089817 (hereinafter called the “Union”) of the other part.

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

## **(I) GENERAL PROVISIONS**

### **1. TITLE**

This Agreement shall be known as the **“SINGHEALTH STAFF AGREEMENT OF 2022”**.

## 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 & Executive Staff
    - (i) Non-Nursing job grades NN15 and above
    - (ii) Allied Health Professional job grades AH15 and above
    - (iii) Pharmacist job grades PH04 and above
    - (iv) Nursing job grades N10 and above
  - (b) Confidential Staff as defined by the provisions of the Industrial Relations Act
    - (i) Executive Secretary and Secretary handling confidential matters (excluding CGH); and confidential clerk
    - (ii) Confidential Human Resource Department Staff
    - (iii) Payroll Staff
    - (iv) IS Staff supporting Payroll / Human Resource
    - (v) All Management Audit Staff
  - (c) Probationary Staff
    - (i) New hires in job grades NN02 to NN10 and N01 to N04 on three-month probation
    - (ii) New hires in job grades NN11 / AH11 / PH01 / N06 and above including Staff Nurses without relevant nursing experience on six-month probation
  - (d) Part-Time Staff (excluding CGH)
  - (e) Medical Staff
  - (f) Staff on fixed contract with less than one year of contractual period
  - (g) Foreign Staff on first contract
  - (h) Post-retirement staff re-employed under the Retirement and Re-employment Act (“RRA”) on fixed term contract for specific project jobs where the expectation is that

employment will cease when the project ends (including external / research grant funded projects). The Institution and Union jointly agree that the Union can represent these staff on an individual basis on workplace grievances not relating to the terms and conditions of the staff's individual contract, for example on disciplinary matters, representation at the Institution Committee 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.

- (2) Notwithstanding sub-clause (1)(a), staff in Non-Nursing job grade NN15, Allied Health Professional job grade AH15 and Pharmacist job grade PH04 shall enjoy limited representation as governed by Section 30A of the Industrial Relations Act.
- (3) Staff who are already enjoying benefits that are more favourable than that provided for in this Agreement shall continue to enjoy them on a personal to holder basis.
- (4) Notwithstanding sub-clause (1)(c), Probationary Staff on regular full-time employment with at least 3 continuous months of service with the Institution will be eligible for the benefits in this Agreement.
- (5) Fixed Term Contract staff and Part-Time staff (excluding CGH) who work less than 35 hours per week 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.
- (6) Except as provided for in sub-clause (5), the provisions of this Agreement shall not apply to Fixed Term Contract staff.

- (7) The provisions in clause 16 (Retrenchment Benefits), clause 36 (Prolonged Illness Leave / Medical Boarding Out), clause 45 (Vehicle Loan Interest Subsidy) and clause 46 (Housing / Renovation Loan Interest Subsidy) shall not apply to all post-retirement staff re-employed under the RRA.

### **3. RECOGNITION AND UNION-MANAGEMENT PARTNERSHIP**

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

### **4. DURATION**

- (1) This Agreement is effective from 1st April 2022 till 31st March 2025.
- (2) Negotiations for a new Collective Agreement may commence not earlier than 12 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 affect the terms of this Agreement, the terms of this Agreement shall be changed to provide at least the minimum benefits provided by such new legislation, if the said legislation is more generous than the existing provisions, and this will be effected from the date of enactment of the law until the expiry of this Agreement.
- (5) In the event that the existing provisions in this Agreement are more generous than the new legislation, the existing provisions in this Agreement will take precedence over the new legislation from the start date of this Agreement till its expiry.
- (6) The above clauses do not preclude consultations on such provisions between the Institution and the Union.

## **5. INTERPRETATION**

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

## **6. NON-UNION MEMBERS**

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

## **7. GRIEVANCE PROCEDURE**

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

- (2) The Institution shall document all discussion related to staff grievances and shall respect the confidentiality of the staff involved and information shared. All supervisors shall be briefed, as required, to appropriately handle staff feedback and grievances.
- (3) 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 supervisor or in the case where the grievance is against her immediate supervisor, the Section Head or Department Head, who shall acknowledge and settle the matter amicably or decide on the next course of action upon the receipt of such complaint or grievance within three (3) working days.
- (4) If the staff concerned feels that the grievance has not been properly dealt with following her discussion with her supervisor, Section Head or Department Head, she may bring the matter to the Union and the Human Resource Department of the Institution for further discussion.
- (5) Staff will be advised by the Human Resource Department of the Institution of their rights to request for Union's presence during the grievance procedure. At the staff's request, the Union and a Branch Union representative shall be present to observe and assist the Union member in the grievance process.
- (6) 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 (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 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.
- (3) Permanent night shift is defined as scheduled monthly night shift without rotation with other shift(s), for a period of not less than 3 consecutive calendar months.
- (4) Rotating shift staff may be rostered for morning, afternoon and night shift, or any combination thereof whether on 2-rotating or 3-rotating shift pattern. Staff on fixed or staggered shift are not classified as rotating shift staff.

## **12. OVERTIME**

- (1) A staff in job grade NN02 to NN10 or N01 to N04 who works more than the hours of work specified in sub-clause 10(1) and 11(1) as required by the Institution shall be paid for such overtime work in accordance with the Employment Act.
- (2) Overtime payment is at the rate of one and a half times the staff's hourly basic rate of pay computed on her total monthly base salary inclusive of any monthly variable payment.
- (3) If a staff's total monthly base salary inclusive of any monthly variable payment exceeds \$3,000, computation of her overtime payment shall be based on \$3,000.
- (4) For avoidance of doubt, staff in job grades NN11 / AH11 / PH01 / N06 and above are not eligible for overtime compensation.
- (5) For avoidance of doubt, work on rest day and public holiday are separately specified in clause 13 and clause 14 of this Agreement.

## **13. REST DAY**

- (1) Every staff shall be allowed 1 rest day 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 in job grade NN02 to NN10 or N01 to N04 who works on her rest day at the request of the Institution shall be paid as follows:
  - (a) If the period of work does not exceed half her normal hours of work, a sum at the basic rate of pay for 1 day's work;
  - (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; 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; and
  - (ii) A sum at the rate of 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) If a staff's total monthly salary inclusive of her monthly variable payment exceeds \$3,000, the computation of her work on rest day payment shall be based on \$3,000.

#### **14. PUBLIC HOLIDAYS**

- (1) Every staff shall be paid on gazetted public holidays at her gross rate of pay in accordance with the Employment Act.
- (2) If a public holiday falls on a staff's rostered rest day, the working day next following that rest day shall be her Public Holiday.
- (3) If a public holiday falls on a staff's rostered off day, the Institution may either pay her for that holiday at her gross rate of pay or give her 1 day of paid time off in substitution for that holiday.
- (4) A staff in job grade NN02 to NN10 or N01 to N04 who works on a Public Holiday as required by the Institution shall be paid an extra 1 day's salary at her basic rate of pay for hours of work up to her normal daily working hours. Hours of work more than her normal daily working hours is payable in accordance with clause 12 (Overtime).
- (5) A staff in job grade NN11 / AH11 / PH01 / N06 and above who works on a Public Holiday as required by the Institution will be given either:
  - (a) 4 hours of paid time off in lieu for working 4 hours or less on that Public Holiday; or
  - (b) 1 day of paid time off for working more than 4 hours on that Public Holiday; or
  - (c) An extra 1 day's salary at her basic rate of pay.

- (6) For avoidance of doubt, work on off day, overtime work, and work on rest day payments are separately specified in clause 12 and clause 13 of this Agreement.

### **(III) TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT**

#### **15. RETIREMENT AND RE-EMPLOYMENT**

##### **Retirement Age**

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

##### **Post-retirement Re-employment**

- (3) The Institution similarly supports post-retirement re-employment and shall endeavour to re-employ eligible staff under the RRA up to the age of 68 years, subject to clause 2(1)(h) of this Agreement.
- (4) The terms and conditions of a post-retirement re-employment contract may vary from the pre-retirement contract subject to mutual agreement, in accordance to the Retirement and Re-employment Act and the Tripartite Guidelines on the Re-employment of Older Employees.
- (5) If the Institution is unable to offer or continue to offer re-employment opportunity to an eligible retired staff as in sub-clause (3), 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) Retrenchment benefits are not applicable for post-retirement re-employed staff.
- (3) The notice on termination of service on grounds of redundancy to the affected staff shall be 1 month's notice or 1 month's gross salary in lieu thereof in accordance with the definition of gross rate of pay in the Employment Act.
- (4) The Institution and the Union shall then negotiate the retrenchment benefits payable.
- (5) For the purpose of this clause, termination by the Institution, by reason of re-organisation, receivership or liquidation of the Institution shall be treated as redundancy, and therefore staff will be eligible for retrenchment benefits.

## **(IV) SALARY AND OTHER MONETARY ITEMS**

### **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 Institution and the Union will discuss the indicators for MVP adjustment in the event of a business downturn.
- (3) The Institution and the Union shall maintain the MVP at 10% of the total base salary.

## **18. SALARY RANGES**

The salary ranges, comprising base salary and MVP are shown in Appendix 1 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 July each year. The quantum and rate of salary increase will be paid effective 1st July of each year and be based on individual staff's performance. The total wage increase comprises two components: through an increase to base salary or to MVP or to both components. Poor performers, whose performance and behaviour are below job requirements, will not be eligible for any salary increase in the year declared.
- (2) The Institution and the Union will negotiate the total wage increases for the year to be paid annually on 1st July each year.
- (3) New staff who have completed 12 months of service as at 1st July shall receive the salary increase in full. The salary increase shall be pro-rated based on the completed months of service for new staff with less than 12 months of service as at 1st July.
- (4) Staff who join in the month of June are not eligible for the salary increase for that year.
- (5) For computation of salary increase, an incomplete month of service of 15 and more calendar days shall be considered as 1 full month.

## **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 Institution for not less than 12 months at the time when the Annual Wage Supplement is paid out, the Annual Wage Supplement shall be equivalent to 1 month of

the staff's last drawn monthly salary, comprising base salary and MVP, as at 1st December of the year.

- (3) Staff who have not completed 12 months of service shall have their Annual Wage Supplement pro-rated according to the completed months of service.
- (4) Proportionate Annual Wage Supplement shall be paid to staff whose services are terminated due to retrenchment, retirement, medical boarding out or death.
- (5) Staff who have resigned or who have served notice of resignation or are serving notice of termination on or before 31st December shall not be eligible for Annual Wage Supplement.
- (6) Staff who join in the month of December are not eligible for Annual Wage Supplement for that year.

## **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 Institution and the Union will discuss the quantum of Performance Bonus to be paid for the year.

## **22. SHIFT ALLOWANCE**

- (1) The Shift Allowance provisions and rates for the period 1 April 2022 to 30 September 2022 are in accordance with the SingHealth Staff Agreement of 2021 and are in Appendix 3 for reference.

### **Effective 1 October 2022**

#### **(2) Afternoon Shift Allowance and Night Shift Premium**

- (a) With effect from 1 October 2022, an Afternoon Shift Allowance on a per shift basis will be implemented for staff rostered to work afternoon shift (including staff on staggered

work pattern with at least 7 hours of work per shift excluding meal break) ending on or after 8pm.

- (b) Staff who are rostered to work afternoon or night shift shall be paid the following rates of Afternoon Shift Allowance per afternoon shift or Night Shift Premium per night shift with effect from 1 October 2022:

Nursing Staff

Job Grades	With effect from 1 October 2022			
	Afternoon Shift Allowance per shift (inclusive of Meal Subsidy)		Night Shift Premium per night shift (inclusive of Meal Subsidy)	
	Weekday	Weekend & PH	Weekday	Weekend & PH
N07 and above	\$14	\$24	\$56	\$95
N06 to N06B	\$12	\$20	\$52	\$88
N02A to N04	\$10	\$17	\$47	\$80
N01 to N02	\$9	\$15	\$38	\$65

Non-Nursing, Allied Health Professional and Pharmacist Staff

Job Grades	With effect from 1 October 2022			
	Afternoon Shift Allowance per shift (inclusive of Meal Subsidy)		Night Shift Premium per night shift (inclusive of Meal Subsidy)	
	Weekday	Weekend & PH	Weekday	Weekend & PH
NN11 / AH11 / PH01 and above	\$13	\$22	\$48	\$82
NN07 to NN10	\$10	\$17	\$36	\$61
NN02 to NN06	\$8	\$14	\$31	\$53

(3) **Monthly Leave Allowance for 2-Rotating, 3-Rotating and Permanent Night Shift Staff**

- (a) Staff rostered to work regular 2-rotating, 3-rotating or permanent night shift shall be paid a Monthly Leave

Allowance for authorised paid leave as follows with effect from 1 October 2022:

Nursing Staff

Job Grades	Monthly Leave Allowance (with effect from 1 October 2022)		
	2-Rotating Shift	3-Rotating Shift	Permanent Night
N07 and above	\$31	\$106	\$253
N06 to N06B	\$25	\$90	\$214
N03 to N04	\$18	\$67	\$162
N02A to N02C	\$22	\$84	\$204
N01 to N02	\$14	\$50	\$121

Non-Nursing, Allied Health Professional and Pharmacist Staff

Job Grades	Monthly Leave Allowance (with effect from 1 October 2022)		
	2-Rotating Shift	3-Rotating Shift	Permanent Night
NN11 / AH11 / PH01 and above	\$22	\$65	\$156
NN07 to NN10	\$17	\$51	\$121
NN02 to NN06	\$14	\$44	\$101

- (b) Staff rostered to work on 2-rotating, 3-rotating or permanent night shift will continue to receive the Monthly Leave Allowance during their authorised paid leave.
- (c) Staff working on fixed or staggered shift will not be eligible for the Monthly Leave Allowance.

**23. ON-CALL / STANDBY ALLOWANCE (EFFECTIVE 1 JULY 2022)**

- (1) 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.

- (2) In the event that such off-duty staff is activated and called back to return to the Institution for duty, the staff will be paid Call Back compensation at one and a half (1.5) times of the staff's hourly basic rate of pay computed from the monthly base salary inclusive of 10% monthly variable payment (no cap) based on the actual extra hours of work performed.
- (3) A staff in job grade NN02 to NN10 or N01 to N04 who is activated and called back for duty on her rostered Rest Day shall be paid in accordance with clause 13 (Rest Day). For staff in job grades NN11 / AH11 / PH01 / N06 and above, the rate of Call Back compensation will be at one and a half (1.5) times of the staff's hourly basic rate of pay computed from the monthly base salary inclusive of 10% monthly variable payment (no cap) based on the actual extra hours of work performed.
- (4) A staff who is activated and called back for duty on her rostered Public Holiday shall be paid in accordance with clause 14 (Public Holidays).
- (5) The staff who is called back for duty is allowed to claim for reimbursement of taxi fare or mileage for trips made to and from the Institution and the staff's residence.

#### **24. WARD ALLOWANCE**

- (1) The Ward Allowance provisions and rates for the period 1 April 2022 to 30 September 2022 are in accordance with the SingHealth Staff Agreement of 2021 and are in Appendix 4 for reference.

##### **Effective 1 October 2022**

- (2) With effect from 1 October 2022, the Ward Allowance provisions and rates will be adjusted as follows:
  - (a) Nurse



- (i) Nurses rostered to work on 2-rotating, 3-rotating or permanent night shift shall be paid a Nurse Ward Allowance as follows:

Job Grades	Nurse Ward Allowance (with effect from 1 October 2022)		
	2-Rotating Shift	3-Rotating Shift	Permanent Night
Registered Nurse (Grades N03 and above)	\$125 per month	\$250 per month	\$250 per month
Enrolled Nurse / Midwife (Grades N01 to N02C)	\$70 per month	\$140 per month	\$140 per month

- (ii) Nurses working on fixed or staggered shift will not be eligible for the Nurse Ward Allowance.

- (b) Patient Care Assistant (PCA) / Healthcare Assistant (HCA) / Operating Theatre Technician (OTT) / Care Support Associate (CSA) rostered to work on 2-rotating, 3-rotating or permanent night shift, shall be paid a PCA Ward Allowance on condition that they meet the following criteria:

- (i) PCAs/HCAs/OTTs/CSAs 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-rotating, 3-rotating or permanent night shift.

Job Grades	PCA Ward Allowance (with effect from 1 October 2022)		
	2-Rotating Shift	3-Rotating Shift	Permanent Night
NN02 to NN10	\$50 per month	\$100 per month	\$100 per month

PCAs/HCAs/OTTs/CSAs working on fixed or staggered shift will not be eligible for the PCA Ward Allowance.

**25. NURSES' POST-GRADUATE QUALIFICATION INCENTIVE**

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

**26. RETENTION FEE**

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

**(V) LEAVE ITEMS**

**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

<b>Years of Service</b>	<b>Job Grades N07 and above (days)</b>	<b>Job Grades N02A to N06B (days)</b>	<b>Job Grades N01 and N02 (days)</b>
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

<b>Years of Service</b>	<b>Job Grades NN14 / AH14 / PH03 and above (days)</b>	<b>Job Grades NN11 to NN13 / AH11 to AH13 / PH01 to PH02 (days)</b>	<b>Job Grades NN02 to NN10 (days)</b>
Less than 5	24	21	15
5 to less than 10	26	23	18
10 and above	28	25	21

- (3) Staff with less than 12 months' service shall have their Annual Leave pro-rated according to the completed months of service, in accordance with the Employment Act.
- (4) Except in cases of dismissal for misconduct, when either the Institution terminates the service of a staff or a staff resigns from service, the Institution shall pay for any unconsumed leave computed up to the date of the termination or resignation.
- (5) Staff are permitted to carry forward the current year's earned Annual Leave to the following year up to one year's entitlement.
- (6) For the purpose of Annual Leave computation, an incomplete month of service of 15 or more days shall be considered as a full month.
- (7) Annual Leave taken on a half working day shall be considered as half day for non-shift staff.
- (8) If a staff who is on Annual Leave falls ill during the period of such leave, she shall be deemed not to be on Annual Leave on the days she is duly certified to be sick, but such period shall be treated as Sick Leave in accordance with the provisions of clause 28 provided that the medical certificate is issued by a medical practitioner registered with the Singapore Medical Council.

## **28. SICK LEAVE**

- (1) Staff with at least 3 months of service are entitled to take paid Sick Leave based on the medical certification issued by any medical practitioner registered with the Singapore Medical Council as follows:
  - (a) 14 working days of Sick Leave in each calendar year, if no hospitalisation is necessary; or
  - (b) 60 working days (inclusive of 14 working days of Sick Leave) in each calendar year, if hospitalisation is necessary.
- (2) Medical certificates issued by any dentist registered with the Singapore Dental Council shall be recognised for this purpose.
- (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(1)(a).

## **29. MATERNITY LEAVE**

- (1) Every female staff shall be eligible for Maternity Leave on full pay in accordance with the Employment Act and the Child Development Co-Savings Act and such other legislative amendments as may be made from time to time.
- (2) An application for Maternity Leave shall be supported by a medical certificate from a medical practitioner registered with the Singapore Medical Council.
- (3) If at the expiry of the Maternity Leave period the staff is certified as medically unfit for duty, her absence shall be treated as normal sick leave in accordance with clause 28.

### **30. 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 32(1).

### **31. UNPAID INFANT CARE LEAVE**

- (1) Subject to the provisions of the Child Development Co-Savings Act, a staff with Singapore Citizen children shall be eligible for six days of Unpaid Infant Care Leave per calendar year subject to the qualifying criteria stipulated in the Act.
- (2) Regardless of the number of children, the total Unpaid Infant Care Leave entitlement for each parent shall be capped at 6 days per calendar year. For divorced or widowed parents, the leave entitlement will not be doubled.
- (3) For the purpose of this clause, “child” means the same as in clause 37(3).

### **32. 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 two 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 children (including legally adopted and stillborn child/ children). The leave is to be taken within 1 month of the birth of his child.

**33. SHARED PARENTAL LEAVE**

Male staff shall be entitled to take Shared Parental Leave in accordance with the Child Development Co-Savings Act.

**34. MARRIAGE LEAVE**

A staff with at least 3 months of service shall be granted 5 working days of paid leave on the occasion of her first legal marriage. The leave has to be consumed within 1 year of her legal marriage.

**35. COMPASSIONATE LEAVE (EFFECTIVE 1 OCTOBER 2022)**

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

**36. PROLONGED ILLNESS LEAVE / MEDICAL BOARDING OUT**

- (1) A confirmed staff with at least 1 year of service (except for staff on post-retirement re-employment contract under the RRA) may be granted Prolonged Illness Leave if she has contracted tuberculosis, cancer, leprosy, mental illness, cardiac ailments, or any other chronic disease which is verified by a Medical Review

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

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

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

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

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

- (6) The medical benefits that the staff is entitled to, subject to the same percentage of co-payment for staff as stipulated in clause 38(4) and clause 39(5) for Specialist Treatment and Consultation and Hospitalisation respectively, are as follows:

(a) Specialist Treatment and Consultation

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

(b) Hospitalisation

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

(i) Nursing Staff

<b>Job Grades</b>	<b>Ward</b>	<b>Hospitalisation Fees</b>
N06 and above	A	\$12,000
N01 to N04	B1	\$8,500

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

<b>Job Grades</b>	<b>Ward</b>	<b>Hospitalisation Fees</b>
NN11 / AH11 / PH01 and above	A	\$12,000
NN07 to NN10	B1	\$8,500
NN02 to NN06	B2	\$5,000



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

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

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

- (2) 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 spend time with a family member.

- (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 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. Relevant documents must be produced by the employee for verification.
- (7) Non-shift 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.

## **(VI) MEDICAL AND DENTAL BENEFITS AND INSURANCE**

### **38. 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 39 and Dental Benefit clause 41 of the "SingHealth Staff Agreement of 2018 (CA 308/2018)";
  - (b) all staff employed before 1st January 2020 and who have opted not to be under the SingHealth Flexible Benefits Scheme and the CGH Flexible Benefits as in clause 41; 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 part-time employment basis.
- (d) Subject to sub-clauses 38(3)(a) to 38(3)(c), the staff's reimbursable medical outpatient non-specialist claims for herself **within her calendar year claim limit** shall be as follows:

	<b>Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year</b>	<b>Exceeded Paid Sick Leave Entitlement for the Calendar Year</b>
<b>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor<sup>1</sup> of a polyclinic, Staff Clinic, Public Healthcare Institution (PHI)’s A&amp;E or Institution appointed panel medical clinic</b>	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 a fixed dollar maximum claim per visit specified in sub-clause 38(3)(h).	All outpatient non-specialist medical expenses are reimbursable subject to: firstly 10% co-pay by the staff, and secondly a fixed dollar maximum claim per visit specified in sub-clause 38(3)(h).
<b>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor of a non-polyclinic, non-PHI A&amp;E or non-panel medical clinic</b>	All outpatient non-specialist medical expenses are reimbursable subject to firstly 10% co-pay by the staff, and secondly a fixed dollar maximum claim per visit specified in sub-clause 38(3)(h).	

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 38(3)(a) to 38(3)(c), shall be as follows:

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

- (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 a fixed dollar maximum claim per visit specified in sub-clause 38(3)(h), only if the claim amount is within the calendar year claim limit as per sub-clause 38(3)(a) or 38(3)(c) (as applicable).
- (g) Subject to sub-clause 38(3)(b), 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 a fixed dollar maximum claim per visit specified in sub-clause 38(3)(h), for each consultation visit.
- (h) The specified fixed dollar maximum claim per visit is \$30 for outpatient non-specialist medical expenses incurred between 1 April 2022 to 30 September 2022; and \$35 for outpatient non-specialist medical expenses incurred on and from 1 October 2022.

(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 38(4)(a) or 38(4)(c) (as applicable), the staff's reimbursable medical outpatient specialist claims for herself **within the calendar year claim limit** shall be as follows:

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

- (e) The staff's reimbursable medical outpatient specialist claims for herself **after exceeding her calendar year claim limit** in sub-clause 38(4)(a) or 38(4)(c) (as applicable), shall be as follows:

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

- (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 38(4)(a) or 38(4)(c) (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 38(3)(a) or 38(3)(c) (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 38(3)(b) or 38(3)(c) (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 38(5)(a) or 38(5)(b) (as applicable).
- (d) The staff's reimbursable dental claims for herself **after exceeding her calendar year claim limit** in sub-clause 38(5)(a) or 38(5)(b) (as applicable) shall be as follows:

	<b>Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year</b>	<b>Exceeded Paid Sick Leave Entitlement for the Calendar Year</b>
<b>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered dentist<sup>2</sup> of a polyclinic or Institution appointed panel dental clinic, or PHI</b>	Only consultation expenses for restorative treatment are fully reimbursable.	Not reimbursable.
<b>Staff produces an “unfit for work” medical certificate for her work day, issued by a registered dentist of a non-polyclinic or non-panel dental clinic, or non-PHI</b>	Not reimbursable.	

<sup>2</sup>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 38(5)(a) or 38(5)(b) (as applicable).

(6) For purpose of this Scheme:

“Eligible dependant(s)” means –

- (a) 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;
- (b) 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.

“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.

### 39. HOSPITALISATION BENEFIT

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

(a) Nursing Staff

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

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

<b>Job Grades</b>	<b>Ward</b>	<b>Hospitalisation Fees</b>
NN11 / AH11 / PH01 and above	A	\$12,000
NN07 to NN10	B1	\$8,500
NN02 to NN06	B2	\$5,000

- (2) A staff's eligible dependant(s) shall be eligible to enjoy the same ward accommodation as the staff, subject to 50% of the public ward charges. In addition, the eligible dependant(s) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.
- (3) A staff and her eligible dependant(s) may upgrade her ward accommodation if she so chooses, but she will have to pay the difference in ward charges and hospitalisation fees between their entitlement and the higher ward.
- (4) Where a staff is abroad and requires emergency hospitalisation, the Institution shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a Government hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clause (1) above.
- (5) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses (including ward accommodation charges and hospitalisation fees) incurred by herself and her dependants respectively.
- (6) For the purpose of this clause, the definition of a dependant shall be as per clause 38(6) of this Agreement.

#### **40. STAFF INSURANCE**

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

#### **41. FLEXIBLE BENEFITS**

The SingHealth Flexible Benefits Scheme and CGH Flexible Benefits Scheme shall be moribund benefits schemes with effect from 1st January 2020 on a personal-to-holder basis, with no prospect of change. The lists of claimable items under these moribund Flexible Benefits Schemes are in Appendix 2.

### **(VII) MISCELLANEOUS ITEMS**

#### **42. STAFF TRAINING**

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

#### **43. 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.

#### **44. 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 operationalise 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; and
  - (b) reasonable time and privacy arrangements for lactating staff.

#### **45. VEHICLE LOAN INTEREST SUBSIDY**

- (1) A confirmed staff (except for staff on post-retirement re-employment contract as provided for under the RRA) is eligible to apply for a vehicle loan interest subsidy capped at a maximum loan amount of \$65,000 or 12 times the monthly base salary, whichever is lower.

- (2) The Institution shall subsidise the interest rate above 3%, subject to a maximum of 1%. The interest subsidy for the vehicle loan is up to 7 years or the retirement age, whichever is earlier.
- (3) A staff who is under the Flexible Benefits Scheme on a personal-to-holder basis shall not be eligible for the above-mentioned vehicle loan interest subsidy.

**46. HOUSING / RENOVATION LOAN INTEREST SUBSIDY**

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

**47. TRANSPORT**

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

**48. UNIFORM**

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

**49. SHOES**

- (1) All uniformed staff shall be provided with 2 pairs of shoes of good quality annually, replaceable on a normal wear and tear basis.
- (2) Staff certified medically unfit to wear shoes provided by the Institution shall seek reimbursement for shoes purchased, with the reimbursement capped at \$80 per year for up to 2 pairs of shoes.

**50. LONG SERVICE AWARD**

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

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

**51. NATIONAL SERVICE**

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

**52. CHILDCARE CENTRE**

The Institution shall provide staff with a childcare centre.

**53. PREVENTIVE HEALTH**

The Institution shall facilitate staff in their Preventive Health efforts by coordinating, providing and organising appropriate facilities, programmes and activities enabling staff self-care and promoting physical, mental, emotional and social health and well-being. The Union shall be part of this framework.

**54. FLEXIBLE WORK ARRANGEMENT**

- (1) The Institution is committed to provide flexibility in working arrangements that allow its staff to harmonise their family and work commitments, while maintaining operational efficiency and labour force productivity.
- (2) The Institution will consider requests for flexible work arrangements from all employees; in particular staff with very young children, staff that have family members with special needs and staff with eldercare responsibilities. Where possible, use of technology will be developed to aid roster scheduling.
- (3) All applications will be assessed by the respective Reporting Officers and Head of Departments, who will be trained to have a better understanding of the Flexible Work Arrangements which include working from home.

**55. PROTECTION AGAINST WORKPLACE HARASSMENT**

- (1) The Institution commits to providing a respectful work environment in which all staff are treated with dignity and respect, and that is free from all forms of harassment. This includes prohibiting any behaviour that causes or is likely to cause harassment, alarm or distress to another person through the use of threatening, abusive

or insulting language or other non-verbal gestures or communication.

- (2) Staff who are subjected to or witness harassment at the workplace may report the incident to the Institution in accordance with the grievance procedure. The Institution will conduct prompt investigation and take appropriate actions to provide remedies and prevent recurrence.

## **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

**SINGAPORE HEALTH SERVICES  
PTE LTD**

**HEALTHCARE SERVICES  
EMPLOYEES' UNION**

**PROFESSOR IVY NG**  
Group Chief Executive Officer  
SingHealth

**MS K. THANALETCHIMI**  
President  
HSEU

**MS ESTHER TAN SOK CHING**  
Group Chief Human Resource Officer  
SingHealth

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

In the presence of

**MS TAN YANG NOI**  
Chief Human Resource Officer  
Singapore General Hospital

**MS ONG CHOO ENG**  
Branch Chairperson  
Singapore General Hospital

**MR STEPHEN CHONG**  
Chief Human Resource Officer  
Changi General Hospital

**MR STEVEN GOH TIAT YANG**  
Executive Secretary  
HSEU

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

**MS CATHERINE POEY HUI XIN**  
Branch Chairperson  
KK Women's and Children's Hospital

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

**MS CAROL SNG HOON NGOH**  
Branch Chairperson  
Sengkang General Hospital

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

**MS ADELIN YANG SHUYI**  
Branch Treasurer  
National Cancer Centre Singapore

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

**MS SANTHI D/O GOVINDASAMY**  
Branch Chairperson  
National Dental Centre Singapore

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

**MR LIM CHUAN KAH**  
Branch Chairperson  
National Heart Centre Singapore

**MS SHARON ONG CHUA CHOO**  
Chief Human Resource Officer  
Singapore National Eye Centre

**MS FIONA LEONG LI BIN**  
Branch Chairperson  
Singapore National Eye Centre

**MS ANNA FOK WAI MIN**  
Chief Human Resource Officer  
SingHealth Polyclinics

**MS KAMALIAH BINTE MOHAMED**  
Branch Chairperson  
SingHealth Polyclinics

**MS GOH LEE CHOO**  
Chief Human Resource Officer  
ALPS

**MR STEVEN LIM TEE KIEN**  
Branch Chairperson  
ALPS

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

**MS JASMINE PEK CHAI LING**  
Chief Human Resource Officer  
SingHealth Community Hospitals

**SINGHEALTH STAFF AGREEMENT OF 2022**

**Nursing Salary Ranges (with effect from 1 July 2022)**

<b>Job Title</b>	<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
Enrolled Nurse II / Midwife II	N01	\$1,900	\$3,260
Enrolled Nurse I / Midwife I	N02	\$2,090	\$3,520
Senior Enrolled Nurse II / Senior Midwife II	N02A	\$2,230	\$3,840
Senior Enrolled Nurse I / Senior Midwife I	N02B	\$2,580	\$4,460
Principal Enrolled Nurse	N02C	\$2,970	\$5,130
Staff Nurse II	N03	\$2,500	\$4,460
Staff Nurse I	N04	\$3,010	\$5,210
Senior Staff Nurse II	N06	\$3,620	\$6,360
Senior Staff Nurse I	N06A	\$4,230	\$7,440
Assistant Nurse Clinician	N06B	\$4,620	\$7,920
Nurse Manager II / Nurse Educator II / Nurse Case Coordinator II / Nurse Clinician II	N07	\$5,020	\$8,610
Nurse Manager I / Nurse Educator I / Nurse Case Coordinator I / Nurse Clinician I	N08	\$5,830	\$9,980
Senior Nurse Manager / Senior Nurse Educator / Senior Nurse Clinician	N09	\$6,820	\$11,680

**Non-Nursing Salary Ranges**

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
NN02	\$1,300	\$1,950
NN03	\$1,325	\$1,990
NN04	\$1,350	\$2,230
NN05	\$1,490	\$2,460
NN06	\$1,700	\$2,810
NN07	\$1,900	\$3,140
NN08	\$2,100	\$3,540
NN09	\$2,460	\$4,130
NN10	\$2,630	\$4,580
NN11	\$2,740	\$5,000
NN12	\$3,270	\$5,820
NN13	\$4,110	\$6,990
NN14	\$4,890	\$8,320

**Allied Health Professional Salary Ranges**

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
AH11	\$2,500	\$5,150
AH12	\$3,200	\$5,800
AH13	\$4,260	\$7,240
AH14	\$5,040	\$8,560

**Pharmacist Salary Ranges**

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
PH01	\$3,400	\$5,800
PH02	\$4,270	\$7,260
PH03	\$5,110	\$8,690

SINGHEALTH STAFF AGREEMENT OF 2022

LIST OF CLAIMABLE ITEMS UNDER MORIBUND FLEXIBLE BENEFITS SCHEMES

**SingHealth Flexible Benefits Scheme**  
**(moribund with effect from 1 January 2020)**

S/N	Category		FBS Claimable Items <sup>^</sup>	Taxable Benefit <sup>#</sup>	Eligible Claimants
<b>A</b>	<b>Part A - Medical Outpatient Account (FBS Medi \$)</b>			<b>\$200 [ Set Aside Exclusively ]</b>	
A.1	Medical Outpatient	a	Outpatient Treatment	No	Employee, spouse & child(ren)
		b	Specialist Outpatient Treatment	No	
<b>B</b>	<b>Part B - Flexible Dollar Account (FBS Flex \$)</b>			<b>\$400 [ Staff Without Eligible Family Member(s) ] / \$600 [ Staff With Eligible Family Member(s) ]</b>	
B.1	Medical Outpatient	a	Outpatient Treatment	No	Employee, spouse & child(ren)
		b	Specialist Outpatient Treatment	No	
B.2	Dental	a	Dental Treatment	No	Employee Only
B.3	Health	a	Vaccination	No	Employee Only
		b	Health Screening	No	Employee Only
		c	Traditional Chinese Medicine (TCM) Treatment	No	Employee, spouse & child(ren)
B.4	Family Care	a	Child Care / Infant Care Centre Fees (MSF Approved List)	No	Child(ren) of Employee
B.4	Family Care	b	Student Care Centre Fees	Yes	Child(ren) of Employee
B.5	Membership Subscription	a	Union Membership Fees	Yes	Employee Only
		b	Recreational Club Membership Fees	Yes	Employee Only
		c	Professional Membership Fees	Yes	Employee Only
B.6	Insurance	a	Personal Insurance for Life / Personal Accident	Yes	Employee Only
		b	Personal Medical Insurance	Yes	Employee, spouse & child(ren)
B.7	Wellness	a	Health Supplements	Yes	Employee Only
		b	Sports Equipment	Yes	Employee Only
		c	Optical Expenses	Yes	Employee Only
		d	Holiday Expenses	Yes	Employee Only
		e	Medical Equipment (Prescribed)	Yes	Employee Only
B.8	Others	a	Housing / Renovation / Vehicle Loan Interest	Yes	Employee Only

Notes: <sup>^</sup> Subject to change by CPF Board (CPF Board)

<sup>#</sup> Subject to change by the Inland Revenue Authority of Singapore (IRAS)

“**Dependant**” refers to an employee’s family member(s) and 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 **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.

Notes:

1. Eligible staff with at least 3 months of service shall be entitled to a total FBS Quantum of \$600 for those without dependant and \$800 for those with dependant, comprising:
  - (a) \$400 for staff without dependant and \$600 for staff with dependant, to be fully flexible within a basket of claimable items; and
  - (b) \$200 for both staff without dependant and Staff with dependant, to be set aside exclusively for Medical Non-Specialist Outpatient and Specialist Outpatient treatment claims.
2. Of the \$200 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. This is in line with the current co-payment principle for medical reimbursement.
3. Eligible staff with less than 12 month’s continuous service in a calendar year will receive a pro-rated FBS Quantum.
4. For computation purposes, any incomplete month of service of 15 or more calendar days will be deemed as a full month, and any service of less than 15 calendar days will be disregarded.
5. Any unused balance of \$200 set aside exclusively for Medical Outpatient benefits shall be credited into staff’s CPF Medisave Account after the close of the calendar year, if applicable.

**CGH Flexible Benefits Scheme**  
**(moribund with effect from 1 January 2020)**

The table below outlines the list of items employees can make claims for from Flex Plus account.

**Flex Plus Items**

<b>Healthcare Plus</b>	<b>Rest &amp; Recreation</b>	<b>Personal Growth &amp; Development</b>	<b>Wellness</b>
Co-sharing of Employee and Family Healthcare under Flex Core	Club & Gym Membership Subscription/ Fitness Programmes	Union Membership Fees	Childhood Immunization
Outpatient/ Specialist	Vacation & Entertainment	Tuition & Enrichment Classes	Infant/ Childcare Centre Fees
Dental	Sports Equipment	Seminars/Talks	Eldercare Centre Fees
Optical	Passport & Visa Application Fees	Educational Magazine/ Textbook/ Assessment Book	Student Care Centre Fees
Medication & Supplement		IT & Education Support Devices	Insurance Premiums
Traditional Chinese Medicine		Professional Membership/ Publication & Licensing Fees	Estate Planning
Pap Smear & Mammogram			Assisted Living Items
Health Screening			
Vaccination			



**SINGHEALTH STAFF AGREEMENT OF 2022**

**SHIFT ALLOWANCE PROVISIONS AND RATES IN SINGHEALTH STAFF AGREEMENT  
2021**

**1. SHIFT PREMIUM AND PERMANENT NIGHT ALLOWANCE  
(FOR PERIOD 1 APRIL 2022 TO 30 SEPTEMBER 2022)**

(1) **Second-Shift Premium**

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

Non-Nursing Staff

<b>Job Grades</b>	<b>Second-Shift Premium (1 Apr 2022 – 30 Sep 2022)</b>
NN11 to NN13 / AH11 to AH13 / PH01 & PH02	\$120 per month
NN07 to NN10	\$80 per month
NN04 to NN06	\$50 per month
NN02 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 8pm; 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 8pm; and
  - (iii) Non-nursing staff must work on average 8 second-shifts per month.

- (c) A Patient Care Assistant (PCA) / Healthcare Assistant (HCA) / Operating Theatre Technician (OTT) / Care Support Associate (CSA) who is paid the Ward Allowance or non-nursing staff who is paid the Permanent Night 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 rate of Night Shift Premium per night:

(a) **Nursing Staff**

<b>Job Grades</b>	<b>Night Shift Premium Rate Per Night</b> (1 Apr 2022 – 30 Sep 2022)	
	<b>Weekday (Mon to Fri)</b>	<b>Weekend (Sat, Sun and PH)</b>
N07 to N08	\$55	\$75
N02A to N06B	\$45	\$60
N01 to N02	\$30	\$45

(b) **Non-Nursing Staff**

<b>Job Grades</b>	<b>Night Shift Premium Rate Per Night</b> (1 Apr 2022 – 30 Sep 2022)	
	<b>Weekday (Mon to Fri)</b>	<b>Weekend (Sat, Sun and PH)</b>
NN11 to NN13 / AH11 to AH13 / PH01 & PH02	\$35	\$65
NN08 to NN10	\$25	\$45
NN03 to NN07	\$22	\$38
NN02	\$18	\$32

(3) **Permanent Night Allowance**

- (a) All staff on permanent night shift, subject to meeting the criteria in sub-clause (b), are eligible for a monthly Permanent Night Allowance in addition to the Night Shift Premium in clause 22(2), as follows:

Nursing Staff

<b>Job Grades</b>	<b>Permanent Night Allowance</b> (1 Apr 2022 – 30 Sep 2022)
N07 to N08	\$155 per month
N02A to N06B	\$115 per month
N01 to N02	\$60 per month

Non-Nursing Staff

<b>Job Grades</b>	<b>Permanent Night Allowance</b> (1 Apr 2022 – 30 Sep 2022)
NN11 to NN13 / AH11 to AH13 / PH01 & PH02	\$95 per month
NN08 to NN10	\$65 per month
NN02 to NN07	\$55 per month

- (b) Permanent night shift is defined as scheduled monthly night shift without rotation with other shift(s), for a period of not less than 3 consecutive calendar months.
- (c) Staff on permanent night shift will continue to receive their monthly Permanent Night Allowance during their authorised paid leave.

**2. MEAL SUBSIDY**  
**(FOR PERIOD 1 APRIL 2022 TO 30 SEPTEMBER 2022)**

The Institution shall pay a meal subsidy of \$3.50 per shift to staff who are rostered to work on second-shift (including staff on staggered shift) ending on or after 8pm. This subsidy qualifies for CPF contribution.

**Note: The monthly Second-Shift Premium and the Meal Subsidy provisions as stated above will cease with effect from 1 October 2022.**

**SINGHEALTH STAFF AGREEMENT OF 2022**

**WARD ALLOWANCE PROVISIONS AND RATES IN SINGHEALTH STAFF AGREEMENT  
2021**

**WARD ALLOWANCE  
(FOR PERIOD 1 APRIL 2022 TO 30 SEPTEMBER 2022)**

Ward Allowance shall be given to the following staff categories:

(1) Nurse

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

<b>Job Grades</b>	<b>Ward Allowance</b> (1 Apr 2022 – 30 Sep 2022)
Registered Nurse (Grades N03 to N08)	\$200 per month
Enrolled Nurse / Midwife (Grades N01 to N02C)	\$100 per month

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

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

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

- (i) PCAs/HCA/OTTs/CSAs who work in the following designated areas:  
Operating Theatre, Ward, Intensive Care Unit, Department of Emergency Medicine; and
- (ii) perform nursing related duties; and
- (iii) rostered on 2 or 3 rotating shift work.

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