

**THIS COLLECTIVE AGREEMENT** is made pursuant to the Industrial Relations Act this 23rd day of June 2016 between **EASTERN HEALTH ALLIANCE PTE LTD**, a company registered under the Companies Act and having its place of business at 5 Tampines Central 1, Tampines Plaza, #08-01/05, Singapore 529541, for and on behalf of its subsidiaries namely, the Changi General Hospital Pte Ltd, (hereinafter 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 No. 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 "**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**".

### **2. SCOPE**

(1) This Agreement shall cover all staff including re-employed staff with the exception of the categories of staff as set out in Appendix 1 to this Agreement.

(2) Limited Representation

The following staff shall enjoy only limited representation by the union as governed by Section 30 of the Industrial Relations Act

- (a) Executive staff in Non-Nursing Job Grade NN14
- (b) Nursing Job Grade NU9
- (c) Allied Health Professional Job Grade AH40
- (d) Pharmacist Job Grade PH40

(3) Representation of Fixed Term Contract Staff

Fixed term contract staff shall enjoy limited representation by union as follows:

- (a) Union will represent such contract staff individually and not as a class;
- (b) Representation is confined to workplace grievances and breach of contractual terms;
- (c) Union shall not negotiate on terms and conditions under the staff individual contract as well as terms, conditions and benefits under the Collective Agreement.

To qualify for union representation, fixed term contract staff:

- (a) Must not be within the Excluded Categories (refer to Appendix 1);
- (b) 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;
- (c) Must not perform any function or duty which includes representing the employer in any negotiations relating to any industrial relation matters;
- (d) 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; and
- (e) 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) Staff who is 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. 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 on 1st October 2015 till 31st March 2018.
- (2) Negotiations for a new collective agreement may commence not earlier than 6 months before the expiry of this Agreement.
- (3) During the duration of this Agreement, neither the Institution nor the Union shall seek to vary, modify or annul any of its terms in any way whatsoever, save as is provided herein or by operation of the law.
- (4) Should any new legislation affects the terms of this Agreement, the terms of this Agreement shall be changed to provide at least the minimum benefits provided by such new legislation, if the said legislation is more generous than the existing provisions, and this will be effected from the date of enactment of the law until the expiry of this Agreement.

- (5) In the event that the existing provisions in this Agreement are more generous than the new legislation, the existing provisions in this Agreement will take precedence over the new legislation from the start date of this Agreement till its expiry.
- (6) The above clauses do not preclude consultations on such provisions between the Institution and the Union.

## **5. INTERPRETATION**

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

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

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

## **7. GRIEVANCE PROCEDURE**

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

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

(b) Step 2

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

(c) Step 3

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

**8. REFEREE**

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

**(II) GENERAL TERMS AND CONDITIONS OF EMPLOYMENT**

**9. TERMINATION NOTICE**

The termination notice of a confirmed staff shall be 1 to 3 months' gross salary in lieu of notice depending on the individual staff's appointment terms.

**10. HOURS OF WORK**

- (1) The working hours shall be regulated in accordance with the present practice on the basis of a maximum of 42 hours per week.
- (2) Staff shall be adequately notified of any changes in the working hours and the Union consulted prior to any change 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 shifts : 40 hours per week, average  
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.

## **12. OVERTIME**

- (1) Work performed in excess of the daily contractual or rostered hours or a total of 42 hours a week for a regular full-time staff shall be deemed as overtime work in accordance with the provisions of the Employment Act. For shift staff, work performed in excess of the hours specified in clause 11 (1) of this Agreement 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) Where the staff's monthly basic rate of pay comprises base salary and monthly variable payment (MVP) is above \$3,000 and is classified as a non-workman as defined by the Employment Act, the monthly basic rate of pay of \$3,000 shall be used for computation of overtime compensation.

## **13. REST DAY**

- (1) Every staff shall be entitled to 1 rest day, which is without pay per week.
- (2) The weekly rest day for a staff engaged in shift work shall be determined by the duty roster drawn up in accordance with the

operational needs of the Institution. Staff shall be informed of the roster in advance.

- (3) A staff who works on her rest day at the request of the Institution, shall be paid as follows:
  - (a) If the period of work does not exceed half her normal hours of work, a sum at the basic rate of pay for 1 day's work in accordance with the Employment Act;
  - (b) If the period of work is more than half but does not exceed her normal hours of work, a sum at the basic rate of pay for 2 days' work in accordance with the Employment Act; or
  - (c) If the period of work exceeds her normal hours of work for 1 day:
    - (i) A sum at the basic rate of pay for 2 days' work in accordance with the Employment Act; and
    - (ii) A sum at the rate of 1.5 times her hourly basic rate of pay for each hour or part thereof that the period of work exceeds her normal hours of work for 1 day.

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

- (1) Staff shall be entitled to paid gazetted Public Holiday in accordance with the provisions of the Employment Act.
- (2) Based on the exigencies of service, the Institution may substitute another working day for a Public Holiday or pay staff who works on a Public Holiday an extra day's salary at 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 a holiday, she shall be paid the relevant rate of pay in accordance with the Employment Act. She shall also be entitled to another substituted public holiday.

## **15. FLEXIBLE WORK ARRANGEMENTS**

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

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

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

### **Retirement Age**

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

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

- (3) The Institution supports post-retirement re-employment and shall endeavour to re-employ eligible retired staff up to the age of 67 from 1st July 2016. Re-employed staff on post retirement re-employment contract shall be covered by the existing Collective Agreements.
- (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. At the minimal, staff needs to meet at least a “Fair” rating for the last 3 years to be



considered for re-employment.

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

## **17. RETRENCHMENT BENEFITS**

- (1) In the event of redundancy, the Institution shall inform the Union in writing of any impending retrenchment at least 1 month in advance before the notice of termination is served on the affected staff.
- (2) Retrenchment benefit is not applicable for 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 MONETARY ITEMS**

### **18. MONTHLY VARIABLE PAYMENT (MVP)**

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

### **19. SALARY RANGES**

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

### **20. SALARY INCREMENT**

- (1) Staff is eligible for a performance-based salary review in 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 has completed 12 months of service as at 1st July shall receive the salary increase in full. The salary increase shall

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

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

## **21. ANNUAL WAGE SUPPLEMENT**

- (1) An annual wage supplement shall be paid to all staff in December of each calendar year.
- (2) For a staff who has served the Institution for not less than 12 months at the time when the annual wage supplement is paid out, the annual wage supplement shall be equivalent to 1 month of the staff's last drawn monthly salary, comprising base salary and MVP, as at 1st December of the year.
- (3) Staff who has 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 has 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 joins in the month of December are not eligible for Annual Wage Supplement for that year.

## **22. PERFORMANCE BONUS**

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

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

**23. SHIFT PREMIUM**

(1) Second-Shift Premium

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

<b>Grades</b>	<b>Second-Shift Premium</b>
NN11 to NN13	\$140 per month
NN07 to NN10	\$100 per month
NN04 to NN06	\$70 per month
NN01 to NN03	\$50 per month

- (b) Non-nursing staff who work second-shift refers to:
- (i) Non-nursing shift staff who work in the afternoon shift with work hours ending on or after 9pm; or
  - (ii) Non-nursing staff on staggered work patterns with at least 7 hours of work per shift (excluding meal break) ending on or after 9pm; and
  - (iii) Non-nursing staff must work on average 8 second-shifts per month
- (c) The meal subsidy for second-shift non-medical/ non-nursing staff has been subsumed under the second-shift premium. If a new shift pattern is introduced in future due to exigencies of operations, both Institution and Union may review the need for meal subsidy again.
- (d) Patient Care Assistant (PCA) / Health Care Assistant (HCA) / Operating Theatre Technician (OTT) who is paid the Ward Allowance will not be eligible for second-shift premium.

(2) Night Shift Premium

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

(a) Nursing Structure

	<b>Night Shift Rate (per shift)</b>	
Grades	Weekday (Mon to Fri )	Weekend (Sat, Sun and PH)
NU7 to NU8	\$55	\$75
NU2A to NU6B	\$45	\$60
NU1 to NU2	\$30	\$45

(b) Non-Nursing Structure

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

Staff must work at least 50% of the daily night shift hours to qualify for the premium.

**24. ON-CALL ALLOWANCE**

A staff scheduled on standby status during off-duty hours shall be paid an amount equivalent to 50% of the night shift premium pertinent to her job grade.

**25. CALL-BACK ALLOWANCE**

A staff who responds for call-back in an emergency after regular work schedule shall be paid as follows, subject to a minimum of 2 hours' compensation and overtime benefit in clause 12(3) of this Agreement:

<b>Day of Call-Back</b>	<b>Call-Back Allowance</b>
Weekday	The equivalent of regular overtime rate
Rest day	The equivalent of the rate of pay on rest day
Public Holiday	The equivalent of the rate of pay on public holiday

**26. WARD ALLOWANCE**

Ward Allowance is given to the following staff category:

(1) Nurses

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

<b>Grades</b>	<b>Ward Allowance (per month)</b>
Registered Nurse (Grades NU3 to NU8)	\$200
Enrolled Nurse (Grades NU1 to NU2C)	\$100

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

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

- (a) The Institution shall pay Ward Allowance of \$50 per month to PCA/HCA/OTT subject to the following criteria:
- (i) perform nursing related duties in the following designated areas: Operating Theatre, Ward, Intensive Care Unit, A&E Department; and

- (ii) work on 2 or more rotating shifts and are rostered to work on Sundays / Public Holidays as normal working days.
- (b) PCA/HCA/OTT working on fixed shifts or permanent night shifts will not be eligible for the Ward Allowance.

**27. 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.

**28. RETENTION FEE**

The Institution shall pay the retention fee charged by the Singapore Nursing Board for all registered nurses / enrolled nurses / midwives, the Singapore Pharmacy Board for all registered pharmacists and any other allied health professionals as required by the Singapore Allied Health Bill to be retained on their register for practice.

**(V) LEAVE ITEMS**

**29. ANNUAL LEAVE**

- (1) The purpose of annual leave is for staff to recreate and rest. Thus, as far as possible, work schedule 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 follows:
  - (a) Nursing Structure

Years of Service	Grades NU7 to NU8 (days)	Grades NU2A to NU6B (days)	Grades NU1 and NU2 (days)
Less than 5	24	21	15

Years of Service	Grades NU7 to NU8 (days)	Grades NU2A to NU6B (days)	Grades NU1 and NU2 (days)
5 to less than 10	26	23	18
10 and above	28	25	21

(b) Non-Nursing Structure

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

- (3) Staff with less than 12 months' service shall have their annual leave pro-rated according to the completed months of service, in accordance with the Employment Act.
- (4) Except in cases of dismissal for misconduct, when either the Institution terminates the service of a staff or a staff resigns from service, the Institution shall pay for any unconsumed leave computed up to the date of the termination or resignation.
- (5) Staff is 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) 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 30 of this Agreement provided that the medical certificate is issued by a medical practitioner registered with the Singapore Medical Council.



### **30. MEDICAL LEAVE**

- (1) A staff with at least 3 months of service shall be entitled to paid medical leave based on the recommendation of any medical practitioner registered with the Singapore Medical Council as follows:
  - (a) An aggregate of 14 working days of sick leave in each calendar year if no hospitalisation is necessary; or
  - (b) An aggregate of 60 working days (inclusive of 14 working days of sick leave) in each calendar year if hospitalisation is necessary.
- (2) Staff who is sick shall report her absence from work to her supervisor as soon as possible.
- (3) Medical certificates issued by any registered dentist shall be recognised as sick leave.

### **31. 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 30 of this Agreement.

### **32. UNPAID INFANT CARE LEAVE**

- (1) Subject to 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 is capped at 6 days per calendar year. For divorced or widowed parents, the leave entitlement will not be doubled.

**33. PATERNITY LEAVE**

- (1) Male staff are entitled to take two weeks of paid paternity leave in accordance with the Child Development Co-Savings Act (CDCA).
- (2) If a male staff does not qualify under sub-clause (1) but has at least 3 months of service, he is entitled to take 3 working days of paid paternity leave on the birth of each of his legal child / children (including legally adopted child / children). The leave is to be taken within 1 month of the child's birth date.

**34. SHARED PARENTAL LEAVE**

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

**35. MARRIAGE LEAVE**

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

**36. COMPASSIONATE LEAVE**

- (1) A confirmed staff shall upon application, be granted compassionate leave as follows:
  - (a) Critical illness of family member (spouse, child, parent, parent-in-law, sibling, grandparent, grandparent-in-law). Critical illness refers to a patient on a Hospital's dangerously ill list.
    - 3 consecutive working days.

- (b) Death of family member (spouse, child, parent, parent-in-law, sibling, grandparent, grandparent-in-law).
  - 3 working days to be consumed within 2 weeks of the date of death.
- (2) Application for compassionate leave must be supported by documentary proof.

### **37. PROLONGED ILLNESS LEAVE / MEDICAL BOARDING OUT**

- (1) A confirmed staff with at least 1 year of service may be granted Prolonged Illness Leave if she has contracted tuberculosis, cancer, leprosy, mental illness, cardiac ailments, or any other chronic disease which is verified by a Medical Review Committee as a long term illness. Acquired Immune Deficiency Syndrome (AIDS) contracted during work shall be in accordance within 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 payAs 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 can be medically boarded out and her service discontinued henceforth on medical grounds.

- (4) A staff who is medically boarded out will be accorded a further 12 months of medical benefits from the date of medical boarding out provided that:
- (a) she has at least 10 years of service before commencement of her prolonged illness leave;
  - (b) she is not receiving any other medical benefits from other employers either as staff or dependant; and
  - (c) she seeks medical treatment from government restructured hospitals and specialists centres.
- (5) The full quantum of these benefits 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 eligible staff is entitled to, subject to the same percentage of co-payment for staff as stipulated in clause 39(5), are as follows:
- (a) Specialist Treatment and Consultation  
Eligible for paid specialist treatment and consultation related to the illness of up to a maximum of \$550.
  - (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

Grades	Ward	Hospitalisation Fees
NU6 to NU8	A	\$12,000
NU1 to NU4	B1	\$ 8,500

(ii) Non- nursing

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

**38. CHILDCARE LEAVE / EXTENDED CHILDCARE / 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) Family care leave is granted to a staff with at least 3 months of service to look after family members who are unwell. For this purpose, “family members” are defined as grandparent or grandparent-in-law or parent or parent-in-law or spouse or child (include, legally adopted child below the age of 18). Application of such leave must be supported by relevant documents for verification.
- (3) If the staff has more than one child e.g. one below the age of 7 years and another above the age of 7 years but below the age of 13 years, the total childcare leave entitlement is still 6 working days in the calendar year. This is in accordance with the Child Development Co-Savings Act (CDCA).
- (4) For non-shift staff, leave can be taken on a half day basis. Leave not taken by the end of the calendar year shall lapse without compensation.

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

### **39. 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 in any government restructured hospital and specialists centres, any polyclinics or private medical practitioners.
- (2) The maximum bill claimable per visit for treatment by a private medical practitioner shall be \$30. All claims for expenses incurred, other than those incurred in the Hospital where the staff is employed, shall be paid upon presentation of the relevant receipts.

- (3) 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. Her family combined shall be entitled to another \$550 per calendar year. Specialist treatment can be sought from any of the government restructured hospital and specialists centres.
- (4) Should staff exceed the specialist limit of \$550 within the calendar year for treatment of chronic illness requiring long-term medical care, staff has the option to file such specialist outpatient claims against the outpatient medical benefit account using any remaining benefits within that account.
- (5) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution on or after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her family respectively.
- (6) For the purpose of this clause, "family" is defined as:
  - (a) a spouse who is unemployed;
  - (b) a dependent unmarried child, including legally adopted child under the age of 18 years and who is not provided medical benefits by the current employer of the staff's spouse.
- (7) 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 wellbeing and health, in line with the national emphasis on healthy lifestyle, family life and social interaction / cohesiveness.

#### **40. DENTAL BENEFIT**

A confirmed staff shall be eligible for reimbursement of expenses incurred for restorative and preventive dental treatment up to \$150 per calendar year.

#### 41. HOSPITALISATION BENEFIT

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

(a) Nursing Structure

Grades	Ward	Hospitalisation Fees
NU6 to NU8	A	\$12,000
NU1 to NU4	B1	\$ 8,500

(b) Non-Nursing Structure

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

- (2) 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 (excluding the staff) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.
- (3) 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.
- (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 incurred by herself and her family respectively.
- (6) For the purpose of this clause, the definition of a family is as per clause 39 (6) of this Agreement.

**42. FLEXIBLE BENEFITS**

- (1) From 1 January 2013 newly joined staff will be automatically included into the Flexible Benefits Plan, when the plan is effective.
- (2) A staff with at least 3 months of service shall be entitled to reimbursement under Flexible Benefits Plan.
- (3) Staff with less than one year of service in a calendar year will have their entitlement pro-rated accordingly.
- (4) The Flexible Benefits Plan will include the following:

**A. Flex Core**

- (i) It is a Health Account to enable staff and family to claim reimbursement incurred from outpatient and specialist treatment only. Dental benefit for staff only is also included.
- (ii) The entitlement per calendar year is as follows:

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

- (iii) "Family" is defined as:
  - a a spouse who is unemployed;

- b a dependent unmarried child, including legally adopted child under the age of 18 years and who is not provided medical benefits by the current employer of the staff's spouse.
- (iv) The guidelines for claims made under Flex Core are as follows:
- a Staff may claim up to a maximum of \$50 for dental treatment, subject to the Flex Core entitlement per calendar year;
  - b The maximum bill claimable per visit for treatment by a private medical practitioner shall be \$30. All claims for expenses incurred, other than those incurred in the hospital where the staff is employed, shall be paid upon presentation of the relevant receipts;
  - c Staff shall co-pay 10% and 30% of the total claimable medical expenses incurred by self and family respectively;
  - d From 1st January 2017, if the Flex Core utilisation is less than \$200, the balance shall be credited into the staff's CPF Medisave Account (where applicable) after 31st December of each year. Pro-rata will apply for incomplete year of service.
  - e All unused entitlement under Flex Core shall be forfeited at the end of each calendar year.

**B. Flex Plus**

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

<b>Category</b>	<b>Entitlement (per calendar year)</b>
Staff and Dependents	\$200

- (ii) "Dependents" is defined as "Family" as stated in clause 42(4)(A)(iii) and grandparent, grandparent-in-law, parent and parent-in-law.
- (iii) Year-end balances can be carried forward for 1 year.
- (iv) This Account offers a variety of choices as follows:
  - a. Healthcare Plus
  - b. Rest and Recreation
  - c. Personal Growth and Development
  - d. Family Wellness

#### **43. STAFF INSURANCE**

- (1) Staff shall be insured in accordance to 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.

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

#### **44. 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.

**45. CAREER DEVELOPMENT AND PROGRESSIVE WAGES**

- (1) The Institution and the Union jointly encourage staff to take the initiative to enhance their current and future skills, knowledge, employability and job value through opportunities provided by the Institution.
- (2) Staff who perform competently with up-to-date knowledge, skills mastery and consistently with the right work attitude may look forward to career and wage progression that commensurate with higher job worth.

**46. VEHICLE LOAN INTEREST SUBSIDY**

- (1) A confirmed staff is eligible to apply for 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 interest rate above 3%, subject to a maximum of 1%. The interest subsidy for vehicle loan is up to 7 years or the retirement age, whichever is earlier.

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

- (1) A confirmed staff is eligible to apply for housing and/or renovation loan interest subsidy, for loan quantum as follows:
  - (a) House ownership: capped at \$400,000 or 60 times the monthly base salary, whichever is lower.
  - (b) House renovation: capped at \$30,000 or 6 times the monthly base salary or renovation cost, whichever is lower.
- (2) The Institution shall subsidise interest rates above 5%, up to a maximum of 2%. The interest subsidy for 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.

**48. TRANSPORT**

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

**49. UNIFORM**

Staff who is 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.

**50. SHOE**

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

**51. LONG SERVICE AWARD**

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

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

**52. NATIONAL SERVICE**

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

**53. CHILDCARE CENTRE**

The Institution shall provide staff with a childcare centre.

**54. 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

EASTERN HEALTH  
ALLIANCE PTE LTD

HEALTHCARE SERVICES  
EMPLOYEES' UNION

DR LEE CHIEN EARN  
Acting Group Chief Executive  
Officer, Eastern Health Alliance

MS K THANALETCHIMI  
President, HSEU

MS DIANA CHIA SIEW FUI  
General Secretary, HSEU

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

In the presence of:

MS LILIAN CHEW,  
Chief Human Resource Officer  
Eastern Health Alliance &  
Changi General Hospital

MR CHARLES NG THENG LOON  
Executive Secretary, HSEU

**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**EXCLUSION LIST**

The exclusion list is as follows:

- 1      Managerial and Executive staff in
  - (a)    Non-Nursing job grade NN14 and above  
          (Excludes Allied Health Professional and Pharmacist)
  - (b)    Nursing job grade NU9 and above
  - (c)    Allied Health job grade AH40 and above
  - (d)    Pharmacist job grade PH40 and above
  
- 2      Contract staff
  - (a)    Staff on fixed contract with less than one year of contractual period
  - (b)    Foreign staff on first contract
  
- 3      Staff on probation
  
- 4      Medical Staff
  
- 5      Temporary and Casual Staff



**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**NURSING SALARY STRUCTURE**

<b>Job Title</b>	<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
Enrolled Nurse II	NU1	\$1,700	\$2,800
Enrolled Nurse I	NU2	\$1,810	\$3,050
Senior Enrolled Nurse II	NU2A	\$1,960	\$3,360
Senior Enrolled Nurse I	NU2B	\$2,310	\$3,920
Principal Enrolled Nurse	NU2C	\$2,590	\$4,400
Staff Nurse II	NU3	\$2,200	\$3,880
Staff Nurse I	NU4	\$2,600	\$4,540
Senior Staff Nurse II	NU6	\$3,100	\$5,530
Senior Staff Nurse I	NU6A	\$3,700	\$6,300
Assistant Nurse Clinician	NU6B	\$4,060	\$6,860
Nurse Manager II / Nurse Educator II / Nurse Case Coordinator II / Nurse Clinician II	NU7	\$4,560	\$7,690
Nurse Manager I / Nurse Educator I / Nurse Case Coordinator I / Nurse Clinician I	NU8	\$5,430	\$9,230

**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**NON-NURSING SALARY STRUCTURE (from 1 Oct 2015 to 30 Jun 2016)**

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
NN1	\$870	\$1,350
NN2	\$920	\$1,430
NN3	\$970	\$1,650
NN4	\$1,040	\$1,780
NN5	\$1,140	\$1,950
NN6	\$1,340	\$2,280
NN7	\$1,550	\$2,640
NN8	\$1,710	\$3,000
NN9	\$1,920	\$3,360
NN10	\$2,200	\$3,840
NN11	\$2,400	\$4,330
NN12	\$2,800	\$4,760
NN13	\$3,240	\$5,500

**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**NON-NURSING SALARY STRUCTURE (with effect 1 Jul 2016)**

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
NN1	\$1,000	\$1,470
NN2	\$1,040	\$1,560
NN3	\$1,160	\$1,740
NN4	\$1,200	\$1,950
NN5	\$1,390	\$2,290
NN6	\$1,580	\$2,610
NN7	\$1,790	\$2,950
NN8	\$2,000	\$3,350
NN9	\$2,310	\$3,810
NN10	\$2,450	\$4,270
NN11	\$2,550	\$4,630
NN12	\$3,100	\$5,480
NN13	\$3,940	\$6,490

**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**ALLIED HEALTH PROFESSIONAL SALARY STRUCTURE**

(from 1 Oct 2015 to 30 Jun 2016)

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
AP20	\$2,300	\$4,400
AP25	\$2,600	\$4,800
AH30	\$3,300	\$5,550

**ALLIED HEALTH PROFESSIONAL SALARY STRUCTURE**

(with effect 1 Jul 2016)

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
AP20	\$2,300	\$4,740
AP25	\$3,100	\$5,620
AH30	\$4,040	\$6,660

**EASTERN HEALTH ALLIANCE STAFF AGREEMENT 2016**

**PHARMACISTS SALARY STRUCTURE**

(from 1 Oct 2015 to 30 Jun 2016)

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
PH20	\$3,100	\$5,250
PH30	\$3,650	\$6,200

**PHARMACISTS SALARY STRUCTURE**

(with effect 1 Jul 2016)

<b>Job Grade</b>	<b>Min</b>	<b>Max</b>
PH20	\$3,300	\$5,620
PH30	\$4,050	\$6,680