

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this **15th day of August 2022** between the

- (1) **NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD (“NUHS”)**, a company registered under the Companies Act and having its registered office at 1E Kent Ridge Road #13-00, Singapore 119228;
- (2) **NATIONAL UNIVERSITY HOSPITAL (SINGAPORE) PTE LTD (“NUH”)**, a company registered under the Companies Act and having its registered office at 5 Lower Kent Ridge Road, Singapore 119074;
- (3) **NATIONAL UNIVERSITY HEALTH SERVICES GROUP PTE LTD (“NUHSG”)**, a company registered under the Companies Act and having its registered office at 1 Jurong East Street 21, Singapore 609606, and all businesses registered under it including Ng Teng Fong General Hospital (“NTFGH”), Jurong Community Hospital (“JCH”), Jurong Medical Centre (“JMC”), Alexandra Hospital (“AH”) and National University Polyclinics (“NUP”), (hereinafter collectively called the “Institution”) of the one part, and the

HEALTHCARE SERVICES EMPLOYEES’ UNION of **No. 3 Bukit Pasoh Road, #02-00, Singapore 089817** being a trade union of staff registered pursuant to the Trade Unions Act (hereinafter called the “Union”) of the other part.

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

PART I GENERAL PROVISIONS

1. TITLE

This Agreement shall be known as the “**NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD COLLECTIVE AGREEMENT OF 2022**”.

2. SCOPE

(1) This Agreement shall cover all staff of NUHS, NUH and NUHSG with the exception of the following categories of staff:

- (a) Managerial and Executive staff* (including Non-Nursing Staff of Grade JG15, AH15, P15 or equivalent and above and Assistant Director of Nursing and above);
- (b) Probationary staff (except that EN II to ANC who have completed at least 3 months' service out of their probation of 6 months shall be given full representation); and
- (c) Medical staff

*Not inclusive of Executives, Senior Executives and Assistant Managers whom the parties to this Agreement have consented to be covered by this Agreement because their designations are for operational purposes only.

(2) Staff who are already enjoying benefits that are more favourable than that provided for in this Agreement shall continue to enjoy them on a personal-to-holder (PTH) basis.

(3) Limited Representation

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

- (a) Non-Nursing Staff – JG15, AH15, P15
- (b) Fixed term contract staff on 6 years tenure
- (c) Contract Staff as defined in sub-clause (4)

Limited representation refers to representation on:

- (i) appeals to Minister under Section 35 (3) of the Industrial Relations Act;
- (ii) retrenchment benefit;
- (iii) breach of contract;
- (iv) dismissal; and
- (v) re-employment issues defined in section 8A (4) of the Retirement and Re-employment Act

(4) Representation of Contract Staff

The Institution recognises the Union's limited representation of fixed term contract staff (excluding re-employed staff) individually and not as a class. There should not be any representation on matters other than those provided by Law and in this Collective Agreement.

To qualify for Union representation, the fixed term contract staff

- (a) must not be under the categories of staff listed in Clause 2 part (1) except for Non-Nursing JG15, AH15 and P15 staff covered under Clause 2 part (3);
- (b) must not be employed on fixed term tenure of less than one (1) year and must not be a foreigner still employed on first contract with the Institution;
- (c) must not be employed in a senior management position or perform or exercise any function, duty or power of a person employed in a senior management position, including the control and supervision of major business operations, accountability for operational performance, formulation of business policies, plans and strategies and provision of leadership to other employees;
- (d) 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;

- (e) must not perform any function or duty which includes representing the employer in any negotiations relating to any industrial relation matters;
- (f) 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.

The Institution shall provide the Union with a list of contract staff who qualify for limited representation by the Union.

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 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 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 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.

PART II GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

9. PROBATION AND NOTICE PERIOD

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

Category	Duration
<u>For Nursing Staff working in NUH, AH, NUP, NTFGH, JCH and JMC</u>	
NO II or equivalent and above	6 months
EN II to ANC (fresh graduates and those without minimum 6 months' clinical experience)	6 months
EN II to ANC (those with minimum 6 months clinical experience)	3 months
<u>Non-Nursing Staff working in NUHS Corp Office, NUH, AH, NUP, NTFGH, JCH and JMC</u>	
JG11, AH11, P12 or equivalent and above	6 months
JG03 to JG10 or equivalent	3 months

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

Category	Termination Notice Period	
	During Probation	Upon Confirmation
<u>Nursing Staff</u>		
NO II or equivalent and above	1 month	1 month
EN II to ANC	2 weeks	1 month
<u>Non-Nursing Staff</u>		
JG11, AH11, P12 or equivalent and above	1 month	1 month
JG03 to JG10 or equivalent	2 weeks	1 month
<u>Dental Surgery Assistants (PTH)</u>		
EN II to SSN II (Dental Surgery Assistant to Clinic Assistant Manager)	2 weeks	1 month

- (7) Staff who joined service with NUH before 1st January 2002 shall follow the following termination notice periods or corresponding period of gross salary in lieu of notice:

Category	Termination Notice Period
<u>Nursing Staff</u>	
SN I and above	3 months
EN II to SN II	1 month
<u>Non-Nursing Staff</u>	
JG10, AH11, P12 and above	3 months
JG03 to JG09	1 month
<u>Dental Surgery Assistants (PTH)</u>	
SN I to SSN II	3 months

(Clinic Executive / Senior Clinic Executive to Clinic Assistant Manager)	
EN II to SN II (Dental Surgery Assistant to Clinic Supervisor / Senior Clinic Supervisor)	1 month

10. HOURS OF WORK

- (1) The working hours shall be regulated in accordance with the present practice on the basis of a maximum of 42 hours (excluding meal breaks) per week for non-shift work.
- (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 shift - 38 hours per week.
 - (b) Rotating shifts - 40 hours per week, averaged over a 2 or 3-week cycle.
- (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) A staff in job grade ANC and below and JG10 and below 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 NO II/JG11/AH11/P11 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 ANC and below and JG10 and below 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 ANC and below and JG10 and below 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.
- (5) A staff in job grades NO II/JG11/AH11/P11 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.

PART 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 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 similarly supports post-retirement re-employment and shall endeavour to re-employ eligible staff under the Retirement and Re-employment Act up to the age of 68 years. Re-employed staff on post-retirement re-employment contract shall be covered by the existing Collective 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) The notice on termination of service on grounds of redundancy to the affected staff shall be 1 month's notice or 1 month's gross salary in lieu thereof in accordance with the definition of gross rate of pay in the Employment Act.

- (3) The Institution shall consult and negotiate with the Union on the amount of retrenchment benefit in line with the tripartite recommendation.
- (4) For the purpose of this clause, termination by reason of reorganisation/restructuring, liquidation or obsolescence of Job of the Institution shall be treated as redundancy and therefore staff will be eligible for retrenchment benefits.

PART IV SALARY AND OTHER MONETARY ITEMS

17. SALARY RANGES

Staff shall be paid their monthly basic salary within the salary ranges shown in Appendix 1 of this Agreement.

18. ANNUAL INCREMENT

- (1) Staff shall be entitled to an annual increment which shall be negotiated with the Union annually.
- (2) The annual increment shall be paid with effect from every year on 1st July.
- (3) New staff who have completed 12 months of service as at 1st July shall receive their first annual increment in full. The annual increment shall be pro-rated based on the number of eligible calendar days of service for new staff with less than 12 months of service as at 1st July. Staff who join after 30th June are not eligible for the annual increment for that year.

19. MONTHLY VARIABLE COMPONENT

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

- (2) The Institution and the Union will continue with the practice of setting aside 10% of the monthly basic salary as MVC. Any changes or trigger to the MVC portion will be subjected to negotiation and mutual agreement with the Union.

20. ANNUAL WAGE SUPPLEMENT

- (1) An annual wage supplement (AWS) shall be paid to all staff in December of each calendar year.
- (2) For a staff who has served the Institution for not less than 12 months at the time when the AWS is paid out, the AWS shall be equivalent to 1 month of the staff's last drawn monthly basic salary as at 31st December of the year.
- (3) Staff who have not completed 12 months of service shall have their AWS pro-rated according to the number of eligible calendar days of service.
- (4) Proportionate AWS shall be paid to staff whose services are terminated due to retrenchment, retirement, medical boarding out or death.
- (5) Staff who have resigned or who have served notice of resignation or have been served notice of termination on or before 31st December shall not be eligible for AWS.
- (6) Staff who join in the month of December are not eligible for AWS for that year.

21. PERFORMANCE BONUS

The Performance Bonus (PB) shall be determined on a yearly basis. The quantum will be based on the performance of the Institution, the Singapore economy, the staff and in consultation with the Union.

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 NUHS Collective Agreement of 2021 and are in Appendix 3 for reference.

Effective 1 October 2022

- (2) Staff who work at NUH, AH, NTFGH and JCH and are scheduled to work afternoon and night shift shall be paid the following shift allowance/premiums:

- (a) For Nursing Staff on Afternoon and/or Night Shift

Job Title/ Job Grade	Afternoon Shift (Weekday) * Including Meal Allowance	Afternoon Shift (Weekend/ PH) * Including Meal Allowance	Night Shift (Weekday) * Including Meal Allowance	Night Shift (Weekend/ PH) * Including Meal Allowance
<u>Nursing Staff</u>				
NM/NC/NE II and above	\$14	\$24	\$56	\$95
SSN II to ANC	\$12	\$20	\$52	\$88
SN II to SN I	\$10	\$17	\$47	\$80
SEN II to PEN	\$10	\$17	\$47	\$80
EN I and below	\$9	\$15	\$38	\$65

- (b) For Non-Nursing Staff on Afternoon and/or Night Shift

Job Title/ Job Grade	Afternoon Shift (Weekday) * Including Meal Allowance	Afternoon Shift (Weekend/ PH) * Including Meal Allowance	Night Shift (Weekday) * Including Meal Allowance	Night Shift (Weekend/ PH) * Including Meal Allowance
<u>Non-Nursing Staff</u>				
JG11 & above AH11 & above P12 & above	\$13	\$22	\$48	\$82
JG07 – JG10	\$10	\$17	\$36	\$61
JG06 and below	\$8	\$14	\$31	\$53

- (3) The Institution shall pay a daily shift allowance to a shift staff who work at NUH, AH, NTFGH and JCH and are on authorised paid leave (except for outpatient sick leave and unpaid leave) as follows:

Job Title/ Job Grade	2-rotating	3-rotating	Permanent Night
<u>Nursing Staff</u>			
NM/NC/NE II and above	\$8	\$28	\$67
SSN II to ANC	\$7	\$26	\$62
SN II to SN I	\$6	\$23	\$56
SEN II to PEN	\$6	\$23	\$56
EN I and below	\$5	\$19	\$46
<u>Non-Nursing Staff</u>			
JG11 & above	\$8	\$24	\$58
AH11 & above			
P12 & above			
JG07 – JG10	\$6	\$18	\$43
JG03 – JG06	\$5	\$16	\$37

*Authorised paid leave refers to all approved paid leave excluding outpatient sick leave, unpaid leave and unauthorised leave of absence.

23. ON-CALL / STANDBY ALLOWANCE

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

24. CALL-BACK ALLOWANCE

- (1) Staff may claim call-back allowance when called back for duty in an emergency (other than national disaster and mass casualty) whilst off-duty outside the Institution;
- (2) All staff who are called back are eligible for overtime payment in accordance with clause 12, 13 and 14 with an exception that staff who are not eligible for overtime payment shall be paid Call-Back

Allowance at the rate of 1.5 times the hourly basic rate of pay computed from the monthly basic salary (no cap) based on the actual hours worked.

- (3) Staff may claim reimbursement for transport / mileage expenses for travel between the Institution and residence in accordance with the prevailing Transport Reimbursement Policy.

25. WARD ALLOWANCE

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

Effective 1 October 2022

- (2) Ward Allowance shall be given to the following staff categories:

Job Title	2 Rotating Shift	3 Rotating / Permanent Night Shift
<u><i>Nursing Staff</i></u> SN II and above EN II to PEN	\$125 per month \$70 per month	\$250 per month \$140 per month
<u><i>Non-Nursing Staff</i></u> Senior Healthcare Assistant (Ward) Healthcare Assistant (Ward) PSA (Wards/OT/DSOT/EMD)	\$50 per month	\$100 per month

Patient Service Associates / Senior Patient Service Associates in inpatient wards will be entitled to 2 rotating shifts ward allowance regardless of their working schedule.

26. COUNTER ALLOWANCE

Staff who handles at least 50% of cashiering duties in the department will be eligible for \$50 counter allowance per month.

27. NURSES' POST BASIC CERTIFICATE ALLOWANCE

The Institution shall pay a monthly allowance of \$100, which shall not form part of the staff's monthly basic salary, for recognised nursing post-graduate specialisation certificate attained by the staff, up to a maximum of 2 certificates. Payment of the allowance shall take effect from the first day of the following month upon submission of documented proof of attaining the recognised certificate.

28. RETENTION FEE

The Institution shall pay the renewal fee charged by the Singapore Nursing Board for all registered nurses, the Singapore Pharmacy Board for all registered pharmacists, the Optometrists & Opticians Board for all registered Optometrists and Opticians, the Allied Health Professionals Council for all registered allied health professionals as required by the Singapore Allied Health Bill, the Singapore Police Force for all registered security personnel (inclusive of customer support associate staff who work at NUH) to be retained on their respective registers for practice.

PART 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 scheduled should be such that it would allow the staff to go on annual leave when it is due.

Nursing

Years of Service	NO II or equivalent and above	SEN to ANC	EN I/II
Less than 5	24 days	21 days	15 days
5 to less than 10	26 days	23 days	18 days
10 and above	28 days	25 days	21 days

Non-Nursing

Years of Service	JG14, AH14, P14	JG11 to JG13, AH11 to AH13, P12 to P13	JG03 to JG10 or equivalent
Less than 5	24 days	21 days	15 days
5 to less than 10	26 days	23 days	18 days
10 and above	28 days	25 days	21 days

Dental Surgery Assistants (PTH)

Years of Service	SEN II to SSN II (Senior Dental Surgery Assistant to Clinic Assistant Manager)	EN I and II (Dental Surgery Assistant)
Less than 5	21 days	15 days
5 to less than 10	23 days	18 days
10 and above	25 days	21 days

- (2) Staff with less than 12 months' service shall have their annual leave pro-rated according to their calendar days of service.
- (3) 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.
- (4) Staff are permitted to carry forward the annual leave to the following year up to one year's entitlement.
- (5) Annual leave taken on a Saturday shall be considered as half day for non-shift staff.
- (6) 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.
- (7) Staff who joined service with NUH before 1st January 2002 shall be entitled to paid annual leave as follows on a personal-to-holder basis.

Nursing

Years of Service	SN I and above	EN II to SN II
Less than 5	24 days	21 days
5 to less than 10	26 days	23 days
10 and above	28 days	25 days

Non-Nursing

Years of Service	JG11, AH11, P12 and above	JG06 to JG09 (Admin and Ancillary), JG06 to JG10 (Allied Health)	JG03 to JG05
Less than 5	24 days	21 days	15 days
5 to less than 10	26 days	23 days	18 days
10 and above	28 days	25 days	21 days

Dental Surgery Assistants (PTH)

Years of Service	SN I to SSN II (Clinic Executive / Senior Clinic Executive to Clinic Assistant Manager)	EN II to SN II (Dental Surgery Assistant to Clinic Supervisor / Senior Clinic Supervisor)
Less than 5	24 days	21 days
5 to less than 10	26 days	23 days
10 and above	28 days	25 days

- (8) NUH nursing staff who are on 12-hour shift pattern as at 1st March 2004 shall be entitled to paid pro-rated annual leave based on the agreed computation formula and 2 days of ex-gratia special leave.
- (9) In order to avoid operational problems and the adverse effect on the morale of co-workers, employees should minimise unplanned leave. On the other hand, in order to avoid upsetting the annual leave plans of employees, supervisors should duly inform the employee of unapproved leave in advance.

30. SICK LEAVE

- (1) Staff with at least 3 months of service are entitled to take medical leave based on the medical certification 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 dental practitioner registered with the Singapore Dental Council shall be recognized for the purpose of this clause.
- (3) Sick Leave Without Medical Certificate (SLWOMC) of 3 days is a privilege. Management reserves the right to review SLWOMC from time to time, this includes withdrawal or suspension (e.g. in the event of infectious disease outbreak) and Union will be kept informed. For staff to take sick leave without medical certification, the number of leave days taken shall be counted as part of sub-clause 30 (1)(a).

31. MATERNITY LEAVE

- (1) Every female staff with at least 3 months of service are entitled to take maternity leave in accordance with the Employment Act and the Child Development Co-Savings Act (as applicable).
- (2) The staff must support her leave application with a medical certificate from any medical practitioner registered with the Singapore Medical Council.
- (3) If the staff is certified medically unfit for duty after completing her maternity leave, her leave of absence shall be treated as sick leave in accordance with clause 30 (Sick Leave) of this Agreement.

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 4 children (including legally adopted and stillborn child/children). The leave is to be taken within 1 month of the birth of his child.
- (3) Any leave which is not taken by the respective deadlines will be forfeited without compensation.

33. SHARED PARENTAL LEAVE

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

34. 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.

35. MARRIAGE LEAVE

With effect from 1 January 2023, a staff with at least 3 months of service shall be granted 5 working days of paid marriage leave on the occasion of her first legal marriage. The leave has to be taken within 1 year of her legal marriage date.

**36. 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:

Eligibility Criteria	Childcare/ Extended Childcare Leave per calendar year	Family Care Leave per Calendar year
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 apply 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, grandchild, and sibling.
- (6) For Family Care Leave, "child" includes the employee’s 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.

37. 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) For the purpose of this clause, “child” means the same as in Clause 36 part (3).

**38. SOCIAL DEVELOPMENT UNIT (LOVEBYTE)/
SOCIAL DEVELOPMENT SECTION LEAVE**

Unmarried confirmed staff shall be entitled to 5 days’ paid Social Development Unit / Social Development Section Leave per calendar year.

39. COMPASSIONATE LEAVE

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

40. PROLONGED ILLNESS LEAVE

- (1) A confirmed staff with at least 1 year of service shall be eligible for the benefit under this clause if she has contracted tuberculosis, cancer, leprosy, mental illness, cardiac ailments, or any other chronic disease which is verified by a Medical Board (include the physician as one of the panel member) as a long-term illness. Acquired Immune Deficiency Syndrome (AIDS) not contracted during work is also covered under this clause. AIDS contracted in the course of work shall be in accordance with the provisions of the Work Injury Compensation Act (WICA), subject that where the

provisions of the WICA are less favourable than this clause, the staff shall be entitled to the benefit under this clause.

- (2) Subject to sub-clause (1) above, the leave entitlement is as follows:
 - (a) First six months - Full Basic Salary.
 - (b) Second six months - Half Basic Salary.
 - (c) Third six months - Without Pay.
- (3) Thereafter, if the staff is still unfit for duty, she may be medically boarded out.

41. MEDICAL BOARD-OUT

Staff who is medically boarded out will be accorded a further 12 months' medical benefits from the date of the medical boarding out provided that:

- (a) she has at least 10 years of service before commencement of medical boarded out. Pro-rated medical board out benefits may be extended to staff with less than 10 years of service who are deemed to be deserving or facing financial hardship on a case-by-case basis;
- (b) she is not receiving any other medical benefits from the other employers either as staff or dependant;
- (c) she seeks medical treatment from public hospitals, specialty centres, polyclinics under any one of the Clusters;
- (d) the medical benefits shall cover hospitalisation, specialist treatment and consultation received from public hospitals based on the benefits schemes pertaining to the individual staff prior to medical boarding out;
- (e) the medical benefits shall only be applicable to treatment in relation to the specific medical condition(s) that led to the medical boarding out. Any claim for treatment of other associated medical conditions shall be considered on a case-by-case basis.

PART VI MEDICAL BENEFITS AND INSURANCE

42. 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 clauses 42 and 43, and Healthchoice clause 44 of the “National University Health System Pte Ltd Collective Agreement of 2018 (CA 307/2018)”;
 - (b) all staff employed before 1st January 2020 and who have opted not to be under the Flex Plan or Flexible Benefits Scheme as in clause 43; 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 42(3)(a) to 42(3)(c), the staff's reimbursable medical outpatient non-specialist claims for herself **within her calendar year claim limit** shall be as follows:

	Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year	Exceeded Paid Sick Leave Entitlement for the Calendar Year
Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor¹ of a polyclinic, Staff Clinic, Public Healthcare Institution (PHI)’s A&E or Institution appointed panel medical clinic	<p>Medical consultation expenses are fully reimbursable.</p> <p>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 42(3)(h).</p>	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 42(3)(h).
Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor of a non-polyclinic, non-PHI A&E or non-panel medical clinic	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 42(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 42(3)(a) to 42(3)(c), shall be as follows:

	Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year	Exceeded Paid Sick Leave Entitlement for the Calendar Year
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&E or Institution appointed panel medical clinic	Only medical consultation expenses are fully reimbursable.	Not reimbursable.
Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor of a non-polyclinic, non-PHI A&E or non-panel medical clinic	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 42(3)(h), only if the claim amount is within the calendar year claim limit as per sub-clause 42(3)(a) or 42(3)(c) (as applicable).
- (g) Subject to sub-clause 42(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 42(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) Single staff who joined service with NUHS before 1st January 2002 shall be eligible, on a personal-to-holder basis, to a maximum of \$1,000 per calendar year for specialist treatment and consultation.
- (d) 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.
- (e) Subject to sub-clauses 42(4)(a) or 42(4)(d) (as applicable), the staff's reimbursable medical outpatient specialist claims for herself **within the calendar year claim limit** shall be as follows:

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

- (f) The staff’s reimbursable medical outpatient specialist claims for herself **after exceeding her calendar year claim limit** in sub-clause 42(4)(a) or 42(4)(d) (as applicable), shall be as follows:

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

- (g) 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 42(4)(a) or 42(4)(d) (as applicable).
- (h) If a staff has fully used her specialist medical claim limit before 31st 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 42(3)(a) or 42(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 42(3)(b) or 42(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 42(5)(a) or 42(5)(b) (as applicable).

- (d) The staff's reimbursable dental claims for herself **after exceeding her calendar year claim limit** in sub-clause 42(5)(a) or 42(5)(b) (as applicable) shall be as follows:

	Approved full-day Sick Leave and within Paid Sick Leave Entitlement for the Calendar Year	Exceeded Paid Sick Leave Entitlement for the Calendar Year
Staff produces an “unfit for work” medical certificate for her work day, issued by a registered dentist² of a polyclinic or Institution appointed panel dental clinic, or PHI	Only consultation expenses for restorative treatment are fully reimbursable.	Not reimbursable.
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	Not reimbursable.	

²Dentist 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 42(5)(a) or 42(5)(b) (as applicable).

- (6) For the 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.

43. FLEXIBLE BENEFITS
For NUHS

- (1) The Flexible Benefits Scheme shall be a moribund benefits scheme with effect from 1st January 2021 on a personal-to-holder basis, with no prospect of change.
- (2) The items claimable under the Flexible Benefits Scheme are listed in Appendix 2.

44. SPECIALIST OUTPATIENT MATERNITY BENEFIT

After completing a ninety (90) days of service with the Institution, a female employee and in the case of a male employee, his spouse, will be entitled to pre-natal and post-natal consultation and treatment at a public hospital in Singapore, up to a maximum of S\$800 per pregnancy. The ward accommodation and hospitalisation fees are capped under the hospitalisation benefits limit per annum. This benefit is applicable in

relation to the female employee or the spouse of male employee meeting the criteria for paid Maternity Leave in accordance to the Employment Act and the Child Development Co-Savings Act and such other legislative amendments as may be made from time to time.

45. HOSPITALISATION

(1) Subject to the availability of beds in the wards, staff are eligible for the following types of ward accommodation (at any public hospital), up to 60 days per calendar year. Staff shall be eligible for hospitalisation fees per calendar year as follows:

NUH, AH, NUP, NTFGH, JCH and JMC

Job Grade		Ward Class	Hospitalisation
Nursing	Non-Nursing		
NO II and above	JG11, AH11, P12 and above	A	\$12,000
EN II to ANC	JG07 – JG10	B1	\$8,500
-	JG03 – JG06	B2	\$5,000

Job Grade	Ward Class	Hospitalisation
Dental Surgery Assistants (PTH)		
EN II to SSN II (Dental Surgery Assistant to Clinic Assistant Manager)	B1	\$8,500

(2) Staff who joined service with NUH before 1 January 2002 shall be eligible, on a personal-to-holder basis, hospitalisation fees per calendar year as follows:

Non-Nursing Staff	Hospitalisation Fees
JG06 and below	\$5,600

- (3) 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. Only the remaining 50% of ward charges shall be claimable under Institution's ward accommodation benefit, subject to the co-payment rates of 30% required from the staff. In addition, the eligible dependant(s) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff subjected to the staff entitlement stated in clause 45. However, a staff who is warded in the Institution will have her ward charges waived. A staff will need to co-pay 10% of the remaining hospitalisation fee.
- (4) Staff and her eligible dependant(s) 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.
- (5) Where a staff is abroad and requires hospitalisation, the Institution shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a public hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clauses (1) and (2) above.
- (6) If a staff has been referred by a public hospital's doctor to require extended period of sub-acute and rehabilitative care in a community hospital after her discharge, she may claim reimbursement for the community hospitalisation fees incurred from any balance of her hospitalisation entitlement as in sub-clauses 45(1) and (2). But the community hospital must be one that is operated and owned by any one of the public healthcare clusters.
- (7) For the purpose of this clause, "eligible dependant(s)" is defined as:
 - (a) a 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 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 past/current employer of the staff's spouse;
 - (c) an unmarried child of a staff who is a single parent, including a stepchild and legally adopted child, under the age of 18 years, and who is not provided medical benefits by the past/current employer of the staff's ex-spouse (if any).

46. WORK INJURY COMPENSATION/GROUP STAFF INSURANCE

- (1) Staff who come within the scope of the Work Injury Compensation Act shall be insured.
- (2) The Institution shall continue to insure staff under its Group Term Life and Group Personal Accident insurance policies, subject to the respective exclusions and acceptance by the insurers.

PART VII MISCELLANEOUS ITEMS

47. 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.

48. 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.

49. FLEXIBLE WORK ARRANGEMENTS

- (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.

50. 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.

51. PREVENTIVE HEALTH

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

52. STAFF TRAINING

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

53. VEHICLE LOAN SCHEME

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

54. HOUSING/RENOVATION LOAN SCHEME

- (1) A confirmed staff is eligible to apply for housing and/or renovation loan as follows:
 - House ownership : \$400,000 or 60 x total monthly salary, whichever is lower.
 - House renovation : 6 x total monthly salary or renovation cost, whichever is lower, subject to a maximum of \$30,000.
- (2) The Institution shall subsidise interest rates above 5%, up to a maximum of 2%. The repayment periods for housing loan and renovation loan are up to 25 years and 5 years respectively or the retirement age, whichever is earlier.

55. TRANSPORT

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

56. UNIFORMS

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

57. SHOES

All uniformed staff including staff wearing scrubs shall be eligible for shoes allowance of \$100 per year. The allowance shall attract CPF contribution.

58. MEAL SUBSIDY

The Institution shall pay meal subsidy of \$5.00 per working day to staff who work staggered working hours ending at or after 8pm. This subsidy qualifies for CPF contribution.

59. LONG SERVICE AWARD

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

Years of Service	Award of equivalent cash value (\$)
5	200
10	300
15	500
20	800
25	1,000
30	1,100
35	1,200
40	1,300
45	1,500
50	2,000

60. 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.

61. CHILDCARE CENTRE SUBSIDY

The Institution and the Union recognise the need to encourage more women to join the labour force. To encourage women to join The Institution's services, the Institution shall provide staff with a childcare centre if feasible. The Institution shall provide subsidy when the childcare centre services are not provided or unavailable on-site.

62. HOLIDAY CHALET

The Institution shall allocate funds to provide for staff recreational/leisure activities, which may include the provision of holiday bungalows or chalets or a chalet reimbursement scheme for staff's use or any other form of alternative arrangements for the purpose of staff recreation/leisure.

63. EXCLUSIVE SERVICE

The Institution staff shall not, without the prior written permission of the Institution, be employed in any capacity by any person in a government department, statutory board, firm, company or organisation in the government and/or private sector other than the Institution. Permission for such activity shall not be unreasonably withheld if this does not affect the staff's work or conflict with the Institution's interest. Involvement in NTUC activities as a committee and/or organiser shall not be considered as employment outside the Institution.

64. EXISTING TERMS

All other existing terms of employment and conditions of service not mentioned in this Agreement shall remain as before.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands on the date and year first hereinbefore mentioned.

Signed for and on behalf of:

**NATIONAL UNIVERSITY
HEALTH SYSTEM PTE LTD**

**HEALTHCARE SERVICES
EMPLOYEES' UNION**

**NATIONAL UNIVERSITY
HOSPITAL (SINGAPORE) PTE LTD
AND**

**NATIONAL UNIVERSITY HEALTH
SERVICES GROUP PTE LTD**

PROF YEOH KHAY GUAN
Chief Executive,
NUHS

MS K. THANALETCHIMI
President,
HSEU

MS PRISCILLA TEO
Group Chief Human Resource Officer,
NUHS

MR ONG TECK LEONG SIMON
General Secretary,
HSEU

In the presence of:

MS CLARA WEE
Chief Human Resource Officer,
NUH

MR STEVEN GOH TIAT YANG
Executive Secretary,
HSEU

MS LIM THENG THENG
Chief Human Resource Officer,
JHC

MS ROHANA BINTE ISMAIL
Branch Secretary,
NUH

MS LOKE HUAY EAN
Chief Human Resource Officer,
AH

MS HABIBAH ABDUL KHAMID
Branch Chairperson,
JHC

MS SHARON KOO
Acting Chief Human Resource Officer,
NUP

MS JUNE SULASTRI
Branch Chairperson,
NUP

Mr JEFFREY LOH
Branch Chairperson,
AH

**NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD
COLLECTIVE AGREEMENT OF 2022**

NURSING SALARY RANGES (w.e.f July 2022)

Job Grade	Minimum	Maximum
SNM/SNC/SNE (Senior Nursing Manager / Clinician / Educator)	\$6,820	\$11,680
NM I (Nurse Manager I) / NC I (Nurse Clinician I) / NE I (Nurse Educator I)	\$5,830	\$9,980
NM II (Nurse Manager II) / NC II (Nurse Clinician II) / NE II (Nurse Educator II)	\$5,020	\$8,610
ANC (Assistant Nurse Clinician)	\$4,620	\$7,920
SSN I (Senior Staff Nurse I)	\$4,230	\$7,440
SSN II (Senior Staff Nurse II)	\$3,620	\$6,360
SN I (Staff Nurse I)	\$3,010	\$5,210
SN II (Staff Nurse II)	\$2,500	\$4,460
PEN (Principal Enrolled Nurse)	\$2,970	\$5,130
SEN I (Senior Enrolled Nurse I)	\$2,580	\$4,460
SEN II (Senior Enrolled Nurse II)	\$2,230	\$3,840
EN I (Enrolled Nurse I)	\$2,090	\$3,520
EN II (Enrolled Nurse II)	\$1,900	\$3,260

DENTAL SURGERY ASSISTANT SALARY RANGES (Joined service before 1st January 2016 and under Nursing job grade on a personal-to-holder basis) (w.e.f July 2022)

Job Grade	Minimum	Maximum
SSN II (Clinic Assistant Manager)	\$3,620	\$6,360
SN I (Clinic Executive / Senior Clinic Executive)	\$3,010	\$5,210
SN II (Clinic Supervisor / Senior Clinic Supervisor)	\$2,500	\$4,460
SEN I (Assistant Clinic Supervisor)	\$2,580	\$4,460
SEN II (Senior Dental Surgery Assistant)	\$2,230	\$3,840
EN I (Dental Surgery Assistant)	\$2,090	\$3,520
EN II (Dental Surgery Assistant)	\$1,900	\$3,260

ADMINISTRATIVE, ANCILLARY AND ALLIED HEALTH SUPPORT SALARY RANGES

Job Grade	Minimum	Maximum
JG14	\$4,890	\$8,320
JG13	\$4,110	\$6,990
JG12	\$3,270	\$5,820
JG11	\$2,740	\$5,000
JG10	\$2,630	\$4,580
JG09	\$2,460	\$4,130
JG08	\$2,100	\$3,540
JG07	\$1,900	\$3,140
JG06	\$1,700	\$2,810
JG05	\$1,490	\$2,460
JG04	\$1,350	\$2,230
JG03	\$1,325	\$1,990

ALLIED HEALTH PROFESSIONAL SALARY RANGES

Job Grade	Minimum	Maximum
AH14	\$5,040	\$8,560
AH13	\$4,260	\$7,240
AH12	\$3,200	\$5,800
AH11	\$2,500	\$5,150

PHARMACIST SALARY RANGES

Job Grade	Minimum	Maximum
P14	\$5,110	\$8,690
P13	\$4,270	\$7,260
P12	\$3,400	\$5,800

**NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD
COLLECTIVE AGREEMENT OF 2022**

FLEXIBLE BENEFITS

For NUHS Corp Office, NUH, NUP and AH

- (1) With effect from 1st January 2013, the outpatient non-specialist, outpatient specialist and Healthchoice benefits will be bundled under the Flexible Benefits. The items claimable under the Flexible Benefits are listed in Appendix 2(3) and 2(7). With the introduction of Flexible Benefits with effect from 1st January 2013, the benefits as stated in clause 42(1), 42(3) and 43 will lapse for staff who has opted for the Flexible Benefits.
- (2) With effect from 1st January 2013, under the Flexible Benefits, a staff who has no dependents is entitled to a maximum cap of \$650 per calendar year while a staff with dependents shall be entitled to a combined maximum of \$850 per calendar year.

Category	Entitlement (per calendar year)
Staff with no dependents	\$650
Staff with dependents	\$850

Appendix 2
(Cont'd)

(3) Items claimable under the Flexible Benefits Scheme: for NUHS Corp Office, NUH, NUP and AH

Category	Entitlement (per calendar year)	Basket of Benefits and Claimable Items
Staff with no dependents	\$650	1) Chalet/Rest and Recreation Activities <ul style="list-style-type: none"> • Tour Package • Hotel / chalet accommodation (Singapore / overseas) • Airfare / Train tickets / taxi fares / car rental (overseas only) • Admission tickets to places of interest (overseas only) 2) Wellness/Personal Development <ul style="list-style-type: none"> • Vitamins supplement • Gym membership • Sports equipment • Purchase of books 3) Family Benefits <ul style="list-style-type: none"> • Infant / Child care centre fees 4) Others <ul style="list-style-type: none"> • Union membership fees • NTUC Thrift savings • Purchase of insurance 5) Outpatient non-specialist claims 6) Outpatient specialist claims 7) Traditional Chinese Medicine (TCM) claims
Staff with dependents	\$850	

For NTFGH, JMC and JCH

(4) Staff who has completed 3 months of service shall be placed on the Flexible Benefits Plan and be eligible for Flex Dollars as follows:

Staff	Flex Dollars (per calendar year)
Without dependent	\$600
With dependent	\$800

Appendix 2
(Cont'd)

- (5) The Flex Dollars can be utilised to claim against a list of benefit choices that suit their needs.
- (6) Staff with less than a full year service in a calendar year will have the Flex Dollars pro-rated based on the actual days worked in the year.
- (7) Items claimable under the Flexible Benefits Plan: for NTFGH, JMC and JCH

Category	Flex Dollars (per calendar year)	Basket of Benefits and Claimable Items
Staff with no dependents	\$600	1) Holiday Expenses <ul style="list-style-type: none"> • Tour packages • Accommodation • Air tickets 2) Health Supplement 3) Outpatient GP & Specialist Consultation 4) Traditional Chinese Medicine 5) Dental Treatments 6) Health Screening 7) Vaccination 8) Additional Medisave Contribution 9) Union Membership Fee
Staff with dependents	\$800	

- (8) For the purpose of this clause, “dependent” is defined as
 - (a) a spouse who is unemployed and does not enjoy medical benefits provided by his/her past employer, or if employed, is not entitled to medical benefits provided by his/her current employer;
 - (b) a dependent unmarried child, including a stepchild and a 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.

NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD
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SHIFT ALLOWANCE
(Effective from 1 April 2022 to 30 September 2022)

- (1) Staff who work at NUH and AH and are scheduled to work afternoon and night shift shall be paid the following shift allowance/premiums:

- (a) For Nursing Staff on Afternoon and/or Night Shift

Job Title/ Job Grade	Afternoon Shift (Weekday) * Including Meal Allowance	Afternoon Shift (Weekend/ PH) * Including Meal Allowance	Night Shift (Weekday) * Including Meal Allowance	Night Shift (Weekend/ PH) * Including Meal Allowance
<u>Nursing Staff</u>				
NOs & above	\$13	\$21	\$51	\$76
Assistant Nurse Clinician (ANC)	\$11	\$18	\$47	\$68
Snr Staff Nurse (SSN)	\$11	\$18	\$47	\$68
Staff Nurse (SN)	\$9	\$15	\$43	\$64
Principal Enrolled Nurse (PEN)	\$9	\$15	\$43	\$64
Snr Enrolled Nurse (SEN)	\$9	\$15	\$43	\$64
Enrolled Nurse (EN)	\$7	\$12	\$33	\$48

(b) For Non-Nursing Staff on Afternoon and/or Night Shift

Job Title/ Job Grade	Afternoon Shift (Weekday) * Including Meal Allowance	Afternoon Shift (Weekend/ PH) * Including Meal Allowance	Night Shift (Weekday) * Including Meal Allowance	Night Shift (Weekend/ PH) * Including Meal Allowance
<u>Non-Nursing Staff</u>				
JG11 & above AH11 & above P12 & above	\$13	\$21	\$42	\$72
JG08 – JG10	\$10	\$15	\$30	\$52
JG07 and below	\$8	\$10	\$25	\$42

The above shift allowance will not be applicable to staff who are eligible for permanent night shift premium, except as provided under clause 23.

(c) For Non-Nursing Staff on Permanent Night Shift

Permanent Night Shift Premium	Premium Per Month	Additional Night Rate for Night Shift performed on Weekend or Public Holiday
<u>Non-Nursing Staff</u>		
Pharmacy Technician	\$280	\$22
Laboratory Technician Assistant Technician Senior Healthcare Assistant (Ward) Healthcare Assistant (Ward)	\$190	\$17

Appendix 3
(Cont'd)

(2) Staff who work at NTFGH and JCH and are scheduled to work shift shall be paid the following shift allowance:

(a) For Nursing Staff performing shift work

Job Grade	Shift Allowance Per 2nd Shift Performed		Shift Allowance Per 3rd/ Permanent Night Shift Performed	
	Week-day	Weekend & Public Holiday	Week-day	Weekend & Public Holiday
NC I / II	\$14.00	\$21.00	\$57.00	\$86.00
SN II to ANC	\$12.00	\$18.00	\$52.00	\$78.00
SEN / PEN	\$9.00	\$13.50	\$49.00	\$74.00
EN I / II	\$8.00	\$12.00	\$36.00	\$54.00

(b) For Administrative, Ancillary & Allied Health Support Staff, Allied Health Professional and Pharmacist performing shift work

Job Grade	Shift Allowance Per 2nd Shift Performed		Shift Allowance Per 3rd/ Permanent Night Shift Performed	
	Week-day	Weekend & Public Holiday	Week-day	Weekend & Public Holiday
Administrative, Ancillary & Allied Health Support, Allied Health Professional and Pharmacist				
Grades 11 to 13/AH 11 to AH 13/P12 & P13	\$8.00	\$12.00	\$43.00	\$65.00
Grades 7 to 10	\$6.00	\$9.00	\$30.00	\$45.00
Grades 3 to 6	\$5.00	\$7.50	\$25.00	\$38.00
HCA/PCA	\$6.00	\$9.00	\$27.00	\$41.00

Appendix 3
(Cont'd)

- (3) The Institution shall pay a daily shift allowance to a shift staff who work at NUH and AH and are on authorised paid leave (except for outpatient sick leave and unpaid leave) as follows:

Job Title/ Job Grade	2-rotating	3-rotating	Permanent Night
<u>Nursing Staff</u>			
NOs & above	\$7	\$22	\$58
Assistant Nurse Clinician (ANC)	\$6	\$20	\$52
Snr Staff Nurse (SSN)	\$6	\$20	\$52
Staff Nurse (SN)	\$5	\$18	\$48
Principal Enrolled Nurse (PEN)	\$5	\$18	\$48
Snr Enrolled Nurse (SEN)	\$5	\$18	\$48
Enrolled Nurse (EN)	\$4	\$14	\$37
<u>Non-Nursing Staff</u>			
JG11 & above	\$7	\$15	\$40
AH11 & above			
P12 & above			
JG08 – JG10	\$5	\$11	\$29
JG03 – JG07	\$4	\$9	\$24

- (4) The Institution shall pay a daily shift allowance to a shift staff who work at NTFGH and JCH and are on authorised paid leave* as follows:

- (a) For Nursing Staff performing shift work

Job Grade	Shift Pattern		
	2-Shift	3-Shift	Permanent Night Shift
NC I / II	\$8.00	\$34.00	\$65.00
SN II to ANC	\$7.00	\$31.00	\$59.00
SEN / PEN	\$5.00	\$29.00	\$56.00
EN I / II	\$4.50	\$22.00	\$41.00

Appendix 3
(Cont'd)

(b) For Administrative, Ancillary & Allied Health Support Staff, Allied Health Professional and Pharmacist who perform shift work

Job Grade	Shift Pattern		
	2-Shift	3-Shift	Permanent Night Shift
Administrative, Ancillary & Allied Health Support, Allied Health Professional and Pharmacist			
Grades 11 to 13/ AH 11 to AH 13/ P12 & P13	\$4.50	\$26.00	\$49.00
Grades 7 to 10	\$3.50	\$18.00	\$34.00
Grades 3 to 6	\$3.00	\$15.00	\$29.00
HCA/PCA	\$3.50	\$16.00	\$31.00

*Authorised paid leave refers to all approved paid leave excluding outpatient sick leave, unpaid leave and unauthorised leave of absence.

**NATIONAL UNIVERSITY HEALTH SYSTEM PTE LTD
COLLECTIVE AGREEMENT OF 2022**

WARD ALLOWANCE

(Effective from 1 April 2022 to 30 September 2022)

The Institution shall pay ward allowance to staff who work at NUH and AH and perform ward duty as follows:

Job Title	2 Rotating Shift	3 Rotating / Permanent Night Shift
<u><i>Nursing Staff</i></u> SN and above PEN / SEN / EN	\$125 per month \$70 per month	\$250 per month \$140 per month
<u><i>Non-Nursing Staff</i></u> Senior Healthcare Assistant (Ward) Healthcare Assistant (Ward) PSA (Wards/OT/DSOT/EMD)	\$50 per month	\$100 per month

Patient Service Associates / Senior Patient Service Associates in inpatient wards will be entitled to 2 rotating shifts ward allowance regardless of their working schedule.