

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this 28th day of January 2021 between the **SINGAPORE HEALTH SERVICES PTE LTD** (“SingHealth”), a company registered under the Companies Act and having its place of business at 31 Third Hospital Avenue, #03-03 Bowyer Block C, Singapore 168753, for itself and on behalf of the following subsidiaries namely, the Changi General Hospital Pte Ltd (“CGH”), KK Women’s and Children’s Hospital Pte Ltd (“KKH”), Singapore General Hospital Pte Ltd (“SGH”), National Cancer Centre of Singapore Pte Ltd (“NCCS”), National Dental Centre of Singapore Pte Ltd (“NDCS”), National Heart Centre of Singapore Pte Ltd (“NHCS”), National Neuroscience Institute of Singapore Pte Ltd (“NNI”), Singapore National Eye Centre Pte Ltd (“SNEC”), Sengkang General Hospital Pte. Ltd. (“SKH”), SingHealth Polyclinics (“SHP”), SingHealth Community Hospitals Pte. Ltd (“SCH”, refers to Sengkang Community Hospital and Outram Community Hospital only) (from 1 January 2021) and ALPS Pte. Ltd. (“ALPS”) (hereinafter collectively called the “Institution”) of the one part, and the **HEALTHCARE SERVICES EMPLOYEES’ UNION**, a trade union registered under the Trade Unions Act and having its registered office at 3 Bukit Pasoh Road #02-00, Singapore 089817 (hereinafter called the “Union”) of the other part.

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

(I) GENERAL PROVISIONS

1. TITLE

This Agreement shall be known as the **“SINGHEALTH STAFF AGREEMENT OF 2021”**.

2. SCOPE

- (1) This Agreement shall cover all staff of the Institution with the exception of the following categories of staff and categories as set out in Appendix 1 (herein referred to Excluded Categories) to this Agreement:
 - (a) Managerial & Executive Staff
 - (b) Confidential Staff
 - (c) Probationary Staff
 - (d) Part-Time Staff (excluding CGH)
 - (e) Medical Staff
 - (f) Staff on fixed contract with less than one year of contractual period
 - (g) Foreign Staff on first contract
 - (h) Post-retirement Re-employed Staff (excluding CGH) as provided for under the Retirement and Re-employment Act (RRA) and subject to clause 15(4) of this Agreement.
- (2) Notwithstanding (1), Executive staff in Non-Nursing Job Grade NN14, Allied Health Professional Job Grade AH14, Pharmacist Job Grade PH03 and Nursing Job Grade N09 shall enjoy limited representation as governed by Section 30A of the Industrial Relations Act.
- (3) The Institution and the Union jointly agree that, apart from sub-clause (2), the Union can only represent the staff in Nursing Job Grade N09 relating to grievances on an individual basis, for example, on all disciplinary matters, representation at the Institution Committee of Inquiry, and the individual appraisal process. In the event there is no resolution, the individual grievance can be surfaced to the Ministry of Manpower for conciliation.
- (4) Staff who are already enjoying benefits that are more favourable than that provided for in this Agreement shall continue to enjoy them on a personal to holder basis.

- (5) Notwithstanding (1)(c), Probationary Staff on regular full-time employment with at least 3 continuous months of service with the Institution will be eligible for the benefits in this Agreement, so long as they meet eligibility conditions.
- (6) Fixed Term Contract staff, Part-Time staff (excluding CGH) who work less than 35 hours per week and Post-retirement Re-employed staff (excluding CGH) as provided for under the Retirement and Re-employment Act (RRA) who are not within the Excluded Categories may enjoy representation by the Union only in the following manner:
 - (a) the Union will represent such contract staff individually and not as a class;
 - (b) representation is confined to workplace grievances and breach of contractual terms; and
 - (c) the Union shall not negotiate on terms and conditions under the staff individual contract as well as terms, conditions and benefits under the Collective Agreement.
- (7) Except as provided for in sub-clause (6), the provisions of this Agreement shall not apply to Fixed Term Contract staff.

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 2020 till 31st March 2022.
- (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 affect the terms of this Agreement, the terms of this Agreement shall be changed to provide at least the minimum benefits provided by such new legislation, if the said legislation is more generous than the existing provisions, and this will be effected from the date of enactment of the law until the expiry of this Agreement.
- (5) In the event that the existing provisions in this Agreement are more generous than the new legislation, the existing provisions in this Agreement will take precedence over the new legislation from the start date of this Agreement till its expiry.
- (6) The above clauses do not preclude consultations on such provisions between the Institution and the Union.

5. INTERPRETATION

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

6. NON-UNION MEMBERS

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

7. GRIEVANCE PROCEDURE

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

(2) The grievance procedure shall be as follows:

(a) Step 1

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

(b) Step 2

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

(c) Step 3

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

8. REFEREE

Any dispute between the parties to this Agreement while it is in force and arising out of its operation shall be referred to the President of the Industrial Arbitration Court who shall have the discretion to select a

referee appointed in accordance with the provisions of the Industrial Relations Act to determine the dispute.

(II) GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

9. TERMINATION NOTICE

The termination notice of a confirmed staff shall be 1 month or 1 month's gross salary in lieu of notice.

10. HOURS OF WORK

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

11. SHIFT WORK

- (1) All shift staff shall work the following hours excluding meal breaks:
 - (a) Permanent night : 38 hours per week
 - (b) Rotating shift : 40 hours per week,
averaged over a 2 or 3-week roster
 - (c) Regular hours : 42 hours per week
- (2) The shift pattern may differ for different groups of staff due to the nature of their work. However, staff shall be notified in advance of their respective shift pattern / schedule prior to implementation.

12. OVERTIME

- (1) Work performed in excess of the daily contractual or rostered hours as set out in clause 11(1), or a total of 42 hours a week by a full-time staff shall be deemed as overtime work, in accordance with the provisions of the Employment Act.

- (2) Staff shall be paid one and a half times the hourly basic rate of pay for overtime work in accordance with the Employment Act.
- (3) Where the staff's monthly basic rate of pay comprising base salary and Monthly Variable Payment (MVP) is above \$3,000 and is classified as a non-workman as defined by the Employment Act, the monthly basic rate of pay of \$3,000 shall be used for computation of overtime compensation.

13. REST DAY

- (1) Every staff shall be entitled to 1 rest day, which is without pay, per week.
- (2) The weekly rest day for a staff engaged in shift work shall be determined by the duty roster drawn up in accordance with the operational needs of the 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 work in accordance with the Employment Act for each hour or part thereof that the period of work exceeds her normal hours of work for 1 day.

14. PUBLIC HOLIDAYS

- (1) Staff shall be entitled to paid gazetted Public Holidays in accordance with the provisions of the Employment Act.
- (2) Based on the exigencies of service, if the Public Holiday falls on a non-working day or off day, the Institution may substitute another working day for a Public Holiday or pay the staff who work on a Public Holiday as required by the Institution, an extra day's salary at basic rate of pay.
- (3) If a staff is required to work on her off-day or a rest day which is declared to be a substituted holiday, she shall be paid the relevant overtime rate of pay in accordance with the Employment Act. She shall also be entitled to another substituted public holiday.

(III) TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

15. RETIREMENT AND RE-EMPLOYMENT

Retirement Age

- (1) The Institution supports the later retirement of eligible staff under the Retirement and Re-employment Act from age 62 years to age 63 years with effect from 1st July 2021.
- (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 67 years (before 1st July 2021) or up to the age of 68 years (with effect from 1st July 2021).

- (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) The past period of service up to the staff's retirement date shall be recognised for the purpose of Annual Leave, Sick Leave and Long Service Award eligibility.
- (6) If the Institution is unable to offer or continue to offer re-employment opportunity to an eligible retired staff as in sub-clause (3), the Institution shall pay a one-off Employment Assistance Payment in accordance with the gazetted Tripartite Guidelines on Re-employment of Older Employees as full and final settlement.

16. RETRENCHMENT BENEFITS

- (1) In the event of redundancy, the Institution shall inform the Union in writing of any impending retrenchment at least 1 month in advance before the notice of termination is served on the affected staff.
- (2) Retrenchment benefits are not applicable for post-retirement re-employed staff.
- (3) The notice on termination of service on grounds of redundancy to the affected staff shall be 1 month's notice or 1 month's gross salary in lieu thereof in accordance with the definition of gross rate of pay in the Employment Act.
- (4) The Institution and the Union shall then negotiate the retrenchment benefits payable.
- (5) For the purpose of this clause, termination by the Institution, by reason of re-organisation, receivership or liquidation of the Institution shall be treated as redundancy, and therefore staff will be eligible for retrenchment benefits.

(IV) SALARY AND OTHER MONETARY ITEMS

17. MONTHLY VARIABLE PAYMENT (MVP)

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

18. SALARY RANGES

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

19. SALARY INCREMENT

- (1) Staff are eligible for a performance-based salary review on the focal date of July each year. The quantum and rate of salary increase will be paid effective 1st July of each year and be based on individual staff's performance. The total wage increase comprises two components: through an increase to base salary or to MVP or to both components. Poor performers, whose performance and behaviour are below job requirements, will not be eligible for any salary increase in the year declared.
- (2) The Institution and the Union will negotiate the total wage increases for the year to be paid annually on 1st July each year.
- (3) New staff who have completed 12 months of service as at 1st July shall receive the salary increase in full. The salary increase shall

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

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

20. ANNUAL WAGE SUPPLEMENT

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

21. PERFORMANCE BONUS

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

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

22. SHIFT PREMIUM AND PERMANENT NIGHT ALLOWANCE

(1) Second-Shift Premium

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

Non-Nursing Staff

Job Grades	Second-Shift Premium
NN11 to NN13 / AH11 to AH13 / PH01 & PH02	\$120 per month
NN07 to NN10	\$80 per month
NN04 to NN06	\$50 per month
NN02 to NN03	\$30 per month

- (b) Non-nursing staff who work second-shift refer to:
- (i) Non-nursing shift staff who work in the afternoon shift with work hours ending on or after 8pm; or
 - (ii) Non-nursing staff on staggered work pattern with at least 7 hours of work per shift (excluding meal break) ending on or after 8pm; and
 - (iii) Non-nursing staff must work on average 8 second-shifts per month.
- (c) A Patient Care Assistant (PCA) / Healthcare Assistant (HCA) / Operating Theatre Technician (OTT) / Care Support Associate (CSA) who is paid the Ward Allowance or non-nursing staff who is paid the Permanent Night Allowance will not be eligible for Second-Shift Premium.

(2) **Night Shift Premium**

All staff who are scheduled to work night shift shall be paid the following rate of Night Shift Premium per night:

(a) **Nursing Staff**

Job Grades	Night Shift Premium Rate Per Night	
	Weekday (Mon to Fri)	Weekend (Sat, Sun and PH)
N07 to N08	\$55	\$75
N02A to N06B	\$45	\$60
N01 to N02	\$30	\$45

(b) **Non-Nursing Staff**

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

(3) **Permanent Night Allowance**

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

Nursing Staff

Job Grades	Permanent Night Allowance
N07 to N08	\$155 per month
N02A to N06B	\$115 per month
N01 to N02	\$ 60 per month

Non-Nursing Staff

Job Grades	Permanent Night Allowance
NN11 to NN13 / AH11 to AH13 / PH01 & PH02	\$95 per month
NN08 to NN10	\$65 per month
NN02 to NN07	\$55 per month

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

23. ON-CALL ALLOWANCE

A staff scheduled on standby status during off-duty hours shall be paid an amount equivalent to 50% of the night shift premium pertinent to her job grade. In the event that such staff is called back for duty, the staff shall be granted a minimum of 2 hours Call Back Compensation in accordance with the policies on Overtime Payment, Work on Rest Day or Public Holiday. The staff who is called back for duty is allowed to claim for reimbursement of taxi fare or mileage for trips made to and from the Institution and the staff's residence.

24. WARD ALLOWANCE

Ward Allowance shall be given to the following staff categories:

(1) Nurse

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

Job Grades	Ward Allowance
Registered Nurse (Grades N03 to N08)	\$200 per month
Enrolled Nurse / Midwife (Grades N01 to N02C)	\$100 per month

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

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

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

- (i) PCAs/HCAs/OTTs/CSAs who work in the following designated areas:

Operating Theatre, Ward, Intensive Care Unit, Department of Emergency Medicine; and

- (ii) perform nursing related duties; and
(iii) rostered on 2 or 3 rotating shift work.

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

25. MEAL SUBSIDY

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

26. 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.

27. RETENTION FEE

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

(V) LEAVE ITEMS

28. ANNUAL LEAVE

- (1) The purpose of Annual Leave is for staff to recreate and rest. Thus, as far as possible, work schedules should be such as would allow the staff to go on Annual Leave when it is due.
- (2) A staff with at least 3 months of service shall be entitled to paid Annual Leave as follows:

Nursing Staff

Years of Service	Job Grades N07 to N08 (days)	Job Grades N02A to N06B (days)	Job Grades N01 and N02 (days)
Less than 5	24	21	15
5 to less than 10	26	23	18
10 and above	28	25	21

Non-Nursing, Allied Health Professional and Pharmacist Staff

Years of Service	Job Grades NN11 to NN13 / AH11 to AH13 / PH01 to PH02 (days)	Job Grades NN02 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 are permitted to carry forward the current year's earned Annual Leave to the following year up to one year's entitlement.
- (6) For the purpose of Annual Leave computation, an incomplete month of service of 15 or more days shall be considered as a full month.
- (7) Annual Leave taken on a half working day shall be considered as half day for non-shift staff.
- (8) If a staff who is on Annual Leave falls ill during the period of such leave, she shall be deemed not to be on Annual Leave on the days she is duly certified to be sick, but such period shall be treated as Sick Leave in accordance with the provisions of clause 29 of this Agreement provided that the medical certificate is issued by a medical practitioner registered with the Singapore Medical Council.

29. SICK LEAVE

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

30. 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 29 of this Agreement.

31. 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 33(1).

32. UNPAID INFANT CARE LEAVE

- (1) Subject to the provisions of the Child Development Co-Savings Act, a staff with Singapore Citizen children shall be eligible for six days of Unpaid Infant Care Leave per calendar year subject to the qualifying criteria stipulated in the Act.
- (2) Regardless of the number of children, the total Unpaid Infant Care Leave entitlement for each parent shall be capped at 6 days per calendar year. For divorced or widowed parents, the leave entitlement will not be doubled.
- (3) For the purpose of this clause, “child” means the same as in clause 38(3).

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.
- (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 his legal child for up to 2 living children (including legally adopted child / children).

34. SHARED PARENTAL LEAVE

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

35. MARRIAGE LEAVE

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

36. COMPASSIONATE LEAVE

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

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 with the provisions of the Work Injury Compensation Act (WICA), subject that where the provisions of the WICA are less favourable than this clause, the staff shall be entitled to the benefit under this clause.
- (2) Subject to sub-clause (1) above, the Prolonged Illness Leave is limited to the following:
 - (a) First six months - Full basic rate of pay (Base Salary + MVP)
 - (b) Second six months - Half basic rate of pay (Base Salary + MVP)
 - (c) Third six months - Without pay

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

- (3) Where the staff is certified by the Medical Review Committee to be unfit for employment after the above sub-clauses (1) and (2) have been exhausted, the staff may be medically boarded out and her service discontinued henceforth on medical grounds.
- (4) A staff who is medically boarded out will be accorded 12 months of medical benefits from the date of medical boarding out provided that:
 - (a) she has at least 10 years of service at the time of medical boarding out;
 - (b) she is not receiving any other medical benefits from other employers either as staff or dependant; and
 - (c) she seeks medical treatment from government restructured hospitals and specialist centres.
- (5) The full quantum of medical benefits as set out in sub-clause (4) will be given to the staff only from the date of medical boarding out for a maximum period of 12 months. The benefit will only be applicable to treatment in relation to the specific medical conditions that led to medical boarding out.
- (6) The medical benefits that the staff is entitled to, subject to the same percentage of co-payment for staff as stipulated in clause 39(4) and clause 40(5) for Specialist Treatment and Consultation and Hospitalisation respectively, are as follows:
 - (a) Specialist Treatment and Consultation
Eligible for paid specialist treatment and consultation related to the illness up to a maximum of \$600.
 - (b) Hospitalisation
Eligible for paid ward accommodation at a government restructured hospital up to a maximum of 60 days and hospitalisation fees within the 12-month period from date of

boarding out, provided the admission is related to the illness leading to the boarding out. Subject to availability of beds, the benefits are:

(i) Nursing Staff

Job Grades	Ward	Hospitalisation Fees
N06 to N08	A	\$12,000
N01 to N04	B1	\$8,500

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

Job Grades	Ward	Hospitalisation Fees
NN11 to NN13 / AH11 to AH13 / PH01 to PH02	A	\$12,000
NN07 to NN10	B1	\$8,500
NN02 to NN06	B2	\$5,000

38. 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 look after an unwell family member. Application for such leave must be supported by relevant documents for verification.
- (5) For Family Care Leave, "family member" means spouse, parent, parent-in-law, grandparent, grandparent-in-law, child below the age of 18 years, special needs child who is of or above the age of 18 years, and sibling to whom the staff is the primary caregiver and the sibling has no living spouse or child who is of or above the age of 18 years.
- (6) For Family Care Leave, "child" includes the employee's legally adopted child and step-child. Relevant documents must be produced by the employee for verification.
- (7) Non-shift staff may apply for leave under this clause on a half-day basis. Leave not taken by the end of the calendar year shall lapse without compensation.

(VI) MEDICAL AND DENTAL BENEFITS AND INSURANCE

39. MEDICAL BENEFITS SCHEME (2020)

- (1) This Medical Benefits Scheme (2020) shall be the default medical scheme applicable to:
 - (a) all staff employed before 1st January 2020 and who were under the Medical Benefits clause 39 and Dental Benefit clause 41 of the “SingHealth Staff Agreement of 2018 (CA 308/2018)”;
 - (b) all staff employed before 1st January 2020 and who have opted not to be under the SingHealth Flexible Benefits Scheme and the CGH Flexible Benefits as in clause 42; 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 39(3)(a) to 39(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 \$30 maximum claim per visit.</p>	All outpatient non-specialist medical expenses are reimbursable subject to: firstly 10% co-pay by the staff, and secondly \$30 maximum claim per visit.
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 \$30 maximum claim per visit.	

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 39(3)(a) to 39(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 \$30 maximum claim per visit, only if the claim amount is within the calendar year claim limit as per sub-clause 39(3)(a) or 39(3)(c) (as applicable).
- (g) Subject to sub-clause 39(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 \$30 for each consultation visit.

(4) **Medical Outpatient Specialist Benefits**

- (a) A staff with at least 3 months of service may claim reimbursements up to \$600 per calendar year for her own medical outpatient specialist expenses at PHIs. This reimbursement claim includes acupuncture treatment prescribed by a doctor and where the acupuncture service is operated and owned by public hospitals.
- (b) The staff may also claim reimbursements up to \$600 per calendar year for her eligible dependant(s)' outpatient specialist expenses at PHIs, including acupuncture treatment prescribed by a doctor and where the acupuncture service is operated and owned by public hospitals (as applicable), subject to 30% co-pay by the staff.
- (c) Pro-ration of the \$600 per calendar year medical outpatient specialist reimbursement limit (including that for dependants) shall apply to eligible staff who do not serve a full calendar year on a full-time or part-time employment basis.
- (d) Subject to sub-clauses 39(4)(a) or 39(4)(c) (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	<p>Medical consultation expenses are fully reimbursable.</p> <p>All other outpatient specialist medical expenses are reimbursable subject to 10% co-pay by the staff.</p>	All outpatient specialist medical expenses are reimbursable subject to 10% co-pay by the staff.
Staff produces an “unfit for work” medical certificate for her work day, issued by a registered doctor of a non-PHI	Not reimbursable.	

- (e) The staff's reimbursable medical outpatient specialist claims for herself **after exceeding her calendar year claim limit** in sub-clause 39(4)(a) or 39(4)(c) (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.	

- (f) If a staff produces an “unfit for work” medical certificate issued by a registered doctor of a PHI but is not eligible to apply for paid Sick Leave because that day is her rest day, off day, public holiday or other approved leave of absence, the staff is eligible to claim medical outpatient specialist reimbursement subject to 10% co-pay by the staff, only if the claim amount is within her calendar year claim limit as per sub-clauses 39(4)(a) or 39(4)(c) (as applicable).
- (g) If a staff has fully used her specialist medical claim limit before 31 December of the year and still requires specialist medical consultation, she may claim the excess specialist medical consultation and treatment fees incurred from any balance of her non-specialist medical consultation and treatment claim limit as in sub-clause 39(3)(a) or 39(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 39(3)(b) or 39(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 39(5)(a) or 39(5)(b) (as applicable).
- (d) The staff's reimbursable dental claims for herself **after exceeding her calendar year claim limit** in sub-clause 39(5)(a) or 39(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 39(5)(a) or 39(5)(b) (as applicable).

(6) For purpose of this Scheme:

“Eligible dependant(s)” means –

- (a) the staff’s spouse who is unemployed and does not enjoy medical benefits provided by his past employer; or if employed, is not entitled to medical benefits provided by his past/current employer;
- (b) a dependent unmarried child, including a step-child and legally adopted child below the age of 18 years, and who is not provided medical benefits by the past/current employer of the staff’s spouse.

“Public hospital”, “PHI (public healthcare institution)”, “public healthcare specialty centre”, “specialist outpatient clinic”, “polyclinic”, “staff clinic” and “dental specialty centre” means those operated and owned by any of the three public healthcare clusters. “Panel medical clinic” and “panel dental clinic” means only selected private clinics appointed by the Institution where the staff is employed.

40. HOSPITALISATION BENEFIT

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

(a) Nursing Staff

Job Grades	Ward	Hospitalisation Fees
N06 to N08	A	\$12,000
N01 to N04	B1	\$8,500

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

Job Grades	Ward	Hospitalisation Fees
NN11 to NN13 / AH11 to AH13 / PH01 to PH02	A	\$12,000
NN07 to NN10	B1	\$8,500
NN02 to NN06	B2	\$5,000

- (2) A staff's eligible dependant(s) shall be eligible to enjoy the same ward accommodation as the staff, subject to 50% of the public ward charges. In addition, the eligible dependant(s) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.
- (3) A staff and her eligible dependant(s) may upgrade her ward accommodation if she so chooses, but she will have to pay the difference in ward charges and hospitalisation fees between their entitlement and the higher ward.
- (4) Where a staff is abroad and requires emergency hospitalisation, the Institution shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a Government hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clause (1) above.

- (5) Notwithstanding sub-clauses (1) to (4) above, a staff who joins the Institution after 1st January 1995 shall co-pay 10% and 30% of the total claimable medical expenses (including ward accommodation charges and hospitalisation fees) incurred by herself and her dependants respectively.
- (6) For the purpose of this clause, the definition of a dependant shall be as per clause 39(6) of this Agreement.

41. STAFF INSURANCE

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

42. FLEXIBLE BENEFITS

The SingHealth Flexible Benefits Scheme and CGH Flexible Benefits Scheme shall be moribund benefits schemes with effect from 1st January 2020 on a personal-to-holder basis, with no prospect of change. The lists of claimable items under these moribund Flexible Benefits Schemes are in Appendix 3.

(VII) MISCELLANEOUS ITEMS

43. 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.

44. 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.

45. 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;

- (b) flexible work arrangements to allow staff to harmonise their family and work commitments while maintaining operational efficiency and productivity; and
- (c) reasonable time and privacy arrangements for lactating staff.

46. VEHICLE LOAN INTEREST SUBSIDY

- (1) A confirmed staff is eligible to apply for a vehicle loan interest subsidy capped at a maximum loan amount of \$65,000 or 12 times the monthly base salary, whichever is lower.
- (2) The Institution shall subsidise the interest rate above 3%, subject to a maximum of 1%. The interest subsidy for the vehicle loan is up to 7 years or the retirement age, whichever is earlier.
- (3) A staff who is under the Flexible Benefits Scheme on a personal-to-holder basis shall not be eligible for the above-mentioned vehicle loan interest subsidy.

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 the interest rate above 5%, up to a maximum of 2%. The interest subsidies for the housing loan and renovation loan are capped at 25 years and 5 years respectively or the duration of the loan or until the staff's retirement age, whichever is earlier.

- (3) A staff who is under the Flexible Benefits Scheme on a personal-to-holder basis shall not be eligible for the above-mentioned housing / renovation loan interest subsidy.

48. TRANSPORT

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

49. UNIFORM

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

50. SHOES

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

51. LONG SERVICE AWARD

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

Years of Service	Award (cash equivalent)
5	Appreciation certificate and gift
10	\$300
20	\$800
30	\$1,100
40	\$1,500
50	\$2,000

52. 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.

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

**SINGAPORE HEALTH SERVICES
PTE LTD**

**HEALTHCARE SERVICES
EMPLOYEES'
UNION**

PROFESSOR IVY NG
Group Chief Executive Officer
SingHealth

MS K. THANALETCHIMI
President
HSEU

MS ESTHER TAN SOK CHING
Group Chief Human Resource Officer
SingHealth

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

In the presence of

MS TAN YANG NOI
Chief Human Resource Officer
Singapore General Hospital

MS ONG CHOO ENG
Branch Chairperson
Singapore General Hospital

MR STEPHEN CHONG
Chief Human Resource Officer
Changi General Hospital

MR CHARLES NG THENG LOON
Executive Secretary
HSEU

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

MS JESSIE TAN HUI LENG
Branch Secretary
KK Women's and Children's Hospital

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

MS CAROL SNG HOON NGOH
Branch Vice-Chairperson
Sengkang General Hospital

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

MS ADELIN YANG SHUYI
Branch Treasurer
National Cancer Centre Singapore

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

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

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

MR LIM CHUAN KAH
Branch Chairperson
National Heart Centre Singapore

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

MS FIONA LEONG LI BIN
Branch Chairperson
Singapore National Eye Centre

MS ANNA FOK WAI MIN
Chief Human Resource Officer
SingHealth Polyclinics

MS KAMALIAH BINTE MOHAMED
Branch Chairperson
SingHealth Polyclinics

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

MR KEVIN ONG CHEE KEONG
Deputy Executive Secretary
HSEU

MS GOH LEE CHOO
Chief Human Resource Officer
ALPS

MR STEVEN LIM TEE KIEN
Branch Chairperson
ALPS

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

SINGHEALTH STAFF AGREEMENT OF 2021

EXCLUSION LIST

The Exclusion List is as follows:

- 1 Managerial and Executive staff in
 - (a) Non-Nursing job grade NN14 and above
 - (b) Allied Health Professional job grade AH14 and above
 - (c) Pharmacist job grade PH03 and above
 - (d) Nursing job grade N09 and above

- 2 Confidential staff
 - (a) Executive Secretary and Secretary handling confidential matters (excluding CGH); and confidential clerk
 - (b) Confidential Human Resource Department Staff
 - (c) Payroll Staff
 - (d) IS Staff supporting Payroll / Human Resource
 - (e) All Management Audit Staff

- 3 Staff on probation:
 - (a) New hires in the non-exempt grades undergo a probation period of three months
 - (b) New hires in exempt grades and staff nurses without relevant nursing experience undergo a probation period of six months

- 4 Part-time Staff (excluding CGH): staff who work less than 35 hours per week

- 5 Medical Staff

- 6 Staff on fixed contract with less than one year of contractual period

- 7 Foreign Staff on first contract

- 8 Post-retirement Re-employed Staff (excluding CGH) as provided for under the Retirement and Re-employment Act (RRA) and subject to clause 15(4) of this Agreement.

SINGHEALTH STAFF AGREEMENT OF 2021

Nursing Salary Ranges

Job Title	Job Grade	Min	Max
Enrolled Nurse II / Midwife II	N01	\$1,700	\$2,800
Enrolled Nurse I / Midwife I	N02	\$1,810	\$3,050
Senior Enrolled Nurse II / Senior Midwife II	N02A	\$1,960	\$3,360
Senior Enrolled Nurse I / Senior Midwife I	N02B	\$2,310	\$3,920
Principal Enrolled Nurse	N02C	\$2,590	\$4,400
Staff Nurse II	N03	\$2,200	\$3,880
Staff Nurse I	N04	\$2,600	\$4,540
Senior Staff Nurse II	N06	\$3,100	\$5,530
Senior Staff Nurse I	N06A	\$3,700	\$6,300
Assistant Nurse Clinician	N06B	\$4,060	\$6,860
Nurse Manager II / Nurse Educator II / Nurse Case Coordinator II / Nurse Clinician II	N07	\$4,560	\$7,690
Nurse Manager I / Nurse Educator I / Nurse Case Coordinator I / Nurse Clinician I	N08	\$5,430	\$9,230

Non-Nursing Salary Ranges

Job Grade	Min	Max
NN02	\$1,040	\$1,560
NN03	\$1,160	\$1,740
NN04	\$1,200	\$1,950
NN05	\$1,390	\$2,290
NN06	\$1,580	\$2,610
NN07	\$1,790	\$2,950
NN08	\$2,000	\$3,350
NN09	\$2,310	\$3,810
NN10	\$2,450	\$4,270
NN11	\$2,550	\$4,630
NN12	\$3,100	\$5,480
NN13	\$3,940	\$6,490

Allied Health Professional Salary Ranges

Job Grade	Min	Max
AH11	\$2,300	\$4,740
AH12	\$3,100	\$5,620
AH13	\$4,040	\$6,660

Pharmacist Salary Ranges

Job Grade	Min	Max
PH01	\$3,300	\$5,620
PH02	\$4,050	\$6,680

SINGHEALTH STAFF AGREEMENT OF 2021

LIST OF CLAIMABLE ITEMS UNDER MORIBUND FLEXIBLE BENEFITS SCHEMES

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

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

Notes: [^] Subject to change by CPF Board (CPF Board)

[#] Subject to change by the Inland Revenue Authority of Singapore (IRAS)

Appendix 3 (Cont'd)

“**Dependant**” refers to an employee’s family member(s) and is defined as:

- a) a **spouse** who is unemployed and does not enjoy medical benefits provided by his/her past employer, or if employed, is not entitled to medical benefits provided by his/her current employer;
- b) a **dependant unmarried child**, including a stepchild and legally adopted child, under the age of 18 years, and who is not provided medical benefits by the current employer of the staff’s spouse.

Notes:

1. Eligible staff with at least 3 months of service shall be entitled to a total FBS Quantum of \$600 for those without dependant and \$800 for those with dependant, comprising:
 - (a) \$400 for staff without dependant and \$600 for staff with dependant, to be fully flexible within a basket of claimable items; and
 - (b) \$200 for both staff without dependant and Staff with dependant, to be set aside exclusively for Medical Non-Specialist Outpatient and Specialist Outpatient treatment claims.
2. Of the \$200 set aside exclusively for Medical Outpatient treatment claims, a staff shall co-pay 10% and 30% of the total claimable medical expenses incurred by herself and her dependants respectively. This is in line with the current co-payment principle for medical reimbursement.
3. Eligible staff with less than 12 month’s continuous service in a calendar year will receive a pro-rated FBS Quantum.
4. For computation purposes, any incomplete month of service of 15 or more calendar days will be deemed as a full month, and any service of less than 15 calendar days will be disregarded.
5. Any unused balance of \$200 set aside exclusively for Medical Outpatient benefits shall be credited into staff’s CPF Medisave Account after the close of the calendar year, if applicable.

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

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

Flex Plus Items

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