

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act on this 28th day of May 2009 between the **NATIONAL UNIVERSITY HOSPITAL PTE LTD**, a company registered under the Companies Act and having its place of business at 5 Lower Kent Ridge Road, Singapore 119074, and the **HEALTHCARE SERVICES EMPLOYEES' UNION** of 31 Third Hospital Avenue #01-03 Bowyer Block C Singapore 168753 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 HOSPITAL COLLECTIVE AGREEMENT OF 2009**".

2. SCOPE

(1) This Agreement shall cover all staff of the Hospital with the exception of the following categories of staff:

- (a) Managerial and Executive staff * (including Non-Nursing Staff of Grade M4, S14, HS4 or equivalent and above and Senior Nursing Officer and above);
- (b) Probationary staff (except that AN II to SSN I who have completed at least 3 months service out of their probation of 6 months shall be given full representation); 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 basis.

(3) Limited Representation:

The Hospital and the Union agree to represent the following staff with limited scope:

- (a) Non-Nursing Staff : M4, S14, HS4
- (b) Nursing Staff : Senior Nursing Officer
- (c) Fixed term contract staff on 6 years tenure
- (d) Contract Staff as defined in 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.

The staff in (a) and (b) above

- (i) must not be employed in a senior management position or perform or exercise any function, duty or power of a person employed in a senior management position, including the control and supervision of major business operations, accountability for operational performance, formulation of business policies, plans and strategies and provision of leadership to other employees;
- (ii) must not perform or exercise any function, duty or power which includes decision making, or the power to substantially influence decision making on any industrial relation matters, including the employment, termination, promotion, transfer, performance appraisal or discipline of other employees;

- (iii) must not perform any function or duty which includes representing the employer in any negotiations relating to any industrial relation matters;
- (iv) must not have access to confidential information relating to the budget and finances of the employer, any industrial relation matters, the salaries and personal records of other employees or the password of employee's computers;
- (v) must not perform or exercise any other function, duty or power which may give rise to a real or potential conflict of interest if he or she is represented by the trade union.

(4) Representation of Contract Staff:

The Hospital recognises the Union's limited representation of fixed term contract 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);
- (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 Hospital;
- (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 Hospital shall provide the Union with a list of contract staff who qualify for limited representation by the Union.

3. RECOGNITION

- (1) The Hospital shall recognise the Union as the sole collective negotiating body relating to pay and all other terms and conditions of service of all bargainable staff coming within the scope of this Agreement.
- (2) The Hospital and the Union hereby undertake to fully cooperate in maintaining harmonious industrial relations and in creating an environment that will enhance the Hospital's image and business prospects and at the same time promote the interest and future growth of all staff.
- (3) The Hospital and the Union shall agree before any changes in terms and conditions of employment are put into effect.

4. DURATION

- (1) This Agreement shall come into effect on 1st April 2009 and shall be in force till 31st March 2012.
- (2) Negotiations for a new collective agreement may commence not earlier than 6 months before the expiry of this Agreement.

5. NON-UNION MEMBERS

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

6. GRIEVANCE PROCEDURE

(1) Recognising the value and importance of a full discussion in clearing up any misunderstanding and in preserving harmonious industrial relations, every reasonable effort shall be made by both the Hospital 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 Hospital for further discussion.

(c) Step 3

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

7. REFEREE

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

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

PART II GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

8. PROBATION AND NOTICE PERIOD

- (1) A new staff shall on her appointment serve a probationary period as specified in sub-clause (4) of this clause.
- (2) The Hospital 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 |
|---|-----------------|
| <i>Nursing Staff</i> | |
| NO II and above | 6 months |
| AN II to SSNI (fresh graduates and those without minimum 6 months clinical experience) | 6 months |
| AN II to SSNI (those with minimum 6 months clinical experience) | 3 months |
| D1 to D6 | 3 months |
| <i>Non-Nursing Staff</i> | |
| HS1 and above M1 and above S11 and above | 6 months |
| T1 to T7 A1 to A6 S1 to S10 | 3 months |

- (5) The probationary period of a staff may be extended for a period of up to 3 months if the performance during the probationary

period is not satisfactory. However, the staff must be informed of her extension and the reasons thereof in writing.

- (6) Subject to exceptional work performance, a staff may be confirmed before the expiry of the probationary period.
- (7) The termination notice of a staff shall be as follows or the corresponding period of gross salary in lieu of notice:

| Category | During Probation | Upon Confirmation |
|--|-------------------------|--------------------------|
| <u><i>Nursing Staff</i></u> | | |
| NO II and above | 1 month | 1 month |
| AN II to SSN I | 2 weeks | 1 month |
| D1 to D6 | 2 weeks | 1 month |
| <u><i>Non-Nursing Staff</i></u> | | |
| M1 and above HS1 and above S11 and above | 1 month | 1 month |
| A1 to A6 T1 to T7 S1 to S10 | 2 weeks | 1 month |

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

| Category | During Probation | Upon Confirmation |
|---|-------------------------|--------------------------|
| <u><i>Nursing Staff</i></u> | | |
| SN I and above | 1 month | 3 months |
| AN II to SN II | 1 week | 1 month |
| D5 to D6 D1 to D4 | 1 month 1 week | 3 months 1 month |
| <u><i>Non-Nursing Staff</i></u> | | |
| A6 and above T7 and above S10 and above | 1 month | 3 months |

| | | |
|----------------------------------|--------|---------|
| A1 to A5 T1 to T6 S1 to S9 | 1 week | 1 month |
|----------------------------------|--------|---------|

9. HOURS OF WORK

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

10. SHIFT WORK

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

11. OVERTIME

- (1) Work performed in excess of 8 hours a day or a total of 42 hours a week for a regular full time staff shall be deemed as overtime work. For shift staff, work performed in excess of the hours specified in clause 10(1) of this Agreement shall be deemed as overtime work.

- (2) Staff shall be paid one and a half times the hourly basic rate of pay for overtime work in accordance with the Employment Act.
- (3) In computing the hourly basic rate of pay, where the staff's total monthly salary exceeds \$2,200, and the staff is not covered by Part IV of the Employment Act, the hourly basic rate of pay shall be based on a total monthly salary of \$2,200.

12. REST DAY

- (1) Every staff shall be entitled to 1 rest day which is without pay per week.
- (2) The weekly rest day for a staff engaged in shift work shall be determined by the duty roster drawn up in accordance with the operational needs of the Hospital. Staff shall be informed of the roster in advance.
- (3) A staff who works on her rest day at the request of the Hospital shall be paid in accordance to the Employment Act as follows:
 - (a) If the period of work does not exceed half her normal hours of work, a sum at the basic rate of pay for 1 day's work;
 - (b) If the period of work is more than half but does not exceed her normal hours of work, a sum at the basic rate of pay for 2 days' work;
 - (c) If the period of work exceeds her normal hours of work for 1 day:
 - (i) A sum at the basic rate of pay for 2 days' work, and
 - (ii) (A sum at the rate of not less than 1.5 times her hourly basic rate of pay, for each hour or part thereof that the period of work exceeds her normal hours of work for 1 day.

- (4) In computing the basic rate of pay, where the staff's total monthly salary exceeds \$2,200, and she is not covered by Part IV of the Employment Act, the basic rate of pay shall be based on a total monthly salary of \$2,200.

13. PUBLIC HOLIDAYS

- (1) Staff shall be entitled to paid gazetted Public Holiday in accordance with the provisions of the Employment Act.
- (2) Based on the exigencies of service, the Hospital may substitute another working day for a Public Holiday or pay staff who worked on a Public Holiday an extra day's salary at basic rate of pay.
- (3) In computing the basic rate of pay, where the staff's total monthly salary exceeds \$2,200, and she is not covered by Part IV of the Employment Act, the basic rate of pay shall be based on a total monthly salary of \$2,200.
- (4) If any of the gazetted public holidays falls on a rest day, the working day immediately thereafter the rest day shall be a paid holiday in substitution under sub-clause (2) above.
- (5) If a staff is required to work on her off-day or a rest day which is declared to be a substituted holiday, she shall be paid the relevant overtime rate of pay in accordance with the Employment Act. She shall also be entitled to another substituted public holiday.

PART III TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

14. RETIREMENT AGE

- (1) The retirement age for all staff shall be in accordance with the Retirement Age Act.
- (2) For the purpose of retirement, the date of birth of the staff shall be taken to be that as stated in the NRIC. If this is disputed,

then the date shall be taken as that shown in the staff Central Provident Fund record.

- (3) The Hospital supports post-retirement employment and shall re-employ retired staff in suitable positions and provide re-training where possible. Retired staff shall be offered fixed term post-retirement employment contract on mutually agreeable terms. The re-employment is subject to operational and service needs of the department, the staff's passing the medical check-up, consistent performance and conduct and ability to accept an alternative position where required by the Hospital. They will be given pre-retirement and financial management counselling and notified one year in advance. The hospital and the Union are to explore ways to enhance employability of retired staff.

NUH undertakes to adopt and implement all the provisions and recommendations as set out in the Tripartite Advisory on the Re-Employment of Older Workers.

- (a) Engage all staff aged 59-62 years in pre-retirement planning, counseling and/or coaching, with a view to sharing with the staff the re-employment and/or re-deployment opportunities available within NUH, so that they can continue in their employment beyond their retirement age. Where required, training or re-training will be provided for those who require specific new skills and knowledge to enable them to be successfully re-employed;
- (b) Re-employed eligible staff for re-employment after retirement age will be offered any one of these terms, subject to mutual agreement:
 - (i) re-employed in the same job with appropriate adjustments in wages and benefits based on reasonable factors and in accordance with the provisions of the Retirement Age Act;

- (ii) re-employed with modifications to their existing job or re-deployed to a different job on re-negotiated terms commensurate with the worth of the modified/new job;
or
 - (iii) re-employed on flexible work arrangements, such as part-time or job-sharing, with appropriate adjustments in wages and benefits based on reasonable factors and in accordance with the provisions of the Retirement Age Act;
- (c) Give at least 12 months notification to staff prior to her retirement age, if the staff falls short of re-employment eligibility criteria, so that the staff will have sufficient time to make rectification. For staff who eventually still fall short of re-employment eligibility criteria, the staff will be informed at least 3 months prior to her retirement age;
- (d) Give an opportunity for staff to reach a mutual agreement on the revised terms and conditions of their re-employment contract and in consultation with HSEU where necessary. The revised re-employment terms and conditions offered to staff shall take into consideration terms equitable to the staff such as the:
 - (i) value of the job
 - (ii) existing minimum / maximum salary of the job offered
 - (iii) re-employment job arrangements
 - (iv) competency and attributes of the employee
 - (v) level of responsibility
 - (vi) job scope
 - (vii) experience and productivity of the employeeThe letter of offer shall be given to the staff at least 3 months before their retirement;
- (e) Provide outplacement assistance and facilitate training if needed or requested by staff;

- (f) Recognise that re-employed staff are an integral part of the organisation, and where appropriate, continue to reward re-employed staff based on company and individual performance in the form of performance bonuses or one-off bonuses. This recognition will help to incentivise and motivate these staff to perform well.

15. RETRENCHMENT BENEFITS

- (1) In the event of redundancy, the Hospital 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 Hospital 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 Hospital shall be treated as redundancy and therefore staff will be eligible for retrenchment benefits.

PART IV SALARY AND OTHER MONETARY ITEMS

16. SALARY RANGES

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

17. 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 every year on 1 July.
- (3) Staff who have reached the maximum of their total monthly salary range shall continue to be paid the annual increment on a non-cumulative basis from 1 July of the current year to 30 June of the following year. This is also applicable to part-time staff whose maximum of the total monthly salary shall be pro-rated to the number of hours worked.
- (4) New staff who have completed 12 months of service as at 1 July shall receive their first annual increment in full. The annual increment shall be pro-rated based on the completed months of service for new staff with less than 12 months of service as at 1 July. Staff who join on/after 16 June are not eligible for the annual increment for that year.
- (5) For the purpose of pro-rating annual increment, an incomplete month of service of 15 and more calendar days shall be considered as 1 full month, while an incomplete month of service of less than 15 calendar days shall be disregarded.

18. MONTHLY VARIABLE COMPONENT

- (1) The monthly variable component (MVC) shall form part of the total monthly 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 Hospital and the Union will continue with the practice of setting aside 10% of the total monthly salary as MVC. Any changes or trigger to the MVC portion will be subjected to negotiation and mutual agreement with the Union.

19. ANNUAL WAGE SUPPLEMENT

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

20. VARIABLE BONUS

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

21. NIGHT SHIFT PREMIUM

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

| Night Shift Premium | Premium Per Shift | |
|----------------------|-------------------|---------|
| | Weekday | Weekend |
| <i>Nursing Staff</i> | | |
| NO I / II | \$43 | \$68 |
| SAN and All SNs | \$35 | \$56 |
| AN II / I | \$27 | \$42 |

| Night Shift Premium | Premium Per Shift | |
|-------------------------------|-------------------|---------|
| | Weekday | Weekend |
| <u>Non-Nursing Staff</u> | | |
| S11 and above / HS1 and above | \$32 | \$64 |
| S8 - S10/ T5 - T7 | \$22 | \$44 |
| S3 - S7/ T1-T4 | \$17 | \$34 |
| S1-S2 | \$14 | \$28 |

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

22. ON-CALL / STANDBY 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.

23. CALL- BACK ALLOWANCE

- (1) NUH staff in the following appointments may claim call-back allowance when called back for duty in an emergency (other than national disaster and mass casualty) whilst off-duty outside NUH:
- (a) Principal Therapists, Senior Therapists, Therapists
 - (b) Principal Pharmacists, Senior Pharmacists, Pharmacists, Senior Pharmacy Technicians, Pharmacy Technicians
 - (c) Senior Medical Technologists, Medical Technologists

- (d) Principal Radiographers, Senior Radiographers, Radiographers
 - (e) Nurses (Blood Donation Centre, Cardiac, Diagnostic Imaging, Endoscopy, Operating Theatre, Renal Centre)
 - (f) Senior Medical Social Workers, Medical Social Workers
 - (g) Senior Perfusionists, Perfusionists
- (2) Staff in the above appointments in job grades (S1 to S10/ T1 to T7) who are eligible for overtime payment shall be paid in accordance with clauses 11,12,13 of NUH Collective Agreement.
- (3) Staff in the above appointments 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 total monthly salary (no cap) based on the actual hours worked. However, NUH at its discretion may grant time-off in-lieu for hours worked instead.
- (4) The NUH staff may claim reimbursement for transport / mileage expenses for travel between NUH and residence in accordance with the prevailing Transport Reimbursement Policy.

24. WARD ALLOWANCE

The Hospital shall pay ward allowance to NUH staff who perform ward duty as follows:

| Job Title | 2 Rotating Shift | 3 Rotating/ Permanent Night Shift |
|--|-------------------------------------|--|
| <u>Nursing Staff</u> Staff Nurse and above Assistant Nurse and Midwife | \$75 per month \$42.50 per month | \$150 per month \$85 per month |
| <u>Non-Nursing Staff</u> Healthcare Assistant (Ward) Senior Healthcare Assistant (Ward) PSA (Wards/OT/DSOT/EMD) PCA (EMD) | \$30 per month | \$60 per month |

25. NURSES' POST BASIC DIPLOMA/ CERTIFICATE ALLOWANCE

The Hospital shall pay a monthly allowance of \$100 which shall not form part of the staff's total monthly salary, for any recognised postgraduate diploma/ certificate obtained by the staff, up to a maximum of 2 certificates.

26. RETENTION FEE

The Hospital shall pay the retention fee charged by the Singapore Nursing Board and the Singapore Pharmacy Board for all registered nurses/midwives and pharmacists respectively to be retained on their register for practice.

PART V LEAVE ITEMS**27. ANNUAL LEAVE**

- (1) The purpose of annual leave is for staff to recreate and rest. Thus, as far as possible, work 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 and above | SAN SNII and SNI SSNII and SSNI D3 and above | AN II and ANI D1 and D2 |
|-------------------------|------------------------|---|------------------------------------|
| 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 | M1 and above S11 and above HS1 and above | A1 to A6 S1 to S10 T1 to T7 |
|-------------------------|---|--|
| 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 the completed months of service, in accordance with the Employment Act.
- (3) Except in cases of dismissal for misconduct, when either the Hospital terminates the service of a staff or a staff resigns from service, the Hospital 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 medical leave in accordance with the provisions of clause 27 of this Agreement.
- (7) NUH staff who joined service with NUH before 1 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 D5 and above | AN II to SN II D1 to D4 |
|-------------------------|--|------------------------------------|
| 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 | M1 and above S11 and above HS1 and above | A2-A5 S6-S9 T3-T7 | A1 S1-S5 T1-T2 |
|-------------------------|---|----------------------------------|-------------------------------|
| 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 |

NUH nursing staff who are on 12-hour shift pattern as at 1 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.

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.

28. MEDICAL LEAVE

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

29. MATERNITY LEAVE

- (1) Subject to section 76(4) of the Employment Act, every female staff shall be entitled to 8 weeks of paid maternity leave. The leave may be taken any time before and/or upon the delivery of the child.
- (2) Subject to the eligibility criteria as set out under the Children Development Co-Savings Act, every female staff shall be entitled to a further 8 weeks of paid maternity leave funded by the Ministry of Community Development, Youth and Sports after the

expiry of the initial 8 weeks of paid maternity leave for the 1st and 2nd child.

- (3) Subject to the eligibility criteria as set out under the Children Development Co-Savings Act, every female shall be entitled to 16 weeks of paid maternity leave funded by the Ministry of Community Development, Youth and Sports for the 3rd and subsequent child.
- (4) An application for maternity leave shall be supported by a medical certificate from a registered medical practitioner or a Government maternity hospital.
- (5) If at the expiry of the maternity leave period, the staff is certified as medically unfit for duty, her absence shall be treated as medical leave in accordance with clause 28 of this agreement.
- (6) Female employee who deliver a child on/after 17 August 2008 will be granted 16 calendar weeks of Maternity Leave.
- (7) The Maternity Leave comprise of 2 blocks :
 - (a) initial 8 calendar weeks for resting and recuperation immediately before/after childbirth
 - (b) extended 8 calendar weeks for care of new born baby.
- (8) Criteria for Female employee to be granted Full-Pay Maternity Leave:

| | 1st or 2nd Child | 3rd Child onwards |
|---------------------------|---|--|
| Initial 8 calendar weeks | <u>Leave is paid by Employer</u> <ul style="list-style-type: none"> • must have at least 90 days of continuous service before childbirth | <u>Leave is paid by Government</u> As the 16 weeks leave is funded by Government, the female employee must satisfy these criteria set out under the Children Development Co-Savings Act : |
| Extended 8 calendar weeks | <u>Leave is paid by Government</u> As the 8 weeks leave is funded by Government, the female employee must satisfy these criteria set out under the Children Development Co-Savings Act : <ul style="list-style-type: none"> • must have at least 90 days of continuous service before childbirth; • must be lawfully married to the child's natural father at the time of childbirth; • the child must be a Singapore citizen at birth; • the child must be born on/after 17 August 2008 | <ul style="list-style-type: none"> • must have at least 90 days of continuous service before childbirth; • must be lawfully married to the child's natural father at the time of childbirth; • the child must be a Singapore citizen at birth; • the child must be born on/after 17 August 2008. |

30. PATERNITY LEAVE

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

31. MARRIAGE LEAVE

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

32. FAMILY CARE LEAVE

- (1) A confirmed staff shall be granted up to an aggregate of 3 working days of paid family care leave per calendar year to look after family members who are unwell.
- (2) For the purpose of this clause, “family members” are defined as children below 12 years old, aged parents and aged parents-in-law.
- (3) Under the Children Development Co-Savings Act (CDCA), a staff with children below 7 years old would be entitled to 6 working days of Child Care Leave per calendar year. The first 3 days shall be employer-paid, while the next 3 days shall be government-paid. While the 3 days employer-paid Child Care Leave is subsumed under Family Care Leave, the 3 days government-paid Child Care Leave shall fall under the Enhanced Child Care Leave benefit elaborated below.
- (4) To qualify for the 3 days of government-paid Enhanced Child Care Leave, the staff must satisfy these conditions set out under the Children Development Co-Savings Act :
 - (a) the staff must have at least 3 months’ continuous service;
 - (b) the staff must be lawfully married;
 - (c) the child must be below 7 years old;
 - (d) the child must be Singapore citizen.

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

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

34. COMPASSIONATE LEAVE

- (1) A staff shall upon application, be granted compassionate leave as follows:

- (a) Critical illness of an immediate family member (spouse, child, parent, parent-in-law, sibling, grandparent). Critical illness refers to a patient on a hospital's dangerously ill list - 3 working days
 - (b) Death of an immediate family member (spouse, child, parent, parent-in-law, sibling, grandparent, grandparent-in-law) - 3 working days within 2 weeks of the date of death.
- (2) Application for compassionate leave must be supported by documentary proof.

35. 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/ illness 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) contracted during work is also covered under this clause.
- (2) Subject to sub-clause (1) above, the leave entitlement is as follows:
- (a) First six months Full Pay
 - (b) Second six months Half Pay
 - (c) Third six months Without Pay
- (3) Thereafter, if the staff is still unfit for duty, her service may be terminated on medical grounds.
- (4) A staff who is medically boarded out will be accorded a further 12 months medical benefits from the date of the medical boarding out provided that:
- (a) she has at least 10 years of service before commencement of prolonged illness leave;
 - (b) she is not receiving any other medical benefits from the other employers either as staff or dependant;

- (c) she seeks medical treatment from government restructured hospitals/ institutions.
- (d) the medical benefits shall be the same entitlements for a staff under clauses 36 (3) and 37 of this Agreement;
- (e) the medical benefits shall only be applicable to treatment in relation to the specific medical condition(s) that led to the medical boarding out. Any claim for treatment of other associated medical conditions shall be considered on a case-by-case basis.

PART VI MEDICAL BENEFITS AND INSURANCE

36. MEDICAL BENEFITS

- (1) A staff with at least 3 months of service and her family combined shall be entitled to a maximum of \$400 per calendar year for non-specialist medical treatment received at a government polyclinic or private medical practitioner within NUH's list of approved private medical practitioners.
- (2) The maximum bill claimable per visit for treatment by a private medical practitioner shall be \$25. All claims for expenses incurred, other than those incurred in the Hospital where the staff is employed, shall be paid upon presentation of the relevant receipts.
- (3) A staff with at least 3 months of service shall be entitled to a maximum of \$550 per calendar year for specialist treatment and consultation. Her family combined, shall be entitled to another \$550 per calendar year. The balance of the amount for non-specialist medical treatment can be used for specialist treatment and consultation at any Government restructured institution.
- (4) Single NUH staff who joined service with NUH before 1 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 at the hospital where she is employed. In the event that flexible benefits is introduced, the entitlement limit for specialist treatment and consultation for single staff who are accorded personal-to-holder benefit limit shall be based on an entitlement of \$550 for all staff. In the year of her marriage, she shall be eligible to a maximum of \$550 per calendar year and her family combined, shall be entitled to another \$550 per calendar year.

- (5) A staff and the family members may be reimbursed for acupuncture treatment under the entitlement for specialist treatment, where the acupuncture treatment is prescribed by a doctor and where the acupuncture service is operated and owned by any Government restructured institutions.
- (6) For the purpose of this clause, "family" is defined as:
 - (a) a spouse who is unemployed and does not enjoy medical benefits provided by her past employer, or if employed, is not entitled to medical benefits provided by her current employer;
 - (b) a dependent/ single parent with 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.
- (7) The Hospital and the Union recognise the importance of the Wellness Programme for the well-being of the staff. The Hospital and the Union will conscientiously embark on activities and programmes to promote staff well-being and health, in line with the national emphasis on healthy lifestyle, family life and social interaction/cohesiveness.

37. HOSPITALISATION

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

| <u>Nursing Staff</u> | <u>Ward</u> | <u>Hospitalisation</u> |
|--|-------------|------------------------|
| NO II and above | A | \$10,000 |
| AN II to SSN I D1 to D6 | B1 | \$7,000 |
| <u>Non-Nursing Staff</u> | <u>Ward</u> | <u>Hospitalisation</u> |
| M1 and above S11 and above HS1 and above | A | \$10,000 |
| A3 -A6 S7-S10 T4 -T7 | B1 | \$7,000 |
| A1-A2 S1-S6 T1-T3 | B2 | \$4,000 |

- (2) NUH 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:

| <u>Non-Nursing Staff</u> | <u>Hospitalisation Fees</u> |
|--------------------------|-----------------------------|
| A1-A2 S1-S6 T1-T3 | \$5,600 |

- (3) A staff's family 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 NUH's ward accommodation benefit, subject to the co-payment rates of 30% required from the staff. In addition,

the family (excluding the staff) shall be eligible for the same amount of hospitalisation fees per calendar year as the staff.

- (4) A staff and her family may upgrade her ward accommodation, if she so chooses, but she shall have to pay the difference in ward charges and hospitalisation fees between their entitlement and the higher ward.
- (5) Where a staff is abroad and requires hospitalisation, the Hospital shall reimburse hospitalisation fees (including ward charges) provided the hospitalisation is at a Government hospital in the country overseas. The ward accommodation must be equivalent to her ward class eligibility. The maximum hospitalisation eligibility is as specified in sub-clauses (1) and (2) above.
- (6) For the purpose of this clause, the definition of a family is as per clause 36 (6) of this Agreement.

38. HEALTHCHOICE

- (1) In effect from calendar year 2009, Dental benefits will be replaced by flexi-benefits - Healthchoice. A confirmed staff shall be eligible for reimbursement of expenses incurred up to \$130 per calendar year.
- (2) This benefit (with basket of benefits as set out in Appendix 2 of this Agreement) shall apply to these categories of staff:
 - (a) full-time staff on regular employment;
 - (b) full-time on contract employment;
 - (c) part-time staff on regular or contract employment (pro-rated according to working hours)

39. WORK INJURY COMPENSATION/ GROUP STAFF INSURANCE

- (1) Staff who come within the scope of the Work Injury Compensation Act shall be insured.

- (2) The Hospital shall continue to insure staff under its Group Term Life and Group Personal Accident insurance policies, subject to their respective exclusions and acceptance by the insurers.

PART VIII MISCELLANEOUS ITEMS

40. STAFF TRAINING

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

41. 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 Hospital shall subsidise interest rate above 3%, subject to a maximum of 1%. The repayment period is up to 7 years or the retirement age, whichever is earlier.

42. HOUSING/ RENOVATION LOAN 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 Hospital shall subsidise interest rates above 5%, up to a maximum of 2%. The repayment periods for housing loan and renovation loan are up to 25 years and 5 years respectively or the retirement age, whichever is earlier.

43. TRANSPORT

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

44. UNIFORMS

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

45. SHOES

- (1) All uniformed staff shall be provided with 2 pairs of shoes annually, replaceable on a normal wear and tear basis. Any change shall be subjected to negotiation and consultation with the Union.
- (2) The following categories all uniformed staff shall be eligible for a shoes subsidy of \$42 per year. This subsidy shall not attract CPF contribution.

Front Line/Counter Job Groups

- (a) Patient Service/ Care Associate
- (b) Customer Support Associate (Security)
- (c) Pharmacy Retail Assistant
- (d) Therapy Assistant and Therapy coordinator
- (e) Health Attendant
- (f) Storekeeper

- (3) Staff who are certified medically unfit to wear shoes in the hospital, shall seek reimbursement for shoes purchased from external vendors. The reimbursement is cap at maximum tender price of shoes given to staff.
- (4) Staff who are given shoes shall not enjoy the shoes subsidy.

46. MEAL SUBSIDY REIMBURSEMENT

With effect from 1 February 2007, NUH shall pay meal subsidy of \$4.50 per working day to NUH staff who work second or third shift or staggered working hours ending at or after 8pm. This subsidy qualifies for CPF contribution.

47. LONG SERVICE AWARD

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

| <u>Years of Service</u> | <u>Award of equivalent cash value (\$)</u> |
|-------------------------|--|
| 5 | 100 |
| 10 | 200 |
| 20 | 500 |
| 30 | 800 |
| 40 | 1,200 |

48. NATIONAL SERVICE

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

49. CHILDCARE CENTRE SUBSIDY

The Hospital and the Union recognise the need to encourage more women to join the labour force. To encourage women to join the Hospital services, the Hospital shall provide staff with a childcare

centre if feasible or provide subsidy for approved childcare centres, if feasible.

50. HOLIDAY CHALET

The Hospital 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.

51. EXCLUSIVE SERVICE

NUH staff shall not, without the prior written permission of NUH, 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 Hospital. Permission for such activity shall not be unreasonably withheld if this does not affect the staff's work or conflict with NUH's interest. Involvement in NTUC activities as a committee and/or organiser shall not be considered as employment outside NUH.

52. 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
HOSPITAL**

**HEALTHCARE SERVICES
EMPLOYEES' UNION**

MR JOE SIM
Chief Executive Officer

MR MAHMOOD IDROSE
President

MR NOEL CHEAH
Chief Operating Officer

MS DIANA CHIA SIEW FUI
General Secretary

MS K. THANALETCHIMI
Vice President
Chairman, NUH Branch

MS ONG HWEE SEN
Deputy General Secretary
Secretary, NUH Branch

In the presence of:

MS CLARA WEE
Director, Human Resource

MR PATRICK TAY
Deputy Executive Secretary

Appendix 1

(Clause 16)

NATIONAL UNIVERSITY HOSPITAL COLLECTIVE AGREEMENT OF 2009

NURSING SALARY RANGES

| Band | Job Grade | Min | Max |
|------|---|---------|---------|
| 3b | Nursing Manager I/ Nurse Clinician I/ Nurse Educator I | \$3,200 | \$4,950 |
| | Nursing Manager II/ Nurse Clinician II/ Nurse Educator II | \$2,850 | \$4,450 |
| 3a | Sr Staff Nurse I | \$2,450 | \$4,100 |
| | Sr Staff Nurse II | \$2,250 | \$3,750 |
| 2 | Staff Nurse I | \$1,850 | \$3,150 |
| | Staff Nurse II | \$1,500 | \$2,775 |
| | Principal Assistant Nurse | \$1,900 | \$3,100 |
| | Sr Assistant Nurse/ Sr Midwife | \$1,550 | \$2,800 |
| | Assistant Nurse I/Midwife I | \$1,400 | \$2,250 |
| | Assistant Nurse II/Midwife II | \$1,150 | \$1,800 |

DENTAL SURGERY ASSISTANT SALARY RANGES (NURSING)

| Band | Job Grade | Min | Max |
|------|---|---------|---------|
| 3a | D6 (Senior Clinic Executive) | \$2,250 | \$3,750 |
| | D5 (Senior Clinic Supervisor) | \$1,850 | \$3,100 |
| 2 | D4 (Clinical Supervisor/ Senior Dental Surgery Assistant) | \$1,700 | \$2,900 |
| | D3 (Senior Dental Surgery Assistant) | \$1,500 | \$2,800 |
| | D2 (Dental Surgery Assistant) | \$1,350 | \$2,250 |
| | D1 (Dental Surgery Assistant) | \$1,150 | \$1,900 |

Appendix 1
(Cont'd)

ADMIN SALARY RANGES (NON-NURSING)

| Band | Job Grade | Min | Max |
|-------------|------------------|------------|------------|
| 3b | M3 | \$3,200 | \$5,200 |
| 3a | M2 | \$2,700 | \$4,500 |
| | M1 | \$2,300 | \$3,740 |
| 2 | A6 | \$1,900 | \$3,520 |
| | A5 | \$1,700 | \$2,970 |
| | A4 | \$1,400 | \$2,660 |
| | A3 | \$1,300 | \$2,310 |
| 1 | A2 | \$1,200 | \$1,960 |
| | A1 | \$1,000 | \$1,720 |

Appendix 1
(Cont'd)

HEALTH SCIENCES SALARY RANGES (NON-NURSING)

| Band | Job Grade | Min | Max |
|-------------|------------------|------------|------------|
| 3b | HS3 | \$3,200 | \$5,200 |
| 3a | HS2 | \$2,400 | \$4,500 |
| | HS1 | \$2,150 | \$3,740 |
| 2 | T7 | \$1,900 | \$3,520 |
| | T6 | \$1,700 | \$2,970 |
| | T5 | \$1,400 | \$2,660 |
| | T4 | \$1,300 | \$2,310 |
| 1 | T3 | \$1,200 | \$1,960 |
| | T2 | \$1,000 | \$1,720 |
| | T1 | \$900 | \$1,520 |

Appendix 1
(Cont'd)

SERVICES SALARY RANGES (NON-NURSING)

| Band | Job Grade | Min | Max |
|-------------|------------------|------------|------------|
| 3b | S13 | \$3,200 | \$5,200 |
| 3a | S12 | \$2,700 | \$4,500 |
| | S11 | \$2,300 | \$3,740 |
| 2 | S10 | \$1,900 | \$3,520 |
| | S9 | \$1,700 | \$2,970 |
| | S8 | \$1,400 | \$2,660 |
| | S7 | \$1,300 | \$2,310 |
| 1 | S6 | \$1,200 | \$1,960 |
| | S5 | \$1,000 | \$1,720 |
| | S4 | \$900 | \$1,520 |
| | S3 | \$850 | \$1,450 |
| | S2 | \$800 | \$1,280 |
| | S1 | \$750 | \$1,220 |

Appendix 2
(Clause 38)

HEALTHCHOICE

| S/N | Basket of Benefits | Claimable Items |
|------------|---|---|
| 1 | Health Screening | √ |
| 2 | Dental Care | Dental treatment (including prescribed medication) |
| 3 | Optical Expenses | √ |
| 4 | 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) |
| 5 | Wellness/Personal Development | <ul style="list-style-type: none"> • Vitamins supplement • Gym membership • Sports equipment • Purchase of books |
| 6 | Family Benefits | <ul style="list-style-type: none"> • Infant/ Child care centre fees |