

PREAMBLE

THIS COLLECTIVE AGREEMENT is made on this day of August 2019 pursuant to the provisions of the Industrial Relations Act between the **SINGAPORE AIRLINES LIMITED** (hereinafter referred to as the “Company”) (and any successors thereto) whose registered office is Airline House, Airline Road, Singapore 819829 of the one part and the **SINGAPORE AIRLINES STAFF UNION** (hereinafter referred to as the “Union”) (and any successors thereto) whose address is Airline House, SIN ALH 05-A, Airline Road, Singapore 819829 of the other part.

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

PART I GENERAL PROVISIONS

1. TITLE

This Agreement may be cited as the “**SINGAPORE AIRLINES STAFF MEMBERS’ AGREEMENT, 2019**” (hereinafter referred to as “this Agreement”).

2. APPLICATION OF AGREEMENT

The provisions of this Agreement shall apply to all locally engaged staff members of the Company who are in Grades C(G1), D(G2), E(G3), CC1, CC2, CC3, CC4, EII(G1), EIII(G2) and EIV(G3) (referred to in clause 52 in Part VII of this Agreement), except -

- (a) staff members engaged wholly or partially on terms and conditions of service applicable to expatriates and whose employment is subject to the possession of an employment pass or a professional visit pass or equivalent;
- (b) staff members engaged for a temporary period not exceeding three months;
- (c) new staff members on probation;

- (d) staff members who are re-employed after they have retired from the Company; except that the Union may represent such re-employed staff on matters relating specifically to clauses 6 and 8 of this Agreement; and
- (e) any newly recruited apprentice or similar category of staff members as well as any person initially employed as a trainee.

3. PERIOD OF AGREEMENT

- (1) This Agreement shall come into operation on 1st January 2019 and shall remain in force and be binding on the Company and the Union until 31st December 2021.
- (2) The Company and the Union shall commence negotiations for a new collective agreement in January 2021.

4. NON-UNION MEMBERS

Staff members belonging to categories covered by this Agreement who are not union members shall not enjoy terms and conditions of employment more favourable than those provided in this Agreement.

5. SETTLEMENT OF DISPUTES

Any dispute arising out of the operation of this Agreement 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.

6. GRIEVANCE PROCEDURE

- (1) It is the desire of the Union and the Company that a staff member's grievance shall be dealt with as expeditiously as possible. In pursuance of this mutual desire, it is agreed that a staff member's grievance shall be dealt with in accordance with the procedures set out in sub-clause (2) of this clause.
- (2) The grievance procedure shall be as follows:

(a) *Step One*

A Union representative authorised by the General Secretary of the Union may discuss minor grievances of staff members with their section heads.

(b) *Step Two*

If a grievance is not resolved after Step One, such Union official authorised by the General Secretary of the Union may take up the matter with the section or departmental head concerned.

(c) *Step Three*

If the grievance is still not resolved after Step Two, the Union may request a Union/Company management meeting to discuss the matter.

(d) *Step Four*

If the grievance is still not resolved after Step Three, the General Secretary and two other principal officials of the Union may further discuss the matter with the Chief Executive Officer.

(e) *Step Five*

If after Step Four, the grievance is still not resolved, the matter shall be dealt with in accordance with the provisions of clause 5 in Part I of this Agreement.

**7. GENERAL CONDITIONS OF SERVICE,
ALLOWANCES, SALARY AND OTHER BENEFITS**

The general conditions of service, allowances, salary and other benefits of staff members covered by this Agreement shall be set out in Parts II, III, IV, V, VI and VII of this Agreement.

PART II GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

8. WORKING HOURS

- (1) The working hours of staff members shall be no more than those which are or may be laid down in present or future legislation.
- (2) Staff members shall, where required to do so, record/sign their attendance when they report for and when they finish work each day.

9. PUBLIC HOLIDAYS

- (1) Staff members, except as hereinafter provided, shall be entitled to a paid holiday at their gross rate of pay on such of the days specified in the Schedule to the Holidays Act, as fall during the period of their employment:

Provided that if any of the days specified in the said Schedule should fall on a rest day, the working day following immediately thereafter shall be a paid holiday in substitution therefore for any staff member who is required to work and who works on that day. If any of the days specified in the said Schedule shall fall on an off day, the Company shall grant a day off in lieu to the staff member.

- (2) Staff members, except those referred to in (4) of this clause, who are required by the Company to work and who work on a public holiday shall be paid an extra day's salary at the basic rate of pay for one day's work in addition to the gross rate of pay for that day in accordance with the provisions of the Employment Act.
- (3) Sales representatives who are required by the Company to work and who work on a public holiday may opt to be granted a day off in lieu of such public holiday within a period of one month of the holiday.
- (4) The provisions relating to public holidays for cabin crew are set out in paragraph (g) of sub-clause 11(1).

10. OVERTIME AND REST DAY PAYMENTS

- (1) Staff members who work in excess of the hours laid down in the Employment Act when required by the Company to do so shall be paid for such overtime work in accordance with the said Act.
- (2) Staff members who work on their designated rest days when required to do so by the Company shall be paid in accordance with the provisions of the Employment Act.

11. CABIN CREW DAYS OFF AND STANDBY DUTIES

- (1) The Company shall grant days off at base to cabin crew on the following bases:
 - (a) Two days off for a tour of duty of 4 to 6 continuous days away from base.
 - (b) Three days off for a tour of duty of 7 to 10 continuous days away from base.
 - (c) Four days off for a tour of duty of 11 to 13 continuous days away from base.
 - (d) Five days off for a tour of duty of 14 to 16 continuous days away from base.
 - (e) Six days off for a tour of duty of 17 or more continuous days away from base.
 - (f) Six days off for turn-around flights and flights involving one nightstop over a three-week roster period excluding any tour of duty already covered under paragraph (a), (b) or (c) of this sub-clause.
 - (g) Notwithstanding the foregoing provisions of this clause, cabin crew shall be given a minimum of 110 days off at base every calendar year, which is inclusive of public holidays, provided that the 110 days off shall be reduced by 2 days for every 7 days that a crew member is on annual leave, medical leave or unpaid leave.

- (2) The Company shall grant the days off as provided in sub-clause (1) of this clause immediately following the cabin crew's return to base. However, if this is not possible due to operational requirements, then the Company shall endeavour to grant the days off as provided in sub-clause (1) of this clause within three roster periods following the cabin crew's return to base. If cabin crew cannot be granted the days off referred to above, then the Company shall give cabin crew the choice of either -
 - (a) being paid off in lieu of the days off; or
 - (b) accruing the days off which can be taken together with the annual leave.
- (3) For the purpose of this clause, a tour of duty shall not include any period of extended stay arising from illness or failure to report for flight or any contingency not directly due to the Company's requirements.
- (4) The Company shall endeavour to ensure that duty time does not exceed 18 hours. This limit of 18 hours shall not be exceeded at those stations where standby crew are available.

12. HOTEL ACCOMMODATION FOR CABIN CREW

Cabin crew who are night-stopping away from base shall be provided with hotel accommodation by the Company, in consultation with the Union, that meets the Company's safety, security and service performance standards.

13. COMPENSATION FOR LOST OR MISHANDLED BAGGAGE

- (1) If a cabin crew member's luggage is lost when he is travelling on Company duty either as a member of an operating crew or as a ticketed passenger on duty travel, he may, provided he does not make any other claim for such loss, claim compensation up to a maximum of -

- (a) \$1,000 if the cabin crew member is operating to the US, Europe, Australia, South Africa or the Far East during winter; or
 - (b) \$650 for all other occasions.
- (2) If a cabin crew member's baggage is mishandled when he is travelling on Company duty, as described in sub-clause (1) above, he may buy a set of clothing and toilet requisites and be reimbursed for the cost of these articles up to a maximum of -
- (a) \$250 if the cabin crew member is operating to the US, Europe, Australia or the Far East during winter; or
 - (b) \$100 for all other occasions.

For each subsequent day the baggage is not returned to the cabin crew, he may buy such other clothing which is necessary and be reimbursed for its cost up to a maximum of \$50 per day. The maximum amount of such reimbursements, including the initial amount of \$250 or \$100, as the case may be, shall not exceed \$500. Claims for reimbursements shall be supported with receipts.

- (3) Where such mishandled baggage is not recovered within 14 days of the report of such loss by the cabin crew, it shall be deemed as lost. All reimbursements made under the provisions of sub-clause (2) of this clause shall be completely offset against any compensation to be made under the provisions of sub-clause (1) of this clause.
- (4) If the baggage is recovered after the period of 14 days referred to in sub-clause (3) of this clause, the cabin crew member may reclaim the baggage by refunding to the Company the compensation paid to him under the provisions of this clause less any payments made to him under sub-clause (2) of this clause. If he does not wish to do so, the baggage becomes the property of the Company to be disposed of at the sole discretion of the Company.

- (5) If bags of cabin crew are damaged beyond economical repair, they shall be paid a compensation of up to a maximum of \$300.
- (6) The provisions of this clause are not applicable to cabin crew travelling on leave.

14. PROBATIONARY PERIOD ON PROMOTION

On promotion to a higher grade, a staff member shall be on probation for a period of six months. These probationary periods may be extended at the discretion of the Company.

15. SALARY INCREASE ON PROMOTION AND UPGRADING

- (1) A staff member who is promoted to a higher grade shall receive a salary increase as follows:
 - (a) Promotion to Grade CC2 - \$140
 - (b) Promotion to Grade D or EIII or CC3 - \$180
 - (c) Promotion to Grade E or EIV or CC4 - \$190
 - (d) Promotion to Administrative Grade - \$200
- (2) Where a staff member is promoted but is not confirmed in the higher grade, he shall revert to the grade, salary, salary range and terms and conditions of employment applicable to him before his promotion.

16. REDUCTION IN SALARY

The Company shall have the right to reduce the salary of a staff member as a result of Company disciplinary action that results in a down-grade, or in the event that the staff member concerned is transferred to another classification at his own request

17. TRAVEL BENEFITS

- (1) Each staff member may apply for travel on the Company's services for himself on the following bases:

- (a) Privilege Travel
100% rebate firm once a year during his annual leave.
- (b) Concessional Travel
- (i) A staff member with less than ten years' continuous service - SQZM fares, subject-to-load.
- (ii) A staff member with ten years' continuous service or more - SQZL fares, subject-to-load.
- (2) A staff member who does not take advantage of the free passage at the time of his annual leave in any year may carry forward the privilege to the following year only for use by himself or by his eligible dependants as defined in sub-clauses (5) and (7) of this clause.
- (3) A staff member who joined the Company before 20th November 1986 may apply for travel on the following bases for his or her dependants as defined in sub-clause (5) of this clause:
- (a) Privilege Travel
100% rebate, once a year, subject-to load.
Privilege travel for eligible dependants of staff members may be applied for at any time of the year.
- (b) Concessional Travel
- (i) A staff member with less than ten years' continuous service - SQZM fares, subject-to-load.
- (ii) A staff member with ten years' continuous service or more - SQZL fares, subject-to-load.
- (4) A married staff member who joined the Company before 20th November 1986 may apply for concessional travel at SQZM fares, subject-to-load for his parents once a year provided his work and conduct during the 12-month period preceding the date of travel are satisfactory.
- (5) The eligible dependants for privilege and concessional travel for staff members who joined the Company before 20th November 1986 are as follows:

In the case of a married staff member

Spouse and up to four fully dependent children who must be under 21 years of age (or 26 years of age in the case of a fully dependent child who is a full-time student at a recognised educational institution) or who are handicapped to the extent that they cannot be and are not gainfully employed.

In the case of an unmarried staff member

Two dependants who may be -

- (a) parents who are not employed or in receipt of a regular income and who are deriving principal support from the staff member; or
- (b) unmarried brothers or sisters who are not employed or in receipt of a regular income and who are deriving principal support from the staff member. Such brothers and sisters must be under 21 years of age (or 26 years of age if they are full-time students at a recognised educational institution) or who are handicapped to the extent that they cannot be and are not gainfully employed.

- (6) A staff member who joined the Company on or after 20th November 1986 may apply for travel on the following bases for his or her dependants as defined in sub-clause (7) of this clause:

In the case of a married staff member

(a) *Privilege Travel*

- (i) A staff member with more than one but less than five years' continuous service - SQZL fares, once a year, subject-to-load.
- (ii) A staff member with five years' continuous service or more - 100% rebate, once a year, subject-to-load.

Privilege travel for eligible dependants of staff members may be applied for at any time of the year.

(b) Concessional Travel

- (i) A staff member with less than ten years' continuous service - SQZM fares, subject-to-load.
- (ii) A staff member with ten years' continuous service or more - SQZL fares, subject-to-load.

In the case of an unmarried staff member

(a) Privilege Travel

- (i) A staff member with more than one but less than five years' continuous service - SQZM fares, once a year, subject-to-load.
 - (ii) A staff member with five years or more but less than ten years' continuous service - SQZL fares, once a year, subject-to-load.
 - (iii) A staff member with ten years' continuous service or more - 100% rebate, once a year, subject-to-load.
- (7) The eligible dependants for privilege and concessional travel for staff members who joined the Company on or after 20th November 1986 are as follows:

In the case of a married staff member

Spouse and up to two fully dependent children who must be under 21 years of age (or 26 years of age in the case of a fully dependent child who is a full-time student at a recognised educational institution) or who are handicapped to the extent that they cannot be and are not gainfully employed.

In the case of an unmarried staff member

Two dependent parents who are not employed or in receipt of a regular income and who are deriving principal support from the staff member.

- (8) All privilege and concessional travel undertaken by staff members and eligible dependants shall be by economy class.
- (9) All travel, either privilege or concessional travel, shall be for the purpose of leisure or for compassionate reasons. The onus is on

the staff member to satisfy the Company that he or his eligible dependants are using the travel only for that purpose. The Company shall have the right to deny any staff member and his eligible dependants further travel benefits and to take other appropriate disciplinary action against a staff member, if the staff member or his eligible dependants make use of the privilege or concessional travel for other purposes.

- (10) The Company shall have the right to restrict all privilege and concessional travel because of commercial or organisational requirements.

18. AIR CARGO REBATE

Staff members are eligible for a 75% rebate for personal cargo on Company's services up to a maximum of 100 kilos a year. The carriage of personal cargo shall be on a strictly space available basis.

PART III TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

19. PERIOD OF EMPLOYMENT, NOTICE OF TERMINATION AND SUSPENSION

- (1) The service of a staff member may, except as provided for in sub-clause (4) of this clause, be terminated by either the Company or the staff member giving to the other one month's written notice in the case of ground staff and three months' written notice in the case of cabin crew, or by the payment of the equivalent months' salary in lieu of such notice. Upon request, the Company may consider and grant a shorter notice period.
- (2) The provisions of sub-clause (1) of this clause shall not apply in the case of termination of employment of a new staff member who is on probation or in the case of a staff member who is dismissed

for misconduct. The Company shall not be required to give any notice of termination in the case of such dismissal.

- (3) For the purpose of sub-clause (1) of this clause, “salary” shall be at the gross rate of pay.
- (4)
 - (a) A staff member may be suspended by the Company from duty for up to a maximum period of one week pending the holding of a disciplinary inquiry.
 - (b) It is the Company’s desire that the disciplinary inquiry be held as soon as possible after the discovery of an offence committed by a staff member. The date of discovery of the offence shall be deemed to be the date the incident was reported to the staff member’s departmental head or higher.
 - (c) The disciplinary inquiry shall be held no later than 60 days after the discovery of the offence for which the staff member is being charged. Where the Company requires more than 60 days to complete investigations before holding a disciplinary inquiry, it may request an extension and the Union shall agree.
 - (d) During the period of suspension referred to in paragraph (a) of this sub-clause, the staff member shall be eligible to receive half his salary for such period.
 - (e) In the event that the disciplinary inquiry does not disclose any misconduct on the part of the staff member, the period of suspension referred to in paragraph (a) of this sub-clause shall be deemed to be with full pay, and the staff member shall be eligible to receive the amount of salary withheld under the provisions of paragraph (d) of this sub-clause.

20. RETIREMENT AGE

- (1) The retirement age of ground staff members shall be 62 years. Such staff members may however apply to the Company for early release from the Company’s service on attaining the age of

50 years in the case of male staff members, or age 45 years in the case of female staff members, or at any time subsequently, by giving the Company three months' written notice.

(2) Staff members who retire on attaining the age of 62 years shall be re-employed by the Company in accordance with the Agreement signed between Singapore Airlines Limited and Singapore Airlines Staff Union.

(3) Male Cabin Crew

(a) Male cabin crew who were in employment of the Company before 25th August 2004 shall be assessed upon attaining their retirement age on or after 9 May 2012 as set out below to determine their suitability for continued employment as follows:

(i) Inflight Supervisors and Chief Stewards who attain the retirement age of 55, if assessed as suitable by the Company, shall continue to be employed up to age 58, provided that in the 5 years preceding their 55th birthday, they must not have:

- .1 exceeded an average of 14 days' casual medical leave per year;
- .2 had their service increment forfeited or deferred, or be warned for misconduct as a result of a company disciplinary inquiry;
- .3 been demoted; or
- .4 been absent from duty without official leave for three occasions.

(ii) Inflight Supervisors and Chief Stewards who attain the age of 58 shall, if they meet the criteria on conduct and work performance as determined by the Company, continue to be employed up to age 60.

(iii) Inflight Supervisors and Chief Stewards who attain the age of 60 may, if they meet the criteria on conduct and

- work performance as determined by the Company, apply to the Company for extension of his employment to age 62.
- (iv) Leading Stewards at age 45, if assessed as suitable by the Company, shall continue to be employed up to age 55.
 - (v) Leading Stewards who attain the age of 55 shall, if they meet the criteria on conduct and work performance as determined by the Company, continue to be employed up to age 58.
 - (vi) Flight Stewards at age 45, if assessed as suitable by the Company, shall continue to be employed up to age 50.
 - (vii) Flight Stewards who attain the age of 50, if assessed as suitable by the Company, shall continue to be employed up to age 55.
 - (viii) Flight Stewards who attain the age of 55 shall, if they meet the criteria on conduct and work performance as determined by the Company, continue to be employed up to age 57.
- (b) Male cabin crew who are not successful for extensions of employment at any of the age points set out in sub-clause (3)(a) above shall retire at the prescribed age points and be eligible for gratuity as set out in sub-clause (4) of this clause.
- (c) A Review Board comprising Management Representatives shall assess the male cabin crew referred to in sub-clause (3)(a)(i), (iv), (vi), (vii) and determine their suitability for continued employment. The assessment period, qualifying conditions and criteria to be used in the assessment shall be discussed and agreed between the Company and the Union.

- (d) Male cabin crew may opt to retire from the Company's service upon attaining the age of 45 or at any time subsequently, subject to approval by the Company. If approval is granted, male cabin crew will give the Company three months' written notice prior to their 45th birthday or thereafter as the case may be, and shall be eligible for the gratuity as set out in sub-clause (4) of this clause.
- (4) Gratuity for male cabin crew on tenure (those in the employment of the Company before 25th August 2004) -
- (a) The gratuity for male cabin crew on tenure shall be in accordance with the table below:

<i>On Attaining Age (Years)</i>	<i>Lump Sum Gratuity</i>
45	\$115,000
46	\$110,000
47	\$105,000
48	\$100,000
49	\$95,000
50	\$90,000
51	\$90,000
52	\$90,000
53	\$90,000
54	\$85,000
55	\$85,000
56	\$80,000
57	\$80,000
58	\$70,000
59	\$60,000
60	\$50,000
61	\$40,000

- (b) With reference to sub-clause 4(a) above, the gratuity of male cabin crew who attain age 61 will be pro-rated as follows:

<i>On Attaining Age (Years)</i>		<i>Lump Sum Gratuity</i>
61	Less than 7 completed months	\$40,000
	7 to 9 completed months	\$30,000
	More than 9 completed months	\$20,000

- (5) Male cabin crew who joined the Company on or after 25th August 2004 and female cabin crew shall be employed on fixed-term contracts as follows:
- (a) Inflight Supervisors - six 5-year contracts.
 - (b) Chief Stewards/Stewardesses - six 5-year contracts.
 - (c) Leading Stewards/Stewardesses - five 5-year contracts.
 - (d) Flight Stewards/Stewardesses - four 5-year contracts.
- (6) The contract periods referred to above shall be effected as follows:
- (a) The six 5-year contracts for an Inflight Supervisor is inclusive of the contracts he/she served as a Chief Steward/Stewardess, Leading Steward/Stewardess and Flight Steward/Stewardess.
 - (b) The six 5-year contracts for a Chief Steward/Stewardess is inclusive of the contracts he/she served as a Leading Steward/Stewardess and Flight Steward/Stewardess.
 - (c) The five 5-year contracts for a Leading Steward/Stewardess is inclusive of the contracts he/she served as a Flight Steward/Stewardess.
- (7) (a) A cabin crew who is employed on his/her first fixed term contract of five years shall be offered an extension of service by five years if he/she has a good service record in the 30-month period preceding the expiry of his/her contract.
- (b) Thereafter, the review period for renewal of contracts for cabin crew shall be five years. A Review Board, comprising Management Representatives, shall determine whether or not the crew is suitable for an extension of service.

- (c) For the purpose of sub-clauses (7)(a) and (7)(b) of this clause, the criteria to be used in assessing such suitability for extension of service shall include the following:
 - (i) Consistent good conduct and attendance records;
 - (ii) Good work attitude and performance; and
 - (iii) Well-groomed and good bearing.
 - (d) Inflight Supervisor and Chief Steward/Stewardess may be subject to an interview by the Management Representatives to assess their suitability for renewal of the 6th i.e. final contract term.
- (8) If at any time during his/her period of service, a cabin crew attains the rank of Leading Steward/Stewardess or above, his/her contract periods shall be in accordance with sub-clauses (5)(a), (5)(b) or (5)(c) of this clause, as the case may be.

21. FEMALE CABIN CREW WHO BECOME PREGNANT

- (1) A female cabin crew shall report to the Company's doctor and shall also report this to the Company immediately on becoming aware that she is pregnant, and in any case by no later than in the third month of her pregnancy.
- (2) A cabin crew who is declared by the Company's doctor to be medically unfit to fly due to the pregnancy ("**Certification**") -
 - (a) Shall cease to be employed (with waiver of notice of her resignation) from the date of Certification; or
 - (b) Apply to be placed on the "Cabin Crew-in-Absentia" scheme ("**CCA**"), if she, at the point of application, meets the eligibility criteria set out in the Child Development Co-Savings Act" and is not holding a work pass.
- (3) Cabin crew who cease to be employed under sub-clause (2)(a) above will receive an advance maternity leave benefit payment of two months' gross salary (defined as basic salary plus fixed

allowances), less applicable withholdings and deductions, in respect of the first eight weeks' maternity leave.

- (4) Under the CCA, the cabin crew's employment with the Company will cease with both parties agreeing to waive the requisite notice period or payment in lieu of notice under their employment contract on the calendar day immediately following the end of the time periods as set out below, whichever occurs first:
 - (a) 16 calendar weeks from the birth of the child if the cabin crew meets the eligibility criteria set out in the Child Development Co-Savings Act; or
 - (b) One month from the date the pregnancy is prematurely terminated for any reason; or
 - (c) The expiry date of her contract of service.
- (5) During the period of her CCA, the cabin crew is not required to work under her contract of service and shall therefore not be entitled to any salary, allowances and benefits under her contract of employment or as set out in this Agreement.
- (6) The cabin crew can seek other work during the period of her CCA, provided that at all times, she does not act in any manner that would be prejudicial to the interest, good image and brand of the Company.
- (7) A cabin crew who wishes to return to work after the end of her employment as set out in sub-clauses (3) and (4) of this clause may apply under the Company's "Returning Crew Scheme".
- (8) The payment of maternity leave benefits (**MLB**) under CCA shall be as follows:
 - (a) Following receipt of notice that a cabin crew has been declared by the Company doctors to be medically unfit to fly, the Company shall pay her MLB payment of two months' gross salary (defined as basic salary plus fixed allowances), less applicable withholdings and deductions, in respect of the first eight weeks' maternity leave.

- (b) Following delivery of child and if the cabin crew meets the eligibility criteria set out in the Child Development Co-Savings Act, the Company shall pay her an additional two months' gross salary (defined as basic salary plus fixed allowances); less applicable withholdings and deductions, in respect of her remaining eight weeks' maternity leave. If the cabin crew shares one week of maternity leave with her husband under the "Shared Parental Leave" scheme, the payment will be reduced by one week.
- (9) The cabin crew must provide the Company with a copy of the child's birth certificate within one month from the birth of the child, and must provide any other information and/or documents required by the Company to claim reimbursement from the Government.

22. GRATUITY FOR MALE CABIN CREW APPOINTED ON OR AFTER 25TH AUGUST 2004 AND FEMALE CABIN CREW

- (1) Except as provided in sub-clause (3) of this clause, a male cabin crew appointed on or after 25th August 2004 or female cabin crew, who leaves the service of the Company shall be eligible for the following gratuity:
 - (a) Flight Stewards/Stewardesses
 - (i) Completion of first 5-year contract - \$10,000
 - (ii) Completion of second 5-year contract - \$25,000
 - (iii) Completion of third 5-year contract - \$2,500
 - (b) Leading Stewards/Stewardesses
 - (i) Completion of first 5-year contract - \$10,000
 - (ii) Completion of second 5-year contract - \$25,000
 - (iii) Completion of third 5-year contract - \$15,000
 - (iv) Completion of fourth 5-year contract - \$5,000
 - (c) Chief Stewards/Stewardesses
 - (i) Completion of first 5-year contract - \$10,000
 - (ii) Completion of second 5-year contract - \$25,000

- (iii) Completion of third 5-year contract - \$15,000
- (iv) Completion of fourth 5-year contract - \$10,000
- (v) Completion of fifth 5-year contract - \$5,000
- (d) Inflight Supervisors
 - (i) Completion of first 5-year contract - \$10,000
 - (ii) Completion of second 5-year contract - \$25,000
 - (iii) Completion of third 5-year contract - \$15,000
 - (iv) Completion of fourth 5-year contract - \$15,000
 - (v) Completion of fifth 5-year contract - \$10,000
- (2) The gratuity payable for each of the cabin crew grades referred to in paragraphs (a), (b), (c) and (d) of sub-clause (1) above includes any gratuities paid in previous contracts served as Flight Stewards/Stewardesses, Leading Stewards/Stewardesses or Chief Stewards/Stewardesses.
- (3) The gratuity mentioned in sub-clause (1) of this clause shall not apply to a cabin crew who -
 - (a) has his/her service terminated by the Company for disciplinary reasons or resigns in order to avoid disciplinary action; or
 - (b) accepts alternative ground employment in the Company or its subsidiaries; or
 - (c) does not complete a contract

23. GRATUITY SCHEME FOR STAFF MEMBERS WHO ARE MEDICALLY BOARDED OUT, PERMANENTLY DISABLED OR WHO DIE WHILST IN THE SERVICE OF THE COMPANY

- (1) The benefits set out in sub-clause (2) of this clause shall, subject to the provisions of sub-clause (3) of this clause and section 46 of the Employment Act, be paid if a staff member -
 - (a) is medically boarded out upon the recommendation of a Company doctor or approved medical officer in a report stating that he has examined the staff member concerned and, in his considered opinion, the staff member is suffering

- from an illness which permanently incapacitates him from continuing in his employment or from taking up any form of alternative employment compatible with his qualifications, experience and salary;
- (b) is permanently disabled as certified by a Company doctor or approved medical officer; or
 - (c) dies whilst in the service of the Company.
- (2) The following benefits shall be payable:
- (a) Six months' last drawn basic salary for any staff member who has more than one year's continuous service with the Company.
 - (b) A further one month's basic salary for each completed year of service with the Company up to a maximum of 18 months' basic salary.
 - (c) The amount standing to his credit in the SIA Singapore Provident Fund if he is a member of the Fund.
- (3) The provisions of sub-clause (2) of this clause shall not apply to any staff member who -
- (a) has attained retirement age;
 - (b) has been re-employed by the Company after retirement; or
 - (c) is medically boarded out, becomes permanently disabled or dies as a result of or arising from any of the circumstances referred to in clause 50 sub-clause (7)(c) and (7)(d) in Part VI of this Agreement.
- (4) If a staff member is medically boarded out, or becomes permanently disabled or dies as a result of injuries arising out of and in the course of his employment he or his legal dependants, or representative, or the executor or trustee of his will, as the case may be, shall be paid either the benefits provided in clause 25 in Part III of this Agreement or the benefits provided in sub-clause (2) of this clause, whichever is the greater, but not both.

- (5) The Company shall be entitled to review the gratuity benefits provided in this clause if a statutory scheme is introduced in Singapore.

24. RETRENCHMENT PAYMENT

- (1) A staff member whose employment is terminated by the Company on the ground of redundancy shall be entitled to retrenchment payment at the rate of one month's last drawn basic salary for each completed year of continuous service with the Company, and proportionately for any completed month, up to a maximum of 25 years' service subject to the payment not exceeding the remaining number of month's basic salary a staff member would receive had he remained employed up to retirement age.
- (2) Notwithstanding the above, for staff members with 2 years or less to his stipulated retirement age, the retrenchment pay shall be in accordance with sub-clause (1) above except that the length of service shall be up to a maximum of 25 years and be discounted by 50%, and the payment not exceeding the remaining number of month's basic salary a staff member would receive had he remained employed up to retirement age.
- (3) For the purpose of this clause, basic salary includes the Monthly Variable Component.
- (4) The retrenchment payment shall be in addition to salary in lieu of notice where the Company does not require the staff member to work out the period of notice, and any Company Provident Fund monies due and payable to the staff member in accordance with the Rules of the Fund.
- (5) The foregoing shall be applicable only to a staff member who has at least two years' continuous service with the Company on the date of the termination of his employment.

25. COMPENSATION FOR DEATH OR PERMANENT TOTAL INCAPACITY AS A RESULT OF INJURIES ARISING OUT OF AND IN THE COURSE OF EMPLOYMENT

- (1) Cabin crew and all other staff members who are not covered under sub-clause (2) of this clause shall be insured by the Company against death or total permanent incapacity as a result of injuries arising out of and in the course of their employment for a maximum sum of \$204,000 and \$262,000 for death and total permanent incapacity respectively, or in accordance with the Work Injury Compensation Act, whichever is higher.
- (2) Staff members who are required for duty during aircraft bomb scares or aircraft salvage work or in connection with the handling of dangerous cargo shall be insured for a maximum sum of \$262,000, or in accordance with the Work Injury Compensation Act, whichever is higher.

PART IV SALARY AND OTHER MONETARY ITEMS

26. SALARY RANGES

- (1) The salary ranges of staff members in the grades below shall be as follows:

- (a) Grade C (G1) : \$1,800 - \$2,940
- (b) Grade D (G2) : \$2,300 - \$3,765
- (c) Grade E (G3) : \$2,680 - \$4,365
- (d) Grade EII (G1) : \$1,800 - \$2,940
- (e) Grade EIII (G2) : \$2,300 - \$3,810
- (f) Grade EIV (G3) : \$2,680 - \$4,515

The commencing salary for a Grade C or EII ground staff member with a recognised diploma as determined by the Company shall be \$2,200 per month.

- (g) Grade CC1 : \$1,400 - \$2,250
- (h) Grade CC2 : \$1,800 - \$2,940

- (i) Grade CC3 : \$2,300 - \$3,765
 - (j) Grade CC4 : \$2,680 - \$4,365
- (2) The salary ranges referred to in sub-clause (1) of this clause are inclusive of a Monthly Variable Component (MVC) of 10%.
- (3) The MVC shall be adjusted in accordance with the following Company's Key Performance Indicators:

<i>Cumulative Company Operating Loss for any Quarter in a Financial Year</i>	<i>MVC Cut</i>
\$50M ≤ Operating Loss < \$100M	25%
\$100M ≤ Operating Loss < \$150M	50%
\$150M ≤ Operating Loss < \$200M	75%
Operating Loss of \$200M or more	100%

- (a) The MVC adjustments, if any, shall be effective for three consecutive months following the announcement of the quarterly financial results. The Company's operating gains or losses will not be carried over into the new financial year.
- (b) Where adjustments are made to the MVC for any quarter, there will not be any subsequent retroactive payments of the MVC cuts, should the Company's performance improve in subsequent quarters.

27. RATIO BETWEEN THE MAXIMUM AND MINIMUM OF THE SALARY RANGES

The Company and the Union recognise the need to work towards achieving salary ranges where the maximum of the range is about 1.5 times the minimum of the range.

28. SERVICE INCREMENT

- (1) The Service Increment for eligible staff members due on 1st July each year shall be in accordance with the Agreement signed between Singapore Airlines Limited and Singapore Airlines Staff Union.

- (2) For the purpose of this clause, basic salary used for the computation of Service Increment includes the Monthly Variable Component (MVC).
- (3) The annual service increment shall be paid only to confirmed staff members whose basic salaries are within their respective salary ranges, and whose work and conduct have been satisfactory during the period of review.

29. FIXED ANNUAL WAGE SUPPLEMENT

Staff members shall be paid a fixed annual wage supplement of one month's basic salary (including MVC) in December of each year. This payment may however be reduced under exceptional circumstances. The amount to be reduced shall be negotiated between the Company and the Union.

30. PROFIT SHARING

The provisions on profit sharing shall be in accordance with the Agreement signed between Singapore Airlines Limited and Singapore Airlines Staff Union.

31. QUALIFICATION INCENTIVE SPONSORSHIP (QIS) SCHEME

- (1) A staff member in grades C, D, E, EII, EIII or EIV who successfully acquires a recognized qualifications as approved by the Company, at his own time, will be granted the following incentive allowance, provided the qualification is relevant to the job, as determined by the Company. The Company shall review and add on new courses as and when it deems fit to maintain relevancy to the business needs of the Company.

<i>Qualification</i>	<i>Incentive Allowance per month</i>
Certification	\$70
Diploma	\$160
Degree	\$200

- (2) The above allowance is outside the basic salary range and does not constitute as basic salary.
- (3)
 - (a) The monthly allowances granted under the provisions of sub-clause (1) of this clause shall be paid effective from the date when the qualifications are attained and shall be paid in addition to any lower qualifications attained earlier under the scheme, if any.
 - (b) The monthly allowances in sub-clause (1) of this clause shall also not apply in the case of a staff member who was recruited with the requisite qualifications as required for the job.
 - (c) Incentive payments for additional qualifications granted under the provisions of sub-clause (1) of this clause must be supported by documentary proof which must be submitted within 3 months of acquisition.

32. ACTING RESPONSIBILITY ALLOWANCE

- (1) A staff member who acts in a senior position on a temporary basis during the absence of the substantive holder shall be paid an acting responsibility allowance subject to the conditions -
 - (a) that substantially he performs the full duties and assumes the full responsibilities of the higher position in which he is acting; and
 - (b) that the acting staff member's normal grading is lower than the established grading of the post in which he acts.
- (2) Staff members who work in the operational areas listed in clause 53 in Part VII of this Agreement who act in a higher grade during the absence of the substantive holder, shall be paid the acting responsibility allowance for each day that they are appointed to act.
- (3) Staff members who are not working in the operational areas listed in clause 53 in Part VII of this Agreement shall be required

to act in the higher grade for a minimum of three consecutive working days, in order to be eligible for the acting responsibility allowance.

- (4) The amount of the acting responsibility allowance payable shall be as follows:
- (a) Staff members acting in Grade D (except cabin crew) or in Grade EIII - \$180 per month.
 - (b) Staff member acting in Grade E (except cabin crew) or in Grade EIV - \$190 per month.
 - (c) Staff members acting in the Administrative grade - \$200 per month.
 - (d) Cabin crew acting in a higher grade when on flying duties shall be paid as follows:

<i>Acting for Grade</i>	<i>Allowance (\$ per day)</i>
CC2	40
CC3	50
CC4	60

Crew-in-charge shall be paid for one day where the slip involves less than four nights at a slip station. Where the slip involves four nights or more, the crew-in-charge shall be paid an additional day, provided he is not already paid for those days. For this purpose, a day is defined as a 24-hour period commencing from the time cabin crew report for a flight.

- (5) Except as provided under sub-clause (4)(d) of this clause, the acting responsibility allowance shall be paid on a pro-rata basis where the acting period is less than one month.
- (6) A staff member who is appointed to act in a higher grade for periods not exceeding one month, shall continue to be paid the monthly shift, laundry and driving allowances, if he had been in receipt of such allowances immediately prior to his acting appointment.

- (7) An acting responsibility allowance shall not be deemed to rank as basic salary and shall not attract overtime or penalty payments nor shall it be taken into account for provident fund purposes except when required by law.
- (8) An acting responsibility allowance is only payable for the actual performance of the full duties and assumption of the full responsibilities of the higher position and shall not be payable during any absence from duty of the recipient.

33. ALLOWANCE FOR HAZARDOUS DUTY

- (1) Staff members who are designated to work inside aircraft fuel tanks from the waist up shall be paid an allowance of \$8.50 per normal working day, subject to a maximum of \$85 per month.
- (2) Staff members whose regular duties involve paint stripping, mercury cleaning, solution heat treatment, or the removal of fibre glass wool from aircraft ovens, the handling of alodine, baryllium copper, methyl-ethyl-ketone, vermiculite, absorbent material, resins, luminising compounds, handling of cool gas cartridge, and staff members in Technical Services Department who are required to perform maintenance of the microfilm duplicator machine, x-ray machine and replacement of ammonia solution shall be paid an allowance of \$8.50 per normal working day, subject to a maximum of \$85 per month. This allowance shall not be paid if such duties are performed for less than one hour at any particular time.
- (3) (a) Staff members whose regular duties involve the handling of poisonous compounds or asbestos and sandblasting in the following areas - cleaning bay, fibre-glass shop, dope store, plating shop, filter cleaning shop and NDT areas - shall be paid an allowance of \$85 per month. This allowance shall also be payable to those regularly involved in the charging of oxygen bottles, high pressure charging of safety

equipment cylinders and up to two staff members per month for staff members in the Battery Room who are involved in mopping-up of spillage from Ni-cad batteries.

- (b) If staff members are required to use new compounds which may be deemed to be poisonous, the Union may request the Company to consider payment of the hazardous duty allowance.

34. APRON DRIVING ALLOWANCE

- (1) (a) A planning assistant or production planner whose regular duties include the driving and operating of engineering vehicles or equipment on the apron shall be paid the following allowances:
 - (i) \$60 per month for staff members who drive and operate Category I equipment.
 - (ii) \$65 per month for staff members who drive and operate Category II equipment.
 - (iii) \$80 per month for staff members who drive and operate Category III equipment.

The classification of equipment shall be as follows:

- (i) Category I - vehicles of which the unladen weight does not exceed 2500 kilograms.
 - (ii) Category II - vehicles of which the unladen weight exceeds 2500 kilograms up to 7250 kilograms.
 - (iii) Category III - vehicles of which the unladen weight exceeds 7250 kilograms.
- (b) Staff members in Engineering Division and Commercial Supplies Department, whose regular duties include the driving of forklifts will be entitled to the payment under the appropriate category.
 - (c) Staff members who are paid the allowance for Category II shall also be paid the allowance for Category I. Those who

receive the allowance for Category III shall also be paid the allowance for Categories I and II.

- (d) Other staff members who are not employed as drivers, and who are required to drive in the apron area for the purpose of transporting Company stores or equipment, shall be eligible for the apron driving allowance.
- (2) The number of staff members required at any time to drive and operate engineering equipment shall be determined solely by the Company.

35. CABIN CREW INCENTIVE FLYING ALLOWANCE

- (1) The Company shall pay a cabin crew an incentive flying allowance based on the number of hours flown each month. The payment shall be in addition to basic salary.
- (2) (a) The rate of payment for each hour flown shall be as follows:

<i>Grade</i>	<i>Rate of payment for each hour flown</i>
Grade CC1 in their first 24 months' service from commencement of their probation	\$10.00 per hour
Grade CC1 who have completed 24 month's service from commencement of their probation	\$13.50 per hour
Grade CC2	\$16.00 per hour
Grade CC3	\$18.50 per hour
Grade CC4	\$23.00 per hour

for flights in which the rostered duty hours are up to and including 14 hours; or

- (b) 2½ times the hourly rate in sub-clause (2)(a) of this clause for flights in which the rostered duty hours exceed 14 hours; or
- (c) 2½ times the hourly rate in sub-clause (2)(a) of this clause for delayed flights in which the actual duty hours exceed 14 hours and up to 18 hours; or

- (d) 3 times the hourly rate in sub-clause (2)(a) of this clause for delayed flights in which the actual duty hours exceed 18 hours.
 - (e) (i) The rate of payment for each hour flown for each completed ULR flight (as defined by the Civil Aviation Authority of Singapore (CAAS) in the AOCR) shall be 3 times the hourly rates outlined in sub-clause (2) of this clause.
 - (ii) In addition, for each completed ULR flight, cabin crew shall be paid a lump sum as follows:
 - \$150 per flight for cabin crew in Grade CC1
 - \$170 per flight for cabin crew in Grade CC2
 - \$190 per flight for cabin crew in Grade CC3
 - \$210 per flight for cabin crew in Grade CC4
 - (iii) For each incomplete ULR flight, the rate of payment shall be based on the hourly rates as set in sub-clause (2) of this clause.
 - (iv) Where the actual flight duty period, excluding deadheading, exceeds 18 hours, the lump sum payments in paragraph (e)(ii) above shall apply.
- (3) For the purpose of calculating payments -
- (a) the hours flown in the case of sub-clause (2)(a) and (2)(b) of this clause shall be the scheduled flying hours for each sector, regardless of the time taken for the actual flight;
 - (b) the hours flown in the case of sub-clause (2)(c) and (2)(d) of this clause shall be the actual duty hours;
 - (c) the hours flown in the case of sub-clause (2)(e) shall be the flight duty period.
- (4) For every hour flown in excess of 85 hours per month, crew shall be paid at the rate of 1½ times the hourly rate shown in sub-clause (2)(a) of this clause. For the purpose of this sub-clause, only scheduled flying hours shall be used.

- (5) A cabin crew rostered to “deadhead” shall be credited with the scheduled flight time of the sectors flown.
- (6) A cabin crew rostered as a “positioning” crew shall be credited with half the scheduled flying hours. “Positioning” undertaken for compassionate reasons or as a result of illness or for such other cases not required by the Company shall not qualify for payment of incentive flying allowance.
- (7) Where a scheduled flight is diverted to an alternative airport, the hours flown shall be calculated by taking the sum of the scheduled flight time of each sector actually operated including the additional sectors operated because of the diversion.
- (8) For flights in which the rostered duty hours exceed 14 hours, the Company shall provide nine EY seats for crew rest and it shall allow each crew three hours undisturbed rest during this flight. The seats for crew rest shall be located together.
- (9) The following definitions shall apply in the interpretation of this clause:
 - (a) “deadheading” means travelling as a passenger immediately prior to or following a flying duty period such that the deadheading forms part of the total duty period;
 - (b) “positioning” means travelling as a passenger to a slip station or to base for the purpose of taking rest prior to commencing any duty;
 - (c) “rostered duty hours” means the hours that elapsed from the time when a cabin crew is scheduled to report at the station where crew come on duty and ends 30 minutes after scheduled engines off at the station where crew take rest;
 - (d) “scheduled flying hours” means the hours that elapsed from the time that the flight is scheduled to depart till the scheduled time of engines off at the end of the flight; and
 - (e) “actual duty hours” means the hours that elapsed from the time when a cabin crew is required to report at the station

where crew come on duty and ends 30 minutes after engines off at the station where crew take rest.

36. CABIN CREW ALLOWANCE FOR TURNAROUND FLIGHTS

- (1) Cabin crew who are rostered on and who operate COP turnaround flights which do not include any night-stop shall be paid an allowance of \$90 per COP of turnaround flights.
- (2) Crew required to operate additional turnaround flights over and above their COP schedule as referred to in sub-clause (1) above shall be paid an allowance of \$90 per additional turnaround flights.
- (3) For the purpose of this clause, a COP of turnaround flights means a period of duty, which commences and ends at base without any overnight stop at any overseas slip station.

37. MEAL ALLOWANCES FOR CABIN CREW

- (1) Location meal allowances are reimbursements for meals consumed by cabin crew who are required to slip overnight at a location other than their current base.
- (2) Location meal allowances shall be payable in the followings instances (all times inclusive) when cabin crew are on duty overseas at a slip station:
 - (a) Breakfast Allowance: Between 0730 hours to 0830 hours
 - (b) Lunch Allowance: Between 1230 hours to 1330 hours
 - (c) Dinner Allowance: Between 1930 hours to 2030 hours
- (3) For the purpose of paragraph (2), duty times at a slip station shall be based on the flight scheduled timings of arrivals into and reporting time for scheduled departures from the slip stations.
- (4) Notwithstanding sub-clause (1) of this clause, cabin crew on transit for three hours or more shall be entitled to the appropriate meal allowance at the location in accordance with sub-clause (2) of this clause. Transit timings shall be based on the flight

scheduled timings of arrivals into and reporting time for scheduled departures from the transit stations.

- (5) The rates of location meal allowances listed below shall be effect from 1 January 2019.

Region/Country	Lock-in Rate (S\$)	2019 IRAS Per Diem Allowance (S\$)	LMA Daily Rate (S\$)	Breakfast Rate (S\$)	Lunch Rate (S\$)	Dinner Rate (S\$)
Australia/New Zealand	129	118	247	49	87	111
Orient	162	108	270	54	94	122
North Americas	91	131	222	44	78	100
Europe	99	124	223	45	78	100
Japan	107	114	221	44	77	100
Middle East	61	97	158	32	55	71
South Africa	77	65	142	28	50	64
South Asia	74	112	186	37	65	84
South East Asia	21	106	127	25	45	57

- (6) The location meal allowance rates for “Breakfast”, “Lunch” and “Dinner” shall be derived from the “Location Meal Allowance Daily Rate” based on the following proportions:

Breakfast : 20%
Lunch : 35%
Dinner : 45%

- (7) The location meal allowance rates shall be reviewed and adjusted in January each year in accordance with the changes in the dollar amount of the “per diem allowance” rates published by the Inland Revenue Authority of Singapore (IRAS). The “Lock-in Rates” in table above (sub-clause 5 of this clause) shall however remain constant for the period of this Agreement.

38. TRANSPORT ALLOWANCE

- (1) Cabin crew appointed prior to 22nd August 1974 shall be provided with transport by the Company when they are required for flying duties or be reimbursed for transport expenses at current taxi fare rates in lieu thereof.

- (2) (a) Cabin crew appointed on or after 22nd August 1974 shall have to arrange their own transport when reporting for duty and when returning home after duty. They shall each be paid a fixed transport allowance of \$277 per month.
 - (b) The monthly allowances for cabin crew are inclusive of the Changi Airport surcharge and all other surcharges that may be payable. The allowances shall be reviewed in the event that there is any adjustment in the taxi fares. The basis of review is as set out in the Attachment I to this Agreement.
- (3) Other staff members shall not be eligible for the provision of transport or reimbursement of actual taxi fares except when they are required by the Company to -
 - (a) report for duty between the hours of midnight and 0700 hours both times inclusive;
 - (b) end duty between the hours of 2300 and 0600 hours both times inclusive; or
 - (c) undertake a journey on Company duty as a matter of urgency.
- (4) Taxi fares reimbursed shall include the official surcharge for trips out of Changi Airport.

39. UNIFORMS AND UNIFORM LAUNDRY ALLOWANCE

- (1) Staff members who are required by the Company to wear uniforms whilst on duty shall be provided initially with four basic items of uniforms. Normal accessories to uniforms shall be issued on a basis to be determined by the Company.
- (2) Staff members who are provided with uniforms shall be paid an allowance for laundry or dry cleaning expenses or both at the following rates:
 - (a) Cabin Crew - \$125 per month.
 - (b) Front line staff who are required to wear jackets as part of their uniform - \$100 per month.

- (c) Other ground staff members - \$65 per month.
- (3) Staff members who are provided with uniforms shall wear such uniforms whilst on duty.
- (4) Staff members who are provided with uniforms are required at all times to report for duty in freshly laundered uniforms. If they do not do so, they shall render themselves liable to disciplinary action. The Company may also withdraw their uniforms and stop paying them the laundry allowance.

40. ALLOWANCE FOR FLIGHT AND ROUTE PLANNING FUNCTIONS

- (1) Staff members who -
 - (a) successfully completed the full Flight Operations Course; and
 - (b) are required to perform Flight and Route Planning functions, shall be paid an allowance of \$100 per month.
- (2) The allowance as set out in sub-clause (1) of this clause will however be \$130 per month, if the staff member, in addition to meeting the criteria set out in sub-clause (1) above, meet all Company requirements for qualification as a Flight Dispatcher and is required to perform operational flight dispatch duties as either Flight Dispatcher or Flight Dispatch Supervisor.
- (3) The allowance shall cease if the staff member is not required to perform such functions.

41. SHIFT ALLOWANCE

- (1) Subject to the provisions of sub-clause (5) of this clause, a shift allowance of \$150 per month shall be payable to staff members who are shift workers engaged on a regular rotating roster but excluding those staff members who work from Monday to Friday with Saturday and Sunday off. Staff members who are engaged on a regular rotating roster for any period of less than a calendar

month shall be paid the monthly shift allowance on a pro-rata basis.

- (2) In addition, and subject to the provisions of sub-clauses (3), (4) and (5) of this clause, the following daily shift allowances shall be payable:
 - (a) A staff member who is rostered to work and who works on the midnight shift as defined in sub-clause (3) below shall be paid an allowance of \$30.00 per occasion.
 - (b) A staff member who is rostered to work and who works on the afternoon shift as defined in sub-clause (3) below shall be paid an allowance of \$20.00 per occasion.
 - (c) Where a rostered continuous shift meets the requirements of both the afternoon and the midnight shift, the staff member shall be paid the midnight rate of \$30.00 per occasion only.
- (3) The following definitions shall apply:
 - (a) Midnight shift : A shift period that comprises a minimum of 2 hours between midnight and 0800 hours.
 - (b) Afternoon shift : A shift period that ends at or after 1900 hours.
- (4)
 - (a) A shift worker rostered on the morning shift who works overtime and finishes work at or after 1900 hours, shall also be eligible for the afternoon rate.
 - (b) A shift worker who is rostered on the afternoon shift and who works overtime for two hours beyond midnight, shall also be eligible for the midnight rate.
 - (c) A staff member who is a non-shift worker in the operational areas who is required by his departmental head to replace a shift worker working the afternoon or midnight shift shall be eligible for the applicable rate of the allowance for each occasion worked.

- (5) The shift allowance shall cease to be paid when a staff member is taken off shift duties either because of cessation of such shift duties or because of transfer to work not involving shift duties.
- (6) Female staff members shall not be rostered for night duties after the third month of pregnancy. Either the Company doctor or an approved medical officer should certify that the staff member is in the third month of pregnancy.
- (7) Cabin crew shall not be entitled to payment of a shift allowance.

42. CONDITIONS GOVERNING PAYMENT OF ALLOWANCES

- (1) Only the rates of pay referred to in clause 26 in Part IV of this Agreement and the Monthly Variable Component shall rank as basic salary.
- (2) During periods of casual medical leave, all allowances shall only be payable for 28 days in aggregate in any one calendar year. If a staff member is granted non-casual medical leave, he shall continue to be paid these allowances in excess of 28 days. The payment of the allowances for medical leave shall not, however, exceed six months in aggregate in any one calendar year. For staff member who is on medical leave for injuries arising out of and in the course of employment, the allowances shall be pro-rated by $\frac{2}{3}$ for medical leave in excess of six months, up to a year from date of incident and no pay after 1 year from date of incident or as provided for under Work Injury Compensation Act (WICA), whichever is the higher.
- (3)
 - (a) Staff members who are sent on courses for periods of less than five consecutive working days shall continue to be paid the uniform laundry allowance and shift allowance referred to in clauses 39 and 41 in Part IV of this Agreement.
 - (b) Staff members who are sent on courses for periods of five consecutive working days or more shall have their uniform

laundry and shift allowances reduced on a pro-rata basis for the period of their absence.

PART V LEAVE ITEMS

43. ANNUAL LEAVE

- (1) The leave entitlements of staff members shall be as follows:
 - (a) Ground Staff
 - (i) Those with ten years' continuous service or less in the Company - 15 working days per year excluding public holidays.
 - (ii) Those with more than ten years' continuous service and those in Grades E, and EIV - 20 working days per year excluding public holidays.
 - (b) Cabin Crew
 - (i) Those with ten years' continuous service or less in the Company - 21 calendar days per year.
 - (ii) Those with more than ten years' continuous service in the Company and those in Grade CC2 and above - 28 calendar days per year.
- (2) Consumption of annual leave shall be up to the current calendar year's entitlement.
- (3) Any annual leave not taken by the end of the current calendar year shall be carried forward to the following calendar year, and any annual leave not taken by the end of the following calendar year shall automatically lapse.
- (4) Staff should schedule their annual leave so as to ensure their annual leave is utilised such that operations are not affected.

44. MEDICAL LEAVE

- (1) A staff member shall, after examination by and on the recommendation of medical practitioners registered under the Medical Registration Act and dentists registered under the Dental Registration Act be eligible for such paid sick leave not exceeding in the aggregate -
 - (a) 28 days in each calendar year if he is not hospitalised (defined as casual medical leave) or if he is not suffering from a chronic or prolonged illness, or an occupational disease, or tuberculosis;
 - (b) 6 months in each calendar year if he is hospitalised (defined as non-casual medical leave) or if he is suffering from chronic or prolonged illness or an occupational disease or if he is certified to be ill enough to need to be hospitalised but is not hospitalised for any reason whatsoever;
 - (c) For injury arising out of and in the course of his employment, a staff member shall be eligible for the benefits set out above or as provided for under the Work Injury Compensation Act, whichever is the higher.
- (2) The calculation of pay on medical leave shall be in accordance with the provisions of clause 42 in Part IV of this Agreement.

45. TUBERCULOSIS/CANCER LEAVE

- (1) A staff member suffering from tuberculosis or cancer and on medical leave recommended by the Company doctors or other approved medical officer or in hospital for these reasons shall be eligible for paid sick leave on the following bases in respect of any calendar year of service:
 - (a) Three months with gross pay plus three months with half gross pay for staff members with up to three years' continuous service.

- (b) Four months with gross pay plus two months with half gross pay for staff members with more than three and up to four years' continuous service.
 - (c) Five months with gross pay plus two months with half gross pay for staff members with more than four and up to five years' continuous service.
 - (d) Six months with gross pay plus two months with half gross pay for staff members with more than five years' continuous service.
- (2) The calculation of pay on medical leave shall be in accordance with the provisions of clause 42 in Part IV of this Agreement.

46. MATERNITY LEAVE

- (1) Female staff members, other than female cabin crew, shall be eligible to the benefits under the Child Development Co-Savings Act and Part IX of the Employment Act - Maternity Protection and Benefits and Childcare Leave for Parent, subject to them meeting the eligibility criteria as set out under the respective Acts.
- (2) The provisions relating to female cabin crew who become pregnant are set out in clause 21 in Part III of this Agreement.

47. MATRIMONIAL LEAVE

A staff member marrying for the first time while in the service of the Company shall be entitled to matrimonial leave of seven continuous days.

48. COMPASSIONATE LEAVE

- (1) Compassionate leave with pay, may be granted by the Company for compassionate reasons on the following basis:
- (a) 2 days in Singapore
 - (b) 3 days if travel has to be undertaken to Johore

- (c) 4 days if travel has to be undertaken to Peninsula Malaysia (except Johore) and
 - (d) 5 days if travel has to be undertaken to other countries.
- (2) If a staff member is absent for a period longer than that covered by approved compassionate leave, he shall not lose the benefit of such approved compassionate leave but the additional leave shall be leave without pay or debited against his annual leave entitlement, provided that such additional leave beyond what has been approved as compassionate leave is taken with the permission of the Company.
- (3) “Compassionate reasons” is defined as the critical illness or death of a parent, child, spouse, sister, brother, grand-parent or parent-in-law.
- (4) “Critical illness” is defined as illness of a nature warranting the patient to be listed in the “Dangerously III List” of a hospital irrespective of the Unit the patient is warded in.
- (5) Applications for compassionate leave must be supported by documentary evidence of the critical illness or death of the staff member’s relatives referred to in sub-clause (3) of this clause.

49. UNPAID LEAVE

Staff members may apply for unpaid leave on compassionate grounds and such applications shall be sympathetically considered by the Company. Other applications for unpaid leave in exceptional circumstances shall be considered on their merits.

PART VI MEDICAL BENEFITS

50. MEDICAL TREATMENT, MEDICINES AND HOSPITALISATION

- (1) All staff members shall, except in the circumstances set out in sub-clause (7) of this clause, seek medical treatment in a

calendar year from the list of company approved doctors or medical officers from the list of approved public medical institutions set out in the Ministry of Manpower website -

<https://www.mom.gov.sg/employment-practices/leave/sick-leave/medical-reimbursements-and-salary>

(2) (a) Outpatient General Practitioner (GP)

- (i) a staff member will co-pay \$5 of the cost per visit for the first 10 visits, and pay the actual cost of medical treatment incurred from the 11th visit onwards subject to a maximum of \$35 per visit, except that the cost of medical consultation for the 11th to 14th visits shall be covered by the Company as provided for in the Employment Act;
- (ii) a staff member with chronic illness as defined by the Company's approved doctors, and declared to the Company, will be eligible for 4 additional outpatient visits. Thereafter, he shall pay the actual cost of medical treatment incurred from the 15th visit onwards subject to a maximum of \$35 per visit;
- (iii) a staff member who seeks GP treatment overseas while on duty travel, from the 11th or 15th visit, as the case may be, as defined in sub-paragraphs (i) and (ii) above, shall pay the actual cost of medical treatment subject to a maximum of \$35 per visit.

(b) Dental

- (i) a staff member will co-pay \$10 of the cost per visit;
- (ii) the cost of dental treatment borne by the Company shall be subject to an annual limit of \$500 per staff member.

(c) Specialist

- (i) a staff member will co-pay \$15 of the cost per visit;

- (ii) the cost of specialist treatment borne by the Company shall be subject to an annual limit of \$5000 per staff member.
 - (d) Renal dialysis, chemotherapy, day surgery and post surgery follow-up visits will be considered as hospitalisation/in-patient treatment.
 - (e) Staff members who are in employment before 1st January 2005 will be given an annual sum of \$200 to meet the co-payment expenses.
- (3) Staff members requiring hospitalisation may subject to the provisions of sub-clause (7) of this clause be accommodated at such hospital as agreed to by the Company at the Company's expense in the following classes of accommodation:
- (a) Staff members in Grades C, EII, CC2 and above - class "A" ward.
 - (b) Staff members in Grade CC1 - class "B1" ward.

In the event that the appropriate class of accommodation for staff members is not available, the staff member shall be accommodated in the next higher class of ward until such time as accommodation in the appropriate class becomes available.

- (4) Whilst it is agreed that medical treatment required by staff members shall always be undertaken in Singapore, nonetheless, in emergency cases only, the Company may provide a staff member who is overseas with medical treatment subject to the staff member being at a city to which the Company operates and where it has an appointed Company doctor. Should hospitalisation be required, then the staff member shall be accommodated in a class appropriate to his grade as specified in sub-clause (3) of this clause.
- (5) Staff members, on the recommendation of the Company doctors, shall be provided with specialist treatment. If the staff member consults a private specialist other than the one recommended by

the Company doctors, he shall, provided the treatment is approved by the Company prior to the consultation, pay the difference, if any, between the fees charged by the private specialist and that charged by a Government specialist in Singapore for the same treatment. If the staff member is not hospitalised, the staff member shall co-pay the expenses as provided in paragraph (c) of sub-clause (2) of this clause. The Company shall not be responsible for any expenses for specialist treatment, which may be required as a result of the circumstances set out in sub-clause (7) of this clause.

- (6) If a staff member requires specialist medical treatment not available in Singapore, he may, on the recommendation of the Company doctors and with the approval of the Company, undertake medical treatment overseas. The Company shall reimburse him the specialist fees, ward charges, operation fees and other essential and acceptable medical expenses, up to the amount he would be charged had treatment been undertaken in the Singapore General Hospital or other approved hospital as set out in sub-clause (1) of this clause, if such treatment is not available at the Singapore General Hospital. The Company shall not be responsible for any expenses for specialist treatment, which may be required as a result of the circumstances set out in sub-clause (7) of this clause.
- (7) The Company shall not be responsible for the payment of any expenses arising from -
 - (a) medical, surgical, optical and dental appliances including spectacles and eye-glasses, dentures and similar appliances except where these become necessary as a result of industrial accidents arising out of and in the course of employment;
 - (b) pregnancy, confinement or miscarriage;

- (c) illness or disablement arising from attempted suicide, the performance of an unlawful act, exposure to any unjustifiable hazards except when endeavouring to save human life, provoked assault, the use of drugs other than those prescribed by the Company doctors or approved medical officers or any breach of the peace or disorderly conduct; or
 - (d) treatment or medicines or hospitalisation where these become necessary as a result of the misconduct or negligence on the part of a staff member or in the case of a staff member who refuses to undergo treatment as prescribed by the Company doctors or other duly qualified and registered medical practitioner to whom the staff member concerned has been referred by the Company doctors.
- (8) (a) Notwithstanding sub-clause (7) of this clause, the Company shall pay medical expenses arising from a miscarriage caused by a work accident, provided the staff member had submitted a written report immediately after the accident and the Company doctor or approved gynaecologist had certified that the miscarriage was the direct result of the accident at work.
- (b) In the case of noise-induced deafness, the Company shall pay for a set of hearing aids if the Company doctor certifies that the staff member had suffered noise-induced deafness as a result of his working environment and provided he had undergone the regular audiometric tests conducted by the Company.
- (9) In the event that a national health scheme or other type of medical benefits or hospital benefits scheme is sponsored by the Company or introduced in Singapore by the Government, the

hospitalisation benefits provided under this clause shall be reviewed.

PART VII MISCELLANEOUS ITEMS

51. TRAINING

The Company and the Union are committed to training and developing staff in order to upgrade the skills of the workforce and raise their level of productivity.

52. STAFF MEMBER CLASSIFICATION TABLE

The classification of posts into grades shall be in accordance with the table set out below:

<i>GRADE</i>	<i>POSTS</i>
C (G1) D (G2)	Account Manager, Asst Customer Services Manager, Associate positions, Asst Systems Engineer II, Cargo Accounts Executive, Customer Service Officer, Driver, Duty Coordinator, Flight Dispatcher, Legal Administrator, Paralegal, Passenger Relations Officer, Snr Customer Service Officer, Snr Passenger Relations Officer, Snr Pax Relations Officer (Premium Svcs), Trainee Associate Crew Scheduling, Trainee Flight Dispatcher
E (G3)	Account Manager, Asst Customer Services Manager, Asst Applications Analyst III, Asst Customer Care Manager, Asst Systems Engineer III, Contract Trainer, Customer Service Supervisor, Duty Controller, Flight Follower, Instructor, Key Account Manager, Lead Flight Administrator, Personal Assistant to CEO, Premium Services Supervisor, Secretary, Senior Associate, SEP Instructor, Snr Paralegal, Snr Legal Administrator
ENGINEERING GRADES	
EII	Planning assistant
EIII	Production planner
EIV	Engineering supervisor
CABIN CREW GRADES	
CC1	Flight Steward, Flight Stewardess
CC2	Leading Steward, Leading Stewardess
CC3	Chief Steward, Chief Stewardess
CC4	Inflight Manager

The posts listed in the Staff Member Classification Table are for the purpose of determining rates of pay for staff members assigned to these positions and shall not be construed to constitute any restrictions upon the Company's right to change, add or to abolish such positions for organisational or other reasons.

53. LIST OF AREAS DESIGNATED AS OPERATIONAL AREAS

<i>DIVISION</i>	<i>DEPARTMENT</i>	<i>SECTION</i>
Cabin Crew	Control Centre	Control Centre
Engineering	Material Management	Vendor Management Unit Customer Support Management
	Technical Ops Control Centre	Route Planning Crew Scheduling On-Time Performance
	Safety & Security	Security
Customer Services & Operations	Ground Services Inflight Services Customer Contact Services	Passenger Relations Operations Contact Centre Operations Customer Care Unit
Sales Region (South East Asia)	SIN Sales (Passenger Services)	Ticket Office

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the day and year first above written.

Signed for and on behalf:

SINGAPORE AIRLINES LIMITED

**SINGAPORE AIRLINES STAFF
UNION**

NG CHIN HWEE
Executive Vice President
Human Resources and Operations

RATHAKRISHNAN S/O SINNAPPAN
General Secretary

VANESSA NG
Senior Vice President
Human Resources

ALAN TAN BOON WEE
President

In the presence of:

TAN PEE TECK
Senior Vice President
Cabin Crew

ANTHONY KOH KOON HUAT
Vice President

ISAAC TARWASOKONO
Divisional Vice President
Human Resources

DANIEL DAVIDSON
Asst General Secretary

SINGAPORE AIRLINES STAFF MEMBERS' AGREEMENT, 2019

BASIS FOR COMPUTATION OF
CABIN CREW TRANSPORT ALLOWANCE

- (1) Review date shall be the date on which the change in new taxi fares is implemented, as announced by the Land Transport Authority.
- (2) Average number of round trip crew make to the airport per month will be computed as follows:
- A: number of flights out of Singapore per year = number of weekly flights x 52 weeks x crew complement.
- (The number of weekly flights shall be based on the schedules in the week in which the new taxi fares are implemented e.g if the new fares are effective on Wednesday, 5th November, then the weekly flights shall be those for the week of Monday, 3rd November to Sunday, 10th November.)
- B: average crew strength for the 12-month period preceding the month in which the new taxi fares are implemented. This shall be computed by totalling the crew strength on the last day of each month in the preceding 12 months, and dividing by 12. (Example: if the new taxi fares are implemented on 5th November 1997, the average crew strength shall be for the 12 months from November 1996 to October 1997.)
- C: average number of trips per month per crew derived as follows:
- $$\frac{A}{B} \div 12 = C$$
- (3) Basis of computing taxi fare
- (i) Meter fare: based on a 40 km round trip journey
 - (ii) Booking fee as applicable
 - (iii) Airport surcharge as applicable
 - (iv) Peak hour surcharge (25% of average no of trips per month)
- The total of (i), (ii), (iii) and (iv) shall be the cost per round trip - denoted as D.
- (4) Monthly Allowance = C (average number of trips per crew per month) x D (cost of per round trip).