#### **Singapore Buddhist Welfare Services / Fu Hui Buddhist Cultural Centre /**

**Grace Lodge**

**Employee Handbook**

###### Revised On

13 February 2018

**WELCOME MESSAGE**

Dear Colleagues

Welcome to the Family!

We have prepared this handbook to help you understand our Human Resource’s policies, compensation and benefits schemes, and rules and regulations concerning your employment with us.

This handbook should be used as a reference from time to time. However, it cannot cover every possible situation and therefore when in doubt please refer to your immediate superior, department head or the Human Resource department for clarification.

We hope you will have a challenging, enjoyable, and rewarding career with us. Let’s strive to make the organisation a 1-stop Welfare Hub that provides quality, professional and holistic social services to the less privileged community as well as a happy place to work in.

Kuan Yan (Venerable)

President

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**PART 1: TERMS AND CONDITIONS OF EMPLOYMENT**

* 1. **Type of Employment**

Your employment can be categorized into either one of the followings:

a) Permanent Employment

An employee who is employed for an unspecific period either on full-time or part-time basis until the employee retires.

b) Contract Employment

An employee who is employed for a specific period ether on full-time or part-time basis. The contract may be renewable upon expiry.

b) Temporary Employment

An employee who is employed for a specific period of time to replace those who are temporarily away from work or to relieve workload during peak periods. The period of employment shall not exceed 3 months.

* 1. **Probation and Confirmation**

You are required to serve a probationary period as specified in your letter of employment. At the end of your probationary period, your immediate supervisor will assess your suitability for confirmation of employment. Your probationary period may be extended for a further period of up to 3 months if your supervisor deems it necessary.

On successful completion of the probation, you will be given a letter of confirmation of employment.

* 1. **Working Hours**

You are required to work 44 hours per week or as specified in your letter of employment. Your work schedule is subject to changes in accordance to the nature of the work and operation requirements of the Organisation.

* 1. **Promotion**

Promotion opportunities are available to employees who have demonstrated excellence performance and are ready to take on higher responsibilities.

* 1. **Transfer**

Depending on operational needs, you may be transferred from one department to another within the Organisation or Affiliates.

* 1. **Performance Appraisal**

The annual performance appraisal exercise is conducted in the last quarter of the year. It provides opportunities for you and your supervisor to discuss your performance during the appraised period and establish goals and future plans for development.

* 1. **Retirement & Re-employment**

The statutory retirement age is 62 years old.

If you are a Singapore citizen or Singapore permanent resident and has work for us for at least 3 years before turning 62, you may be considered for re-employment when you turn 62, up to the age of 67.

You may be considered employment beyond the retirement age based on the operational needs of the Organisation, your medical fitness, your consistent good performance and conduct prior to retirement, and your agreement to enter into a new contract of employment, which may contain revised employment terms.

* 1. **Termination of Employment**

Either you or the Organisation can terminate the employment contract by giving written notice to the other and serving the required notice period or paying salary-in-lieu of notice to the other party.

**PART 2: COMPENSATION**

1. **Pay Day**

The pay period of a monthly base salaried employee is from the 1st to the last day of each calendar month.

Pay day is the last week day of each calendar month. However if the last weekday of the month is a Monday, pay day shall be brought forward to the last Friday of the month.

If pay day falls on a public holiday, pay day shall be brought forward to the weekday before the public holiday.

1. **Overtime Payment**

Overtime work will only be compensated if there is prior approval from the Head of Department. Overtime work shall be claimed in multiple blocks of 15 minutes (rounded up/down to the nearest 15 minutes).

The cut off date of the pay period of overtime is 15th of each calendar month. The overtime payment will be paid together with the monthly basic salary.

1. **Annual Wage Supplement**

Annual Wage Supplement, if any, shall be subject to the policy and declaration by the Organisation.

You will receive an Annual Wage Supplement equivalent to 1 month of your basic salary in December if you have completed 12 months of continuous service as at 31 December of the year. If you have less than 12 months of continuous service as at 31 December of the year, your Annual Wage Supplement shall be pro-rated based on the number of completed months of service.

You will not be eligible for Annual Wage Supplement if, as at 31 December of the year, you have not been confirmed in your appointment or have resigned or are serving notice or have been terminated or left the Organisation employment for whatsoever reasons.

1. **Individual Performance Bonus / Merit Increment**

Individual Performance Bonus payment and Merit Increment, if any, shall be subject to the policy and declaration by the Organisation.

If you have less than 12 months of continuous service as at 31 December of the year, your Individual Performance Bonus and Merit Increment shall be pro-rated based on the number of completed months of service.

You will not be eligible for Individual Performance Bonus and Merit Increment if, as at 31 December of the year, you have not been confirmed in your appointment or have resigned or are serving notice or have been terminated or left the Organisation employment for whatsoever reasons.

1. **Transport Claims**

Transport claims are only allowed if company transport is unavailable and you have to take alternative mode of transport for business travel. Prior approval from the President is required if you are using own or private transport service e.g. taxi.

Travelling expenses incurred from home to place of official duties or vice versa is not claimable.

If you are required by the Organisation to use own vehicle for business travel, you shall be reimbursed at the following mileage:

* + 1. Motorcar - S$0.60/km
    2. Motorbike - S$0.20/km

With the approval of the President, you may claim taxi fare after 10.00 pm if you are required to work overtime at the request of the Organisation.

All transport claims must be supported by original receipts (where applicable).

**PART 3: LEAVE**

1. **Annual Leave**

Upon completion of 3 months of service, you are entitlement to annual leave as shown in the following table:

|  |  |
| --- | --- |
| **Job Level** | **Annual Leave Entitlement** |
| Support Staff / Non-Executive | 14 days |
| Executive / Managers | 16 days |
| Director & above | 21 days |

If you have less than 1 year’s service as at 31st December of the year, your annual leave will be pro-rated according to the completed months of service.

You may carry forward up to 3 days of annual leave entitlement into the following year. Annual leave carried over from the previous year must be consumed in the current year, otherwise it will be forfeited.

1. **Sick Leave**

Sick Leave will only be recognized by the Organisation if the medical certificate is issued by a Singapore registered medical practitioner or dentist.

Upon completion of 3 months of service, you are entitled to the following days of sick leave, including medical leave issued by a dentist.

|  |  |  |
| --- | --- | --- |
| **No of Months of Service Completed** | **Paid Outpatient**  **Non-Hospitalisation Leave**  **(days)** | **Paid Hospitalisation Leave (inclusive of Paid Outpatient**  **Non-Hospitalisation Leave)**  **(days)** |
| 3 | 5 | 15 |
| 4 | 8 | 30 |
| 5 | 11 | 45 |
| 6 and thereafter | 14 | 60 |

The total number of days of outpatient and hospitalization sick leave that you can take is capped at the total number of days of hospitalisation leave that you are entitled to.

Sick leave taken on a half working day (e.g. Saturday) shall be considered as one day’s sick leave.

You are not entitled to paid sick leave during your rest days, public holidays, non-working days, annual leave, no-pay leave and maternity leave. This is because you are not required to report for work on these days and there is therefore no necessity to apply for sick leave to stay away from work.

If you fall sick while on annual leave, you cannot cancel and replace the annual leave with sick leave.

1. **Medical Excuse Chit**

Medical Excuse Chit issued by medical institutions shall be recognized for absence from work for the duration stated on the excuse chit, subject to a maximum of 4 times per year.

1. **No-Pay Leave**

You may only apply for No-pay Leave after exhausting your annual leave entitlement or if you are a new employee and not yet eligible for Annual Leave.

No-Pay leave application may affect your eligibility for Annual Leave, Annual Wage Supplement, Individual Performance Bonus, and Merit Increment, if any, for that calendar year.

1. **Marriage Leave**

You shall be granted 3 consecutive working days of paid Marriage Leave for your first legal marriage if you have served the Organisation for at least 3 months before registering the marriage; and you are not serving resignation notice.

You must be confirmed before applying for the leave.

Marriage Leave has to be consumed within 1 year from date of registration and must be supported by marriage certificate. Marriage leave taken on a half working day (eg Saturday) shall be considered as 1 day.

1. **Compassionate Leave**

You shall be granted 3 consecutive working days of Compassionate Leave in the event of death of an immediate family member, subject to a maximum of 2 occasions per year. This is on condition that you have served the Organisation for at least 3 continuous months and you are not serving resignation notice.

An immediate family member refers to your spouse, child, parent, parent-in-law, brother, sister, grandparent, grandparent-in-law, or grandchild.

Compassionate leave has to be consumed immediately from date of demise of the immediate family and compassionate leave taken on a half working day (e.g. Saturday) shall be considered as one (1) day’s compassionate leave.

1. **Maternity Leave**

If you are a female employee, you are entitled to 16 weeks of paid maternity leave benefits if :

1. Your child is a Singapore Citizen; and
2. You are lawfully married to the child’s father; and
3. You have served the Organisation for at least 3 months before the child's birth

If your newborn is a non-Singapore citizen, you shall be entitled to 8 weeks of paid maternity leave and another 4 weeks of unpaid maternity leave (total 12 weeks) if :

1. You have fewer than 2 living children of your own at the time of delivery (excluding the newborn); and
2. You have served the Organisation for at least 3 months before the child's birth

If you do not meet the criteria for maternity leave as stated above, you shall be eligible for 12 weeks of unpaid maternity leave.

1. **Childcare Leave / Extended Childcare Leave**

If you have served the organisation for at least 3 continuous month, you shall be eligible for :

1. 6 days of childcare leave if your youngest child is a Singapore Citizen and below the age of 7 years old; or
2. 2 days of childcare leave if your youngest child is a Singapore Citizen and aged 7 – 12 years (inclusive); or
3. 2 days of childcare leave if your youngest child is a non-citizen and below 7 years old

Your Childcare Leave entitlement shall be pro-rated if you have less than 1 year of service in the calendar year or if you are a part-time employee.

1. **Government-Paid Paternity Leave**

If you are a male employee, you are entitled to 2 weeks of Government-Paid Paternity Leave for all births if

1. Your child is a Singapore Citizen; and
2. You are lawfully married to the child’s mother; and
3. You have served the Organisation for at least 3 months before the child's birth.

If you are adopting a child, you are eligible for Paternity Leave if you meet the following requirements:

1. If your adoptive child is not a Singapore Citizen, you or your spouse must be a Singapore Citizen;
2. The child must be adopted within 1 year from the date of formal intent to adopt;
3. The child must be a Singapore Citizen or become a Singapore Citizen within 6 months after the Adoption Order is passed;
4. You have served the Organisation for at least 3 months immediately preceding the point of formal intent to adopt; and
5. The employee must be an applicant to the adoption.

You can take the Paternity Leave in 2 continuous week or split into 2 blocks of 1 week each. You must take the leave within 12 months after the birth of the child.

1. **Government-Paid Shared Parental Leave**

If you are a male employee, you are entitled to share up to 4 weeks of your spouse‘s government paid-maternity leave if your child is a Singapore citizen. Your spouse must be agreeable to the shared leave arrangement.

1. **Government-Paid Adoption Leave for Mothers**

If you are a female employee, you are entitled to 12 weeks of Government-Paid Adoption Leave if you meet the criteria for the leave under the Child Development Co-Saving Acts.

The first 8 weeks of Adoption leave must be taken in one continuous stretch starting any time between the date of formal intent to adopt and the date when the Adoption Order is granted (inclusive). The last 4 weeks can be taken in a continuous block of 4 weeks or taken flexibly in block of 1 week each before the child’s first birthday.

1. **Unpaid Infant Care Leave**

You are entitled to 6 days of Unpaid Infant Care Leave if your child (including legally adopted children or stepchildren) is below 2 years old and is a Singapore Citizen, and you have served the Organisation for at least 3 months.

1. **National Service**

If you are called up for National Service duty, you must apply for National Service Leave immediately so that your department can arrange for your colleague to cover your duties.

1. **Public Holidays**

You are entitled to 11 gazetted public holidays in a year.

If a public holiday falls on your non-working day or off day, the Organisation shall give you a replacement day off as public holiday in-lieu. You need to consume the public holiday in-lieu within 1 month from date of the holiday.

You will not be eligible for public holiday in-lieu if you have been compensated with overtime payment.

1. **Time Off**

Executive, Professional, and Managerial employees who are requested by their immediate supervisors to work beyond their normal working hours or work on a non-working day shall be given time off for the extra hours worked.

You have to consume your time off within 1 month from date of eligibility, otherwise it will be forfeited.

1. **Out of Office During Working Hours**

You must seek advance approval from the President if you are going out for training, seminar, workshop, conference, official business etc during office hours.

Within 3 working days upon returning to work, you must submit a written report to the President and include your comments, propose follow-up action and recommendations.

**PART 4: STAFF BENEFITS**

**4.1 Medical & Dental Benefits**

Upon completion of 3 months of service, you may seek reimbursement for medical and dental expenses.

|  |  |  |
| --- | --- | --- |
| **Description** | | **Reimbursement** |
| **Outpatient Treatments** | | Reimbursement for outpatient medical expenses, cap at $40 per visit. |
| **Specialist Treatments** | Public Medical Institutions | Only medical consultation fees are reimbursable. |
| Private Hospitals/Clinics | No reimbursement. |
| **A&E Treatment** | Public Medical Institutions | Reimbursement for A&E’s Attendance Fees only. |
| Private Hospitals | Reimbursement for A&E’s medical expenses (medical consultation fees and laboratory investigations only), cap at $120 per visit |
| **Dental Benefits** | | Only dental expenses incurred in government polyclinics and Public Medical Institutions are reimbursable, cap at $50 per year. |

You cannot seek reimbursement for medical expenses arising from medical & surgical appliances, cosmetic consultation or treatment and health screenings and rehabilitation services.

## 4.2 Work Injury Compensation

All employees are covered under the Work Injury Compensation Act which covers injuries arising out of and in the course of employment. When a work related accident occurred, you are required to report to your supervisor immediately.

## 4.3 Long Service Award

Long Service Award is given to employees who have completed 5, 10, 15, and 20 years of service in the Organisation as at 31st December of the year.

The quantum of awards are as follows:

|  |  |
| --- | --- |
| **Years of Service** | **Quantum of Award** |
| 5 years | $200 |
| 10 years | $400 |
| 15 years | $800 |
| 20 year | $1,400 |

**4.4 Healthy and Diligent Award**

You are eligible for Healthy and Diligent Award if you have been in service for at least 1 year as at 31st December of the year and have not taken any medical leave, urgent leave, or no-pay leave in the calendar year.

The quantum of awards are as follows:

|  |  |
| --- | --- |
| **Year of Continuous Good Record** | **Quantum of Award** |
| 1st year | $100 |
| 2nd year | $150 |
| 3rd year | $200 |
| Every subsequent year | $50 increase for  every consecutive year of eligibility |

The award starts at $100 in the first year and increase by $50 for every consecutive year that you are eligible for the award.

Once you fail to meet the eligibility criteria, the scheme will re-set and restart from 1st year again.

**4.5 Condolence Gift**

In the event of demise of an immediate family, the Organisation shall send a condolence wreath to the employee provided the latter has served the organisation for at least 3 continuous months and is not serving resignation notice.

An immediate family member refers to the employee’s legal spouse, child, parent, parent-in-law, brother, sister, grandparent, grandparent-in-law, and grandchild.

**4.6 Marriage Gift**

You will receive a marriage gift of $100 cash if your marriage is registered after you have been in service for at least 3 continuous months, it is your first legal marriage, and you are not serving resignation notice.

**4.7 Baby Gift**

We will give you a baby hamper to congratulate the birth of your baby provided you have been in service for at least 3 continuous months before the birth of the baby and you are not serving resignation notice.

**PART 5: TRAINING & DEVELOPMENT**

**5.1 Training Policy**

The Organisation provides training and development opportunities to employees that are in line with the Organisation’s needs and relevant to the employee’s job and overall development.

Programmes that are mandatory to meet licensing and statutory requirements and programmes that are necessary for the performance of the jobs will be fully sponsored by the Organisation.

The Organisation has a co-sharing scheme in place to help employees who do not meet the criteria for fully sponsored programmes but who still want to attend courses to upgrade their skills or for personnel development. As the Organisation is a charitable Organisation with limited resources, not all training nomination applications will be approved. The Organisation will review such training nomination on a case by case basis.

Depending on the value of the programme, sponsored employees may be required to sign training bond with the Organisation.

**PART 6: CODE OF CONDCUT**

1. **Staff Discipline**

To ensure fair and impartial treatment to all employees, disciplinary action, when necessary, is usually directed towards corrective action rather than punishment. Disciplinary action includes:

a) Counseling

b) Verbal Warning

c) Written Warning

d) Termination of Service

Depending on the seriousness of the disciplinary issue, at times, the appropriate action may be immediate dismissal.

1. **Dismissal**

An employee can be dismissed on the following grounds:

* Commits repeated offence after final counseling letter is given
* Commits serious misconduct such as disregarding Organisation’s safety regulations, sleeping on the job, insubordination, secondary employment, etc
* Commits major offence such as criminal offence, violation of Organisation’s rules, unauthorised disclosure of Organisation’s confidential information, falsification of financial statements, etc
* Absent from work for more than 2 consecutive working days without approval or a good excuse or without informing or attempting to inform the orgnisation

Every case would be thoroughly investigated before arriving at the decision to dismiss an employee.

1. **Appeal Procedure**

2 calendar weeks will be given to an employee who has been given a disciplinary penalty to appeal his/her case. Submission for appeal must be done in writing through the Supervisor to Human Resource Department. Management shall evaluate the case. Decision made by the Management will be final.

**PART 7: EMPLOYEE GRIVANCES**

1. **Grievance**

Grievance refers to any injustice, unfair treatment, infringement of person rights or experience of distress by an employee caused by a person or persons, including the person’s employer, a co-worker or a group of co-workers of the employee, patients and their relatives, acquaintances, visitors and any other healthcare professionals.

1. **Reporting a Grievance**

You are encouraged to raise your grievance to your immediate supervisor’s attention immediately. If your immediate supervisor is the aggressor, you should report your grievance to the next level manager or Human Resource Department.

1. **Investigation**

All investigations will be conducted in a confidential, impartial and objective manner.

The organisation will investigate your grievance and attempt to mediate or resolve within 1 week from the date you reported the grievance.

If you are not satisfied with the outcome, you may raise the issue to the next level manager or Human Resource Department.

You have the right to appeal until the grievance is resolved or reached the level of the President whose decision shall be final.

**PART 8: OFFICE POLICY**

1. **Working Hours**

You are expected to work 44 hours per week either on 5 days, 5.5 days, or 6 days work week or as stated in your Employment Contract.

Your working hours may be different from others due to operation requirements. The normal working hours for office employees are as follows:

Monday : 8.30 am – 5.30 pm (including 1 hour break)

Tuesday to Friday : 8.00 am – 6.00 pm (including 1 hour break)

Saturday/Sunday/Public Holiday : Closed

1. **Lunch & Tea break**

You are given 1 hour meal break every day. You are required to keep to the proper break hours.

The normal lunch and tea break hours for office employees are as follows:

Lunch hour : 12 noon – 12.45 pm

Tea break : 3 pm – 3.15 pm

Only vegetarian foods are allowed in the premises.

1. **Punctuality**

You are expected to report for work punctually. You cannot offset late reporting to work with late departure after office hour.

You must obtain prior permission from your supervisor in order to leave work early.

Unauthorised late reporting and/or early dismissals are subject to disciplinary actions up to and including dismissal.

1. **Update of Employee’s Particulars**

You are required to update Human Resource Department whenever there are changes to your personal particulars, including the followings:

1. Name
2. Address
3. Contact numbers
4. Citizenship status
5. Entry/Re-entry Permit for Permanent Resident
6. Marital status
7. Emergency contact person
8. New born child or adopted child

Original documents, where applicable, shall be shown to Human Resource Department for verification and a copy to Human Resource Department for filing.

1. **Dress Code**

If you are a uniformed employee, you are required to wear your uniform smartly and neatly.

If you are a non-uniformed employee, you are expected to comply with the following dress code:

Monday – Thursday : Office attire for office worker; appropriate and neat attire for others

Casual Friday : Casual smart attire; office attire if you have official meeting with external parties.

Revealing clothes, singlets, shorts and slippers are not allowed at all time.

1. **Parking**

You are allowed to park in the Organisation’s premises subject to lots availability and at your own risk. The Organisation will not be liable for any injury, damages, theft, etc.

1. **Security of Office Premises**

Unauthorised personnel are not allowed to enter the office. You should ensure that confidential documents and filing cabinets are properly locked before leaving the office.

1. **Communications**

You are expected to read and response to correspondences (e.g. emails and enquiries) promptly and exercise prudence when communicating with external parties.

1. **Confidentiality**

You shall not at any time, either during or after your employment with the Organisation, divulge or communicate any information concerning the business, finances, transactions or affairs of the Organisation, either written or verbal, to any non-relevant person or party without the management’s prior written approval.

1. **Smoking Ban**

Smoking is strictly prohibited in the Organisation’s premises and during working hours.

1. **Secondary Employment**

You shall devote your whole time and attention to the interest of the Organisation and shall not at anytime during your service with the Organisation, without prior written consent from the Organisation, engage or interest yourself in any work or business other than that relating to your duties in the Organisation.

1. **Conflict of Interest**

You must not engage, directly or indirectly, in activities that may give rise to a conflict of interest with your duties or in competition with the business of the Organisation.