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**IR No. 110 — INDUSTRIAL RELATIONS ACT 1960**

It is hereby notified for general information that on 19th January 2024, the following memorandum of a collective agreement was certified by the Industrial Arbitration Court and registered pursuant to section 25 of the Industrial Relations Act. The Court does not vet the agreement other than to ensure that there are no major errors or discrepancies and that the collective agreement is in compliance with the provisions of the Industrial Relations Act.

THIS COLLECTIVE AGREEMENT is made pursuant to the Industrial Relations Act, this 10th day of August 2023 between the DHL GLOBAL FORWARDING (SINGAPORE) PTE LTD, having its registered office at 1 Changi South Street 2, DHL Distribution Centre, Singapore 486760 (hereinafter called the “Company”) of the one part and THE SINGAPORE MANUAL & MERCANTILE WORKERS’ UNION of SMMWU Building, No. 65, Lorong 24A, Geylang, Singapore 398589 (hereinafter called the “Union”) of the other part whereby it is agreed that the terms and conditions of Employment and working conditions specified in this Agreement shall be observed by the parties hereto.

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

Clause 1: *Title*—This Agreement shall be known as the “DHL GLOBAL FORWARDING SINGAPORE EMPLOYEES’ AGREEMENT 2023”.

Clause 2: *Scope*—(1) This Agreement shall cover all Singapore-based employees of the Company including those listed in Appendix I to this Agreement, but shall exclude —

- (a) managerial, executive and confidential employees; \*\*
- (b) employees on probation; and
- (c) temporary or contract employees who are engaged on a fixed duration regardless of contract duration.

\*\* Not inclusive of managerial and executive positions covered under this Agreement to represent them.

(2) Should the Company desire to promote any employee covered by this Agreement to a non-bargainable grade, the Union shall be informed.

(3) Temporary employees who have been in the service of the Company for more than six months continuously and are required to be employed further shall be considered favourably for permanent employment without having to undergo any further probationary period.

Clause 3: *Duration*—(1) This Agreement shall be in force on 1st July 2023 until 30th June 2026 and during the currency hereof, neither the Company, the Union nor any of its members shall seek to vary, modify or annul any of its terms in any way whatsoever save as is provided herein or by operation of law.

(2) Negotiations for a new collective agreement may commence six months prior to the expiry date of this Agreement but not earlier.

Clause 4: *Interpretation*—In this Agreement, unless the context otherwise requires, words importing the masculine gender include the feminine and words in the singular include the plural.

Clause 5: *Recognition*—(1) The Company recognises the Union as the sole collective negotiating body relating to rates of pay, hours of work and other general conditions of employment for employees in the service of the Company in Singapore as defined in clause 2(1) of this Agreement.

(2) The Company shall advise the Union before changes in the general conditions of employment, as defined in sub-clause (1) above, are put into effect and the Union shall advise the Company before it takes action of any kind on behalf of the Company or involving the employees of the Company.

(3) The Union agrees to use its best endeavours to see that all members loyally co-operate in working for the advancement of the Company's interests and business in all respects.

(4) The Company shall provide to the Union for the grades covered by this Agreement a list of the employees' salaries every April.

Clause 6: *Non-Union Members*—Employees who are not members of the Union but of a category covered by this Agreement shall not receive benefits more favourable than those conferred on the union member under this Agreement.

Clause 7: *Grievance Procedure*—(1) Recognising the value and importance of full discussions in clearing up misunderstandings and preserving harmonious relations, every possible effort shall be made by both the Company and the Union to dispose of any enquiries or complaints from employees at the lowest possible level.

(2) Any employee having a grievance may within seven working days of its arising bring the matter to the attention of his Head of Department.

(3) The grievance shall then be considered by the Head of Department who shall give his decision within seven calendar days of the grievance having been reported to him/her under sub-clause (2) of this clause.

(4) If the Union or the employee concerned feels that the grievance has not been properly considered, the matter may be brought up within five working days upon receiving notice from Head of Department, for further discussion between the Company and the Union.

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(5) The decision of the Company, relating to the grievance shall then be given to the Union within seven days (or at such later date as may be mutually agreed) in accordance with sub-clause (4) of this clause. However, should there be no settlement, either party may refer the matter to the Ministry of Manpower for conciliation.

Clause 8: *Referee*—Any dispute arising out of the operation of this Agreement while it is in force shall be referred by either party to the President of the Industrial Arbitration Court, who shall have the discretion to select a referee from the panel of referees appointed in accordance with the Industrial Relations Act to determine the dispute.

Clause 9: *Variation*—Subject to the provisions of the Industrial Relations Act, any changes in respect of the parties to this Agreement shall be jointly notified to the Court to form part of this Agreement.

Clause 10: *Probation*—(1) On joining the Company's service, the period of probation shall be up to three months extendable for a further period of not exceeding three months if considered necessary by the Company.

(2) An employee is required to obtain a 'Fully Meet' performance rating, to be considered for confirmation of employment.

(3) All confirmation and non-confirmation shall be in writing and documented.

(4) In the calculation of the period of service for any benefits the probationary period shall be deemed to be part of an employee's period of service.

Clause 11: *Promotion*—(1) As and when vacancies occur, the Company shall encourage and consider the promotion of suitable existing employees from lower categories to higher categories. Employees shall be notified of such vacancies through circulars issued by the Company. The Company, however, shall not be required to give any reason if any or all applications from existing employees are not appointed to fill any vacancy.

(2) The point of entry into the appropriate salary range for employees who are promoted shall be determined as follows —

Where the basic salary of the employee before promotion is less than the minimum of the salary range appropriate to the higher grade or post, employee shall be paid the minimum of such salary range, provided that such adjustment is not less than seven per cent of his current basic salary, excluding the normal salary increment.

(3) For the purposes of this clause, "basic salary" means the employee's basic salary excluding overtime or other allowances.

Clause 12: *Hours of Work*—(1) The hours of work and overtime shall be regulated in accordance with the Employment Act.

(2) The normal daily working hours for all employees shall be as follows —

<i>Work Week</i>	<i>Work Days</i>	<i>Work Hours</i>
5-day work week	Mondays to Fridays	8.30 am to 6.00 pm Inclusive of one hour lunch
5.5-day work week	Mondays to Fridays	8.30 am to 5.30 pm Inclusive of one hour lunch
	Saturdays	8.30 am to 12.30 pm

(3) *Shift Employees*

- (a) The hours of work of shift employees shall be in accordance with section 40 of the Employment Act.
- (b) Shift employees shall work in accordance with the hours of work laid down in their shift rosters.

Clause 13: *Overtime*—(1) All employees covered by the scope of this Agreement shall be paid overtime in accordance with the rates prescribed in the Employment Act.

(2) Employees who are non-workmen earning up to S\$2,600 per month shall be paid overtime in accordance with the rates prescribed in the Employment Act.

Clause 14: *Work on Rest Day and Public Holiday*—Payment for work done on rest day or public holiday by employees who are covered under the Employment Act shall be as follows —

(a) *For work on Rest Day*

- (i) if the period of work does not exceed half his normal hours of work, a sum at the basic rate of pay for one day's work;
- (ii) if the period of work is more than half but does not exceed his normal hours of work, a sum at the basic rate of pay for two days' work.

(b) *For work on Public Holiday*

One day's pay at the basic rate of pay for that day worked in addition to the gross rate of pay for that day.

Clause 15: *Retirement and Re-Employment*—(1) The retirement age of an employee shall be in accordance with the provisions of the Retirement and Re-employment Act.

(2) The Company shall provide re-employment to retiring employees up to age of 68 in accordance with the updated Tripartite Guidelines on Re-employment of Older Employees subject to the following conditions:

- (a) Medically fit for work.
- (b) Satisfactory performance.

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(3) Six months before the retirement age, the Company shall notify the employee. The Company and the employee shall discuss on re-employment opportunities and other related issues such as skill assessment, re-training, changes to terms and conditions of re-employment, etc with a view to re-hiring the employee.

(4) The revised re-employment terms and conditions offered to employees shall take into consideration terms equitable to the employee and the cost competitiveness for the Company and shall be in accordance with the updated Tripartite Guidelines on The Re-employment of Older Employees.

(5) In the event that the Company is not able to offer re-employment to eligible employee, the Employer shall follow the applicable provisions provided in the Tripartite Guidelines on Re-employment of Older Employees.

Clause 16: *Retrenchment Benefits*—(1) In the event of a retrenchment, the Company shall give appropriate notice to the Union and in confidence of the impending retrenchment.

(2) The affected employees shall be given one month's notice or one month's gross salary in lieu of notice per their employment contract.

(3) Employees shall have at least two years of continuous service with the Company to be eligible for consideration of retrenchment benefits as set out in clause 16(4).

(4) Subject to section 45 of the Employment Act, the quantum of retrenchment benefit shall be as follows —

- (a) Two years of continuous service — sum equivalent to one month last drawn basic salary for each year of service.
- (b) The maximum retrenchment benefit shall be capped at 25 months' last drawn basic salary or what the employee would have earned up to retirement age of an employee in accordance with the provisions of the Retirement and Re-employment Act (based on last drawn basic salary) had the employee not been retrenched, whichever the lower.

Clause 17: *Death Benefit*—Subject to insurance underwriting, the Company shall on the death of an employee pay the proceeds under the relevant insurance plan in accordance with his will or, and in the absence of a will, according to the notice of administration or court order.

Clause 18: *Salaries*—(1) The salary structure is set out in the Appendix I to this Agreement.

(2) The annual incremental date shall be 1st April each year.

(3) The annual increment of confirmed employees shall be negotiated annually between the Union and the Company in accordance with the recommendations of the National Wages Council.

(4) New employee with less than one complete calendar year of service shall be eligible for increment provided that he had joined the Company before 1st October of the preceding year.

(5) An employee who has reached the maximum salary of his grade shall not be eligible for annual increment but shall be entitled to receive a Monthly Wage Supplement (MWS) subject to attaining a 'Fully Meet' performance rating in that year. MWS shall not be used for computation of AWS, Bonus, Overtime pay or Gross Rate of Pay.

(6) The Company may at its own discretion grant merit increment to any deserving employee.

Clause 19: *Variable Bonus Scheme*—(1) The Company shall pay a variable bonus to all eligible employees on permanent contract terms subject to Company business performance. The quantum of bonus shall be determined in consultation with the Union, taking into account the performance of the Company and the individual employee.

(2) An employee who has joined the Company before 1st October and is confirmed as at 31st December of the same year will be eligible to receive variable bonus. Employees with less than one year's service or have accumulated an aggregate of 30 or more unpaid leave days in a calendar year will have his variable bonus pro-rated accordingly.

(3) Employee who is dismissed or who resigns to avoid dismissal by the Company for gross misconduct shall not be entitled to any payment whatsoever.

(4) The bonus shall be paid not later than 30th April of the following year.

Clause 20: *Annual Wage Supplement (AWS)*—(1) A confirmed employee who has completed 12 months' continuous service shall be entitled to an annual wage supplement equivalent to one month's basic salary drawn in December.

(2) Payment shall be made not later than 15th December each year.

(3) Confirmed employees who are still in service at the time of payment, but have not completed 12 months' service shall be paid a pro-rated annual wage supplement.

(4) Employees with an aggregate of 30 or more unpaid leave days in a calendar year will have his AWS pro-rated accordingly.

(5) Proportionate annual wage supplement based on the employee's last drawn salary calculated on the basis of each completed month of service in the calendar year shall also be paid to an employee —

- (a) on resignation, for employees who have completed one year of service based on last day of service;
- (b) on retirement on reaching the retirement age;
- (c) on termination on medical grounds;
- (d) on death; or

- (e) retrenchment arising from a redundancy or because the Company ceases business or the Company is placed under receivership, judicial management or winding-up.

Clause 21: *Festive Advance Pay*—Employees who celebrate the below-mentioned festivals will be eligible to receive half month advance pay five working days before the festival should it fall between the 10th to 25th of the month.

<i>Festivals</i>	<i>Eligibility</i>
Chinese New Year	Chinese only
Hari Raya Puasa	Muslims only
Deepavali	Hindus only

However, if an employee is celebrating two festivals, the advance will be paid out to the festival that occurs first during the calendar year. For the avoidance of doubt, such advance payment shall only be made once in a calendar year.

Clause 22: *Shift Allowance*—The Company shall pay the following shift allowance —

2nd Shift allowance — S\$10.00 per day.

3rd Shift allowance — S\$16.00 per day.

Clause 23: *Taxi Fare/Mileage Claim*—(1) The Company shall reimburse actual taxi expenses or mileage claims when employees are required to work beyond 9.30pm. Mileage claim shall be based on car mileage at \$0.60 per km or motor cycle mileage at \$0.35 per km.

(2) Employees who are required to work overtime on a gazetted public holiday or on his official rest day shall be entitled to taxi fare or mileage claim.

Clause 24: *Annual Leave*—The Company shall grant annual leave to all employees on the following basis —

1 to 5 years' service — 14 working days.

Above 5 to 10 years' service — 18 working days.

Above 10 years of service — 21 working days.

Clause 25: *Maternity Leave*—(1) Female employees shall be entitled to paid maternity leave in accordance with the Child Development Co-Savings Act or the Employment Act, as applicable.

(2) Sick leave recommended by the medical practitioner for any employee before confinement shall be considered as normal sick leave.

(3) For absence from work due to still birth or premature birth, leave shall be granted per recommendation by medical practitioner.

Clause 26: *Shared Parental Leave*—A male employee shall be entitled to share 4 weeks of the spouse’s paid maternity leave, subject to the conditions of the Child Development Co-Savings Act. The leave shall be taken as a continuous block of 1 to 4 weeks. Where mutually agreed between the Company and the employee, the leave may be taken flexibly within 12 months of the birth of the child.

Clause 27: *Childcare Leave*—(1) Every employee who has served the Company for at least three months and who has a child below the age of seven years shall be entitled to six days of paid childcare leave in a year in accordance with the Child Development Co-Savings Act or two days of paid childcare leave in a year in accordance with the Employment Act, as the case may be.

(2) An employee who has served the Company for at least three months and whose child is a Singapore citizen aged between 7 to 12 years (inclusive) shall be entitled to two days of paid childcare leave per year, subject to the conditions in the Child Development Co-Savings Act.

(3) For employees who qualify for leave under both sub-clause (1) and (2), the total paid childcare leave for each parent is a maximum of six days per year.

Clause 28: *Paternity Leave*—(1) Subject to the prevailing provisions of the Child Development Co-Savings Act, a male employee who has served the Company for at least three months and whose new-born child is a Singapore citizen, shall be entitled to two weeks of paid paternity leave. Paternity leave shall be taken within 16 weeks of the birth of the child. With mutual agreement between the Company and employee, it may be taken flexibly within twelve months of the birth of the child.

(2) Male employees who have served at least three months of continuous service with the Company, before the birth of the child of non-Singaporean nationality, shall be entitled to two days leave with pay.

Clause 29: *Marriage Leave*—The Company shall grant a period of one calendar week (inclusive of public holidays and weekends) as marriage leave to an employee on the occasion of his first legal marriage subject to the employee having been in the service of the Company for a minimum period of six months as at the date of his marriage. A copy of the marriage certificate is required to support such leave. Such marriage leave shall be utilised at the employee’s own discretion within six months of either the legal registration of marriage or the customary wedding ceremony.

Clause 30: *Compassionate Leave*—(1) The Company shall grant an employee three consecutive working days of paid compassionate leave from the date of demise of a member of his family ie. parents, parents-in-law, grandparents, spouse, brothers, sisters or children.

(2) An employee requesting compassionate leave is required to produce evidence that the leave is needed on bona-fide grounds. If at any time it is found that such leave has been obtained by a misrepresentation of facts, the employee may render himself liable to disciplinary action by the Company.

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Clause 31: *Critical Illness Leave*—Critical illness refers to the admission of a member of the family ie. Parents, parents-in-law, grandparents, spouse, brothers, sisters or children into an Intensive Care Unit (ICU) ward. Employee shall be granted one working day per occurrence subject to a maximum not exceeding five working days in any calendar year.

Clause 32: *Long Term Illness*—(1) Any employee with a minimum of one year service who has contracted illness or injury not file under Work Injury claim that requires pro-longed treatment as certified by medical officer shall be eligible for the following leave —

- (a) First six months with full gross pay.
- (b) Second six months with half gross pay.
- (c) Third six months with no pay.

(2) On expiry of the 18 calendar months, if the employee is declared medically unfit for duty by medical officer, the policy on “Medical Board-Out” shall then be implemented.

Clause 33: *Medical Board-Out*—An employee who is certified medically unfit for further service by a Company doctor or registered medical practitioner may, if he wishes, obtain a second opinion from Government medical officer or hospital. If there is conclusive evidence that the employee has to be medically boarded-out, he shall receive the following benefits —

- (a) One month’s pay in lieu of notice;
- (b) Pay in lieu of annual leave not taken; and
- (c) A lump sum payment in accordance to Company’s insurance scheme subject to prevailing underwriting.

Clause 34: *Unpaid Leave*—The Company shall grant an employee a period of unpaid leave on application subject to approval.

Clause 35: *Medical Benefits* —

**Outpatient**

(1) All employees who have completed three months’ of continuous service with the Company shall be covered with the Group Hospital and Surgical Insurance Policy employees as per schedule of benefits provided by the Company insurer as stated in Appendix II.

In addition to the Group Hospital and Surgical Insurance Policy, the Company shall cover the employees for out-patient treatment by Panel of Practitioners as shown in Appendix II.

If the employee were to see a medical practitioner from a public medical institution, the company will reimburse the employee the medical consultation fee if a medical certificate is produced.

In emergency cases, if the employee were to see a doctor excluded from the panel of practitioners or private medical institution, the company will also reimburse the employee the medical consultation fee if a medical certificate is produced.

- (2) The Company shall not be liable to bear —
- (a) the cost of medical, surgical, dental or other appliances including spectacles or contact lenses;
  - (b) any expenses in respect of pregnancy or confinement;
  - (c) any expenses arising out of self-inflicted injury or illness caused by misconduct;
  - (d) any expenses for treatment in mental cases which have been certified by a Government medical officer;
  - (e) any expenses in respect of any illness or accident arising out of and in the course of employment which constitutes a valid claim under the terms of the Work Injury Compensation Act other than in accordance with the Act; or
  - (f) any expenses incurred in respect of any 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, abortifacient measures, the misuse of drugs, or any breach of the peace of disorderly conduct.

**In-Patient (Hospitalisation)**

- (3) All employees shall be entitled to hospitalisation and surgical benefits in accordance with Group Hospital and Surgical Insurance Policy purchased by the Company as attached in Appendix II.

Clause 36: *Sick Leave & Hospitalisation Leave*—(1) All employees shall be entitled to paid sick leave not exceeding an aggregate of fourteen (14) days in any calendar year if no hospitalisation is necessary, and sixty (60) days in any calendar year if hospitalisation is necessary.

(2) Provided that if an employee is hospitalised for less than 46 days in any one calendar year, his entitlement to paid outpatient sick leave for that year shall not exceed the aggregate of 14 days plus the number of days on which he is hospitalised

(3) If an employee falls ill while on annual leave, the Company will allow the employee to replace their annual leave with sick leave, provided it is supported by a medical certificate from any registered medical practitioner.

Clause 37: *Dental Benefit*—(1) The Company shall reimburse the employee under the Company Dental Insurance Plan on dental charges excluding cosmetic treatment per the insurance plan schedule.

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(2) Absence caused through dental illness shall, on production of a sick leave certificate issued by the dental officers of dental clinic be treated as paid sick leave to be offset against the sick leave entitlement provided in clause 36 of this Agreement.

Clause 38: *Long Service Award*—The Company shall award employee for their service with the Company according to the years of service rendered —

5 years of service	— \$450
10 years of service	— \$800
15 years of service	— \$1,600
20 years of service	— \$2,000
25 years of service	— \$2,500
30 years of service	— \$3,000
35 years of service	— \$3,000
40 years of service	— \$3,000

Clause 39: *Work Injury Compensation Act*—The Company shall insure employees in accordance with the provisions of the Work Injury Compensation Act.

Clause 40: *Training*—Recognising the importance of training and upgrading of skills so that workers' skills can remain relevant to new technology and for higher productivity, the Union and Company management hereby agreed to look into and discuss on training needs of workers in the Company.

IN WITNESS HEREOF the parties have hereunto set their hands on the day and year hereinbefore written.

Signed for and on behalf of:

DHL GLOBAL FORWARDING  
(SINGAPORE) PTE LTD

THE SINGAPORE MANUAL &  
MERCANTILE WORKERS' UNION

CHRISTOPHER LIM  
*Managing Director*

ANDY LIM TZE KHONG  
*Secretary-General*

GARY CHONG  
*Head of Human Resources*

AZHAR BIN OTHMAN  
*Branch Chairman*

SITI RINDRAWATI BTE KAMARI  
*Branch Secretary*

MUNIRAH BTE MOHD TAIB  
*Branch Treasurer*

In the presence of:

NG KAILING  
*Senior Manager Human Resource*

SURASH R MUKUNDAN  
*Senior Deputy Secretary-General*

*Appendix I (Clauses 2 & 18)***DHL GLOBAL FORWARDING SINGAPORE EMPLOYEES'  
AGREEMENT 2023****SALARY SCHEDULE**

<b><i>JOB CLASSIFICATION</i></b>	<b><i>MAXIMUM \$</i></b>	<b><i>MINIMUM \$</i></b>
Assistant Manager	4,106	6,848
Senior Executive	4,106	6,848
Executive	3,444	5,737
Senior Supervisor	3,444	5,737
Supervisor	2,776	4,622
Specialist	3,444	5,737
Senior Coordinator	2,776	4,622
Coordinator	2,222	3,699
Senior Logistic Assistant	2,222	3,699
Logistic Assistant	1,740	2,897
Finance Officer	3,444	5,737
Senior Assistant	2,222	3,699
Assistant	1,740	2,897

*Appendix II (Clause 35)*

**DHL GLOBAL FORWARDING SINGAPORE EMPLOYEES'  
AGREEMENT 2023**

**List of Insurance Coverage**

1. Work Injury Compensation Insurance
2. Group Term Life
3. Group Personal Accident
4. Group Hospital & Surgical
5. Group Major Medical
6. Group Outpatient Clinical
7. Group Outpatient Specialist
8. Group Outpatient Dental

A copy of the list of Insurance Coverage shall be given to the Union.

WONG CIXIAN  
*Registrar*  
*Industrial Arbitration Court*  
*Singapore*

(CA. 292 of 2023)