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IR No. 146 — INDUSTRIAL RELATIONS ACT 1960

It is hereby notified for general information that on 19th February 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 1st day of December 2023 between the DEUTSCHE LUFTHANSA AG and LUFTHANSA CARGO AG, companies incorporated in the Federal Republic of Germany and having both places of business in Singapore at 390 Orchard Road, #13-01 Palais Renaissance, Singapore 238871 (hereinafter jointly and severally referred to as the “Company”) of the one part and THE SINGAPORE MANUAL & MERCANTILE WORKERS’ UNION, a trade union registered under the Trade Unions Act and having its registered office at The SMMWU Building, 65 Lorong 24A Geylang, Singapore 398589 (hereinafter referred to as the “Union”) of the other part.

(I) GENERAL PROVISIONS

Clause 1: *Title*—This Agreement shall be known as the “LUFTHANSA GERMAN AIRLINES/LUFTHANSA CARGO AG EMPLOYEES’ AGREEMENT OF 2023”.

Clause 2: *Scope*—This Agreement shall cover locally engaged employees in the Company’s service in Singapore (hereinafter referred to as the “employees”), with the exception of the following:

- (1) managerial staff (M-Scale).
- (2) confidential secretaries.
- (3) employees on probation.
- (4) temporary employees (being employees who are employed for a period not exceeding in the aggregate six months in each calendar year).

Clause 3: *Duration of Agreement*—(1) This Agreement shall come into operation on 1st December 2023 and shall remain in force and be binding on the Company and the Union until 30th November 2025.

(2) During the validity of this Agreement, neither the Company nor the Union shall seek to vary, modify or annul any of its terms in any way whatsoever save as is provided herein or by operation of law.

(3) Negotiations for a new collective agreement may commence three months before the expiry 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 gender and words in the singular include the plural.

Clause 5: *Recognition*—(1) The Company recognises the Union as the collective negotiating body relating to rates of pay and other general conditions of employment for the monthly-paid (full and part-timers) locally engaged employees in the service of the Company in Singapore as defined under clause 2.

(2) Deutsche Lufthansa AG and Lufthansa Cargo AG, being separate legal entities, reserve the right to negotiate and conclude separate collective agreements.

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

(4) The Union recognises the rights of the Company to control, operate and manage its business in all respects as it deems fit.

(5) The Union shall use its best endeavour to ensure all its members loyally co-operate in working for the advancement of the Company's interest and business in all respects.

Clause 6: *Grievance Procedure*—(1) Any grievance arising out of the terms and conditions of employment and working conditions shall be settled as equitably and quickly as possible and therefore brought to the attention of the Company within three working days.

(2) The grievance procedure shall be as follows:

- (a) Any employee having a grievance may within three working days of its arising, bring the matter to the attention of his immediate superior or if it concerns his superior may bring it to the attention of the Company management, either on his own behalf or with the assistance of the Union. The decision thereon shall be given as soon as possible and normally within four working days.
- (b) If the employee concerned is dissatisfied with the decision of the Company given above, he may refer the matter within three working days to the Company Manager, either on his own behalf or with the assistance of the Union, and the Company Manager shall give his decision within five working days from the day of such reference.
- (c) Any grievance which has not been satisfactorily settled shall be referred to the Ministry of Manpower for conciliation.

Clause 7: *Referee*—Any dispute or disputes between the parties to this Agreement while it is in force and arising out of its operation shall be referred by either party to the President of the Industrial Arbitration Court, who may select a referee appointed under the provisions of section 43 of the Industrial Relations Act, to hear and determine such dispute or disputes.

(II) GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Clause 8: *Probationary Period*—(1) Unless otherwise agreed in writing, the first three months of employment shall constitute a probationary period. The probationary period may be extended for a further period of three months where the Company deems it necessary.

(2) Should an employee serving a probationary period become ill for any period longer than one week, the probationary period shall automatically be extended by the length of such illness, including the first week thereof.

(3) Unless otherwise agreed in writing an employee serving a probationary period shall not be entitled to go on annual leave during the first three months of his/her employment.

(4) The probationary period shall be taken into account in computing seniority.

(5) After completion of the probationary period, the employment shall be deemed indefinite unless other notice is given.

Clause 9: *Hours of Work and Overtime*—(1) The normal weekly working hours shall be 41 hours, exclusive of meal breaks.

(2) Meal breaks shall be granted in accordance with operational and/or commercial requirements of the Company.

(3) The allocation of the standard weekly working time to work periods (seasons, weeks, days) shall be determined by the respective Department Manager (Area Sales Manager, Airport Manager) in accordance with the business requirements of the Company (scheduled working time). Split shifts are permissible if operational and/or commercial circumstances require.

(4) A re-allocation shall be regarded as an integral part of the duty roster provided the employee affected is given sufficient notice (as a general rule minimum of 48 hours) and a corresponding roster adjustment is made.

(5) If requested by the Department Manager, the employee shall work overtime in excess of the normal working time or the working time according to the duty roster as well as on Sundays or rostered days off, public holidays, in shifts and during nights.

(6) An employee who is required by the Company to work and who works overtime shall be compensated as below:

(a) Employees within the ambit of Part IV of the Employment Act shall be compensated for overtime work in accordance with the Employment Act.

- (b) Employees not within the ambit of Part IV of the Employment Act shall be compensated as follows:
 - (i) As a general rule, the Company shall compensate overtime work by granting corresponding time off. For the purpose of this regulation, corresponding time off means straight time off increased by 50%.
 - (ii) In case operational and/or commercial circumstances do not permit increased time off, the time supplement of 50% shall be substituted by a monetary supplement of 50% of the hourly basic salary rate for each such working hour.
 - (iii) In case compensation is not granted in accordance with sub-paragraph (ii) above, the employee shall be compensated with 150% of the hourly basic salary rate for each such working hour.

Clause 10: *Work on Public Holidays, Off Days and Rest Days*—(1) An employee who is required by the Company to work and who works on a public holiday shall be compensated with a payment of 200% of the hourly gross salary for each hour worked or in accordance with the Employment Act, whichever is higher.

(2) An employee who works on a rest day or off day shall be compensated as follows:

- (a) Employees within the ambit of Part IV of the Employment Act who work on a rest day shall be compensated in accordance with section 37 of the Employment Act.
- (b) Employees within the ambit of Part IV of the Employment Act who work on an off day at the Company's request shall be compensated with a payment of 200% of the hourly basic salary rate for each hour worked.
- (c) Employees not within the ambit of Part IV of the Employment Act who work on a rest day or off day at the Company's request shall be compensated as follows:
 - (i) As a general rule, the Company grant corresponding time off at the rate of two times the number of hours worked.
 - (ii) In case operational and/or commercial circumstances do not permit the granting of increased time off, the employee shall be granted time off equal to the number of hours worked, plus a monetary payment of 100% of the hourly basic salary rate for each such working hour.
 - (iii) In case compensation is not granted in accordance with sub-paragraph (ii) above, the employee shall be compensated with a payment of 200% of the hourly basic salary rate for each such working hour.

(3) In case of re-allocation of the designated off day the Company shall give due notice to the employee.

(III) TERMS AND BENEFITS ON TERMINATION OF EMPLOYMENT

Clause 11: *Termination of Employment* —

<i>Length of Service</i>	<i>Notice Period</i>
Less than 26 weeks	1 day
26 weeks to less than 2 years	1 week
2 years to less than 3 years	2 weeks
3 years and above	4 weeks

Such notice must be given in writing and the day on which the notice is given shall be included in the notice period.

Clause 12: *Retirement and Re-Employment*—(1) The retirement age of an employee shall be as legislated. The Company shall seek to offer re-employment to an employee beyond the legislated retirement age based on the provisions of the Tripartite Guidelines on the Re-employment of Older Employees.

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

Clause 13: *Retrenchment Pay*—(1) An employee whose employment is terminated by the Company on grounds of redundancy shall be eligible to receive retrenchment pay at the rate of 1.5 months' basic salary for each completed year of continuous service with the Company, or a proportionate part thereof, calculated from the date of joining the Company. The maximum retrenchment pay shall be 25 months' basic salary.

(2) The foregoing shall only be applicable to an employee who has at least two years' continuous service with the Company at the date of termination of his employment.

(3) The notice of termination of service to any employee so affected shall be two months or two months' salary in lieu of notice.

Clause 14: *Death in Service or Medical Boarding Out*—(1) In case of death in service or medical boarding out (subject to recognition by CPF Board according to CPF rules governing medical boarding out cases) the Company shall pay the legal assign to the employee as the case may be as follows:

- (a) Where the employee dies or is medically boarded out more than 24 months before reaching his normal retirement age, a lump sum payment of six times his last drawn monthly basic salary plus fixed monthly allowances. In addition, an amount equal to one last drawn monthly basic salary plus fixed monthly allowances per completed year of continuous service which is subjected to a maximum of 18 last drawn monthly salaries, making a total maximum payment of 24 last drawn monthly salaries.

- (b) Where the employee dies or is medically boarded out 24 months or a shorter period before reaching his normal retirement age, a lump sum payment of an amount equal to one last drawn monthly basic salary plus fixed monthly allowances for each month before the normal retirement age.

(2) Any payment out of other sources provided by the Company or to which the Company is contributing shall be taken into account in determining the total payment under this clause except for CPF contributions.

(IV) SALARY AND OTHER MONETARY ITEMS

Clause 15: *Job Classifications, Salary and Annual Performance Based Increment*—(1) The job classifications of the employees shall be indicated in Appendix I to this Agreement.

(2) The performance based annual incremental date shall be 1st January of each year. If the employee did not work full time in the preceding year, the performance based annual increment will be pro-rated accordingly.

(3) The merit pot for performance based annual increment of confirmed employees shall be determined in consultation with the Union, taking into account the performance of the Company and individual on a yearly basis.

(4) Negotiation for the merit pot may commence three months before January of each year.

A one-off payment equivalent to 12 months of proposed increased basic salary shall be paid to average or above performing employees reaching the maximum of their salary range.

Clause 16: *Annual Wage Supplement*—(1) The Company shall pay an annual wage supplement (i.e. 13th month salary) equivalent to one month's basic salary to each employee, payable together with the salary for the month of November of each year.

(2) Newly engaged employees who have not completed 12 months' service shall be paid an annual wage supplement on a pro-rata basis.

(3) If an employee terminates his service or has his service terminated in the year, the Company shall pay pro-rata annual wage supplement.

(4) No annual wage supplement shall be paid to an employee who is dismissed or resigns to avoid dismissal.

Clause 17: *Meal Allowance*—(1) SIN SM employees handling aircraft arrivals or departures and whose working time covers a meal break at reasonable time shall receive a fixed meal allowance of SGD130 per month.

(2) SIN SW employees handling aircraft arrivals or departures and whose working time covers a meal break at reasonable time shall receive a fixed meal allowance of SGD130 per month.

(3) Employees working part time at SIN SM or SIN SW shall get a pro-rated amount accordingly.

(4) SIN F/GC-H employees handling aircraft arrivals or departures whose working time covers one of the following meal break and who is precluded by operational requirements from taking the meal break shall receive a meal allowance at the following rates:

	<i>Time</i>	<i>Amount</i>
Breakfast	06.00 - 08.00 hrs	SGD4.05
Lunch	12.00 - 14.00 hrs	SGD4.60
Dinner	18.00 - 20.00 hrs	SGD8.00
Midnight snack	00.30 - 02.30 hrs	SGD3.40

(5) SIN F/GC-H employees whose working time covers two of the above meal breaks and who are precluded by operational requirements from taking both meals breaks during one shift shall receive the respective allowances for those meals. Employees who are precluded by operational requirements from taking any one of the meal breaks shall receive an allowance which shall be higher of two meal allowances applicable to their shift.

The aforesaid meal allowances will be reviewed and discussed by both parties in case of changes of the flight schedule from/to Singapore.

Clause 18: *Shift Allowance*—(1) Shifts are defined as a duty roster which includes weekends, public holidays as well as per working day at least four hours of working time after 2000 hours or before 0600 hours.

(2) SIN ST employees shall be entitled to a fixed shift allowance amounting to SGD200 per month.

(3) SIN SW employees shall be entitled to a fixed shift allowance amounting to SGD205 per month.

(4) SIN ST and SIN SW employees are entitled to the shift allowance if they are generally planned in the night shift roster.

(5) SIN F/GC-H employees shall be entitled to a fixed shift allowance amounting to SGD210 per month.

(6) Employees who are working on night shifts shall receive an additional Night Shift Allowance of SGD5 per night shift. Shift work is considered Night Shift if it fulfils both of the following criteria:

(a) Continuous working time of at least 6 hours.

(b) Continuous working time from 11pm and 3am the following day.

(7) The aforesaid shift allowances will be reviewed and discussed by both parties in case of changes of the flight schedule from/to Singapore.

Clause 19: *Foreign Language Allowance*—Employees who speak at least four foreign languages, including English and German, which are useful in their area of work are entitled to a monthly allowance for the fourth and each additional language amounting to SGD50.

Clause 20: *Laundry Allowance*—(1) Employees who are provided by the Company with uniforms shall be eligible to receive SGD75 per calendar month as an allowance to cover laundry and/or dry cleaning expenses.

(2) Employees shall wear uniforms whilst on duty and report for duty in freshly laundered uniforms and shall otherwise render themselves liable not only to disciplinary action but also lead to the stoppage of the supply of uniforms and payment of the relevant laundry allowance.

Clause 21: *Deputising Allowance*—Employees who temporarily deputise for an employee in a position with supervisory function, shall be entitled to a deputising allowance of SGD20 per working day under the following conditions:

- (a) The period of deputising must be 10 working days or more.
- (b) As far as practical, the entire duties and responsibilities must be taken over by the deputy.
- (c) Deputising must be delegated in writing mentioning the deputising period.

(V) LEAVE ITEMS

Clause 22: *Entitlement and Duration of Leave*—(1) The Company shall grant the employee annual leave in each leave year, commencing on 1st January and terminating at the end of December in accordance with the Company's regulations.

(2) The Company shall grant and the employee shall take such leave not later than 12 months after the end of every 12 months continuous service and any employee who fails to take that leave by the end of such period shall thereupon cease to be entitled thereto.

(3) The duration of leave shall depend on the number of full years of service with the Company and the relevant salary group at the beginning of the leave year, provided that the average number of working days is five or six scheduled working days per week the duration of leave shall be as follows:

	<i>Average number of scheduled working days per week</i>	
	<i>5 days</i>	<i>6 days</i>
1st - 6th year of service	13	16 working days
7th - 11th year of service and those employees in group "B1" and above	20	24 working days
From the 12th year of service	27	32 working days

In case the average number of scheduled working days is regularly different from five or six days per week, the number of annual leave days shall be adjusted correspondingly.

(4) The employee shall first be entitled to go on leave after three months of employment.

(5) Employees whose employment commences on any date other than the 1st January, shall be entitled to $\frac{1}{12\text{th}}$ of the annual leave for each full month of service, to be rounded up to full calendar days. The same rule shall apply in case of termination of the contract of employment.

(6) If any employee falls ill during his leave, the days of illness shall not be considered as leave, provided that the illness and its duration are properly certified by a doctor and the Company's regulations have been observed.

(7) Every full month worked shall attract $\frac{1}{12\text{th}}$ of the annual leave entitlement. In case of unpaid leave of more than 30 calendar days, the annual leave entitlement shall be deducted by $\frac{1}{12\text{th}}$ per respective month.

Clause 23: *Special Leave*—(1) The employee may be granted special leave with pay for the following reasons and at the following rates:

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|---|-------------------|
| (a) Employee's wedding day | — 5 working days |
| (b) Serious illness of a member of family.
The expression "family" comprises
parents, spouse, children, brothers, sisters,
grand-parents and parents-in-law. | — 3 working days |
| (c) Death of a member of the employee's
immediate family (i.e. parents, spouse,
children) | — 5 working days |
| (d) Death of other member of the employee's
family (i.e. brothers, sisters, grandparents
and parents-in-law) | — 3 working days |
| (e) Change of residence, provided the employee
possesses his own household equipment (at
least one furnished room) | — 2 working days. |

(2) Upon written application of the employee, the Department Manager may, at his sole discretion, grant additional paid or unpaid leave of absence in well justified exceptional cases of hardship.

Clause 24: *Sick Leave*—(1) If, an employee who has served the Company for at least three months and is unable to carry out his duties according to the employment contract due to accident or illness, he shall be entitled to sick leave not exceeding in the aggregate —

- (a) thirty working days in each calendar year if he is not hospitalised; or

- (b) 60 working days in each calendar year if he is hospitalised or hospitalisation leave is certified by a Government hospital less sick leave taken under paragraph (a) above subject to the minimum entitlement according to the Employment Act.

(2) Application for extension of sick leave beyond that specified above shall be given sympathetic consideration by the Company upon recommendation of the registered medical practitioner.

Clause 25: *Special Sick Leave*—(1) The Company shall insure its employees under the Singapore Anti-Tuberculosis Association (SATA) Tuberculosis Insurance Scheme. Any employee who fails to submit himself to x-rays as required by the SATA or to carry out any treatment as prescribed by the SATA medical officers shall forfeit any privileges contained in the Scheme and the tuberculosis sick leave as provided hereunder.

(2) The Company shall grant paid sick leave up to six months on full basic salary plus fixed monthly allowances, six months on half basic salary plus fixed monthly allowances and six months on no pay if necessary to any employee certified by the registered medical practitioner or SATA medical officers as suffering from tuberculosis or cardiac ailment, provided that the employee follows the medical advice given by these doctors.

Clause 26: *Maternity Leave*—(1) An eligible female employee who has completed 3 continuous months of service in the Company shall be entitled to paid maternity leave in accordance with the provisions of the Employment Act or the Child Development Co-Savings Act, whichever applies.

(2) In view of the safety of the female employee, the maternity leave shall commence at least seven days before the expected date of confinement as certified by a doctor.

Clause 27: *Shared Parental Leave*—(1) Eligible male employees shall be entitled to share four weeks of the maternity leave of his spouse subject to the agreement of their spouse. It has to be taken in a continuous block or flexibly within 12 months after the birth of the child, subject to mutual agreement between the employer and employee.

(2) The eligible criteria are:

- (a) The child is a Singapore Citizen;
- (b) The child's parents are lawfully married; and
- (c) The spouse is qualified for Government Paid Maternity Leave.

Clause 28: *Childcare Leave*—(1) Every employee who has served for a continuous period of at least three months and who has a child below the age of seven years shall be entitled to the prescribed number of days of paid childcare leave in a year in accordance with the relevant provisions in the Child Development Co-Savings Act or the Employment Act, whichever applicable.

(2) Employees who have served for at least a continuous period of at least three months and whose youngest child is a Singapore Citizen, aged 7 to 12 years inclusive, shall be entitled to two days of Government paid child care leave every year.

Clause 29: *Paternity Leave*—(1) The Company shall grant two working days' paid paternity leave on the occasion of the birth of the male employee's child.

(2) On top of the two working days paid paternity leave, two weeks of Government-paid paternity leave (GPPL) shall be granted to eligible male employees on the occasion of the birth of their Singapore citizen child. This GPPL is to be taken continuously and within 16 weeks after the child is born. It can also be taken flexibly within 16 weeks after the birth of the child, if there is mutual agreement between the Company and employee.

(3) The eligible criteria are set forth in section 12H and subsequent of the Child Development Co-Savings Act. Currently the eligible criteria are:

- (a) The child is a Singapore Citizen born;
- (b) The child's parents are lawfully married; and
- (c) The male employee has served the Company for at least three months.

Clause 30: *Unpaid Infant Care Leave*—Subject to the provisions of the Child Development Co-Savings Act, the Company shall grant six days unpaid infant care leave per calendar year, to an eligible employee who has served for a continuous period of at least three months and whose child is below the age of two years and is a Singapore citizen.

(VI) MEDICAL AND DENTAL BENEFITS AND INSURANCE

Clause 31: *Medical Assistance*—(1) Subject to any co-payment required under sub-clause (5), the Company shall provide all employees and their dependant family members (as define in Appendix II) with paid medical, surgical and dental treatment by the Company doctor and Government medical officer or in the case of an emergency by any registered doctor and paid medicines as prescribed by such doctor. Specialist treatment claims shall only be accepted where referred by the Company doctor.

(2) Provided this is confirmed necessary by the Company doctor, all employees after successful completion of the probationary period and their dependant family members shall be granted hospital accommodation including meals in a Government restructured hospital up to a maximum of sixty days in the aggregate in any calendar year per dependant family member, as follows:

- (a) Employees in grade A — Class “B1”
- (b) Employees in grade B1 and above — Class “A” (2-bedded).

In the event that the appropriate class of accommodation as outlined above is not available, the next higher class of the Government restructured hospital accommodation shall apply until such time as accommodation in the appropriate class becomes available.

(3) In case of hospitalisation in a non-Government hospital, costs for accommodation including meals shall be reimbursed only up to the Government restructured hospital fees of the same class less co-payment required under sub-clause (5) (maximum of 60 days per employee or his/her dependant family member in each calendar year).

(4) Surgical and other medical treatment shall be reimbursed according to the Government hospital schedule up to the following amounts per calendar year less any co-payment required as described in sub-clause (5):

- (a) SGD7,000 — for a single employee.
- (b) SGD12,000 — for an employee with one dependant family member.
- (c) SGD16,000 — for an employee with two or more dependant family members.

Application for reimbursement beyond above mentioned limits shall be considered sympathetically by the Company upon recommendation of the Company doctor.

(5) The employee has to contribute a co-payment of SGD10 per any medical invoice and/or Doctor's visit for any person listed in Group A of Appendix II who is participating in the above mentioned medical scheme, except in case of consultation costs for the employees. The employee has to contribute a co-payment of SGD5 per any medical invoice and/or Doctor's visit for any person listed in Group B of Appendix II who is participating in the above mentioned medical scheme. The SGD5 co-payment has to be paid in respect of the Company's 50 per cent share of the cost.

For different medical invoices which were issued on the same date and refer to the same medical treatment which were handed in for reimbursement together, only one co-payment (either SGD10 or SGD5) has to be contributed by the employee.

(6) Costs of spectacles prescribed by a doctor to the employee shall be reimbursed once in every two years' period with a maximum limit of SGD275.

(7) The cost of Traditional Chinese Medicine (TCM) will be reimbursed, for employees only, up to a maximum of SGD100 per invoice with a maximum annual limit of SGD1,200. Application for reimbursement is subject to the following conditions:

- (a) the concerned TCM Clinic must be duly accredited by the TCM Practitioner's Board of the Ministry of Health.
- (b) the receipt or invoice presented must show details of charges incurred.

(8) In any case the Company shall not bear —

- (a) the cost of medical appliances or surgical appliances or other appliances;
- (b) the cost of dental fixtures with the exception when the employee is involved in an accident whilst working, shall be reimbursed with full cost of dental fixtures;

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- (c) optical charges;
 - (d) any expenses in respect of pregnancy or confinement;
 - (e) any expenses arising out of self-inflicted injury or illness or disease caused by misconduct;
 - (f) any expenses for treatment in mental cases which have been certified, any expenses incurred in respect of illness or accident arising out of and in the course of employment, other than what is provided for under the Work Injury Compensation Act;
 - (g) any expenses in respect of 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 misuse of drugs or any breach of the peace or disorderly conduct.

(9) The expression “dependant family member” is defined in Appendix II to this Agreement.

(10) When a national health service or other type of medical benefit scheme is introduced, the whole question of medical benefits shall be re-examined.

Clause 32: *Group Accident Insurance*—(1) The Company has introduced a non-contributional accident insurance for all locally engaged employees. Details can be obtained from the personnel office.

(2) This Group Accident Insurance Policy shall be subjected to review as and when it is deemed necessary by the Company. Such review shall be subjected to information to the Union.

(VII) MISCELLANEOUS ITEMS

Clause 33: *Uniforms*—(1) Uniforms shall be issued in accordance with Company regulations.

(2) Employees who are required to wear uniform shall be supplied with a “First Issue” of uniform, as stated in the applicable Company regulations. The same applies with respect to work and protective clothing, subject to the exception detailed in the equipment list of the Company regulations concerning work and protective clothing. After twenty-four months, with effect from the “third uniform year” onwards, employees may draw any article pertaining to the original issue in line with their respective supply entitlement.

(3) Type, cut, as well as mode of wearing and issuance of clothing are specified in the applicable Company regulations.

Clause 34: *Training*—The Company will continue to provide adequate local and overseas training opportunities according to job requirements.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the date and year first hereinbefore mentioned.

Signed for and on behalf of:

DEUTSCHE LUFTHANSA AG

THE SINGAPORE MANUAL &
MERCANTILE WORKERS' UNION

SABRINA WINTERS
*Head of Regional Sales,
South East Asia*

ANDY LIM TZE KHONG
Secretary-General

WONG SING LOG
Branch Chairman

LUFTHANSA CARGO AG

MAHMOOD MARICAR B V
MARICAR
Branch Secretary

NASIR YAHYA
Head of Sales & Handling

MOHD IBRAHIM ABDUL KAIUM
Branch Treasurer

NAMITA CHOWDHARY
Head of HR, South Asia

In the presence of:

JEANNE PABLO VEERAPPAN
DEUTSCHE LUFTHANSA AG
(HR Manager)

JEFFREY TAN
Industrial Relations Officer

*Appendix I (Clause 15)***LUFTHANSA GERMAN AIRLINES/LUFTHANSA CARGO AG
EMPLOYEES' AGREEMENT OF 2023****JOB CLASSIFICATIONS**

Group A: Employees carrying out simple tasks (Auxillary functions).

- e.g. — Messengers
- Cleaners
- Drivers

Group B1: More difficult work requiring job specific knowledge and the exercise of some discretion and judgement within a given scope (support functions or Training Level for grade B2).

- e. g. — Passenger/Cargo Sales Agents, Passenger/Cargo Services Agents and Station Operations Agents —
 - (a) with pertinent professional training or business experience; or
 - (b) with minimum of six months of service including successful completion of the basic training.
- Station Mechanic with basic technical experience

Group B2: Employees with thorough professional knowledge and experience in their area of work, combined with the ability to work independently.

- e. g. — Passenger/Cargo Sales Agents and Cargo Services Agents with as a rule, minimum 12 months in Group B1
- Passenger Services Agents and Station Operations Agents with good performance and, as a rule, minimum 12 months in Group B1
- Secretaries
- Cashiers
- Import/ Export Agents
- Line Maintenance Mechanic International

*Appendix I — continued*Group B3: Employees —

- (a) promoted from Group B2 on the basis of good performance and who, as a result of their experience, are engaged in difficult and complex work; or
 - (b) whose job requires a considerable degree of experience, initiative and ability to work independently.
- e. g. — Senior Passenger/Cargo Sales Agents after several years of experience measured from the beginning of the engagement for the present job using the criteria of scope of responsibility and performance
- Senior Station Operations Agents with minimum 12 months of comprehensive experience in Group B2 using the criteria of scope of responsibility and performance
 - Senior Passenger/Cargo Services Agents after several years of experience measured from the beginning of the engagement for the present job using the criteria of scope of responsibility and performance
 - Bilingual (German/English) Confidential Secretaries who, by scope, difficulty and confidentiality of work combined with a considerable degree of independence in the execution of tasks, rise above Group B2
 - Senior Accountants and Cashiers after several years of experience measured from the beginning of the engagement for the present job using the criteria of scope of responsibility and performance
 - Import/Export Agents after several years of experience measured from the beginning of the engagement for the present job
 - Sales Representatives without previous business experience
 - Flight Dispatchers with licence after successful completion of special training
 - Experienced Line Maintenance Mechanic International
 - Line Maintenance Certifying Mechanic International with MM1 Approval

Appendix I — continued

Group C1: Employees who, on the basis of thorough specialised knowledge within a wide field of work and —

- (a) because of special ability have been entrusted with supervisory duties and the responsibility for the production of work of a group of employees up to Group B3; or
 - (b) who on the basis of a high degree of individual responsibility and judgement, have been entrusted with a more difficult and complex field within the work of Group B3
- e. g. — Supervisors Passenger/Cargo Sales, Passenger/Cargo Services and Station Operations
- Accountants who, by scope of individual responsibility, complexity of work and performance, rise above Group B3
 - Import/Export Agents who, by scope of individual responsibility, complexity of work and performance, rise above Group B3
 - Sales Representatives
 - Flight Dispatchers of Group B3 after several years of experience
 - Line Maintenance Certifying Mechanic International with MM2 Approval

Group C2: Employees of Group C1 whose performance in a more difficult and complex field of work combined with a greater degree of responsibility is distinct from the requirements of Group C1.

- e. g. — Supervisors in large organisational units who, by responsibility and difficulty of work and by performance rise above Group C1
- STBL
 - Accountants of Group C1 with a thorough knowledge in the fields of labour and social legislation, tax legislation and foreign exchange legislation
 - Sales Representatives who, by responsibility and difficulty of work and by performance, rise above Group C1
 - Flight Dispatcher of Group C1 with LBA licence as Supervisor
 - Experienced Line Maintenance Technician International
 - Line Maintenance Certifying Technician and Expert-International

Appendix I — continued

- Group D:
- (a) Functions requiring proven managerial ability and involving a high degree of responsibility in a complex field of work; or
 - (b) Tasks requiring several years of experience in group C2 involving a high degree of responsibility in a complex field of work.
- e.g. — Experts
- Experienced Line Maintenance Certifying Technician and Expert-International

Appendix II (Clause 31)

LUFTHANSA GERMAN AIRLINES/LUFTHANSA CARGO AG
EMPLOYEES' AGREEMENT OF 2023

Medical Assistance

The expression “dependant family member” as used in clause 31 shall be confined to —

Group A

- (a) spouse without own income and children of an employee under twenty-one years of age who are not married or gainfully employed, provided that the employee joined the Company before 1st November, 1995;
- or
- (b) spouse without own income where the employee joined the Company on or after 1st November, 1995.

Group B

For employees who joined the Company on or after 1st November 1995:

Their children who are under twenty-one years of age and who are not married or gainfully employed may participate in the Medical Scheme at the rate of 50%.

WONG CIXIAN
Registrar
Industrial Arbitration Court
Singapore

(CA. 129 of 2023)