



## Message from the Editor

Welcome to Issue 6 of Fintel Vibes! We are well into our new financial year now and we've seen many changes since the last edition of Vibes came out in June 2010. New staff members have joined the company while some have left. Some staffs have welcomed new additions to their families and some tied the knot. On the company front we welcome the new set of board members who have taken over the reins from the beginning of this financial year. The new set of uniform distributed at end of May hopefully brings in new life and vigor that'll strengthen our brand and culture.

The new editorial team of Vibes, made up of newly selected members of Fintel and Kidanet LMCC (Labour Management Consultative Committee), hope to enliven your spirit with refreshing news and happenings in and around the work front and industry.

Carrying on in the tradition of past publications we hope to bring you updates from every department and we've now included new columns on staff profile and offer opportunities for you to write in and offer opinion on anything that affects you.

We hope you can share with us your views, compliments, complaints on any topic that may be of interest to all through this newsletter and to continue to adopt a healthy mutual correspondence relationship over the seasons to come.

Your LMCC / OHS Committee for 2011 are as follows:

**Chairman** – Samuela Samuta (GMRCA)

**Employers Reps** – Ritesh Pal (GHRL), Sholeen Anand (GF&R), Maca Katsuki (Kidanet), Josaia Tagivetaua (CBD), Joave Matanatoto (N&T).

**Employees Reps** – Ashika Kumar (GHRL), Josefa Kurutuba (GF&R), Shalvin Kumar (Kidanet), Sainiyana Yabakidrau (Kidanet-West), Kara Dalituicama (CBD), Hein Aung (N&T).

Happy reading and we hope you enjoy this one!

*Josaia Tagivetaua*

## Word from CE KIDANET



Bula vinaka and a very warm greeting to everyone. I am very honoured to be invited to contribute a small piece in this issue of the FINTEL Vibes.

With the 2010 financial year behind us, we look forward to an exciting 2011. This year we are hoping to make a monumental difference to the KIDANET business and be part of 'the FINTEL success story'. 2010 was a year of consolidation and 2011 earmarked as a year for growth with many exciting changes and challenges for KIDANET.

For one, we plan to adopt and implement the Mobile WiMax platform during the second half of the year and hope that the new Board will quickly settle in and embrace this idea moving forward. The mobile WiMax standard differs from our current platform which caters only for 'fixed' and 'nomadic' users. This new platform will provide mobility to our customers via USB connection devices or other devices that are WiMax-enabled. This will allow us to offer similar products that the Mobile service providers are selling, except that we aim to offer more than our competitors. This is an exciting period, and something that we should all be looking forward to.

As in every product that one can offer, we should look at the whole value chain and ensure that each part adds value to customers. Therefore, customer service is very much as important as the innovative products that we offer. Every part of the KIDANET business is being aligned to cater for or exceed customer expectations. KIDANET is taking action to make substantial improvements to the delivery of our services by putting our customers at the heart of everything we do. This means keeping our promises to our customers, being easy to contact, straight forward to deal with, keeping customers informed, and taking action to address

the reasons for customer dissatisfactions. We always endeavour to track the real experience of our customers from start to finish and to remove duplications and inefficiencies to drive down service provision time. We have continually tried to minimize failures, faults and complaints over the past year and will invest in training, systems and better processes to continue this improvement.

The Fijian market is very competitive, especially with all the local fixed and mobile carriers competing in the internet market. These incumbents all have established networks in place and KIDANET seems to be the only one trying to grow in terms of coverage. We recognise that competition is intense and that customer's demands are evolving, and will therefore try to maintain customer loyalty through excellent customer services. We still believe that we provide Fiji's most stable and fastest broadband services and adding value that compliment customer requirement will be the major differentiator.

We want to reach the mass market and the quicker the authorities open up the local loop the better it will be for everyone. We have the products that need to be delivered to the mass market and we need the means to be able to share this experience. Whether it's via our own mobile WiMax or via the unbundled local loop, the mass markets have a right to experience the best of internet services.

We are also exploring joint product offerings with our partners and the more we collaborate to provide enhanced and offer innovative products with the right level of customer services, the more we can contribute to the advancement of our country. ICT is regarded as an 'enabler', and we should be proud that we work in an industry that can improve the way we live.

I sincerely thank each and everyone for your contribution and thank you FINTEL for being such a wonderful and supportive parent. We owe a lot to you.

With all the exciting times ahead we are hoping for a great 2011 for KIDANET and FINTEL as a whole.

*Jone Wesele*

## Proud Mothers

Mrs Thelma Kava, Kidanet Customer Support Assistant, with her baby Noah Zacheous Maxwell born 25th May, 2011.



## Retirement

Mr Gyanendra Singh, Assistant Manager Commercial who turned 55 in April retired on June 30, 2011 after serving the company for 29 years. Mr Singh joined Fintel from Government's Bureau of Statistics as Planning Officer. Apart from work commitments Mr Singh also involved himself in staff union affairs and credit union and is currently the President of Telecom Employees Association and Treasurer of Fintel Credit Union.



## New Uniforms

Group Corporate & HRL staff proudly display their new set of uniform given by the company. The uniform is an investment and strengthens uniformity, image, branding, teamwork and organisation culture. Wearing the uniform portrays a corporate image and an association with FINTEL and KIDANET. Staff are also reminded to wear respective ID cards at all times whilst at work for identification.



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## Training

Congratulations to the following staff for their achievements:

**Luke Naisila:** Commercial Accountant, Fintel Commercial and Business Development Department - Bachelor of Arts Degree in Management and Public Administration and Accounting Minor from University of the South Pacific in April.

**Steven Ram:** Assistant Accountant Subsidiaries, Fintel - Bachelor of Commerce in Accounting and Finance from Fiji National University in April.

**Kirti Kumar:** Assistant Accountant International - Bachelor of Commerce in Accounting and Finance from Fiji National University in April.

**Shalvin Kumar:** Senior Technical Officer, R & D, Kidanet - CCNA (Cisco Certified Network Associate). Shalvin is now pursuing CCNP (Cisco Certified Network Professional) and has com-

pleted the Switch Module with Trouble Shoot and Route Modules on sight.

Worth acknowledging also were the achievements of Diplomas in Telecommunications Course in December 2010 by the following staff:-

Elizabeth Betty, Litia Tikoisuva, Luke Naisila, Ritesh Prasad, Tokasa Nakalevu, Manasa Konataci, Navitalai Meya, Pita Qata, Shalvin Kumar, Thelma Wasile

The course was conducted by the Commonwealth Telecommunications Organisations in the USP campus in Statham Street, Suva and was run for six weeks.



## Sports

Gavaska Milton Brown, Kidanet Sales Executive, was selected to represent Fiji at the Touch Rugby World Cup held recently in Edinburgh, Scotland from June 22nd to June 26th 2011. The 16 member Fiji Masters Category team which Gavaska represented reached the semifinals stages and achieved 4th placing. Fiji Team was invited to compete in 2 categories of the World Cup; the Mixed Category and the Masters Category but due to budget restraints only the Masters Team took part in the world event.

Litia Tikoisuva was crowned the South Pacific Women's Singles champion at the 55th South Pacific Bowling Carnival held at the Suva Bowling Club which ended on June 14th. Tikoisuva pipped Lavenia Ratumudu in the women's singles finals while Peter Juni of Papua New Guinea defeated Semesa Naiseruvati in the men's division. Tikosuva and Juni received

\$500 each in prize money while the runners – up received \$250 each.

Ms Tikoisuva from June is Fiji's champion bowler and has represented Fiji for the last two decades bringing glory to her family and Fiji's name. In April she represented Fiji in the World Cup Indoor Bowling Tournament held in Australia. The Fintel Darts Team continues its Monday night games in the Suva Darts League at the Defence Club. The team is on to its 3rd week with mixed results, winning the first two games but losing out its last game. Team captain Manasa Konataci and mentor Nyla Alfred with the assistance of national bowling rep Litia Tikoisuva and national touch rugby rep, Gavaska make up the team list while the help of close friends. Interested players can make contact with Manasa or Nyla if they want to join the team.



## Staff Profile - Young vs Old



### Gyanendra Singh

#### Can you tell us a little about yourself?

My current position is Assistant Manager Commercial at Commercial and Business Development Dept. I have served in Fintel for 29 years and Five months. I started in the era of no desk top Computers or Note books we had to do forecast with help of a small programmable calculator.

Life at work was always busy. The good old days have passed by very quickly but memories of "old Fintel" is still very fresh in my mind. I still possess the issue 1-18 of Fintel vibes when initiated in the year 1982 (the year I joined).

I joined Fintel because of my educational background in Statistics.

I am educated in Fiji and India.

I have been trained in Teletraffic Management in

New Zealand, Hong Kong, Australia and Sweden. I believe I was given a good opportunity to progress.

My job has taken me to Washington DC, Chicago, Hawaii, Australia, New Zealand, India, UK, Sweden and Japan a few times to attend meetings/seminars on behalf of Fintel.

Member FTIB ICT Mission to INDIA in 2008;

#### When did you join Fintel?

Joined Fintel Feb, 1982

**Education:** Post Grad. Cert in Management, Diploma in Statistics (USP).

**Professional Membership:** Member AIM, Member IEEE (USA)

#### What do you do at Fintel?

- Fully versed with Operational and Commercial issues of International Telecommunications and ICT Industry;
- Key strength with International Bilateral relationships and negotiating for best interconnect rates with Distant Administrations; Price setting;

#### What is your favourite food?

Lovo – (Chicken and Lamb shanks).

#### What are your hobbies?

Not much now. Young days were reading, Movies and of course travelling. (I have seen much of Fiji except eastern Division and hope to go to Levuka after retirement).

#### Who inspires you and why?

Mr. John Manikiam, General Manager, Fintel, 1982 – 1993. He was an honest man with passion for best productivity. He was proficient in English language. Mr. Vishnu Prasad (Traffic Manager) needs a special mention as he also inspired the

Traffic Team continuously to perform best. He was a true mentor, a great teacher, a friend and the best story teller ever.

#### How has working for Fintel affected your life?

Have travelled widely (but not as much as others), "I am what I am today through Fintel" education, my Family and my worldly possessions necessity for a better life on earth.

#### Describe one funny memory at work?

There are many and varied but meant to be cherished. Stories of old ITO (Customer Services Centre) days...

#### Describe one challenging memory at work?

Getting to forecast Traffic and revenue using computers in 1988, creating various reportings. Computers were new thing. Creating various database for Telephony Traffic.

#### What has been your greatest achievement working at Fintel?

Creating spread sheets of VCC Exchange traffic into meaningful data. This data was used for settlement purposes and revenue sharing. I have worked through five different billing platforms (all exchange data are now generated by ICONX and fully automated).

#### What advice would you give to fellow workers?

I feel that I have given back to Fintel in terms of my service. I have what I have through Fintel....Have worked for Fintel and was provided remuneration for my lively hood. In 1995 I declined my NZ PR to continue working for Fintel.

#### Disappointments:

Pac Rim West could not be realized due to 1987 coup. However, Sx cable (2000) is a blessing to Fintel and Fiji.

#### Can you tell us a little about yourself?

I am a career oriented girl and my dream is to become a software engineer. I have completed my Bachelor of Science degree and ongoing to do a post graduate in software engineering. My strength is honesty, punctuality and my weakness is I became nervous when comes to presentation.

#### When did you join Fintel?

3rd May 2010.

#### What do you do at Fintel?

My position is of assistant planning officer and the roles which I carry are mainly generating reports, updating of traffic database and accurate verification of recovery rate.

#### What is your favorite food?

Fried Egg and Roti.

#### What are your hobbies?

Writing programs, surfing net to research for new technologies, reading books, baking and

discovering new things.

#### Who inspires you and why?

My inspiration comes from my mum who has taught me how to adapt to challenges in a positive way.

#### How has working for Fintel affected your life?

Well I am feeling good to work in challenging Environment.

#### Describe one challenging memory at work?

The most challenging was when I started working as this is my 1st formal job.

#### What has been your greatest achievement working at Fintel?

I have learnt many new ways and techniques of working from my colleagues.

#### What advice would you give to fellow workers?

We all should learn from each other because learning never ends.

## Staff Profile - Young vs Old



### Artika Kumari

## Fintel Sports Club

Over 20 members and their families were part of the annual FASANOC Olympic Day Fun Run held on Saturday 25th June. The Fintel group stood out in their white sports club t-shirts while taking their own Run/Walk stride over the eight kilometer course that began at 7.00am from the National Stadium and included participants from schools, sporting bodies, corporate organizations and the community as a whole.



## Memorandum

**To:** All Staff  
**From:** Group Manager Human Resource & Logistics  
**Date:** 14 June, 2011

**Subject : Health Awareness**

### Keep Fit

The Ministry of Health is aggressively campaigning to help raise awareness on healthy living and fitness as it matters to us individuals as well as to entire communities. This is due to the alarming statistics and the concerns it has if such cases is not addressed appropriately. Statistics as follows:-

- 19% suffer from hypertension
- 16% suffer from diabetes mellitus
- 50% individuals remain undiagnosed
- 10% are appropriately controlling their disease entity

The ministry of Health continues to advocate the importance of exercise because it empowers our body and muscles to fight diseases and illnesses such as diabetes, heart problems, cholesterol control and overweight. The company through the LMCC has provided a platform (sports day) to encourage our people to keep fit and healthy. However this is not enough. We as individuals have to consider this as a prevention as much as cure, it's about personal responsibility as much as collective responsibility and most importantly it's about the quality of living as much as life expectancy. The benefits are numerous to be overlooked.

### Sick Leave

The provision of sick leave is intended to help prevent loss of wages due to short term personal injury or illness. Likewise it is a privilege and it's in

the staff's best interest to manage sick leave usage appropriately. We have noticed a trend of sick leave taken consistently on Monday or Friday. You are reminded that sick leave should be used correctly, and that productivity does not suffer as a result of excessive or inappropriate absences from the workplace.

### Medical Certificate

We wish to remind employees that a medical certificate is provided to certify your sickness and the period that you need to rest/recover before you commence work. We note staff's return to work earlier than certified. You are all reminded that if a medical certificate certify you to rest within 2 to 3 days. Please adhere to the recommendation and return to work when you have fully recovered. If staff intend to return earlier to work, than you are required to seek Doctors approval in writing to certify your ability to return to work earlier than expected.

Sincerely,

Susan Miller  
**GROUP MANAGER**  
**HUMAN RESOURCE & LOGISTICS**

## FINTEL Signs MOU with National Employment Centre

FINTEL Group in partnership with the National Employment Centre (NEC) signed a Memorandum of Understanding (MOU) on 16/5/2011 to provide workplace attachment to unemployed persons registered under the NEC. Staff should expect attachees joining the workplace more often in the future.



June 6, 2011 4:00 AM PDT

By Marguerite Reardon

### When my sister--a mother of four--was shopping for a new cell phone last summer, she wanted to know: what's the safest cell phone in terms of radiation?

At first, I simply directed her to CNET's Quick Guide: Cell phone radiation levels, which shows the specific absorption rate, or SAR level, for some of the most popular cell phones on the market. SAR is the rate at which your whole body absorbs energy from a radio-frequency (RF) magnetic field. Every model of cell phone sold in the U.S. is tested and certified by the Federal Communications Commission to ensure it has a SAR value less than 1.6 watts per kilogram.

The FCC has established a protocol for testing cell phones, and after each model is tested it's assigned an SAR value. This value, which must be below 1.6 watts per kilogram over a mass weighing 1 gram, is supposed to represent the maximum amount of radiation that this phone can produce under the most stringent conditions.

### Cell phones with the lowest radiation levels (photos)

But as I started working on this CNET special report on cell phone radiation, I realized that the FCC's SAR limit is not enough to help concerned consumers limit exposure. As I mentioned last week in the second installment of this special report, "The trouble with the cell phone radiation standard," the studies on which these limits are based are outdated. Also, cell phone radiation levels vary depending on the strength of the wireless signal the phones are receiving. And the amount of radiation to which you could be exposed is dependent on how close the phone is to your body. Even holding the phone a few centimeters from your head can greatly reduce the amount of radiation you could be exposing yourself to.

To help readers figure out their best options for reducing exposure to cell phone radiation and to answer other questions related to protecting oneself, CNET has put together this FAQ.

### What's the real meaning of the World Health Organization's recent report that cell phones may cause cancer?

Last week, a division of the WHO classified cell phones as a "possible carcinogen." This means that though no definite link has been established between cell phone use and some forms of cancer, there's enough evidence that the group believes more research is needed. Other "possible carcinogens," according to the WHO, include lead, exhaust from gasoline engines, chloroform, and coffee.

Previously, the WHO had said there was not enough evidence to even suggest a link between

cell phone use and cancer. So the recent news is a departure from the previous stance. And it may spur governments and other groups to change their recommendations for cell phone use and safety. So far, neither the Federal Food and Drug Administration nor the FCC here in the U.S. have changed their recommendations.

### You mentioned the SAR values assigned by the FCC. Should I be looking for a phone with a lower SAR if I'm concerned about reducing my exposure to cell phone radiation?

The FCC has said on its Web site that consumers shouldn't use the SAR value to compare the "safety" of cell phones. It maintains that all phones sold in the U.S. must test below the 1.6 watts per kilogram limit, and that therefore all phones that have made it to market are safe.

And because the amount of radiation a phone emits can change, the FCC SAR value is not really that meaningful. Still, some experts say that looking at the SAR value of a phone is a good starting place for consumers concerned about cell phone radiation exposure.

"There's no harm in disclosing the SAR value," said Henry Lai, a researcher at the University of Washington, who has published several studies and has peer-reviewed several more studies on the effects of electromagnetic radiation. "It may not be particularly meaningful, but the point is that it gives people a choice, and it gets them thinking about other ways they can reduce their exposure."

**"We would never tell people to stop using their cell phones. But when you drive a car, you put on your safety belt. When you are trying to get to a healthy weight to prevent illnesses like heart disease, you count calories."**

### Tawkon CEO Gil Friedlander

#### So should I avoid using a cell phone?

I'm sure there are some people who might advocate that you should not use a cell phone at all. But in today's world, that's not really practical. And it's probably unnecessary; especially when there are ways you can reduce exposure. For example, automobile accidents kill more people every year than many diseases do, but nobody has suggested that people stop driving their cars. Instead, the government requires safety standards, like air bags, and drivers take safety precautions, such as wearing seat belts. Consumers can also take precautions to minimize the risk associated with cell phones.

"We would never tell people to stop using their cell phones," said Gil Friedlander, co-founder and CEO of Tawkon, which makes a smartphone

app that monitors cell phone radiation exposure and alerts people when the exposure is likely high. "But when you drive a car, you put on your safety belt. When you are trying to get to a healthy weight to prevent illnesses like heart disease, you count calories."

### What precautions can I take to reduce exposure to cell phone radiation?

- **Don't put your cell phone right next to your body.** Moving a cell phone even an inch from the body can greatly reduce radiation exposure. Signal strength falls off as the square of the distance to the source. This means that if you double the distance to the source, which is the cell phone to your head, the signal strength would be four times less, since two squared is four. If you triple the distance, the signal strength would be nine times less, and so on. At 10 times the distance between the cell phone and your head, the signal strength is 100 times less, and at 100 times the distance, it would be 10,000 times less.
- **Keep conversations short.** The less you talk on your cell phone, the less exposure to radiation you will have. So by keeping voice conversations short, you're limiting your exposure.
- **Use a headset.** Experts recommend using either a wired headset or a Bluetooth headset. While you may still be exposed to some radiation using either type of headset, it's still a lot less than holding the phone to your ear. If you do use a Bluetooth headset, I'd recommend taking it out of your ear when you're not using it. There's no need to continue to expose yourself to low levels of electromagnetic radiation when you don't need to, since we still don't know the long-term effects of radiation exposure at these low levels.
- **Use the speaker phone function of the cell phone.** For the same reason you'd use a headset, using a speaker phone is another good option. It keeps the cell phone away from your body, and you don't have to worry about using a headset. Of course, the downside is that everyone around you will hear your conversation, so this may only be something you do when you're at home or somewhere private.
- **Turn your cell phone off when you are not using it.** For example, turn off your phone when you go to sleep at night. Or at the very least turn off the cellular radio in your phone. Many smartphones, such as the iPhone, allow you to put your phone in "airplane mode." This shuts down the cellular radio portion of your phone. You can also turn off the Wi-Fi radio, too, just to be safe.
- **Avoid using your cell phone in places where**



**you get a poor signal.** Many consumers also don't realize that cell phones emit different amounts of radiation depending on where they are with respect to a wireless operator's cell phone tower. Cell phones are constantly communicating with cell phone towers, but the further away the subscriber is from the cell tower, the weaker the signal. In order to connect to the cell tower, the device must boost its power, which increases the amount of radiation emitted. This means that if you get poor reception in your basement, you should move upstairs to your living room, where you have better reception, to talk on your cell phone. Tawkon's Friedlander noted that a minute of talk time in a "red zone," where the radiation is likely higher because of a poor cell phone signal, is equivalent to the amount of exposure you'd get talking on the

phone for three hours in a "green zone," where reception is good and the radiation emitted from a cell phone is much less.

• **Text, IM, or use the Net more than talking on your phone.** When you're texting or using your phone to access the Internet, you aren't holding it up to your head the same way you would if you were talking on it. So texting and using other forms of communication that don't require you to put the phone to your head or right next to your body are good ways to reduce exposure.

• **Carry your cell phone in your purse or backpack instead of in your pocket.** Again, it's all about creating distance between you and your cell phone. So if you carry your phone away from your body, then you are reducing your exposure.

**I've heard device makers warn that cell phones shouldn't be held too close to your head. Is this true?** User manuals from most cell phones suggest keeping the phone a certain distance from your head rather than pressed up against your ear. The iPhone 4 manual says: "When using iPhone near your body for voice calls or for wireless data transmission over a cellular network, keep iPhone at least 15 mm (5/8 inch) away from the body, and only use carrying cases, belt clips, or holders that do not have metal parts and that maintain at least 15 mm (5/8 inch) separation between iPhone and the body."

Read more: [http://news.cnet.com/8301-30686\\_3-20068419-266/cell-phone-radiation-a-self-defense-guide-faq/#ixzz1PPdg7a8U](http://news.cnet.com/8301-30686_3-20068419-266/cell-phone-radiation-a-self-defense-guide-faq/#ixzz1PPdg7a8U)

## KIDANET NEWS

### Customer Service

Kidanet customers can expect improved services from the Suva office with the newly fitted serving booths. This is a big change from the old open space one could see upon Kidanet of office. The customer payments cashier inside the office has also now been shifted to the internet kiosk cashier section where all cash are now being handled.

Kidanet customer services area has just been upgraded to a cubicle type of environment whereby we limit our customers to be served at the counter area. This is also seen as having privacy on conversations with customers on queries and payments.

Supervisor, Maca Katsuki, says "This is a new thing for Kidanet and staffs are enjoying it as well as the customers praising about the new set-up."

She added, "With 4 years into operations we felt that it was time to change and have customers served professionally over the counter".



**Mr Michael Delanimati** has joined Kidanet in April as its new Manager Technical Operations replacing Mr Ramendra Chandra who has retired after having been with Kidanet since its inception in 2007.

Mr Delanimati comes in with a lot of experience having started his working career as a trainee Technical Officer at the old Department of Posts

and Telecommunications Department (P&T) in 1977. He left P&T in 1987 to join AWA (NZ) later renamed Compac AWA and based out of Lautoka until 1999 when he joined Fiji TV. In 2007 he re-joined Compac when Fiji TV bought the company and was their Manager Technical Operations for both companies until he joined Kidanet. Apart from the work experience Mr Delanimati has undergone various technical training with the old TTC and FIT and as far as NTT in Japan and his latest academic achievement being a Post Graduate Diploma for General Managers and an MBA from the USP.

He has great vision for Kidanet and one being to sustain the competitive advantage over the rest of the ISP's. "Everyone has to play their part and id key reserves and put in place a strategy for maintaining that competitive edge," he said. "A lot of good things and the best results can come out if you build synergy between Fintel and Kidanet."



### Staff's at Work



Kidanet Technical Officer Suluo in deep concentration.



Fintel Technician Suliasi Devo on duty at Vatuwaqa Communications Centre, manned 24 hours, 7 days week.

### In Next Issue

- We hear from Fintel's Network & Technology team;
- Upcoming Fintel Sports Day;
- Staff Profiles
- Understanding HASAWA (Health and Safety at Work Act).