



Interview with Group Manager HR & Logistics

Whilst HRL's role has been focused on Learning & Development, Recruitment, HR Planning, Industrial Relations and Research, more emphasis is being placed on the evaluation of results and



impact on Productivity, Quality and Readiness for Change.

Spearheading the reform is Susan Miller, Group Manager Human Resource & Logistics. Susan joined FINTEL in 1993 as Administration Clerk. 17 years later she heads the HRL Department and holds a BA in Public Administration and Industrial Relations from USP.

Susan emphasises that this challenging times requires a workforce that has a positive attitude. This requires a flexible, adaptable and committed workforce that can live up to its challenges.

Susan Miller speaks to LMCC on this and her views on HR. Excerpts:

What are your views on HR?

HR – Human Resource is a broad function but this term is

referred to in texts and studies as HRM i.e. Human Resource Management. The buzz word for HR today is People, therefore you would hear of organizations renaming the HR Department as People Department, People Capital. This has replaced the previous synonyms such as Administration, Personnel, etc.

Notably the titles have changed to reflect hopefully the simple definition of what the function does, People Management. My personal belief is that we are "People Managers". We look after our people in the areas of remuneration, terms and conditions, work environment, staff welfare, etc. It is not as simple as the title reads, as human beings are individuals with ever-changing and unlimited demands or expectations.

I usually tell people that with HR there is no one answer to a situation. Hence I enjoy the HR profession as we are continually challenged.

What do you look for when you hire people?

During the interview I look at how the candidate is able to express themselves, specific to job know how, qualification and work experience and the

person's potential to be creative and innovative.

What do you see ahead of FINTEL in the next 5 years?

We are responsible for ensuring FINTEL is here tomorrow and beyond. We are the ones that make things happen and our people need to change. Change is NEW, and we can only adapt to change in the things we do. What have we done that is NEW to our work daily? Our attitudes to accepting the reality today and not dwelling in the past is paramount and we have to be creative and not susceptible, but read about it, accept it, implement it and run with the change.

Your experience being the only female in the male dominated EMT forum?

It's been a learning forum for me. But I have never found myself left out, I guess the onus is on the individual, it's either you make yourself feel at home or you don't. Therefore I involve myself in issues being discussed and if I lack the appreciation I seek information.

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2010 Revised Budget

(Source: KPMG)

This flash report summarises the tax measures announced in the revised budget:

Income Tax (Direct tax measures)

- the distribution of dividends by companies listed on South Pacific Stock Exchange (SPSE) to its shareholders will be treated as deemed tax paid.



Value Added Tax (Indirect tax measures)

- 12.5 percent VAT will apply on general insurances with the exception of medical, term life and workers compensation.

Customs Act

- decrease age limit on the import of used and reconditioned motor vehicles from eight to five years.

Customs Tariff (effective 2 July 2010)

Fiscal duty

- new buses for transportation of 23 persons or more and jet ski - reduced from 32 percent to 5 percent
- new passenger motor cars and other passenger vehicles with cylinder engine capacity not exceeding 1500cc and new goods vehicles with gross vehicle weight not exceeding three tonnes - reduced from 32 percent to 15 percent.
- shelled peas - reduced from 5 percent to 0 percent.

- all fresh and chilled vegetables - increased from 5 percent to 15 percent.

Import excise

- new buses for transportation of 23 persons or more - reduced from 15 percent to 5 percent.

Airport departure tax

- increased from F\$75 to F\$100.

Other compliance measures

- it is mandatory for all employees to provide tax identification numbers to employers.



(Excerpts - PM's address)

- 2010 Revised Budget framework estimates total revenue at \$1.496 billion and a total estimated expenditure of \$1.715 billion.
- The original 2010 Budget framework estimated a revenue of \$1.486 billion and a total expenditure of \$1.790 billion.
- Government will reduce expenditure by about \$75 million in total, comprising of a 44 million dollar reduction in operating expenditure and a \$24 million dollar reduction in capital expenditure whilst 7 million dollars is the reduction in the VAT component.
- We have also applied across the board cuts on controllable expenses such as telecommunications, printing, stationery and other day-to-day operating costs.

Community Work

Staff from the HRL and Corporate department took time out to launder the FINTEL ward located at the CWM Hospital.



This was all possible when staff decided to take one day of annual leave to participate in the voluntary community work.



Luisa Adikoroi said that such activities need to be encouraged and staff need to take time out to participate in the community work when the need arise.

It's about time that we set up volunteer programs where we can help in doing community work.



If you have any suggestions or ideas please contact your LMCC representatives.

Highlight from the Employee Survey

Employee Response:

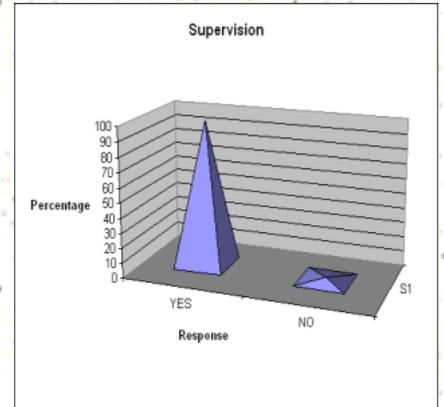
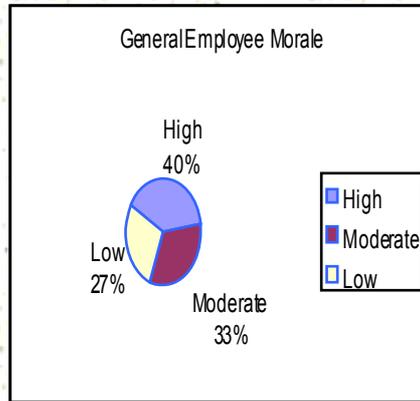
Do you have any recommendation to improve employee moral?

- FINTEL to recognize staffs through monthly and yearly award mechanisms.
- More team building trainings to be introduced and to encourage staffs to involve in inter department sports.

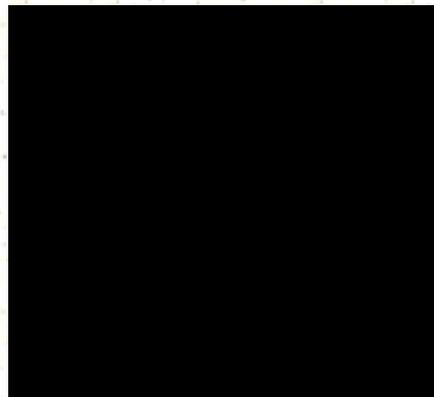
Do you have any 'WOW' ideas of new products / business?

- FINTEL should invest in IPTV
- Enhance current products to maximize the full potential of the NGN switch.
- Business Center could also be set up whereby travelling business people can have access to their own office / cubicle to communicate via internet, fax and make overseas calls with full privacy.
- The Company should also capitalize on VSAT and broadband technologies.
- Its time where overseas calling cards can also be invested in. Since the Economy in the north is improving why not expand to the north.

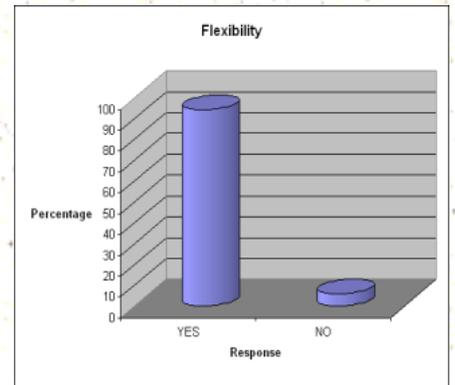
Please give your assessment of the company on the following matters



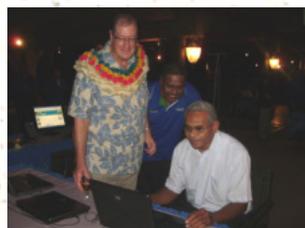
Have you received sufficient training in order to perform your job?



Are you given flexibility to perform your job?



Inserts: KIDANET Launch- Nadi



News in Brief

Crimes Decree Workshop

A workshop on the Crimes Decree 2009 was held on the 05th of May, 2010 at the Holiday Inn. Board Members, the



FINTEL Chairman Bob Lyons shares a moment with Former High Court Judge Nazhat Shameem and FINTEL Chief Executive Ioane Koroivuki

Executives Management Team (EMT) and Assistant Managers from both entities FINTEL and KIDANET were invited. The workshop was conducted by the former High Court Judge, Nazhat Shameem.

In hindsight the crimes decree 2009 creates new classes of offences, including the following: genocide and crimes against humanity; slavery, sexual servitude, deceptive recruiting, trafficking in persons and people

smuggling; corruption and abuse of office; sexual offences (which have been substantively "modernised"); theft and fraud offences; computer offences; and financial information offences.

Environment Management Act (EMA)

One of the basic requirement of this legislation targets commercial and industrial facilities producing and discharging waste (either solid, or liquid), is to have an approved permit from the Department of Environment authorising the discharge of any form of waste into the environment.

Commercial and industrial facilities include any form of facility engaged in any activity that produces and generates waste from commercial activities.

The Department of Environment has the following powers

- Subject to the Powers of the Director for Public Prosecutions, to institute and conduct legal proceedings under the Environment Management Act in a magistrate courts and
- To appoint any lay persons to prosecute offences under the Act or a scheduled Act in the magistrates' court."

Refer a Customer to get \$20

KIDANET have introduced a promotion scheme where existing Staff of FINTEL and KIDANET can get a \$20 commission simply by referring a new customer to KIDANET. Also your name will go into a draw to win an all paid weekend for a family to Sonaisali Island Resort for Christmas.

A simple email from you with a potential list of names and contact details at their respective organization is all that is required. We will need to verify these contacts by telling them that they were referred to us by you to complete the referral process. We will then follow up these contacts and should any of them sign up with KIDANET we will remunerate you for the referral, by paying you \$20 for the referral

Our Commitment:

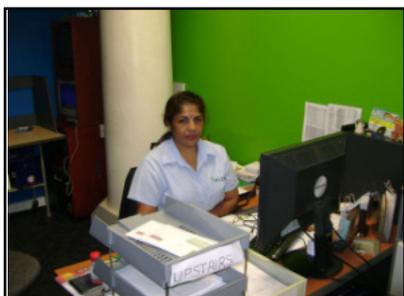
To reward staffs for every successful referral with \$20 bonus and put your name into a draw to win.

Condition

The customer must sign for a minimum of 12 months.

The new potential customer must sign for 512kbps and up.

STAFF PROFILE ◊Ubhay Prasad ◊Executive Assistant



Years of Service at FINTEL: 27 years

Years of Service at KIDANET: 3 years

What inspired you to move to KIDANET?

I have been with FINTEL for 27 years and I felt it was time for change. Moving to KIDANET gave me more insight on the activities involved in the retail market. I saw it as a new challenge in work and life.

Do you have any regrets for your decision and why? No regrets. I view my decision as rewarding. I have gained more insight on KIDANET's operations and will strive to continue the hard work.

Academic Achievement: Masters in Business Administration (MBA), 2005

Your advise to your colleagues?

Perseverance is the key to success. This comes with hard work, dedication and faithfulness to your work and employer which gives you a peace of mind.

Staff Corner

Appointments, Promotions, Resignation

Mr. Semi Ralulu has been appointed as Assistant Station Mechanic/Network and Technology Department.

Ms Artika Kumari has been appointed as Assistant Planning Officer/Commercial Business Development Department.

Staff Pictures



Network & Technology team at the PWC conference room



Discussion at the Crimes Decree Workshop



Participants at the PWC Job Appraisal w/shop



Pranil, Elenoa and Sainiana at the KIDANET Launch



Invited Guests at the KIDANET launch



Elenoa, Maca and Sainiana



Ramendra, Sainiana, George and Maca



Chief Guest-Mr. Bob Lyons

The four customer service skills

1. Present a positive first impression
2. Communicate Professionally
3. Respond immediately to customers questions and requests
4. Assess customers' needs and take appropriate action



2010 Crimes Decree Highlights

Receiving Bribe: 135.—(1) A public official commits an indictable offence (which is triable summarily) if—

- (a) the public official without lawful authority or reasonable excuse—
 - (i) asks for a benefit for himself, herself or another person; or
 - (ii) receives or obtains a benefit for himself, herself or another person; or
 - (iii) agrees to receive or obtain a benefit for himself, herself or another person; and
- (b) the public official does so with the intention—
 - (i) that the exercise of the official's duties as a public official will be influenced; or
 - (ii) of inducing, fostering or sustaining a belief that the exercise of the official's duties as a public official will be influenced.

Penalty — Imprisonment for 10 years.

Corrupt practices: 149. If—

- (a) any agent without lawful authority or reasonable excuse accepts or obtains (or agrees to accept or attempts to obtain) from any person, for the benefit of the agent or any other person, any gift or consideration as an inducement or reward for doing or forbearing to do (or for having done or forborne to do) any act in relation to his principal's affairs or business or for showing or forbearing to show favor or disfavor to any person in relation to his principal's affair or business, he or she commits a summary offence. **Penalty — Imprisonment for 2 years or a fine of 20 penalty units or both.**



Must Read!!



[Rules & Regulation](#)

Acting Appointments:

All acting appointments are made by Management selection. When the necessity for an acting appointment arises, first consideration will be given to staff who have passed the necessary qualifying examinations associated with the post suitable in all respects, and not necessarily as a result of quali-

fications or length of service.

[Employment Regulation Promulgation](#)

Part 14 - Registration of Trade Unions

(128) (1) The account books, receipts books and receipts for expenditure of a registered trade union and a list of its members must be open to inspection by an officer or member of the trade union at times to be provided for in the rules of the trade union.

[Collective Union Agreement \(2008 – 2010\)](#)

Condition of Service for Salaried Staff

All employees on being engaged, shall be given in writing details of their appointments and immediate salary and, if appropriate, their immediately foreseeable prospects and possibilities of any training. The union will be informed of such confirmed appointment.

Next up LMCC talks to MNT(A), Mr. Laisiasa Nakacia

Famous Quotes

Joel Osteen:

Life is 10% what happens to you and 90% how you respond"

Personal Techniques:

I realize that time is short, and that 'you can't take it with you!' I therefore try to make it as pleasant as possible, here and now, and not tomorrow.

Rhonda Andrews:

To 'flip the switch' on employees performance, Managers need to understand what motivates their staff.

Employees need to motivate themselves—it's the manager's role to create the environment.