

# @UCG

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Spring 2017

## Gold Standard +

City of Gold Coast ICT  
WAN Project Update

UCG wins Chorus  
UFB2 Contract







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## COVER

*Spider web ribbon cable used in the City of Gold Coast ICT WAN project*



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Rafael Luna  
CEO



## Our story, your future

It's been a while since our last issue of @UCG, but I must say this edition has been worth waiting for.

The big news is obviously our success in being awarded the Chorus UFB2 expansion of their UFB network, and our transition into the Broadspectrum patches delivering connect services for the next three years.

What a great achievement!

It truly is a testament to the great relationship we hold with Chorus at all levels of both organisations, and the excellent work being carried out by not only the New Zealand team but also the supporting team members from the Australian business.

I take this opportunity to thank everyone for their efforts, and, to state the obvious, the hard work begins now.

The Australian operation has also had significant positive news as it continues to kick goals and increase its work streams across multiple technologies and customers. All programs are setting new records with increased delivery across the board. There are new and exciting opportunities ahead that will drive diversity and growth for the Australian business.

During September, a new milestone will be set for UCG with the introduction of siteTRAX Evolution – STEVO for short – in the first place for works undertaken in New Zealand, but hot on its heels the rest of the business will also be migrated to siteTRAX Evolution. The changes to our work practices, our interaction with our Delivery Partners and the lift in efficiencies that our new state-of-



L to R: Kate McKenzie, Iain Morrison, Rafael Luna, Paul Trotman and Ed Beattie



The changes to our work practices, our interaction with our Delivery Partners and the lift in efficiencies that our new state-of-the-art work management system brings cannot be underestimated, and will drive a new phase "Evolution" of UCG.

the-art work management system brings cannot be underestimated, and will drive a new phase "Evolution" of UCG.

What an exciting time to be associated with UCG, with opportunities for our employees and Delivery Partners to work to be a part of the company's

growth story. In recognition of this, you will soon be hearing the term "our story, your future" in upcoming UCG communications. In my view, the term perfectly describes how we view our relationship with staff, Delivery Partners and our valued clients and their importance to the UCG story. 📌



Please email us at  
[talk-to-us@ucg.com.au](mailto:talk-to-us@ucg.com.au)  
[talk-to-us@ucg.co.nz](mailto:talk-to-us@ucg.co.nz)

**We welcome feedback and innovations that will make UCG more effective or a better place for employees or delivery partners to work.**



## Business development update

By Peter Zeegers, Business Development Manager



The past quarter has been very busy with UCG pursuing new business opportunities on both sides of the Tasman. In New Zealand, the second stage of the government’s ultra-fast broadband initiative (UFB2) is now moving to the network deployment stage. UCG’s major client, Chorus, has secured the majority of a \$210 million UFB2 construction program, with close to 200,000 premises in 169 towns to be connected to the network in the next five years.

Chorus invited UCG and others to bid for the premises connection scope of the project – covering the link from the street cable to and inside the end users’ premises. A multi-discipline team from both UCG’s New Zealand and Australian operations was formed to respond to the tender. Chorus was seeking, among other things, prices to undertake the work along with plans and strategies on how to prepare and organise for the work. All the hard work paid off when Chorus chose UCG as its preferred tenderer. Now the focus is on supporting

our New Zealand team to mobilise for this major opportunity.

In Australia, nbn is indicating the 2018 financial year will be the “hump year” for the network rollout, with the year seeing the climax of construction activities before tapering off in the following years. UCG’s focus is ongoing opportunities beyond the construction phase. With this in mind, we’re targeting new property developments and network operations and maintenance opportunities. With more than 200,000 immigrants arriving in Australia each year, there will be an ongoing need to build the nbn network for all these new arrivals, along with normal population growth. UCG is becoming more involved in new property developments, leveraging its existing contract with nbn in this area.

UCG has identified that once the nbn is constructed in each area, there is an ongoing need for maintenance and operations activities. These can include any additions, changes and relocations caused by property developments that happen after the network has been built. [U](#)

## Taking the power back

The Victorian UCG team and their Delivery Partners were finding it difficult to have power meters installed as one of the final components of a FTTB job. The Delivery Partners themselves, or UCG’s team, were required to follow the same steps of a member of the public, where their phone calls were diverted to an overseas call centre. The unusual circumstances often meant no progress was made after numerous attempts. Jobs were delayed and, of course, that meant unhappy end customers and delayed payments for UCG and our Delivery Partner.

The breakthrough came when UCG Project Manager Adrian Millington convinced AGL that UCG should be treated like a developer, meaning an AGL Account Manager has been appointed to service UCG and our Delivery Partners. As a premium customer, UCG:

- has a local AGL contact person via their personal number and email;
- logs into its own portal that has all relevant information; and
- has an escalation point if we are having issues.

The turnaround time has reduced to 10 days for the power meter install. UCG is the first nbn service provider to obtain this status and we are currently a test case for AGL. We’ve taken the power back! [U](#)



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## UCG cables The Block

By Clint Luna,  
General Manager Operations Australia


Many people would be familiar with the top-rating Australian reality television series *The Block*, broadcast on the Nine Network. The series follows four or five couples as they compete against each other to renovate and style houses/apartments and sell them at auction for the highest price.

The series, which has been running since 2003, has covered differing developments in Sydney and Melbourne. The current Season 13 is set in the Melbourne suburb of Elsternwick, on a vacant block of land with five old rundown weatherboard houses relocated to the location. This will be the first time since the sixth season that the contestants will renovate a house.

nbn, tasked for delivering Fibre-To-The-Premises to the new site, engaged UCG to undertake construction of the NBN network serving the buildings. Works commenced in April and finished in June.

Wayne Hoggan, nbn's Victorian Deployment Project Manager, recently complimented UCG: "I would like to pass on my thanks for the professionalism the Victorian UCG team have displayed and the effort to accomplish this build in some extremely trying circumstances. Special thanks to Joshua (Culhane) who was on site each day ensuring the works progressed in record time. Once again, thanks for the fantastic result down here."

UCG CEO Ralf Luna said: "We appreciate the positive feedback from nbn, and it was pleasing to see the respective teams working together and delivering a great result."

Those interested in the current season of *The Block* can follow it on [www.9now.com.au/the-block](http://www.9now.com.au/the-block) 



## A high degree of difficulty - University of Melbourne network

The historic Melbourne University is a sprawling campus of more than 100 buildings of various shapes and sizes – many of them heritage protected – located over a wide area of the inner-city Melbourne suburb of Carlton. It is one of Australia's oldest and most prestigious educational institutions and has opted to connect to the nbn.


Melbourne University and surrounds were originally designated for FTTP when the network rollout first kicked off in 2010. While surrounding properties became among the earliest in the country to be connected to the nbn, it quickly became apparent the university precinct would not be so easy. After much planning, negotiation and agreement with affected stakeholders, nbn engaged UCG to design and build the on-campus network.

One of the first hurdles to overcome was the sheer size of the university precinct. So large was the area to be covered, the job was divided into four stages and approached in a similar way to connecting Multi Dwelling Units (MDU). Heritage sensitivities abounded, and working in a campus with a large student population often necessitating working at night.

UCG was required to produce bespoke designs that needed to meet the



approval of not just nbn but individual building owners and managers. On top of this were the various heritage issues to consider, with careful planning and lengthy talks required to reach agreement on where the nbn infrastructure could be situated. As many buildings were old, UCG had to use their existing lead-in conduits and paths into the buildings and include those in our designs.

nbn congratulated UCG on its work, recognising the numerous challenges faced and overcome. UCG started work onsite in September 2016 and finished in June 2017. During this time, UCG's Adrian Millington oversaw much of the works. 



## Update on City of Gold Coast ICT WAN project

By Rex Buckley,  
Technology Solutions Expert

The team involved with the City of Gold Coast ICT WAN project are nearing the completion of stage one. Over the past four months we've been busy installing the fibre network from Southport to Broadbeach, which will enhance the city's CCTV capability as well as providing citywide public WiFi. It will also allow the council to support economic growth initiatives through a high-speed fibre network.

The deployment of the large core count "spider web ribbon" cable over 14km with installation of 12 roadside cabinets has seen our teams working almost around the clock, with the hauling of cable completed in the dead of the night when the trams stop and there are less people to contend with. UCG is, once again, and industry pioneer, with this rollout out of the spider web ribbon cable being the largest in Australasia. While working with such a large core count cable has presented a few challenges, the team has responded with the typical UCG attitude of just getting the job done.

Stage two will commence soon, with the fibre link extending further along the light rail system to Helensvale. It is testament to the great work of the team involved that the City of Gold Coast has asked UCG to complete the installation of this additional 8km of fibre installation. We are also extending existing council networks into libraries and parks and completing surveys for the wide-scale deployment of WiFi.

This project has been complex in nature, although our small team has ensured



It is testament to the great work of the team involved that the City of Gold Coast has asked UCG to complete the installation of this additional 8km of fibre installation.

UCG delivers as required. Our hard-working Field Supervisors – Matt and Rob Anderson and Malcolm Strohfeld – have ensured our delivery partners remained focused while Julian Ingle has co-ordinated our permits and kept the council informed on progress. Paris Gol has completed all the design activity to ensure the network is built as required. Special recognition must go to Delivery Partners Datatel, Rogers Energy Services and Global Directional Drilling, who have all done a terrific job. [👉](#)



UCG CEO Ralf Luna and Gold Coast Mayor Tom Tate checking on the progress of works







## New Zealand team celebrates major milestones

By Paul Trotman,  
General Manager Operations NZ



*The UCG NZ team celebrates its third anniversary*

UCG NZ celebrated its third-year anniversary in July, which was a great time for us to have some fun and recognise our foundation employees and Delivery Partners. It was also a great opportunity to reflect back on what has been achieved over that short time – growing from a small office in the Auckland CBD with a handful of people to over 500 employees and contractors now spread across NZ, the Philippines and Australia.

We have had a lot more to celebrate than just our third anniversary. Almost exactly to the day, three years after receiving our first work order, Chorus confirmed we were successful in our “UFB2” bid for the next phase of fibre connections across provincial NZ. Since then, we have been working through the commercial and operational specifics of this deal, and were finally able to sign the contract and announce it to the market on August 28.

At the same time as mobilising for UFB2, we are also taking over the fibre connection services from Broadspectrum in its UFB1 patches, being mainly Rotorua, Taupo, Whakatane, Nelson and Blenheim. Broadspectrum will focus on the communal build of the network in these patches as well as the UFB2 areas, and we will be working closely and collaboratively with them now and into the future to get the best outcomes for New Zealanders and the UFB fibre network.

The UFB2 program is the deployment of fibre capabilities to 169 of New Zealand’s smaller provincial towns; a seven-year program of work with approximately 200,000 connections. At the completion of this program of work, 85 per cent of the country will have fibre coverage.

Our ability to grow our business in NZ is a fantastic reflection of the approach and capabilities of UCG, and the strong relationship we have with Chorus. We enjoy the alignment we have to their values and to the outcomes they are wanting to achieve. We are very proud of our association with Chorus, and driving #BetterConnection experiences for end users in NZ.

It was an awesome trans-Tasman UCG effort to create the RFP and develop the innovative response which helped us to win the work. Special thanks and recognition to those involved in the bid, particularly Peter Zeegers, Mads Giesenberg, Terry Heard, Deane Clark, Bryce Neems, Don Zakroczymski, Darryl Gee and Ash Sims. Ralf and Roger, as always, were fully involved, driving the process and outcomes with the energy and enthusiasm that has gotten UCG where it is today.

We are now in “mobilisation” mode, and expect to receive our first orders from the new patches in October. It’s fair to say there is a bit of work going on now and still much more to come to achieve our targets. Another great trans-Tasman effort is in play as we have welcomed to the NZ office the likes of Rex Buckley (as mobilisation manager, and admittedly a Kiwi) and Corey McCarthy into the mobilisation team to join the regulars of Don and Darryl.



*Signing the UFB2 contract*

As well as onboarding almost 100 new technicians and more than 30 employees in the coming months, we are also having some innovative developments in play, including at the top of our list the soon to be released first phase of STEVO. Given the dispersed nature of the work, especially in UFB2, we are creating several new Virtual frameworks, being a Virtual Field Manager capability, a Virtual Logistics capability and a Virtual Design capability, to enable us to be able to more effectively manage our workforce ‘virtually’.

Our Virtual Field Manager framework utilises real time text, voice and video technologies to enable us to have a more genuine interaction with our front-line Delivery Partners in the field, without having to be there in person every time. By doing so, we will be able to replace wasted ‘windscreen time’ with increased field support in health, safety, environment and quality for our people and end customers. The Virtual Logistics framework is a self-service blue tooth enabled, secure and mobile logistics capability that can be set up anywhere in the country as a ‘Point of Presence’. And, finally, our Virtual Design capability is using Google Earth capabilities to pre-survey properties to ensure we send the right capability to the right place at the right time.

With all of this going on, there is plenty of activity in UCG NZ, as we continue to expand our presence across this beautiful country. 🇳🇿

**News Flash:** Three days after we signed the contract for UFB2 with Chorus, the government announced a further extension of the UFB program of work to another 190 smaller towns across NZ. There is still some way to go in the process to understand what impact it has on us, but demonstrates exciting times in the UFB world in NZ.



# Technology update

By Roger McArthur  
Chief Technology Officer

With the announcement of the new contracts in New Zealand comes some logistical challenges to deal with the tyranny of distance and the time it takes to drive from remote town to remote town. Of course, having installed pay-TV and V-SAT all over Australia the ways of how to manage this are well known to UCG.

However, the changes in demands around HSEQ, contract reporting commitments and UCG's own mantra of "perfect is good enough" means we are always looking for ways we can help make work for our staff and Delivery Partners safer, achieve higher quality and improve productivity.

Some of the initiatives UCG will be deploying over the coming months are targeted at these objectives. A few of the key initiatives are Virtual Field Manager and Virtual Logistics.

In a previous @UCG I wrote a section titled *Is that a Supervisor in Your Pocket?*, and that forms the basis for the current Virtual Field Manager initiative. The trials we did at the time last year were successful, but had one significant downside in that it was impossible to link the support transaction to the job and search and find the outcomes of the support requests submitted for later review. Along with other operational drivers, the activity sat unused until now. The plan is now to integrate Snap-Support (the application chosen to deliver this service for UCG) with siteTRAX over the coming months. In the meantime, Snap-Support is making changes to allow us to enter and search on job number so we can use the output for audit, training and general support in a much more powerful way.

We are working to develop operational processes to allow us to provide support for general queries, proactive OHS audit, proactive quality support and audit, fast-tracking variation approvals and augmented training support.

The intent is to ensure our Delivery Partners are well supported even when the closest UCG Field Manager is several hours away. If the local Field

Manager is not able to take the call, the Delivery Partner or the Field Manager can request that others service the request for assistance, ensuring no requests are left unsupported.

The initial trials will be in existing UCG areas such as South Canterbury, where Field Managers may be more than four or five hours away, and Delivery Partners often need more direct support, and need it immediately.

### VIRTUAL LOGISTICS

With UFB2, some of the towns we operate in are very small and cannot justify a fully manned presence (even bigger reason for Virtual FM). However, UCG recognises this also creates a problem of how to get materials out to our Delivery Partners and minimise the amount of drive time to collect materials for the work in hand. UCG will be establishing a number of unmanned Points of Presence (PoP) that could be a small office and warehouse to a modified container, and will provide a location for toolboxes, training and materials collection.

But if there is no UCG Field Manager there how do I get the materials, I hear you ask. UCG could provide keys or swipe cards to access the materials collection area in the PoP, but this becomes a major overhead in issuing and managing these assets and, if they get lost, reprogramming the access locks, etc. UCG's solution to this is the use of Bluetooth-enabled locks you can open with your smartphone. This will provide secure access to the PoP and, in turn, to the materials cage set up for each DP to collect materials at a convenient time, i.e. no reliance on the UCG Field Manager being present. This will, in turn, be linked into the materials management section of siteTRAX so all parties know when materials have been issued and collected.

This will be used alongside other logistics methodologies to ensure the most efficient and secure way to get materials to where it is needed at the right time.



# siteTRAX update

By Darryl Gee, Software Development Manager

By the time you read this, SITETRAX Evolution Release 1 should be in production. A lot of hard work has been put into the product by not only members of the development team, but with the broader UCG business community. I would like to take this opportunity to thank all involved for their hard work.

Over the last few newsletter articles I have described some of the advanced features in SITETRAX Evolution. The advanced features contained in SITETRAX Evolution Release 1 have been too numerous to have all been covered in the articles.

SITETRAX Evolution Release 1 will progressively be rolled out in Australia and New Zealand over the coming months. Scoping for SITETRAX Evolution Release 2 has started. Release 2 is all

about reengineering the field portal to bring to the field crews many of the advanced features built into SITETRAX Evolution Release 1. Some of the many features include:

- advanced photo upload capabilities;
- smoother interface to enable quicker completion of tasks;
- conversion to an app from the app stores (Apple, Google);
- easier logins;
- improved variation processing;
- improved defect management;
- real time notifications;
- tighter integration in location services;
- ability to view the site history to see what work was previously carried out;
- advanced scheduling including the ability

to provide estimated completion, and to pick up extra work;

- integration with UCG customer field systems so Crews no longer required swap between UCG and our customer systems to complete work;
- ability to operate off the internet, for where there is slow or no internet connectivity such as deep within buildings; and much more.

In addition to scoping of SITETRAX Evolution Release 2, scoping for SITETRAX Evolution Release 3 has also been started. SITETRAX Evolution Release 3 is about completely retiring the current SITETRAX One System.

It's a pretty exciting time for SITETRAX and for UCG.





## nbn training and accreditations

Corey McCarthy,  
Group Human Resources Manager

Members of UCG's Australian team are on their way to complete the nbn Fibre Technician skill set. This accreditation skill set applies to UCG Field Supervisors and Delivery Partner crew leaders of Greenfield, Complex or Technology Choice construction sites. Other persons involved in the cabling of regular MDUs and crew members (not the crew leaders) of fibre Greenfield, Complex or Technology Choice sites need to meet the requirements of a different skillset, namely nbn Fibre Linesworker.

As always, for those experienced workers who believe they don't require training, nbn has its Direct Assessment pathway. This consists of passing an online knowledge test followed by a practical assessment with an nbn-approved trainer/

assessor. A number of UCG's Delivery Partner workforce have reached their accreditations using this pathway. We are looking forward to the busy months ahead, and we understand nbn has advised UCG that time for complacency is over – everyone must obtain their accreditations!

For any more information, or should you have any queries, please feel free to contact the UCG Brisbane HR team, which can provide advice on the accreditation process. Delivery Partner Principals can expect a phone call as UCG HR needs to explain the urgency in obtaining the accreditations. The last thing UCG wants is people removed from site through failure to hold an accreditation, which is absolutely no good for anyone. [U](#)

UCG has previously conveyed to our Delivery Partners that every crew member of HFC crews must obtain accreditation for skill 14a "Basic radio frequency testing from the tap down". The new expectation, which meets nbn's requirements, is that a minimum of one person per crew must obtain this accreditation. Don't forget, however, that any person who does RF testing must hold the accreditation before they perform this task on a nbn construction site. The accreditation for skill 15a "Basic coaxial installs from the tap down" must be held by all team members who belong to a HFC cabling crew.

**If you're unsure about which accreditations apply to your work, please contact UCG's HR team via [work@ucg.com.au](mailto:work@ucg.com.au) or call 07 3088 2778. We even have some fact sheets that will answer most of your related questions.**



By Ruth Rees, National  
Delivery Partner Manager

## Training NZ

Over the past four months we've seen a fantastic improvement across Auckland, Wellington and South Island for our Delivery Partners meeting the training certificate requirements by undergoing the respective training programs with UCG and registered training organisations.

The mandatory training requirements cover a range of areas in order to meet the needs of our clients, end customers, Health and Safety legislation, Code of Practice for Temporary Traffic Management and Building Industry requirements. Most of all, the reason for this training is to improve the safety practices of our workforce so they can go home safely to their families without incident. Some of the training is aimed at the quality of our works. Thank you to all our Delivery Partners – we appreciate your effort and expense in achieving your team members' certifications.

Training is a key area of focus and we are invested in our Delivery Partners to provide targeted in-house technical training to ensure the quality of works is of a high standard. We will continue to develop modules such as the wiring integration training, which we recently provided to the relevant members of the workforce. We have an increasing focus for the workforce, especially to those who are new to the industry, by providing a more hands-on approach with network know how training – with learnings such as how to use a fibre blowing



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machine, learning best practices for Flash 9 and how to read as-built plans.

Training! Training! Training! is the key to our success and we will continue to develop modules and implement training for #BetterConnections. Our Technical Trainers, Field Managers and Health & Safety Advisors are a team who work collaboratively to provide support and guidance.

We are increasing our technical training capability for our New Zealand Delivery Partners. UCG's Technical Training Manager, Allan Morales, now has the support of newly appointed Technical Trainer Ariel Estacio. They will deliver network know how training (MDU Build, NGA B and NGA C) and will travel extensively to the various regions to deliver their training programs. We look forward to Allan and Ariel connecting with our Delivery Partners and sharing their technical knowledge.

If any Delivery Partner has any questions about their team's training requirements do not hesitate to get in contact with me. [U](#)



# What makes us tick? - a brief insight into the UCG HSEQ Team

By Don Zakroczymski,  
Group Health, Safety,  
Environment and Quality Manager

The past nine months have been full of excitement, trepidation and varying emotions – much like having a baby.

The end result being that we now have a brand-new team of HSEQ professionals servicing UCG across two countries. The latest addition, as recently as the first week of August, was the appointment of Illya Kautai to the new role of National HSEQ Manager for the New Zealand business.

All brand-new faces, full of energy, great new ideas, and a demonstrated passion and commitment to support our Delivery Partners in ensuring we meet our promises to our various clients, but all with the same catchcry: "On time, on budget and completed safely to the highest standard!"

The breadth and depth of knowledge that comes with such a team is simply astonishing, with all members being well qualified and experienced in the realm of safety, quality and environmental issues.

What does the HSEQ team actually do?

The team is an independent unit of the UCG business, whose charter is to ensure that all projects are completed without risk or injury to our multi Delivery Partner workforce, members of the public and that our own employees have a safe and healthy working environment.

Where does this all start?

At the induction. All workers engaged by UCG, whether a Delivery Partner or employee, must complete a formal induction. This usually takes the form of both online modules and face-to-face sessions with managers and supervisors. We do this so anyone joining us understands our business, what we do and how we do it, but to also get a feel of our UCG culture. It is often said that people, on joining UCG, feel as though they are part of a family – a family where everyone looks out for each and every one of its members.

Both HR and HSEQ teams are actively involved in running these inductions.

**FUN FACT:** Last financial year 2016-17, we inducted 678 workers (80 face-to-face sessions) in Australia and 265 in NZ (30 face-to-face sessions).

Apart from the induction, it is critical that only people who have the right qualifications and experience are allowed to work on our sites. Along with HR and the onboarding teams, the HSEQ team helps develop the training matrix for our projects, identifying the essential skills for the jobs and often, along with our clients, identify which roles need what training. Some of this training has already been completed by workers, while other training still needs to be done before starting any work.

UCG has a legal obligation to collect evidence that its workers have achieved the right qualifications for the jobs that they are going to perform.

**FUN FACT:** The onboarding and HR teams process more than 5000 documents every year from our workers, just in meeting onboarding requirements alone.

After a worker has done the training and completed inductions they need to get the right tools for the job. Consulting our Operations teams, the HSEQ team helps identify the best tools for the job and sometimes even where to get them, to ensure our workforce is not using makeshift items that might result in self-injury. We often look out for new inventions that may make the work/jobs easier, i.e. mechanical pit lid lifters or handheld locating devices.

Before we can let our workers on site, we need to identify any high-risk activities that can potentially cause harm or injury to the worker or even members of the public. The HSEQ team identifies such activities and prepares documents that explain how to safely complete a risky task. These documents are referred to as Safe Work Method Statements (SWMS). Every worker needs to be familiar with the SWMS that relate to their job and acknowledge that they understand what is expected of them.

**FUN FACT:** During the past year the HSEQ team has re-written, reviewed and re-issued more than 220 SWMS across Australia and NZ.

As our projects progress, the HSEQ team may identify special training that may be necessary or in addition to existing client requirements. Suitable trainers are sourced and sessions organised.

**FUN FACT:** Earlier this year, 409 workers in NZ completed Application of Fire Stopping Materials training over 16 sessions, while another 40 workers completed the Locating Underground Assets courses.

Now we know our workers are trained, have the right tools for the job and understand how to do their jobs safely, they get on with it. But how do we make sure everyone is working to the rules and people don't slip back into bad habits or unsafe work practices (shortcuts)? To make sure this doesn't happen, the HSEQ team assists our Field Managers and Field Supervisors to keep an eye on what is going on at the sites. This is accomplished by completing site inspections, safety observations and toolbox talks.

**FUN FACT:** Last financial year, Field Managers/ Supervisors and the HSEQ Advisors completed 3996 safety observations; 785 toolbox talks and 3536 quality checks.



Illya Kautai and Andrew Burt

But what if things go wrong? Well, the HSEQ team completes investigations and prepares reports to our senior management and sometimes to the clients. We want to learn from what went wrong, how to fix it and, more importantly, how to ensure it doesn't happen again. After an investigation has been finished, usually an alert or lessons learned bulletin is issued, which shares with the whole workforce what happened and what everyone needs to do to prevent the incident from happening again.

**FUN FACT:** Over the past 12 months, UCG has shared 70 alerts/bulletins from not only our own incidents, but from those incidents reported by our many clients.

In UCG, these alerts are issued via e-Learning or via informers. It is important all workers read and understand that these alerts are issued for their safety and awareness so such incidents never happen to them.

This concludes our brief insight into the UCG HSEQ team. If you are interested in a career in safety or just want to know more about how you can make your workers or workplace safer, call +61 2 8317 6572 or email me at don.zakroczymski@ucg.com.au. [U](#)



# Employee and Delivery Partner Awards 2nd Quarter 2017



**New Zealand**  
**Chetan Patel – Delivery Partner Coordinator**

Chetan is one of UCG's very original team members and a rock in the Delivery Partner onboarding team. Chetan goes home when the job is done and does a great job evolving the department's processes.



**New Zealand**  
**Olly Ong – Senior Designer**

Olly, as Senior Designer in the Complex team, takes care of some of UCG's most challenging designs. He has a great ability to adapt to the priorities and has an unflappable approach.



**New Zealand**  
**Ben Steel – Consents Agent**

Ben is a member of one of UCG's biggest teams, and plays a great role in supporting his team members in a positive way. Ben is a very successful contributor in gaining consents.



**New Zealand**  
**Garry Price – HSEQ Advisor**

Garry takes care of HSEQ in the Dunedin region due to his willingness to support the greater team, and is also recognised for supporting the operation wherever he can. He has helped raise the safety bar at UCG.



**New Zealand**  
**Paul Martin – Field Manager**

Paul has the reputation of being a great wealth of support to co-employees and Delivery Partners alike. Paul lives up to UCG's core values and is regularly prepared to get his hands dirty to help jobs complete on time for the benefit of the team and customer.



**Australia**  
**Danielle Taylor**

Danielle is just always ready to help. "That is not my job" does not exist in Danielle's vocabulary. A real asset in the finance department and great communicator with our DPs.



**Australia**  
**Samantha Nicol**

Samantha was given a big task of finding, investigating and updating nbn on all LASA documentation for over 1000 sites, and she worked in overdrive with a smile to meet the deadline. This typifies her work.



*L to R: Adrian Millington, Jason Benson, Martin McElroy, Daniel McMahon.*

**Australian Delivery Partner Award winner – Innovate Communications**

The team at Innovate Communications are regarded by the Melbourne UCG team as a very professional outfit that will never say no and will always go out of their way to help and make business easier for UCG.



*L to R: Matthew Joyce, Shane Godfrey, Joshua Culhane*

**Australian Delivery Partner Award winner – Shane's Cable Connections**

Once a build is scheduled to Matt and Shane, you can be sure that it's going to be done professionally, on time and with no QA fails. They often mobilise quickly to get urgent tasks across the line.



*L to R: David Worthington – Complex MDU Manager, Fredlender Sibug (Technician and Director)*

**New Zealand Delivery Partner Award winner – Light Communications Group NZ Ltd**

Fred is the go-to guy for any job that involves high customer care and has become UCG's 'hotel specialist' due to his high-quality output and ability to deliver on stakeholder expectations.



*L to R: Siaosi Ake, & Raj Munendra (Director)*

**New Zealand Delivery Partner Award winner – Best Communications Ltd**

Siaosi has the "do it once, do it right the first time" attitude and is an extremely hard worker.



## OUR NEW EVENT MANAGER

At UCG, we are always proud in celebrating and recognising the success of our people. In this case, we are happy to celebrate the success of La'Sasha McCutcheon, UCG NZ's Land Access Manager, who has recently completed a Bachelor of Arts at the Auckland University of Technology, majoring in event management. All this alongside providing strong leadership to the land access team and being a mum. An amazing effort, and we are proud of La'Sasha's ability to juggle all her responsibilities successfully.

Given La'Sasha's specialisation in event management, she is now in charge of arranging the Christmas Party! Well done, La'Sasha! (However, she must keep her day job ☺)

# Partner PROFILE

In this issue of @UCG we meet two of UCG's valued Delivery Partners – Shane's Cable Connection Pty Ltd and Light Communications Group NZ Ltd.

## Shane's Cable Connection Pty Ltd

Shane Godfrey,  
Business Owner

Based in Melbourne's south-east, Shane's Cable Connection works all over metro and regional Victoria, and has also carried out contracts in NSW, Tasmania and Western Australia.

Business partners Shane Godfrey and Matthew Joyce started out running their own companies but have been working as a partnership for several years now, enabling them to take on larger, more complex contracts.

"We contracted to a variety of companies and worked on many differing projects individually, including Bigpond HFC, Foxtel, Telstra copper, commercial data, MATV, satellite and FTA," Shane explains.

Since working together, Matthew and Shane have been surveying, building and splicing on NBN FTTP, HFC, MDU, NBN complex and NBN FTTB jobs.

"The NBN project was attractive to us, being the country's biggest ever infrastructure building project. We could see many opportunities," Shane says.

"UCG has helped us by giving us the opportunity to be involved with new technologies and learn new skills.

"As the NBN project evolves and new technologies are

implemented we can see many opportunities and a solid pipeline of work ahead of us."

The team is currently working in Victoria on the nbn MDU, Complex and FTTB, completing site surveys, splicing, testing and builds.

Shane says both he and Matthew enjoy working outside, and being on different sites and locations keeps the job interesting.

The most challenging part of the job?

"Well, all the things that make the job interesting can also be quite a challenge at times, whether it be difficult customers, awkward sites or bad weather, to name a few," Shane laughs.

Since starting with UCG in Victoria, the partners' workload has increased greatly in scale and complexity.


Shane says UCG has assisted greatly by adding additional Field Supervisors and improving processes, which allows the team to spend more time working in the field.

When they're not busy onsite, Shane says he enjoys camping with family and friends, and also loves taking

L to R: Matthew Joyce, Shane Godfrey and Joshua Culhane



his motorbikes out on the racetrack.

Matthew is heavily involved in basketball, both on and off the court, from coaching development programs and junior sides through to running game day operations for senior representative games. 

## Light Communications Group NZ Ltd

Fredlander Sibug,  
Business Owner

Based in the Auckland region, Light Communications NZ Ltd started with only two employees – Fredlander Sibug and Ralph Araneta.

Their projects involved small MDUs – normally from Class 1 to Class 2 and some provisioning jobs. Because of the high volume of work they have recently received, they added Rey Tabuena and Dilbag Brar to the team. With the four of them now onboard, Light Communications Group NZ is capable of doing Class 1 to Class 4 jobs as well as provisioning.

When asked what drew them to working with Chorus and UCG, Fredlander cited the organisations' reputations as industry leaders and performers.

"UCG is considered as the best performer, industry leader and expert in MDU fibre connections," Fredlander says.

"It is really a wonderful experience to be with the best team in the field."

"We are currently doing Class 1 to Class 4 jobs,

as well as provisioning jobs within Auckland.

"Working with Chorus under the UCG team is really a big opportunity. The UCG staff – from the dispatch to GM – are all very supportive and hardworking, especially to our Field Manager Dieter Smith and Complex MDU Manager David Worthington.

"This is like a team thinking and functioning as one with a common goal: to give the best customer service. With this in mind, we can achieve more of our future goals."

Fredlander says he really enjoys the customer service aspect of the job, especially since it involves meeting different kinds of people.

"On a daily basis I talk to everyone from the head of a major company to ordinary people like myself. It's fun, because you never know the knowledge or lessons you will learn from them," he says.

"The hardest part of what we do is problem solving. From a technician's perspective, it can be really challenging. You need to be creative and

L to R: Dilbag Brar, Reynold Tabuena, Ralph Araneta and Fredlander Sibug



think outside the box. You need to find a solution to every problem that comes along."

Working weekdays and sometimes even weekends, Fredlander truly appreciates it when he gets the chance to spend quality time at home with his family. He enjoys cooking, going out for dinner and watching movies. He's also a sports fanatic, and enjoys basketball and badminton. 