

# @UCG

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Autumn 2017

## Team Kiwi +

Taking care of business  
in the Land of the  
Long White Cloud

Inside The Matrix:  
UCG's complex  
training program



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**SPOTY: UCG staff and  
delivery partners shine**

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UCG's Kiwi Management Team



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**Rafael Luna**  
CEO



## UCG staff and delivery partners shine in 2017

Excellence is something all of us at UCG strive for in everything we do and, while the delivery and execution of this goal sometimes falls short, I know that we, as an organisation, will unceasingly grow and improve by continuing to strive to be the very best we can.

On February 23, 2017, UCG attended its first Chorus Service Person of the Year (SPOTY) Awards. What a great initiative it is. It was so good to see the people at the pointy end of what we all live and breathe every day – our frontline staff and delivery partners – being recognised for excellence.

I was so happy to see Elena Bychkova and the Consents Team recognised by taking out the inaugural Team of the Year Award, and Cellwatch for the Service Excellence

Award. Congratulations to all on this fantastic achievement. I'm sure all of us at UCG are proud of the UCG Consents Team's achievement and that of Cellwatch too.

The first quarter of 2017 has been building up from what was a slow start in both the Australian and New Zealand markets. March has been a fantastic month, with the NZ Operations Team delivering record Provisioning and MDU Build numbers, as well as maintaining and improving KPI performance respectively, which, of course, means a better outcome and quality of service for our end-user customers.

Australia is also setting new benchmarks, with some high-profile projects such as the COGC (City of Gold Coast) Fibre Optic WAN starting to build momentum, in addition to some of our larger Complex program

works, such as Australian National University and University of Melbourne, also close to completion. We continue to grow the Design Team as we flex to meet our growing design work program. The A417 Greenfields and Minor Works Programs, as well as our works pipeline, also continue to grow. The strong focus on delivery and performance is being recognised by increased volumes of work being awarded to the Australian operation.

This is an exciting year for UCG, with a number of opportunities coming to fruition due to the hard work put in by all during 2016.

I can't believe this year is again flying by. I hope you all enjoyed a safe Easter break, and look forward to the great achievements that await us in 2107. 📌

## UCG supports Type 1 diabetes research

Some employees of UCG's business partner Macquarie Bank have made some incredible commitments to raise money for some very worthwhile causes. UCG supported the fundraising for the Juvenile Diabetes Research Foundation, which funds Type 1 diabetes (T1D) research.

For those that don't know, T1D is where a person's immune system mistakenly destroys cells within the pancreas, removing the person's ability to produce insulin. Without insulin, the body cannot process sugar to create energy, a fact of life for 120,000 Australians, many of which are children.

Nicholas Sweeney of Macquarie Bank will complete his last endurance event of four next month, encompassing a staggering 8km of swimming, 350km of bike riding and over 180km of running. For more information visit [www.toomanypricks.com.au](http://www.toomanypricks.com.au).



Perhaps inspired by his colleague Nicholas, Mark Trayner, UCG's relationship manager at Macquarie, has committed to a 700km bike ride next month from Christchurch to Queenstown to raise money for cancer research at Mater



hospitals. To say he will see some nice views and will climb a few hills would be an understatement! For every dollar donated by UCG, Macquarie Foundation matched the donation with \$2. Well done Nicholas, Mark and Macquarie Bank. 📌



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





Nicholas O'Brien,  
Design Team Leader  
– Telstra

## Mobile designers in Australia

In response to the challenging nature of the Telstra HFC design project, UCG has adopted a new team structure consisting of office-based designers and new mobile designers. The mobile designers undergo an office-based training program spanning four to six weeks, which is run by UCG's Senior Designer and SME. Following the completion of training, the designers progress to being casual employees who can work from anywhere, such as home, at times of the day and week that suit them. That's flexible, to say the least, and it works.

Over the last six months, UCG has employed 20 mobile designers, three of which, we are proud to say, have gone on to be employed as full-time office designers. Many these designers are final year university students studying in a variety of industries, including engineering, architecture and information technology. It is great to attract such people to UCG who have done so well academically.

There have been a number of challenges with the adoption of casual designers to complement what had been previously been a brigade of nothing but full-time designers. These include recruiting large numbers of designers over short periods time, building a relatively untested new team structure and training new team members that had not previously worked in telecommunications.

By training the mobile designers in-house, we have been able to create and grow a significant talent pool, something which the industry, nbn and UCG all recognise is needed. This brought about the requirement to develop a detailed and structured training program consisting of classroom sessions and on-the-job learning, supported by detailed standard operating procedures, which,



given the success, will continue to be used for new starters.

The ability to work from home allows the designers the flexibility to work around their family or other commitments, which is quite often university. Designers have the ability to work during 'non-work' hours, allowing them to design at night or on weekends. The advantage of engaging casual employees is that they can balance their work/life priorities while making a very meaningful contribution to UCG. To encourage higher outputs, UCG has implemented several bonus schemes which our team members say are very motivating and rewarding. Bonuses are available each week and are claimable when certain quantity and quality thresholds are met.

When possible, the designers are also encouraged to work in the office, where they have the opportunity to work alongside senior designers and attempt more complex designs. Some of our designers actually submit their designs directly to the client without review from a full-time UCG team members, which increases weekly submissions and frees up the office design team to complete other tasks. That's a win/win! 🏆



## Gold Coast project

By Julian Ingle,  
Program Manager FTTX

In December 2016, UCG was awarded a design and construct contract to build a wide area fibre optic network for the Gold Coast City Council. The network will run along the 14km Southport to Broadbeach light rail corridor, which includes five spurs from the backbone cable to local government premises along the route.

The project is significant in size and is a great example of the Gold Coast's commitment to future-proofing its data requirements. It also introduces Australia's largest deployment of Spider Web Ribbon Fibre for transmitting the data.

Leading the project is a new face for UCG, Dale Laube. Dale has strong experience in the

telecommunications industry and will be closely supported by SME's James Wakelam and Roger McArthur to help ensure the project hits all milestones on time.

"This important project helps establish the City of Gold Coast as a leader in the optical fibre area and highlights UCG's capability for providing turnkey solutions to local government clients," said Dale.

UCG Senior Designer Paris Gol has been tasked with the notable responsibility of providing all design for the project, which will be a significant achievement once completed. 🏆



## Work at Heights Equipment Testing

A new standard procedure has been implemented at UCG where Delivery Partners who have work at heights equipment, such as harnesses, temporary and/or attachments, any fall arrest or fall restraint equipment, and all other work at heights equipment, must have the equipment tested for good working order by a qualified inspector in accordance with AS 1891.4:2009.

The qualified inspector must test the relevant equipment no later than six months after the previous test. Each piece of equipment subjected to a test will be recorded in a register, which must be available for inspection at any time. During April, all relevant Delivery Partners across Australia and New Zealand, which tends to be most cabling crews, have been requested to compile all their information into a UCG Personal Fall Protection Equipment Register.

UCG Field Supervisors and Field Managers will routinely check that the necessary evidence is collated, and copies will be placed on UCG's document management system. Every May and November, UCG will check that each relevant Delivery Partner has had their equipment examined and tagged by a qualified inspector. Delivery Partners are, of course, required to check their equipment before every use. All it takes is one small tear to make the equipment unsafe to use. 🏆



## Inside the Matrix

Corey McCarthy,  
Group Human Resources Manager

Work in the construction industry, including the telecommunications construction industry, is inherently technical and dangerous. Government, industry and employers all require that certain training qualifications must be held to meet legislative requirements or to meet best practice.

UCG management has adopted the UCG Training Matrix as part of its accredited quality management system. Given different legislation applies in each country, a unique Training Matrix applies for UCG Australia and one for UCG New Zealand. Pursuant to our document control procedures, each official UCG document must have a "document owner" and, in the case of the Training Matrix, this happens to be the Group Human Resources Manager. The document owner must approve any changes to the UCG Training Matrix, which will happen only after a consultation process has occurred with relevant stakeholders such as relevant UCG management, subject matter experts, Delivery Partners and our client.

The UCG Human Resources and Delivery Partner onboarding teams rely on the Training Matrix as an essential reference guide to ensure all Delivery Partner staff and relevant UCG employees meet the training requirements that apply to their role. There are minimum qualifications that apply to all workers before they may enter a UCG construction site. This includes holding a Construction Industry Induction card (referred to as a White Card in Oz and a Sitesafe Card in the land of the long white cloud) and completion of UCG's online induction and face-to-face induction. Any worker without these qualifications will definitely not be what we call in the onboarding game "site ready".

Depending on the safety risks faced by an occupation, there will perhaps be several or even many other qualifications a worker must hold or that it is desirable for them to hold. For example, in Australia, all UCG Field Supervisors, Delivery Partner crew leaders, Surveyors and Aerial Cable Installers must have a current first aid certificate. In New Zealand, Cable Technicians on the Chorus network must have a first aid certificate to be eligible to work. First aid certificates expire every three years in Australia and every two years in New Zealand, whereas some qualifications last a lifetime and will be recognised for a lifetime. Although some qualifications may last a lifetime, the industry has adopted a best practice where the worker must regain the qualification after a certain time period. For example, recently UCG has decided that all holders of a Working at Heights certificate must renew their certificate every two years, with a three-month grace period in place. Chorus had already mandated the same for our New Zealand workforce. This reflects the best practice adopted by some of Australia and New Zealand's largest multi nationals. Surveyors, Cablers and Assistant Cablers are also required to hold working at height qualifications given their intermittent work on roofs and regular work on ladders.

Another example is that individuals in Australia must hold a Remove Non-

Friable Asbestos certificate if their work involves the handling of asbestos, and Supervise Asbestos Removal for supervisors, and their employer must have a Class B Company Licence. In New Zealand, a similar certificate requirement is called Restricted Asbestos Removal. In order to operate heavy machinery, such as elevated work platforms or excavators, you must hold the applicable licence, which tends to require renewal. Work in the electrical corridor and a list of qualifications longer than your arm will apply. Asbestos, heavy machinery, high voltage electricity, all potentially very dangerous!

These qualifications might take time and money to obtain, however, overwhelmingly UCG will ensure all relevant workers hold applicable licences for one main reason: each individual's personal safety and the people around them. One accident can impact many families, and this is exactly what UCG and its Delivery Partners want to avoid.

The UCG Training Matrix also accounts for a number of qualifications that underpin quality workmanship on the telecommunication networks that we proudly design and build. In New Zealand, a number of courses developed and mandated by Chorus, such as NGAB (Next Generation Access Build), address technical requirements of the Chorus network and must be a qualification obtained by surveyors, cable haulers and cable installers before commencing work. In Australia, nbn has a skills accreditation requirement, which means cablers and assistant cablers must hold a number of accreditations specific to either the Fibre or HFC networks.

One more thing... Yes, the Training Matrix just keeps giving! It records which persons are subject to qualifications that are especially mandated by some of our clients. So there is the potential that a worker could be fully site ready, however, if they start working on a different client's job site, additional qualifications or inductions must be achieved. For example, Lendlease in Australia, to whom UCG provides construction services to build the HFC network in Sydney and the Gold Coast, has its own mandatory face-to-face induction and online safety course.

UCG also requires Delivery Partner workers to be verified as competent in the high-risk activities they perform on UCG worksites. Having a qualification to perform a dangerous task is important, but having the trust of the employer that the task can actually be performed safely is perhaps even more crucial. More on this in the next edition of @UCG.

The UCG Training Matrix can be provided to any Delivery Partner who wants to view the training regimes. In New Zealand, all Delivery Partner workers have been required to forward a satisfactory police check result – a Chorus requirement from day one. UCG has now added this as a standard requirement for all new employees and Delivery Partner workers in Australia. [🔗](#)



The UCG Training Matrix also accounts for a number of qualifications that underpin quality workmanship on the telecommunication networks that we proudly design and build.



# Meet the Kiwi Management Team

By Paul Trotman, General Manager Operations, NZ



The Kiwi Management Team (KMT) formed towards the end of 2016, after my appointment as General Manager, Operations NZ.

The Kiwi Management Team is tasked with collectively leading the business towards the next level of growth and excellence in New Zealand. This article explains a little about who we are, and what we are here to achieve.

We recognise it is exciting for us to be part of a business where our contribution leads to increasing the prosperity of New Zealand in the global economy, by better connecting Kiwis to each other and the rest of the world.

Our aim is to get all our metrics "into the green" and consolidate ourselves as the best telecommunications service provider in New Zealand. In doing so, we will provide a positive experience to the end customers and retail service providers in getting fibre connected to the UFB network.

Ultimately, we want to drive positive change, creating an awesome experience for all our stakeholders. We also want to continue to make UCG a successful and sustainable business in New Zealand – a company great people want to work for.

The purpose of the KMT is to help set the business's direction in NZ, and lead that direction. Through our leadership we are working towards bringing everyone closer together, encouraging people in the office and out in the field, employees and delivery partners, to be successful in what they do, all aligned to the same goals and outcomes. While doing this, we want to make sure we also have some fun along the way, and celebrate our successes.

## PAUL TROTMAN

Paul joined UGC NZ in October 2016 as General Manager, in addition to being our ANZAC representative, having been born in NZ and brought up in Adelaide. Despite living in NZ since 2001, he is still regularly accused of being an Aussie – not that it's a bad thing! Paul describes himself as a "fairly typical middle-aged family man" with three children between the ages of nine and 13, and spends his weekends either running them around sporting and social events, or, if time allows it, riding a mountain bike around any forest within driving distance of Auckland.

## TRACY MCKAY

Tracy is the one that keeps us all honest and on our toes, making sure our reports are in on time, travel requests and expense claims done properly, office kept tidy and everyone doing what they should be. She joined us in October 2016 as Executive Assistant and also takes on the Property Manager role. She enjoys travelling and crafts such as quilting and cross-stitch – "a perfect way to turn off the brain and relax", as she likes to say.



## ETTIENNE LUES

Etienne has been our National Construction Manager since September 2016. He comes from a small farming town in South Africa and has spent his working life in the telco sector. He loves the diversity and challenges of what the telco industry has to offer. At home, he enjoys spending quality time with his wife and two young daughters, the oldest of who has just started school. When time allows it, the odd game of golf is squeezed in.

## HAMISH WHITWORTH

Hamish is the "HR guy", and was born and bred in the awesome Hawkes Bay. He is the youngest among the KMT members but holds himself well, loving to drive business improvements through people and processes. Joining us in 2014, UCG is the first company Hamish has worked for. He is a big sports fan, following rugby, cricket, soccer, basketball and American football.

## LA'SASHA MCCUTCHEON

La'Sasha was one of UCG's first NZ employees and now leads the Land Access Department. She has been working in the telco industry since 2011. Living by her motto of "achieving the unachievable", La'Sasha has a busy life outside work as the mother of two girls, while also undertaking her degree in Event Management. Graduation is coming this year, which will be an awesome milestone. She is a small-town girl but now proudly calls herself an Aucklander.



**DAVID WORTHINGTON**

David is one of the new boys on the block, joining us in February as Complex MDU Manager. One of David's claims to fame was going to school with Jona Lomu. He is a self-confessed "gadget geek" and loves building and flying drones (using those cool FPV goggles). He has recently taken on the challenge of doing an MBA and is looking forward to the learnings that this, along with a new company and industry, will create. David is the father of two boys in their 20s.

**ASH SIMS**

Ash has one of our most diverse roles, being the manager of Survey, Design, Completions and Records. He is the "go-to guy" for most things at UCG NZ when it comes to the flow of the process in the build space. Ash has been with us since the early days of UCG NZ. Uniquely, he has an interest in horology, which is the study of time and the art of making timepieces. He is a sports enthusiast, and particularly enjoys cricket and supercars.

**RUTH REES**

Ruth joined us just before Christmas as Business Improvements Manager, and has been utilised diversely across the business over that time, currently focusing on delivery partner relationships. She is sports mad and can claim fame for representing New Zealand in touch rugby, tag football and kabaddi, the Cook Islands in 7s and touch rugby. Ruth is the mother of two young children, and her six-year-old daughter Jaya is already following in her footsteps, about to compete in her second Taekwondo Pee Wee National Tournament.

**CINDY WANG**

Cindy is our Financial Controller and has been with us since February 2015. Cindy is from Taiwan and loves travelling, having already visited Australia, the US, Japan and Thailand. She also enjoys shopping as well as playing badminton and table tennis with family and friends.


**BRYCE NEEMS**

Bryce is the newly appointed Regional Manager for Wellington and the South Island, and has recently moved with his wife down to Martinborough to undertake the role. Bryce started in the telco industry "on the tools" a couple of decades ago, and has had a number of jobs in the industry since then. He is the father of two adult children and can claim playing soccer for NZ in the under 19s as well as being national bowls champion in 2012.

**ELENA BYCHKOVA**

Elena is our "citizen of the world", being born in Uzbekistan, educated in England, marrying an Indian and now making New Zealand her home. Formerly a professional pianist, Elena was one of the original UCG NZ employees, and is now our Consents Manager. She is also leading a special project with Chorus around providing a heightened level of care for strategic customers (the Customer Fibre Project). The most exciting part of Elena's life at the moment is the awaiting arrival of her first child in September.

**DEANE CLARK**

Deane is our newest member, joining us in April as Business Performance and Commercial Manager. He is a Taranaki boy who lived in Nelson, studied in Christchurch, lived in Wellington and is now an Aucklander. He is the father of two young children who he enjoys spending time with. Deane is looking forward to learning a new industry and driving UCG's improved performance over the coming years. 



By Roger McArthur  
Chief Technology Officer

## All about the schedule

Wow, UCG is really an exciting place to be! The changes made in New Zealand in many areas, but specifically around scheduling, has driven a record month in March 2017 for both provisioning (connecting end users to ultra-fast broadband (UFB) – over 2000 connections) and build (731 MDUs connected to the UFB street network).

The New Zealand team, including all of our Delivery Partners (DPs), should be rightly proud of this achievement, especially in the light of reducing volumes in Auckland. The whole team has worked hard to keep the work flowing to our DPs, and the results speak for themselves.

A major contributor to this delivery has been the collective effort to set up our systems and processes to support input from our CEO, Ralf Luna, to drive the message home and using his many years of experience. This has also included Jane Sosene and Elsie Salmo-Tuua coaching and driving the scheduling team (and others).

Further to this a real effort to keep our client informed on every job has seen our escalations from RSPs about our build delivery drop from over 100 per week to one or two per week. This has freed up a whole resource to allow us to focus on jeopardy managing the work in hand rather than fighting fires.

This has been much appreciated by Chorus. Well done, New Zealand team – especially the Scheduling Team.

The learnings from this have started to be applied in the Australian business, with the Lendlease project team embracing these initiatives, eager to learn from the New Zealand experience. The number of teams currently active is low at the moment, so this is an ideal opportunity to set up and get DP engagement.

Continue to watch this space for more updates from both New Zealand and Australia on scheduling.


**Changes for ICT Support**

You will all be aware by the time this newsletter hits the press that we have changed our ICT support provider from Tech Project to Answers IT. I really do appreciate all your support and patience as we have made this change.

I write this before "Cut Over Day", so I hope you all don't shout abuse at me as this goes out. Again, I anticipate and appreciate your support as we make these major changes for UCG.

I will not go into the reasons for the change, but this will provide UCG more direct control over our network infrastructure, and the direct management of the associated managed services required to deliver connectivity between our offices, and to the outside world.

All UCG staff (and, where appropriate, our DPs) will be kept informed before any major changes to the network, how you access support and what to expect next.

If you have any issues as a result of the changes, please escalate through your line manager to me. 







## siteTRAX update

By Darryl Gee,  
Software Development Manager

As UCG develops its business and engages with more customers, it is clear that, with new projects being established and with existing projects, our customers have different business and operational requirements that necessitate changes to our internal system (siteTRAX).

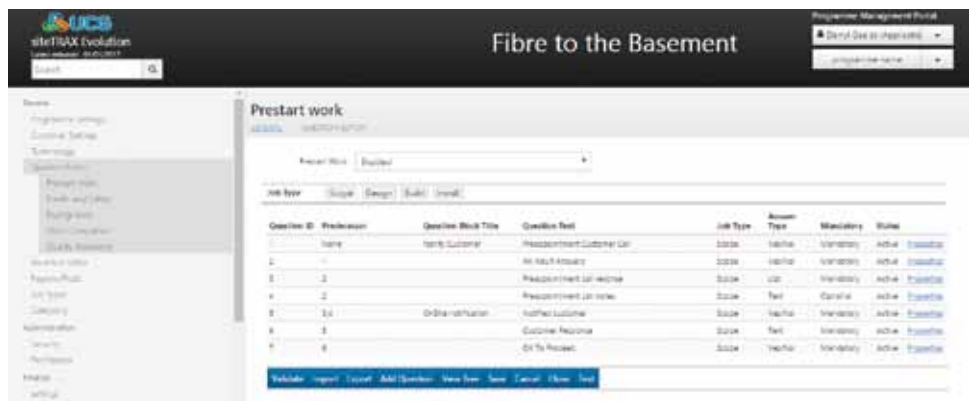
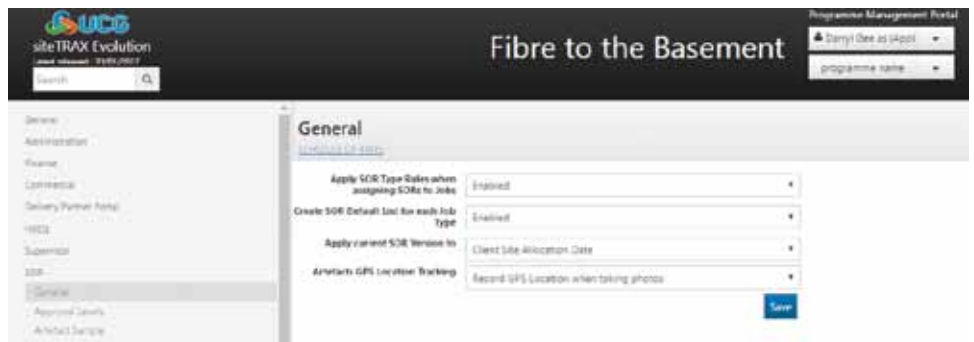
Additionally, UCG's internal requirements for siteTRAX also continue to change. To support these circumstances, siteTRAX Evolution has been designed to be flexible. Designing flexibility introduces challenges to siteTRAX. While we cannot predict future needs, we have reviewed the past and the present to identify trends where functional areas of siteTRAX need to be flexible to better serve UCG and its customers.

To make siteTRAX Evolution flexible, an extensive suite of configuration items has been added to the software. These configuration items are contained in the Programme Management Portal and range from simple to complex and then sophisticated.

Simple configurations, such as what UCG wants the project to be known by – changing around terminology to match that of UCG customers – are easily completed using a series of lists.

More complex options, such as changing the collection and order of questions and actions presented in the Field Portal, have also been provided for and can also be configured.

Sophisticated configuration, such as dynamically changing around workflows and dynamically



creating a new “Work Type” to inflight projects, can be undertaken.

Due to the impact these changes within the Programme Management Portal have upon the rest of SiteTRAX and UCG, access to this functionality is limited to “Programme Designers”. “Programme

Designer” is a person or persons that is/are responsible for determining how a project will be efficiently and effectively executed within UCG.

The Programme Management Portal is the key to providing flexibility to meet current and future customer needs. [🔗](#)



## UCG adopts new cable technology

By Dale Laube,  
Project Manager

UCG will be among the first companies in Australia to use Spider Web Ribbon (SWR) cable, which utilises the new ultra-high density fibre optic cable technology called Wrapping Tube Cable (WTC). This technology provides for significant improvement in fibre density and corresponding reduction of overall cable diameters when compared to existing traditional flat ribbon-based cable or loose tube buffered fibre optic cable. SWR also has the ability to be spliced as ribbon or single element, thus enhancing its capabilities on any given project. This is achieved through 12 fibres that are connected by an intermittent UV-curable resin and allows for the SWR to be bunched similar to a bundle of loose fibres. The 864 utilised for Gold Coast WAN is 864f SWR and consists of bundles of 12x72f wrapped bundles which are then broken down into lots of 12f, with each marked for identification via black stripe/s. The WTC is a dry construction allowing for efficient cable splicing and installation with no gels or buffer tubes to deal with. [🔗](#)



[SWR] provides for significant improvement in fibre density and corresponding reduction of overall cable diameters when compared to existing traditional flat ribbon-based cable or loose tube buffered fibre optic cable.





## Making Safety Personal

By Don Zakroczymski,  
Group Health Safety Environment and Quality Manager

Making Safety Personal really asks us to look beyond the workplace and realise that being safe extends to protecting ourselves and our loved ones from being hurt. Making Safety Personal is more than just compliance; it's making it a value that we can instil in ourselves and our family members.

Safety happens 24/7. In fact, people are more likely to be injured at home or on the road than at work. By talking about safety experiences outside of work it makes safety a lot more personal as often people put their loved ones' safety before their own personal safety. By talking about what they do to ensure their loved ones are safe out of work, it allows the transfer of lessons learnt at home to the workplace.

### THE BEST WAY TO MAKE SAFETY PERSONAL

Telling stories and listening to stories is the best way to make safety personal. Promoting an open dialogue allows employees to discover and truly internalise safety and what it means for them. It usually takes longer to help facilitate an employee's personal safety journey but the benefit of employees truly valuing safety outweighs the time spent on making safety personal. Remember, it is not about telling them, it is about getting them involved. Ask yourself, "How safe would my co-workers be if I wasn't here watching and being the safety leader?" This can be a result of being "told" what safety is rather than internalising the message and asking every team member to own their personal safety.

### BUILDING RAPPORT WITH EMPLOYEES AND DELIVERY PARTNERS

A key aspect of making safety personal is the

interaction the leaders of UCG and delivery partners have with their team members. Having a good relationship with team members is a base line to be able to engage with them to discuss safety on a personal level.

As a leader, the ability to build rapport with your people is the most influential skill you can master. Creating an environment where your people believe you are truly interested in them personally, professionally and emotionally, and knowing they play a significant role in the success of the team, must be paramount.

### POSSIBLE QUESTIONS TO ASK ABOUT WORKPLACE SAFETY

- What are the greatest dangers you face?
- Do you think we have these dangers sufficiently under control?
- Do you think there are any safety issues here that we are not dealing with adequately?
- Are there times when people feel they need to take shortcuts?
- What keeps us safe?
- What did we do to get through the day/week/month/year safely?
- Would you want your loved one/s to work at this site – why or why not?

### GOOD QUESTIONS TO ASK ABOUT SAFETY AWAY FROM WORK

- What is the greatest danger you face outside of work?

- What is the worst injury you have had and where did it occur? At home, on holiday or at sport?
- How do you keep your family safe at home?
- What is the most dangerous thing you do outside of work? What could go wrong?
- What is the number one contributor to a safe workplace?

It is about each person's involvement in and commitment to workplace safety. It is what you and your work associates do – or do not do – to promote personal safety. It's about having a safety mindset. One of the most powerful ways to increase personal safety is to be a positive role model. People will tend to follow those who "walk their talk", and not those who just talk. Walking the talk is the mark of a true safety leader. Safety leaders can be any member of an organisation such as the first year apprentice. Safety leadership is not reserved exclusively for leading hands and management.

### WHAT ARE THE BENEFITS OF MAKING SAFETY PERSONAL?

Many workplaces suffer the plateauing effect in their safety performance. These organisations usually have worked for years to build up rigorous systems to assist in eliminating and controlling physical hazards, but they still can't get injury experiences down. By making safety personal, the ownership of safety and by default safety performance is managed by every individual.

Be safe. Be well. Be happy 🙌

## + BUSINESS DEVELOPMENT



## Business Development update

By Peter Zeegers,  
Business Development Manager

Currently, most of UCG's business development focus is to build better relationships with our clients at the operational or regional level. To this end, we have been conducting a regular visit program with key stakeholders in nbn, Telstra and other clients.

UCG's original MDU design and construction contract with nbn finished at the end of December last year. That contract has been replaced by a couple of minor works agreements that cover cabling MDUs in new developments and legacy works in brownfield MDUs. As minor works are controlled by nbn regional personnel it is crucial our profile with those stakeholders is maintained. Additionally, as the network construction programs begins to taper off it is important that UCG get involved in

ongoing network operations and maintenance works. nbn is starting to strengthen its operations organisation and capability, which UCG has been pursuing, finding existing potential opportunities.

UCG recently responded to two requests from Telstra for submissions to:

- Undertake asset relocations and commercial works
- Site make-ready works in Telstra exchange.

These requests are opportunities for UCG to diversify its client base and service offerings.

The business development also continues to refine prices or introduce new rates for existing contracts. 🙌

# Partner PROFILE

This issue, @UCG gets to know two of the company's most trusted Delivery Partners: MKN Connect and Sparklife Industries.

## MKN Connect

*Parthiban Nagendraraja*

Headed by director Parthiban Nagendraraja, MKN Connect has been one of UCG's valued Delivery Partners since 2016.

During his career, Parthiban has recruited and trained up to 25 technicians to do various NBN civil jobs for SDUs and MDUs, cable hauling to premises, terminating and testing to SMY operations as supervisors. Having worked as a side operation supervisor with Downer, Parthiban has successfully completed 700 jobs, including approximately 500 civil jobs, in the Maitland suburbs.

Parthiban is currently working for UCG as a field surveyor for MDU worksites. He has already completed hundreds of MDU sites, ranging from shopping centres, business and high-rise residential apartments in and around Sydney.

Parthiban says he enjoys the fact every job is different, with new challenges arising due to various weather conditions, priorities and deadlines.

"One of my most involved and remarkable jobs was the survey for the Edgecliff Shopping Centre," Parthiban says.

"It was the biggest job I have done for UCG. It was a huge shopping centre with nine levels of businesses and shops up to a hundred EUPs."

Parthiban attributes his success with UCG to his punctuality, hard-working nature and observance of deadlines. This has been echoed by Tristan Davies, UCG's National Program Manager – Telstra Design.

"Parthiban has been working with UCG since late 2016 through some of the most challenging times of the Telstra HDA project," Tristan says.

"The volume of work UCG was to deliver for Telstra in New South Wales was record breaking from a survey and design perspective, and, coupled with the nature of the area the MDUs were located (Point Piper, Double Bay, Edgecliff), it made for a rather demanding few months.

"Throughout this time, Parthiban remained dedicated and worked tirelessly to deliver surveys for UCG. Rain, hail or shine, UCG could rely on Parthiban to achieve his targets week on week. No matter how difficult the MDU was, Parthiban would get it done. He worked weekends, over the



Christmas holidays and long hours to assist in the delivery of some very crucial SAMs for UCG and Telstra," Tristan says.

Parthiban says while he enjoys doing MDU surveys and design, he is responsive to change and ready to tackle new projects and challenges in the future, should the opportunity arise. 📍

## Sparklife Industries Ltd

*Khushal Virmani*

With a strong presence in Auckland and Dunedin, Sparklife Industries is a fibre optic solutions provider with 25 employees.

Led by director Khushal Virmani, Sparklife Industries has a team of experienced technicians who tackle everyday issues with efficiency and innovation, with the goal of consistently delivering top quality services to customers.

"The company was incorporated in 2016 with the aim of providing first-class quality installations and first-class customer service," Khushal explains.

"We started with SDU and MDU build and provisioning with UCG and now have taken it up to the advanced level with better tools, equipment and technical expertise.

"We knew Chorus and UCG were both professional companies and one of the leading suppliers of a range of broadband design, cabling and construction services in New Zealand. With the guidance of UCG, teamed with our efforts and dedication, we have built a solid business partnership that is profitable for both sides."

Sparklife Industries is currently involved in SDU and MDU jobs, civil and provisioning jobs



allocated by UCG. The team is currently working in the South Island (Dunedin and Invercargill) and Auckland.

"It's always great working with UCG and Chorus as both businesses are very transparent and help us in every way possible to get the task done," Khushal says.

"It is easy to communicate with the UCG personnel. We look forward to sharing a long-lasting relationship with both UCG and Chorus, and will try to contribute as much value to these business partnerships as possible."

Asked about the best part of his job, Khushal

says he enjoys dealing with challenges and working out the best solution possible.

"You always get a different scenario and circumstances depending on the location," Khushal explains.

"This often means we have to think outside the box to get the job done. This, in turn, helps us learn a lot and experience new things.

"Often, the most challenging part of the job is meeting the customer's expectations and providing the best optical fibre solution possible," he says. 📍



# Delivery and Employee Awards First Quarter 2017



L to R - Natalie Weston and Ralf Luna

**Australia**  
**Outstanding Achievement Award**

*Natalie Weston, Finance Officer*

In addition to her usual Finance Department duties, which she delivers so meticulously, Natalie has embraced the extra Commercial functions delegated to her, completing them accurately and on time, asking the right questions so the processes are understood, and executing them extremely well.



L to R - Ralf Luna and Kevin Larkin

**Australia**  
**Outstanding Achievement Award**

*Kevin Larkin, Project Coordinator*

Many reasons were provided to support Kevin's candidacy for this award, including his can-do attitude, efficient introduction of new processes/reports/tools, attention to detail and flexibility. Kevin creates a great team environment and always provides seamless customer service. Well done, Kevin.



**New Zealand**  
**Outstanding Achievement Award**

*Kelly Bale, Logistics Team Leader*

Kelly is a valuable team member and a great leader of the Logistics Team. She has been recognised by Chorus for her efforts, always ensuring the store is ready for Delivery Partners to collect materials while building great relationships with the logistics team at Chorus.



**New Zealand**  
**Outstanding Achievement Award**

*Hamish Whitworth, Human Resources Coordinator*

Hamish is doing a great job providing a wide range of HR support to the NZ team, has developed good relationships with the KMT and staff more widely, and has ensured company policy and procedures are being well followed. He has also worked on a number of change initiatives to improve business processes.



**New Zealand**  
**Outstanding Achievement Award**

*Truby Morgan, Logistics & Construction Administrator*

Truby has been nominated by many members of the Wellington team for his performance. His strengths include being a team player while being solutions-driven and willing to assist the team and Delivery Partners in the office without question. Well done, Truby.



L to R: Kaushal Virmani, Rubal Arora, Etienne Lues, Rashpal Singh, Reggie Naidoo

**New Zealand**  
**Delivery Partner Award**

*Sparklife Industries*

The Sparklife team has been recognised for its performance in connecting customers to fibre in a timely manner, and at a high quality. Nothing is ever too much to ask the Sparklife team, which has successfully completed a number of difficult escalations for the Provisioning team.



L to R: Luigi Dolce and Mark Fairweather

**Australia**  
**Delivery Partner Award**

*Mark Fairweather, Maxfair Coms*

Mark has independently worked with UCG since the 2012 and has consistently achieved a high rate of survey submissions with greater than a 90% first time pass rate which makes him a great asset to UCG. Recently, Mark has demonstrated a notable commitment to UCG by assisting in the rectification of FTTB survey defects and travelling to different, isolated locations in order to complete FTTB surveys efficiently for Telstra. Being recognised as one of the "go-to guys" when surveys need to be completed in a timely manner, Mark is definitely one of UCG's most valuable and highly skilled delivery partners.



L to R: Ettienne Lues, Parveen Kumar, Shane McKeown

**New Zealand**  
**Delivery Partner Award**

*Parveen Kumar and the Nowtel team*

The team at Nowtel are relatively new to supporting UCG, but their high standard of professionalism, including customer service care and communication as well as commitment to health and safety, is first class. They had zero incidents and 100 per cent compliance when subjected to a UCG audit. Well done, Nowtel. UCG looks forward to their expansion as an end-to-end service provider in "Survey, Build and Connect".

# SPOTY awards

By Hamish Whitworth, Human Resources Coordinator

On Thursday, February 23, a number of the Kiwi Management Team and Ralf Luna attended the Chorus Service Person of the Year Awards (SPOTY). The awards recognised the outstanding contributors among the service companies throughout the country on the Chorus network and in connecting New Zealanders.

In recognition to UCG's efforts the previous year, we were delighted to be invited to the award ceremony for the first time since UCG began its partnership with Chorus in New Zealand.

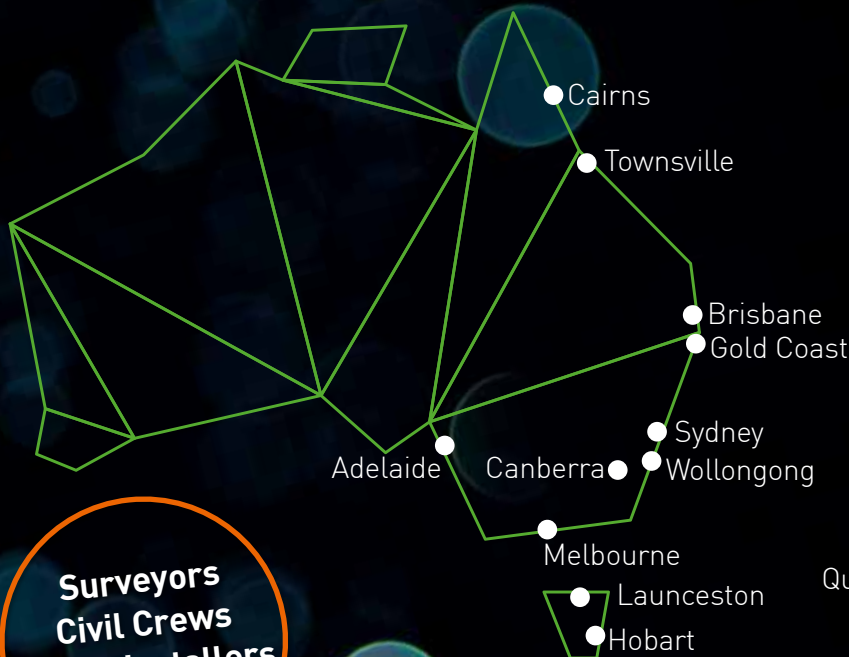
UCG NZ's consents team were recognised as the "Team of the Year" for their outstanding performance in 2016. As the inaugural award winners, this is an awesome achievement for the team and should be used as inspiration for the rest of the company to emulate in 2017.

Amando Tanquintic accepted the award for "Service Excellence" on behalf of UCG's Delivery Partner Cellwatch. Larry and the team have been partners with us since our early days in New Zealand, and are consistent high performers who deliver quality outcomes for UCG's end customers. Well done to the Cellwatch team! Amando shared some great stories to contrast his experience with working for UCG and Chorus in New Zealand, versus his time in the Philippines. This included how all technicians used to be armed and if a vehicle drove past twice, they would pull out their weapon – ensuring the HSEQ auditor only ever drove past once. ☺ Amando also mentioned one of their manholes was blown up by a grenade!

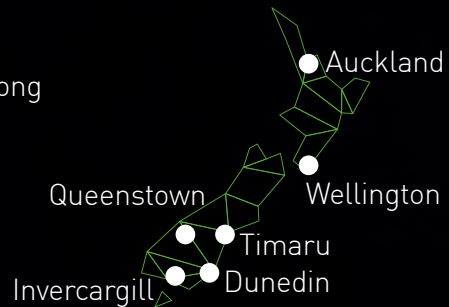
It is important we continue to recognise success and great work within the company. It gives us purpose and a drive to succeed. We look forward to seeing continued excellence in the coming year and further celebrations at next year's SPOTY awards!



## DELIVERY PARTNER OPPORTUNITIES



In New Zealand we are ideally looking for Delivery Partners who have end-to-end capability in survey, civil works and structured cabling. In Australia we have a large number of immediate opportunities for civil and HFC Cabling crews to work on our long term projects in Sydney and the Gold Coast. All are great prospects to work with UCG and to become a leader in the telecommunications market places.



**Surveyors  
Civil Crews  
Aerial Installers  
Cablers**

Contact UCG's friendly Delivery Partner Onboarding teams to lodge your inquiry today. We want to expand our workforce and look forward to hearing from you!

To enquire about becoming a delivery partner to UCG

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