

@UCG

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Autumn 2015

**LAUNCH
ISSUE**

**+ Meet
the UCG
team**

**LATEST
NEWS
AND
EVENTS**

**UCG OFFICE
LOCATION
PROFILES**



**UNIVERSAL
COMMUNICATIONS
GROUP**



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**UNIVERSAL
COMMUNICATIONS
GROUP**

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3/59 Tennant Street
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Ph: 02 8599 8824

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Unit 10/277 Lane Cove Road
Macquarie Park NSW 2113
Ph: 02 8007 5804

Wollongong

6 Industrial Lane
Oak Flats NSW 2529
Ph: 02 8880 6233

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45 Sunderland Street
Moonah Tas 7009
Ph: 03 6165 1501

Launceston

2/16-18 Goodman Court
Invermay Tas 7248
Ph: 03 6165 1508

Tullamarine

Unit 6, 189B South Centre Road
Tullamarine Vic 3043

Tuggerah

10/13 Pioneer Avenue
Tuggerah NSW 2259

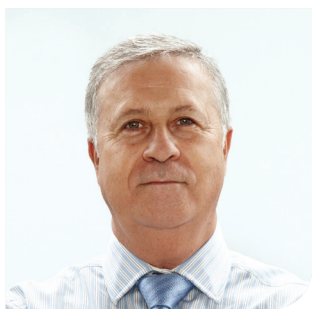
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Rafael Luna
Managing Director and CEO



Welcome to the first issue of @UCG

It's great to introduce another milestone for our company with the introduction of our quarterly newsletter, @UCG.

We are a company that now spans not only most of Australia but also, since June last year, New Zealand as well. It is fitting, therefore, that we introduce a way for all our people to share their everyday experiences, celebrate their successes and learnings, and also keep everyone up to date with what's ahead for UCG.

Since UCG's inception in 1995 we have certainly achieved much and delivered many high-profile projects. The current operation began in 2008, and it is literally the story of a small, dedicated team working from our home base, growing to an organisation that is more than 140 strong in two countries and with 10 branches. These achievements should make us all proud as not only have we grown substantially in the last six and a half years, but along the way we have been able to maintain the company culture and "can do" attitude that is the envy of the industry.

UCG has been around for a lot longer than many people might realise, and in my first contribution to our newsletter, I felt it appropriate that I should share a bit of the history of our company.



... it is literally the story of a small, dedicated team working from our home base, growing to an organisation that is more than 140 strong in two countries and with 10 branches.


When did it begin?

UCG has its roots firmly planted in the subscription television industry that made its debut to the Australian market in the mid-1990s. With the introduction of pay-TV services to Far North Queensland, 1995 marked our birth in Cairns after Access Television Services, a UCG company, was awarded the contract for the delivery of Austar installation and maintenance services to the region.

UCG continued to grow and diversify in the subsequent years, with an Australian presence that spanned all capital cities and most of regional Australia.

Onwards into the future!

UCG has always positioned itself at the forefront of new and emerging technologies. It is in our DNA and is a part of our organisation that will never change. Together we will continue to grow and evolve, shaping our great company to continue its success long into the future.

I want you all to participate and contribute to @UCG, as it belongs to all of us. I look forward to getting to know members of our team a little better and mutually sharing our experiences at UCG. 

We welcome feedback and submissions!



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Please email us at talk-to-us@ucg.com.au

Get to know the HSEQ team



IAN NOWELL

As the Group HSEQ Manager my duties include oversight of environmental, safety and quality assurance systems in Australia and New Zealand. The professional knowledge and experience of the team is guiding the ongoing evolution of the UCG safety culture. Though you may think of HSEQ in terms of auditing, incidents or emergency situations, the majority of the work done by the team focuses on prevention rather than reaction. I encourage participation at every level of the business to ensure a safer, more productive workplace. [U](#)



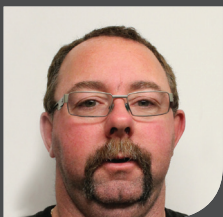
BRENDAN LANCASTER

As the HSEQ Advisor for most of mainland Australia, my central duty is the promotion and education of safety across all levels and branches of UCG operations to safeguard each one of you going home without harm each day. To ensure the UCG systems are up to date I regularly liaise with many external sources, including state regulators and clients on a diverse range of topics. [U](#)



JOHN BALLARD

As Senior HSEQ Advisor – New Zealand my duties involve the daily management of health, safety, environment and quality issues for UCG New Zealand Operations. My role is to ensure subcontractor co-operation with the UCG Corporate Governance Management System and New Zealand HSE legislation. [U](#)



PETER JONES

I have recently joined the UCG Safety Team as HSEQ Advisor – Tasmania and Victoria, having worked with another service provider for two years on NBNC0 projects. My approach is a hands-on one with the workforce and I lead via an information sharing and practical example approach. Safety is everyone's responsibility to intervene and make the changes to provide a better workplace. [U](#)



Meet the BD group

By Peter Zeegers

In the first issue of the inaugural UCG newsletter it's timely to introduce UCG's business development (BD) team and explain what their roles involve.

The BD group is made up of Peter Zeegers and Mads Giesenberg. Mads is our estimator. He is based in Brisbane and I, Peter Zeegers, the group's Business Development Manager, work out of Melbourne.

Although Mads and Peter are official BD employees, BD is a responsibility of all UCG employees from the CEO down. The reason for this is that we all deal with our clients on a daily basis throughout all layers of our organisation. It is often said business is won by sales but retained by operations. The daily interaction by our operations and commercial staff with our customers helps create an impression of UCG in the mind of our customers. It is our good reputation that overcomes half the battle in winning new work, as word does get around the industry.

What is BD? A tongue-in-cheek version defines BD as the hunters who go out and are chased back by the huge, raving and dangerous bear, which operations then has to skin.

BD is a formal process of identifying and pursuing new business opportunities that grow the company while ensuring any business won will be profitable and any risks accounted for.

As we now operate in both Australia and "across the ditch" in New Zealand, we are chasing opportunities in both countries. In Australia we are looking to extend our current NBNC0 FTTP successes into the new mixed technology phase the client has foreshadowed, particularly FTTB and HFC networks. In New Zealand we are now pursuing other UFB customers in the Waikato and Canterbury regions. [U](#)

What does an estimator do?

An estimator's role is to calculate the cost to deliver a project. Often projects are driven by an asset owner – such as NBNC0 – requiring services and awarding the successful bidder all or part of the scope of work to a contractor such as UCG. The estimator must calculate all of the fixed and variable costs involved. These can include direct costs, such as workers on the ground and fixed assets like cables, as well as indirect costs such as supervisors, office staff and computers. Every person within a company contributes to the cost of doing business, therefore these costs need to be included so that they can be recovered. Once an estimate is complete the company can then allow for a profit and submit its tender bid. Tenders that are accepted and poorly calculated can result in a company losing money on the delivery of a project. Overestimating the costs may result in the company submitting an overpriced bid which sees the company not being awarded the work. Just about every estimator will tell you there are late nights for them as tender deadlines approach. On the other side of the coin, when a tender is won it is a very rewarding profession to be in! [U](#)

Making gains: How the NZ Consents Department works

Gaining consent to retrofit fibre into some MDUs is an ever-present challenge for the Consents team.

Most owners do not fully understand we are duplicating their copper network with a faster solution rather than removing it. The questions raised usually concern connection, payment and visual impact.

To help answer these questions is Carey Marsh, Consents Field Officer in Auckland (pictured right), whose role is property-related stakeholder management, business development and translator from technical to non-technical.

Carey's customers range from body corporate committees through to individual building owners to whom he needs to explain the equipment and employment methods used by UCG.

Carey put together a "show and tell" board with examples of fibre, verticasa and capping, and carries a BUDI-1S and BUDI-2S with him as well as hatches and other samples of

what the owners will see in their building. These visual aids help customers understand the final installation. These aids are accompanied by a booklet showing the consent, scope, design and build process.

In the field the "show and tell" board has proven so successful in answering peoples' questions that the Chorus Communications Department is now developing the concept into a more polished 'toolkit'. Carey has also made suggestions to the Chorus Communications Department regarding the wording on its MDU webpage, which were adopted immediately. The page now better reflects the differentiation between backbone build and provisioning. This should also help remove some hurdles that have been experienced when building managers believe we connect individual apartments at the build stage.

These are two examples of UCG adding value to the Chorus relationship and working hard to make things easier. 




Definition of BUDI-1S and BUDI-2S

BUDI-1S and BUDI-2S are both used in MDUs to distribute fibre to individual customers. The main difference is the size and capacity.

BUDI-1S is bigger in size and can feed up to 24 customers (48F) & BUDI-2S is smaller in size with max capacity of six customers (12F).

Explanation of the trigger for the backbone build stage and provisioning stage for individual apartments for MDUs


Chorus advises areas within New Zealand that they are fibre ready and the UFB build (street network) has been completed. Thereafter a requestor will contact their retail service provider and log a service request. UCG receive a work packet from Chorus to commence with consenting to obtain permission to build the backbone in the MDU. Once this is received and the build and records are updated the provisioning order is released to UCG to connect the requestor. 

Another branch, another region

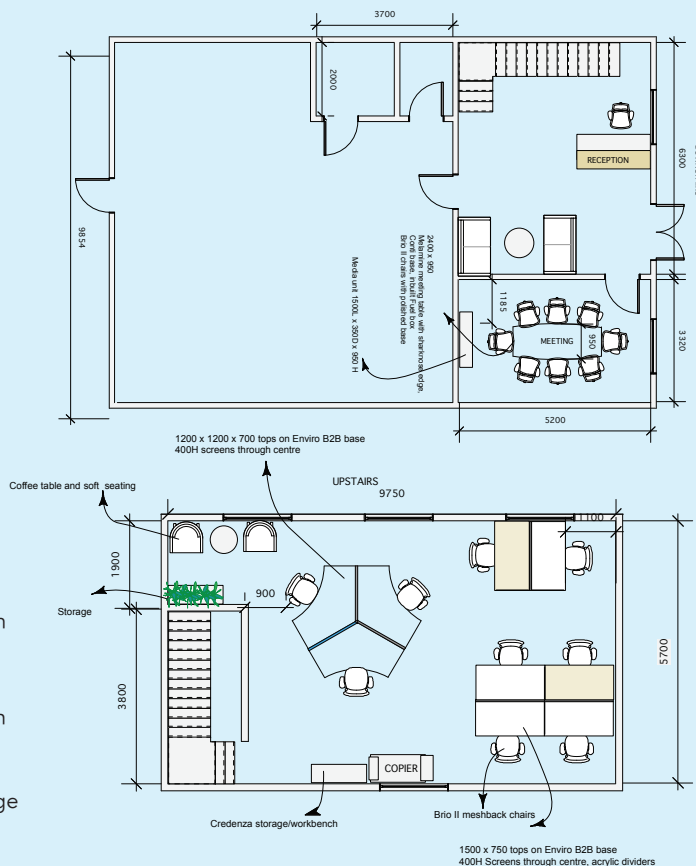


UCG is pleased to announce that we have been awarded an extension to our NBNCo MDU works that already cover NSW, ACT and Tasmania, and which will now also include Victoria.

The main catalyst for this has been the exceptional performance of our team delivering greenfield, complex – or bespoke – MDUs as it is now called, as well as the new Fibre to the Basement (FTTB) programs for NBNCo.

During April we will be concluding the set-up of our new Tullamarine branch to provide a permanent base for our Victorian works. This also marks the first Australian branch to carry the New Zealand office design, which is so well-loved by the NZ team and which will be adopted as our corporate image across the group over time. 

MELBOURNE OFFICE FLOORPLAN





UCG history & key milestones

A brief snapshot of UCG's history and some of the memorable events that have shaped the business into what it is today.

es

FAST FACT:

We've rodded and roped our way from Brisbane to Bundaberg!

UCG has installed more than 140km of ducting, conduit and cable tray, and laid 415km of cable. That's not including common pathways, etc – if you allowed for this we would be well in excess of 1,000km of installed fibre!

UCG has also completed approximately 50km of trenching and more than a football field of turf reinstatement at 11,450sq m, and almost a full field of concrete or bitumen.

1995

With the introduction of pay-TV to Australia, UCG capitalised on significant growth opportunities and secured contracts with Austar. UCG accounted for approximately 30 per cent of the total installation requirements for Austar over the period 1995-2001 (between 20,000 and 60,000 installations per annum).

1999

UCG expanded and diversified its business by gaining contracts with Foxtel and other clients for installation and maintenance services of pay-TV.

2001

UCG was selected by Austar as an "Alliance Partner" for all installation and technical support services. The UCG team grew to 160 staff and 500 contract installers across 39 sites in Australia.

2004

Access Television Services Pty Ltd, then a division of UCG, was sold to Hills Industries. UCG entered a joint venture with Downer EDI, known as DUCG, which built more than 50 wireless community broadband networks in regional Australia.

2008

UCG won design and construction and operating and maintenance contracts for MDUs and residential communities.

2009

UCG was selected to deliver the Sanctuary Cove Community fibre-to-the-home network and began to develop solutions for service delivery to existing brownfield communities, focusing on MDUs.

2010

UCG established relationships with NBNC0 and was awarded the contract to design and construct NBNC0's network into the University of New England located at Armidale, NSW.


2011

UCG was selected to deliver NBNC0 networks into multiple greenfield MDU developments. UCG was appointed as an approved Telstra Panel Contractor.

2012

UCG was awarded the NBNC0 Network Services Master Agreement and brownfield MDU contract.

2014

UCG was awarded a 10-year contract for the delivery of fibre network design and construction services to Chorus in New Zealand. 

Office Profiles

National Head Office for Australian operations and houses all corporate and administration support functions.

60 Brandl St houses the CEO and General Manager's office, along with commercial management, information technology and operations departments including Operations Support, Survey and Design, Completions, Complex and Greenfields Management.

88 Brandl St houses Finance, Human Resources and HSEQ Management.

Key staff: Rafael Luna, CEO; Susan Minnekeer, GM Operations Australia; Dante Miranda, CFO; Clint Luna, Group Commercial Manager; Corey McCarthy, Group Human Resources Manager; Ian Nowell, Group

HSEQ Manager; Dale Anderson, National Construction Manager; Rob Anderson, Manager of Complex and Greenfields.

Number of staff: 55

Location: Unit 1, 60 Brandl Street, Eight Mile Plains, Brisbane Qld 4113

Tenancy 4, 88 Brandl Street, Eight Mile Plains, Brisbane Qld 4113

Interesting facts/other:

- Located in Brisbane Technology Park, 7km south of the Brisbane CBD.
- 60 Brandl St occupied by UCG since February 2013.
- 88 Brandl St occupied by UCG since April 2015. 📍



Brisbane



Sydney



Regional office for metropolitan Sydney and provides support services to sub-offices located in Wollongong and Long Jetty (Tuggerah). Also houses the design department for Complex and Greenfields.

Key staff: Roger McArthur, Chief Technology Officer
George Vlahakis, NSW Construction Manager

Number of staff: 20

Location: 10/277 Lane Cove Road, Macquarie Park NSW 2113. 📍

Hobart



Regional office for Tasmania South

Key staff: Brian Bracken, TAS South Construction Manager
Bob Massie, Project Manager, Project Jeopardy

Number of staff: 10

Location: 45 Sunderland Street, Moonah Tas 7009

Interesting facts/other:

- 10 minutes to Hobart city.
- Seven minutes to MONA Museum (Museum of Old and New Art) – very quirky and unusual, not everyone's cup of tea! Worth a look when travelling to Hobart.
- 15 minutes to Hobart International Airport.
- Currently enjoys the support of 17 subcontractor firms with a mixture of survey, civils and cabling contractors.
- Currently busy servicing the areas of Hobart 01, 02, 04, 05, 06, 08, 10; Kingston 04, 05; and Bellerive 01, 03.

- Current projects in progress are MDU works, Project Jeopardy bulk drops, bulk drops and demand drops.
- The office is in a very good central location as most works are being completed in and around the Hobart CBD, therefore minimising travel between all active FSAMs.
- Prior to moving to the current location our office was a short stroll over to the opposite side of the road at 67A Sunderland Street. We were located there from mid-2012 to September 2014 when we moved as we required a larger office space due to constant expansion. 📍

Tasmania North (Launceston)



Regional office for Tasmania North

Key staff: Hayden George, TAS North Construction Manager

Number of staff: 4

Location: 22/16-18 Goodman Court, Invermay Tas 7248

Interesting facts/other:

- Currently enjoys the support of 10 subcontractor firms.
- Currently busy servicing the areas of Launceston, Georgetown, Smithton, Somerset, St Helens, Scottsdale, Deloraine.
- A good location because of the clean air, lifestyle, easy living, good sightseeing.
- Location occupied by UCG since February 2013. [U](#)

Canberra

Regional office for Canberra

Key staff: Brendan Billman, ACT Construction Manager

Number of staff: 3

Location: 3/59 Tennant Street, Fyshwick ACT 2609

Interesting facts/other:

- Currently enjoys the support of six subcontractor firms.
- Currently busy servicing the areas of Civic, Queanbeyan and Nowra.
- A good location because it is central to most areas we service.
- Location occupied by UCG since July 2014. [U](#)



National head office for New Zealand operations and houses corporate and administration support functions including finance, commercial management, human resources, information technology and health, safety environment and quality management. Key operations departments include consents, delivery, operations, design and completions.

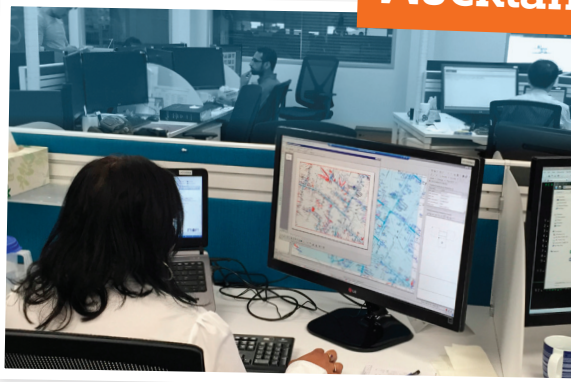
Key staff:

Grant McGough, GM Operations NZ
Kevin Anderson, Construction Manager
Cindy Black, Delivery Operations Manager
Albertus Engelbrecht, Commercial Manager New Zealand
Cindy Wang, Financial Accountant
Jim Donachie, Capability Manager

Number of staff: 48

Location – 274 Church Street, Onehunga, Auckland 1061, New Zealand. [U](#)

Auckland



Wellington



Regional office for Wellington area

Key staff: David Alexander, Senior Field Supervisor

Number of staff: 3

Location: Unit 5, 4 Glover Street, Ngauranga, Wellington, New Zealand

Interesting facts/other:

- Currently enjoys the support of four subcontractor firms.

- Currently busy servicing the Greater Wellington area.
- A good location because if there is an earthquake all the politicians will disappear into the sea, or it has the highest density of large MDUs outside of Auckland and as the country's capital it is the home of funding for ultrafast broadband.
- Location occupied by UCG since July 2014. [U](#)



Steve Brady,
Internet Now



Ash Roper, Telsys

Partner Profile

In this issue of @UCG we take a look at some of our company's excellent business partners.

Internet Now (Australia)

Steve Brady has a long-standing relationship with UCG, dating back to the late 1990s in Ballarat and then moving around the country. At different stages he was supervisor, site manager and contractor. A chance meeting between Steve and Dale Anderson of UCG at Sydney Airport has seen him return to UCG and put in the effort nationwide that we knew he would bring again to UCG.

Internet Now was first established in 2010 by Steve Brady and Ernie Goeldner as a spinoff of their wi-fi business which is based around building and supplying wireless solutions to a number of businesses throughout Australia.

Internet Now's primary focus over the past few years has been to build public wireless networks covering free Wi-Fi as well as advertisement and marketing solutions for a number of corporate clients which is slightly different to other parts of our business which concentrates on Wi-Fi solutions for the accommodation industry in the form of paid Wi-Fi services.

Internet Now currently has networks installed within shopping centres, theme parks, zoos, local city councils, remote mining camps and bowling alleys throughout Australia, providing all their guests or visitors with very fast and reliable free Wi-Fi and marketing solutions.

Some of their existing clients, which are located all over Australia and the Pacific, are GPT property group, Federation property group, ISPT property group, JLL property group, Dreamworld theme park, Plantation Island Fiji, Great Ocean Road Regional Tourism, AMF and Kingpin, just to name a few.

Internet Now has for some time been very interested in the fibre market, which has brought them to the NBNCo and working with UCG for the past nine months. Within this time they have been mainly involved with the survey and building of MDUs and complex work in Canberra, Hobart, Launceston and Melbourne and are now looking at branching into civils work as well as the new domestic internal installations.

To cover all this work, Internet Now's teams are very versatile and obviously enjoy the travel as they are constantly chasing new work and setting up new teams around Australia.

Like any new venture they have encountered teething issues regarding correct information, job closure processes and feedback. Working with UCG, they have gained a better understanding of these issues from both a UCG point of view as well as from their own, and streamlined certain processes within their operations to improve in areas where they can carry out work more efficiently to benefit all parties.

Telsys (New Zealand)

Leading Wellington-based telecommunications contractor Telsys Communications Ltd was the first delivery partner to join forces with UCG New Zealand's Wellington operation after UCG was awarded its contract to build MDUs for Chorus.

Telsys was formed in 1996 to contest the field services agreement for Chorus work in New Zealand. Since then Telsys has drawn upon its breadth and depth of experience to build an impressive end to end technical capability.

"It's that end-to-end capability and local knowledge that really adds value to our Wellington operation," says Grant McGough, UCG's GM of Operations New Zealand.

"There are a number of unique challenges in the Wellington region. The ability to have one partner perform scoping, civil works, cabling, splicing, testing and connecting the end customer is critical to overcoming those challenges and providing Chorus with turnkey projects on time and to budget."

The benefits are mutual.

Ash Roper, Managing Director at Telsys, says, "The UCG relationship provides Telsys with access to its international knowledge base, this allows us to bring new innovations and a fresh look at the way we do work in New Zealand."

As well as the regular MDU activities in the Wellington region, Chorus, supported by UCG and Telsys, is currently cabling Coastlands Mall in Paraparaumu, the first shopping mall in New Zealand to be connected to the UFB network. This is a significant project for UFB's government stakeholder, Crown Fibre Holdings, who will be holding a road show in the mall at the end of the project.

As always safety is paramount, particularly so given malls are by their nature publicly accessible. Telsys' Safe Access Solutions New Zealand (SASNZ) certification complements UCG's AS4801 Health and Safety, ISO 9001 Quality and ISO 14001 Environmental Certifications and ensures our work practices put safety first while minimising disruption to the public using the mall. 📍

Employee and Delivery Partner Awards for 1st Quarter 2015

“UCG’s success is based on the valuable contributions of its people, both employees and our delivery partners. It is fantastic that the company has adopted the quarterly awards in order to shine a light on the people who have made a significant impact for the business during the quarter,” said Corey McCarthy, Group Human Resources Manager of Universal Communications Group.



Outstanding Performance Award Australia
 Jamie Wakelam, Project Manager Greenfields and Subject Matter Expert

“Jamie holds a very senior role within UCG yet he is a quiet achiever who works very hard and takes full ownership of the Greenfields projects he oversees. He is very knowledgeable in telecommunications and project management and this means he can solve many challenges to get the project completed – where others without his knowledge, hard work and dedication would surely not succeed. Delivery of the national broadband to greenfields sites is one of the most successful parts of UCG’s business. Jamie also shares his knowledge amongst other team members which helps improve UCG’s industry intellect”.



Outstanding Performance Award Australia
 Akanksha “Ash” Kaushik, Designer Complex and Greenfields

“Ash joined UCG in 2014 and has picked up the knowledge and skills of an experienced designer. Starting out drafting floor plans for the complex team, Ash is now completing Complex/FTTB designs including designing street infrastructure, along with this she is also completing spatial as built to get sites to SC3. Her work to get the FTTB designs submitted in such a short time frame was outstanding. She continuously puts in the hard yards working additional hours without ever making a fuss. Ash is the ideal staff member and UCG is very fortunate to have her on the team. Ash was instrumental in UCG laying claim to completing the first micronode in Australia.”



Outstanding Performance Award New Zealand
 Elena Bychkova, Consents Team Leader

“Elena is always among the last to leave each night and works tirelessly to meet company KPIs and promote UCG to the industry and in fact the wider community. The consents team is doing really well under Elena’s leadership and is the only NZ team to consistently exceed its SLA targets for our client. Always going out of her way to help the broader team, Elena is a consistently positive and vibrant champion of our company culture. Every day Elena demonstrates to all of us that it is possible to be focused on delivering results and still have fun at work. She takes what she does seriously, she just doesn’t take herself too seriously.”



David Mullaniff (left) with business partner Patrick Beresford

Outstanding Delivery Partner Award Australia
 David Mullaniff of Trinity Electrical

“David has been working on MDUs and FTTB as well as building green fields and complex builds in ACT, Melbourne and Sydney. Besides the willingness to travel, David along with his colleagues are responsible for some of the very best construction work UCG has seen to date,” said Dale Anderson, National Construction Manager.



Nicholas Merlo (left) with Internet Now Director Steve Brady

Outstanding Delivery Partner Award Australia
 Nicholas Merlo of Internet Now Pty Ltd

“Nick was selected by Internet Now Director Steve Brady in conjunction with UCG management as very worthy of this award due to Nick’s great work on the UCG projects in Tasmania, which has entailed him working in Hobart away from his home on the northern beaches of Sydney. Nick is recognised for his quality workmanship and efficiency.”



Outstanding Delivery Partner Award New Zealand
 Alistair Pullman of Telsys Communications Ltd

“Alistair Pullman has a mountain of knowledge and patience. He has been involved with doing survey work for UCG since we started in Wellington. Alistair’s level of professionalism leaves our customers with confidence that their service order and questions have been answered,” said Ashika Akhil, Survey and Scheduling Team Leader

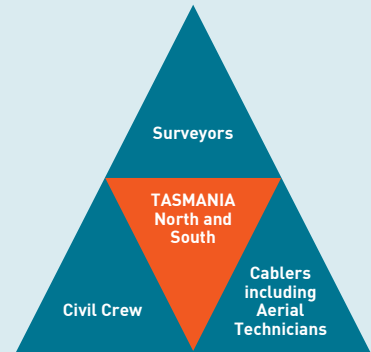
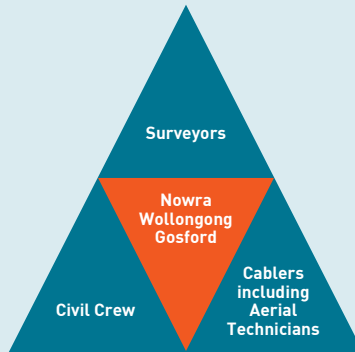
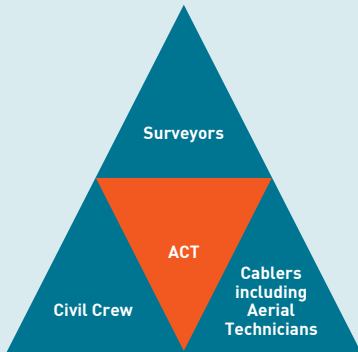


IMMEDIATE OPPORTUNITIES TO WORK WITH UNIVERSAL COMMUNICATIONS GROUP!

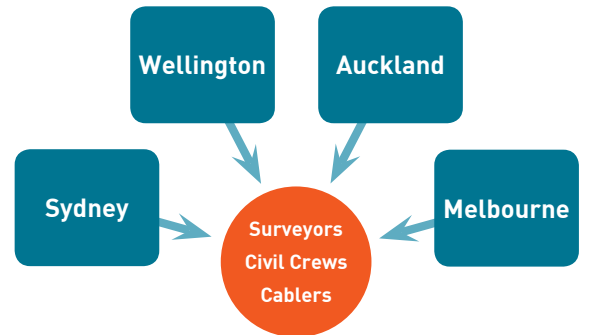
Universal Communications Group designs and project manages the build of the national ultra-fast broadband networks in Australia and New Zealand. We specialise in connecting multi dwelling units and single dwelling units to the broadband street network. We rely on professional delivery partners to survey job sites and construct the works.

We offer a competitive schedule of rates for the work on offer to each of our delivery partners.

The following geographic areas have many opportunities available right now and we are looking for relevant tradespeople and professionals to subcontract to UCG.



The regions of Sydney, Melbourne, Wellington and Auckland have some opportunities available right now and many more opportunities within several months, so now is a great time to approach Universal Communications Group to discuss the volume of works in these areas, the schedule of rates and to begin onboarding with UCG.



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

To enquire about becoming a delivery partner to UCG
 New Zealand call +64 9 6331247 or email work@ucg.co.nz
 Australia call 1300 855 041 or email work@ucg.com.au