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Summer 2018

SHINING A
LIGHT ON SUN
SAFETY FOR
OUTDOOR
WORKERS

+ **Victoria -
the fuse is lit!**

2017:
Year in review

Graham Twartz
joins UCG Board





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COVER

L to R: David Byers, Field Manager; Andy Stockdale, Director of Andy Stockdale Communication Services Limited; Poa Ly, Director of Protech Fibre Limited



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Rafael Luna
CEO



Attitude is everything

Last month marked the end of another exciting year in the history of UCG.

So much has been achieved during the past 12 months. Again, thanks for all the hard work and commitment of the UCG team.

Our "can do" culture has been recognised by all our clients, and this important attitude that is the essence of our company is the reason we have been able to expand into new programs for work and customers across both countries.

The award and mobilisation of the New Zealand operations into the new areas of Nelson, Blenheim, Rotorua and Taupo, and the award and ongoing mobilisation into the Chorus UFB2 program of works, has been a direct consequence of this important aspect of our culture.

Equally, the new programs of work that have evolved in the Australian marketplace for a variety of customers – that include our participation in design and construction across



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all of the technologies being delivered into the Australian telecommunications industry – is also a direct result of our "can do" culture.

We need to preserve and engender this important aspect of our company, and, while the industry is changing across both our markets, by ensuring we maintain our "can do" attitude,

we will continue to be the "go to" people in the telecommunications industry.

I hope everyone in the extended UCG family – our Delivery Partners, staff, clients and their families – had a safe and happy Christmas. I look forward to working with you all in what will be the next exciting phase of UCG during 2018. [📌](#)

WE WELCOME



AND INNOVATIONS THAT WILL MAKE UCG MORE EFFECTIVE OR A BETTER PLACE FOR EMPLOYEES OR DELIVERY PARTNERS TO WORK.

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



Business development update

By Peter Zeegers, Business Development Manager

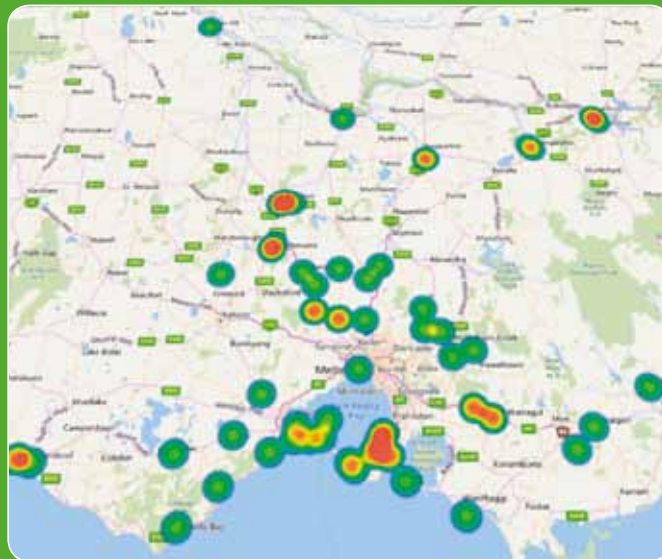
Since the last newsletter, business development activities have been concentrated on securing and consolidating new work, primarily around our minor works agreements with nbn. nbn is now rationalising the way they engage and manage their minor works contractors. Previously there was a minor work agreement for each project, however, going forward, nbn plans to issue UCG with a generic minor works "Heads of Agreement" contract and, as new projects emerge, these will be appended to the master agreement as a schedule with any specific pricing.

One of the first projects under this regime is called Project Fusion. Under nbn's FTTn program, once a certain percentage (usually around 90 per cent) of premises in a given area have been completed and are ready for service that area transfers from Telstra to nbn. nbn is now seeking contractors to help complete the remaining 10 per cent of premises in these areas.

UCG was invited to tender and was awarded a role in the Victorian region. The scope of work revolves around designing, constructing and connecting premises predominately to FTTn technology.

FTTn is based on providing fibre to a node which then connects into existing copper lines to people's houses.

UCG has also been pursuing opportunities once again with nbn in



new developments and ongoing network operations. Both these areas represent steady, ongoing work that will continue beyond the build of the main network. We are optimistic UCG will become a player in these fields.

Elsewhere, we continue to pursue opportunities with other clients in both Australia and New Zealand. As always, we are also required to support existing clients as new requirements in existing contracts arise. 📍



Appointment of Graham Twartz to the UCG Board

By Professor Iain Morrison, Chairman of the Board

It gives me great pleasure to welcome to UCG Graham Twartz, who was appointed by the Board as a non-executive director in October. Graham has more than 30 years of experience in finance and executive positions, mainly in publicly listed companies, including roles as finance director and CEO of Hills Holdings. Hills Holdings is a broadly diversified industry group operating in Australia and New Zealand, which had more than 3,000 staff and a turnover of \$1 billion during Graham's period of leadership.

Graham's other prior roles included a period at Deloitte's as audit manager specialising in risk management and compliance. In his senior management roles, Graham attended senior executive development courses at Harvard Business School and Stanford Graduate School of Business.

Graham also provides independent business advice to a number of businesses, generally covering the development of strategy or assistance in the execution of transactions. He is currently chairing the advisory boards of two technology companies, Comunet and Avinet, both of which provide goods and services in the infrastructure and technology development industry.

The Board feels Graham's knowledge and experience complements its current skillset and will add value during a period of both consolidation and business development opportunity in the Australian and New Zealand telecommunications services industries, where a premium will be afforded for prudent resource, asset and risk management and the execution of strategic leadership. 📍



Graham Twartz



Update on UFB2 and Project Rua

By Paul Trotman,
General Manager Operations NZ



I think we can all agree 2017 was another “helluva year” for UCG NZ. The energy, enthusiasm and passion of our people was again demonstrated through their sheer determination to achieve the outcomes generated. It was definitely a rollercoaster ride, with some big ups and downs.

The year started with the key focus being a large backlog in “build” volumes that were being jeopardy managed on a daily basis, created from a peak in mid 2016 that took us until March 2017 to recover from. This was followed by a significant “seasonal” drop in demand for fibre connections across New Zealand, which saw us needing to do things such as restructure the business, put on recruitment freezes, and generally cut costs and improve efficiencies.

Demand drops like this cause significant issues for us and our Delivery Partners. Having a steady flow of work is essential to the operational and commercial sustainability of all our businesses. Chorus was also deeply concerned with the impact it was having on us collectively, as well as its own business. We had a joint need to get more fibre connections!

In response, Chorus did something in May it has never done before – an “above the line” TV-led advertising campaign based on “Ask for Better – better broadband is available in your street, so ask for it!” Having a motto of #BetterConnections, we were particularly happy with this campaign, not just that it increased demand for fibre, but also it aligned well with our strategy.

The campaign was highly successful, and volumes again went through the roof, with record volumes for UCG NZ through the middle of the year.

While this was all happening, a bunch of folk were in the background busily preparing an RFP response for Chorus’s UFB2 Connect work (a seven-year roll out of 200,000 fibre connections across 190 provincial towns in New Zealand). In June, we were informed that we were the successful candidate for this piece of work and, between July and the official contract signing at the end of August, we also agreed to take over Broadspectrum’s fibre connection work in the top of the South Island and middle of the North Island (both beautiful parts of the country). This change has enabled Broadspectrum to concentrate on the communal build of the UFB1 and UFB2 programs, and allows us to focus on the connections. It has been an interesting development in our relationship where one of our traditional competitors has become a future partner in jointly connecting provincial NZ to fibre.



The result of this deal was officially a \$75 million contract over three years, but I feel this is just a starting point. The mobilisation plan for taking over the Broadspectrum areas was originally a 12-week plan, one which I thought was a pretty tough task. As is often the case in such situations, this plan was condensed into eight weeks, and we actually took our first orders after only six weeks. It was an intense time in our business, with everyone having to step up, whether they were directly involved in the mobilisation or not. We had a collaborative approach with both Chorus and Broadspectrum, enabling a fast, effective and successful transition. During this time, we brought onboard more than 30 new employees in the field and in the office, over 100 new technicians across 45-plus Delivery Partners, set up four new offices, rolled out a couple of new software modules as well as a contact centre framework, and dispersed about 70 of our people (both employees and technicians) across the country to support the mobilisation program. All while running our normal day-to-day business!

Despite a few speed bumps along the way, we are very proud to have achieved the mobilisation so effectively, with one of the key success factors from Chorus being a seamless experience for the end customer, something I can say we achieved, if not improved on.

The end result is that we have welcomed a whole bunch of awesome new people into our business both in the field and in the office, and we now have some amazing new end customers to connect to fibre across the country. Interestingly, with our UFB2 contract, we are now the only truly national fibre connection business in NZ, which is fantastic.

2018 starts off in the same way as we did in 2017: with way more work to be done than we have ever done before, and still more to come. The UFB2 program gears up this year, and Chorus’ drive to connect NZ to fibre will see us proactively targeting more and #BetterConnections with door knockers and sales people, targeting a “street in a week” type approach (actually, more like “a town in a month”). This is new ground for both us and Chorus, and we are very excited about what is ahead.

We are well into the new year, with the Christmas break now just a memory. I want to thank and recognise all our good people, our employees and our Delivery Partners for what we achieved in 2017, and I thank you in advance for your ongoing support for what we will be doing in 2018. 🙌





Year in review

By Clint Luna,
General Manager Operations Australia



We've barely started the new year and it's already promising to be a busy one. I hope everyone has rested over the break and enjoyed some time out with family and friends. Looking back over 2017, it was the year that UCG Australia transitioned from being concentrated on just a couple of main lines of business to a diverse range of projects across multiple customers.

January 2017 saw UCG kick off construction of a wide area fibre optic network for the Gold Coast City Council running along the 14km Southport to Broadbeach light rail corridor. The scope of works included all civil works associated with supplying new underground conduits, along with supplying, installing and commissioning the cable. The project also included constructing five spurs off the backbone cable into local government premises along the route and was expanded into a second stage with the 8km extension of the light rail corridor to Helensvale. The project has also evolved into extending existing council networks into libraries and parks and completing surveys for the wide-scale deployment of Wifi, which will come in handy for this year's Commonwealth Games!

Also in 2017, the Telstra HFC MDU design program had a step change in the volume of delivery, reaching a peak rate of over 2,250 premises per week while maintaining a pass rate of greater than 95 per cent. This was achieved with the development of our in-house design tool called Glacier. Its primary function is to ensure the error-free auto generation of the bill of materials and bill of quantities and to ensure designs are created to specifications set out by the client. They do this by stepping the designer through each site, checking for design scenario errors and mismatches so that the completed design is constructible and meets the relevant technical standards. It also prevents keying errors and missed items so that the exported bill of materials and bill of quantities is completely accurate.

Still in the HFC MDU space, in 2017 UCG was a major construction partner of Lendlease, constructing over 11,203 premises in Sydney and the Gold



UCG has a history of working on complex and difficult projects for nbn and 2017 was no different with a number of high profile and critical sites being completed over the year.

Coast with Brisbane and Melbourne kicking off in the final days of the year.

UCG has a history of working on complex and difficult projects for nbn and 2017 was no different with a number of high profile and critical sites being completed over the year. Most people would be familiar with the top-rating Australian reality television series *The Block*, broadcast on the Nine Network. nbn, tasked with delivering fibre-to-the-premises to the new site, engaged UCG to undertake construction of the nbn network serving the buildings. This meant tight timeframes and working behind the scenes when filming was not taking place. The historic Melbourne University with its sprawling campus of more than 100 buildings (many of them heritage listed) and the Australian National University (ANU) also had their nbn network designed and constructed by UCG in 2017. Working in university campuses presents some unique challenges. Heritage sensitivities abound and working in a campus with a large student population often necessitated



Flexible Joint Locations (FJL)



nbn's Technology Choice also kicked off in 2017 with UCG chosen to design and construct one of the first major buildings with over 348 premises.

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.

nbn's Technology Choice also kicked off in 2017 with UCG chosen to design and construct one of the first major buildings with over 348 premises. Technology Choice is where residents may band together and elect to switch from the originally designed connection technology to FTTx at their cost. This is an area that will continue to expand, with more buildings, subdivisions, industrial parks and even individuals considering the expanded choice they now have on offer.

2017 also saw UCG expand upon its existing FTTx greenfields works for nbn, with copper being added to the mix and UCG designing and constructing nbn network in a greater variety of new development types ranging from large vertical MDUs to subdivisions and even to small splitter blocks. The transition to copper necessitated bringing on new team members with new skills and the development of new specialised design tools to cater to this "new" technology.

This focus on copper, however, put us in good stead with UCG being awarded nbn's Fusion contract in late 2017. Utilising a mix of FTTx, FTTN, FTTB or FTTC the aim of this work is to identify, design and overbuild any copper network shortfalls or faults and ensuring that customer connection meets the minimum connection speed of 25/5, where applicable. This is a sizeable project and, along with the continuation of the aforementioned projects, sets up 2018 to be a significantly busier year.

At the time of publishing this newsletter we are actively reaching out to companies based in Melbourne and regional Victoria to engage with UCG for Project Fusion. Any companies with copper experience or experience in



Network Termination Device (NTD)

installing fibre to the node cabinets are encouraged to contact UCG as we have long-term work available.

I'd like to thank the UCG Australia team and our Delivery Partners for all their hard work through a challenging 2017 and look forward to your ongoing backing in a livelier 2018. [📞](#)



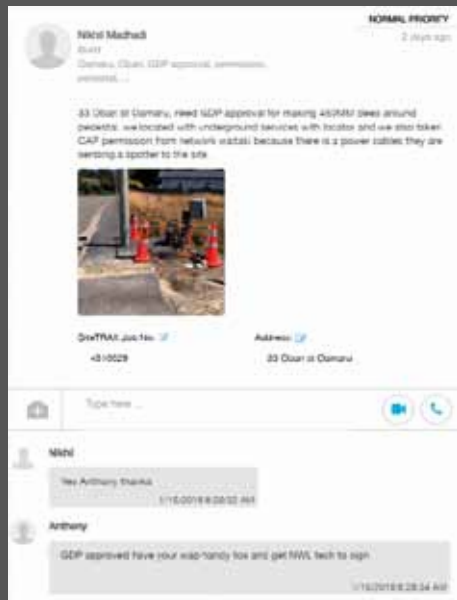
Technology Update

By Roger McArthur
Chief Technology Officer

The new contracts I mentioned in the last newsletter are now old news and BAU already! Needless to say, well done to the New Zealand team. My “man in New Zealand”, Rex Buckley, did a fantastic job in getting the mobilisation delivered, which I know is much appreciated by Chorus and the New Zealand team – so thank you Rex and well done. Now you can enjoy that new pool!

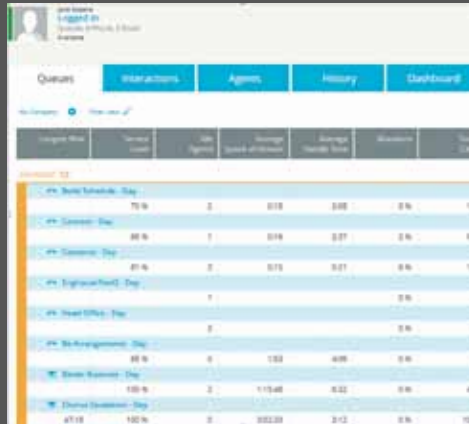
UCG CONTACT CENTRE

Apart from progressing the Virtual Field Manager and Virtual Logistics, which I will update you on later, UCG New Zealand had a new contact centre product delivered. While initially applicable to New Zealand to meet contractual obligations to measure call processing times and keep detailed records of end user interactions for Chorus, it is also able to be extended to other projects. For example, we will be creating a 24x7 contact centre for the City of Gold Coast to help manage its new fibre network, and assist UCG in delivery of field operations and maintenance services to the council. This is an exciting addition to the UCG capability and will be extended in 2018 to facilitate better customer services across all UCG projects.



In New Zealand, the contact centre is being used in Consents, Build Scheduling, Connect Scheduling, Escalations, and Land Access. This is another significant change for the UCG business and, in particular, for the New Zealand teams involved. Generation-e and Eng-House delivered the project, working with Answers IT and the New Zealand operations team. While there were a few bumps along the way, I would say it has been a very successful project. Typically these projects take

12-16 weeks to deliver, and this was delivered in approximately six weeks. Again, well done to the team for delivering in such a small window.



VIRTUAL FIELD MANAGER UPDATE

Yep, it's working! Well done to the team in the South Canterbury region in taking the lead in adopting this to such good effect.

There was a huge effort from Steven Robinson, who worked with the developers of SnapSupport to provide the functionality for the way UCG plans to use this platform to support the Virtual Field Manager concept in New Zealand. The work Steven has done is also directly applicable for the most part in Australia, and we are now underway with trials of the system in Sydney. This year Australia will be on its own platform, and rollout to first Delivery Partners in Sydney started this month. This is in preparation for Project Fusion, where UCG will be undertaking works throughout regional Victoria. In that project, the ability for a supervisor to provide a virtual presence will be essential to ensure the efficient running of the geographically dispersed works.

VIRTUAL LOGISTICS UPDATE

This matter is also getting some traction, with clarity now on how to easily, quickly and cost effectively set up a remote logistics location. Phil Roddick has been working on this and has developed:

- Flatpack lockers that can create flexible spaces to put equipment for pick up by a UCG Delivery Partner (DP);
- Bluetooth locks set up for each locker and programmed to open only for a specific DP.

With UFB 2, some of the towns we operate in are very small and cannot justify a fully manned presence (even bigger reason for a 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). These may be anything from a small office or warehouse to a modified container that will provide a location for toolboxes, training and materials collection.

But if there is no UCG Field Manager there, how do you get the materials? 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 it can involve reprogramming the access locks, etc. UCG's solution to this is the use of Bluetooth-enabled locks that can be opened with a 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 time convenient for the DP. This can be done with no reliance on the UCG Field Manager being present, and will in turn be linked into the materials management section of siteTRAX so all parties know when materials have been issued and collected. Trials of this are continuing in the Auckland office, but the intent is to roll out to Australia on the back of Project Fusion.

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. [U](#)





siteTRAX update

By Darryl Gee, Software Development Manager

2017 was certainly a busy time for the software development team. Development of siteTRAX Evolution Release One started in earnest in March, with the first release for New Zealand going live in September.

Training and system preparation to implement siteTRAX Evolution Release One in Australia is well underway with a go live date of early 2018.

In addition to building the new product, the development team has supported ongoing enhancements in siteTRAX One for all the new customers bought on in 2017. Further enhancements are planned for siteTRAX One over the next period:

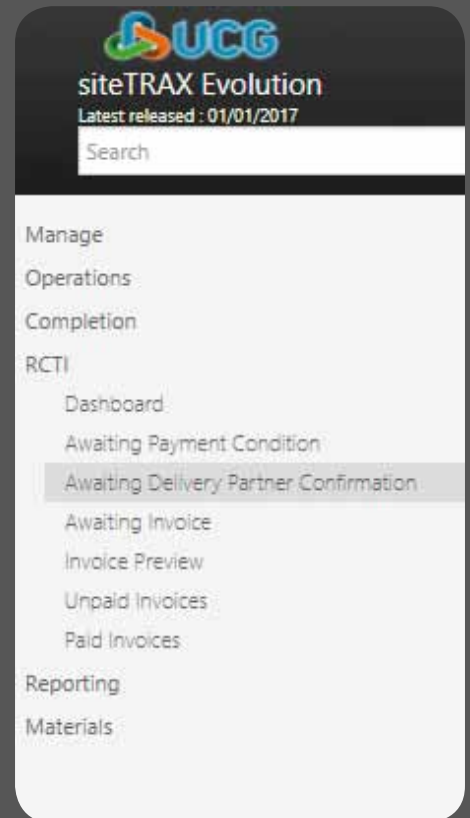
- Full Chorus Techmate integration. For the field crews this means less effort is required to complete installations in the Connect program.
- Enhancements to further lever off Chorus' service company gateway. This will provide UCG's operations teams with even more efficiencies in completing connections.
- Changes to the field portal to enhance photo and document collection. This will provide benefits for both Australian and New Zealand field crews.
- Connect program field portal changes to enhance job completion processing.

SITETRAX EVOLUTION RELEASE 2

Designing the new field app has commenced. The new field app is planned to be a "store" app available initially in the Apple store for iOS devices, with an Android version following shortly afterwards. Providing an app has many benefits to field crews. The richer environment of a full app will provide easier navigation, faster responses and a single standard interface for all types of work, survey, construction and build. SiteTRAX Evolution levers off the ground work put in place in Release 1. Previews of the interface will be available in the next newsletter.

SITETRAX EVOLUTION RELEASE 3

Designing of siteTRAX Evolution Release 3 commences in early 2018. It is the most challenging stage of the project as there are subtle yet important differences between the different version of siteTRAX one. While siteTRAX One generally contains workflows, each of the workflows and the information collected and presented is different and this needs to be catered for in this release. Additionally, replacement of older tools such as Postgress is also challenging as these too collect different information and present it differently. SiteTRAX Evolution is designed to be flexible and it can be extended and changed to meet business needs. [u](#)



Training NZ

By Ruth Rees, National Delivery Partner Manager

It's been a great quarter for delivering Network Knowhow training – a very crucial part of the quality of service we deliver to our customers in maintaining safety and high standard of workmanship. Our Delivery Partners (DPs), who are at the forefront, deliver the completion of every job request we receive from our end-customers. Keeping our Delivery Partners up to date with the standards, and arming them with the Network Knowhow training, progresses towards a professional and high quality of workmanship to ensure #BetterConnections.

The Network Knowhow training is specific to the industry and is developed alongside of Chorus. Our Technical Training Team develops the training aids and delivers the training program in our depots all around New Zealand - from the basics of fibre optics, build work for SDU and MDU, testing, commissioning,



provisioning and installation of fibre to the home, we train and mentor our DPs.

The training empowers our DPs with the Network Knowhow and the eagerness to apply what they have learned in the field with focus on safety practices. During the training sessions we encourage everyone to share their technical experiences in the field so that everyone can easily relate to the subject at hand. By sharing, we add more value to the training session. The program is designed in such a way that each section has hands-on practical training. This way, our DPs can apply what they have just learned and can start building their own technique. The actual hands-on sessions answer most questions like "how" and "why", and it makes a big difference on application. Going through this process builds the DPs' understanding and gives them the confidence that they can deliver a high standard of works. [u](#)



nbn accreditations for copper crew members

Corey McCarthy,
Group Human Resources Manager

UCG is excited about the increasing work on nbn's fibre to the node "FTTN" projects. FTTN works shall continue to occur for us in Queensland and, from January 2018, is about to take off for UCG and our Delivery Partners in a major way in regional Victoria.

For those crew members who perform copper installations, it is essential to meet nbn's accreditation requirements. The following four copper accreditations are applicable to UCG's copper crews:

- Installing underground copper joint enclosure
- Copper jointing
- Performing copper cuts into mains cable
- Pillar compressions, extensions and augmentations.

So, experienced members of copper crews should visit their enAble profiles and record the above accreditations. Then either:

- Attempt the online assessments for each accreditation; or
- Contact UCG HR to register for classroom training via work@ucg.com.au or by calling 07 3088 2778.

If the online assessments are successfully completed, UCG HR will coordinate our preferred nbn approved RTO, JB Hunter, to complete the associated practical assessment. Within several weeks of successfully completing an online assessment expect to hear from UCG to coordinate the practical assessment with the trainer/assessor. If you pass the online assessment followed by the practical, you have done what is necessary to obtain the accreditation.

For our copper crew members, you can repeat this process for all of the four accreditations. For any worker who does not obtain their accreditations this way, there's no problem – alternatively UCG can book you into classroom training with JB Hunter.

'Copper Jointer' is the name of the nbn training course that experienced copper crew members can complete through JB Hunter. The Copper Jointer course covers the four accreditations mentioned above, plus two extra accreditations that UCG's workforce can optionally complete, which are:


- Copper fault finding
- Performing work on copper mains cable.

Investing time in the classroom is a worthwhile yet considerable commitment. The good news is the training cost, when recommended by UCG and approved by nbn, is nil. For the Copper Jointer course, to obtain the four accreditations

which UCG require you can expect to be in the classroom for 10 days. If you wish to obtain the two optional accreditations, add a further three days.

And don't forget, if you have any inexperienced workers who you want to employ for work on the nbn network, they can complete a Certificate III Network Build and Operate. If they select the right electives, they will obtain all the accreditations for Copper Jointer. Speak with UCG Human Resources if you have such persons in mind. They can probably start working in an assistant capacity for you, and commence their studies at the same time. Again, the course can be free of charge if requested by UCG and approved by nbn.

NBN ACCREDITATIONS FOR FIBRE AND HFC CREW MEMBERS

UCG continues to work with all Delivery Partners who have fibre and HFC crew members in order to get their nbn technical skill accreditations. If you or your team members do not have your accreditations, or you have any questions relating to this, speak with your UCG Field Supervisor or a member of the Human Resources team. We shall ensure your team members pursue the right accreditations, and provide clear instructions on what steps to take. There is no room for delay – these must be obtained before or shortly after commencing work for UCG. 

The fibre node is likely to take the form of a street cabinet. Each street cabinet will allow the nbn access network signal to travel over a fibre optic line from the exchange to the cabinet and connect with the existing copper network to reach customer's premises. While the existing copper network shall be utilised, UCG's Delivery Partners shall be required to perform copper works so that the premise's copper lines are connected from the pre-existing pillar to nearest FTTN cabinet. Hence the work will comprise of civil works, rodding and roping, cable hauling, jumpering at the pillar, and connecting copper lines to FTTN cabinets.



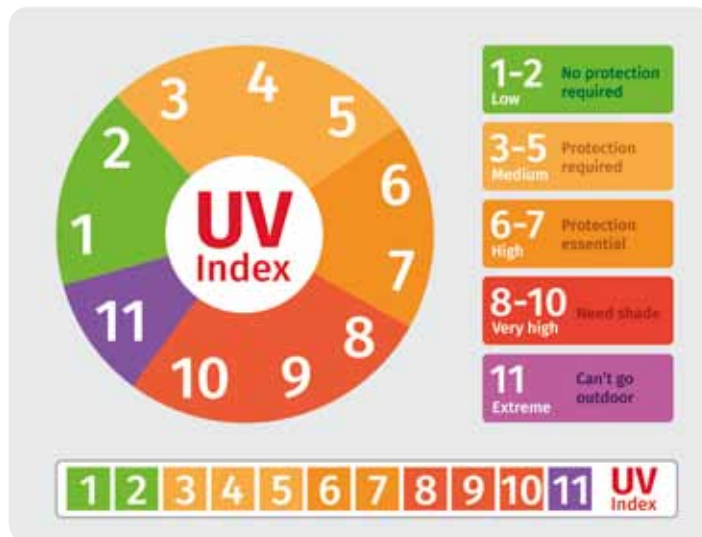
UCG NOW HAS AT OUR SYDNEY AND GOLD COAST OFFICES SANDBOX ENVIRONMENTS, WHICH ARE IDEAL FOR INFORMAL TRAINING TO OCCUR FOR HFC CABLING. THIS FACILITY IS AVAILABLE DURING INDUCTIONS OF NEW DELIVERY PARTNER WORKERS AND DURING TOOL BOX MEETINGS. FURTHERMORE, IF ANY DELIVERY PARTNER WANTS TO MAKE USE OF THE FACILITY FOR THEIR EXISTING TEAM MEMBERS, CONTACT YOUR UCG OFFICE TO SET UP A TIME FOR A UCG FIELD SUPERVISOR TO PROVIDE SOME TRAINING OR REFRESHER TRAINING.





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

Be safe working in the sun



Protecting workers from the sun is the feature of this update. Both Australian and New Zealand workers are at high risk. Believe it or not, New Zealand has the highest rate of melanoma in the world, with more than 2000 people reported to the New Zealand cancer registry with melanoma every year – that’s around six reported cases every day. Each year more than 300 New Zealanders die from melanoma. Approximately two in three Australians will be diagnosed with skin cancer by the time they reach 70, with more than 750,000 Australians treated for skin cancer every year.

Most of us know that too much sun exposure can harm our health, but because this harm is not always visible it’s hard to identify the damage until it’s too late. Over-exposure to solar ultraviolet (UV) radiation is a serious hazard for all people, particularly those who work outdoors.

The UV radiation given off by the sun damages the cells in the body and this can cause serious health conditions, such as life-threatening skin cancers and permanent eye damage. The harm sustained from UV exposure can build up over time, so workers exposed to UV radiation more frequently and for longer periods are more at risk.

Plenty of UCG employees and Delivery Partners work outdoors, so it is important to know what the risks are and how to manage them. All of UCG’s workforce are encouraged to explore what higher level control measures they can use to keep out of the sun. This may include rescheduling outdoor tasks, moving work indoors or providing shade structures. If this isn’t possible, use lower level control measures such as protective clothing, hats and eyewear, and SPF 50+ sunscreen.

As part of their solar UV radiation risk management, UCG and its Delivery Partners should also complete regular self-assessments for skin changes, which may be the difference between identifying a deadly skin cancer or not. Workers of all ethnicities and skin tones need to regularly check their skin for signs of abnormalities or changes. Although they have a lower likelihood of developing melanoma, Maori and Pacific Island people often have thicker, more serious melanomas. This equally applies to many indigenous cultures. No matter how fair or dark your skin tone, you should have it checked regularly.

PROTECTING WORKERS FROM SOLAR UV RADIATION

Outdoor workers can be exposed to harmful UV radiation while working,

even after as little as 10 minutes. This can increase the risk of developing serious health conditions, such as skin cancer. These are risks both Persons Conducting a Business or Undertaking (PCBUs) and workers have a responsibility to manage.

SUN SAFETY MYTHS TO BUST IN THE WORKPLACE

Myth 1 – When you can’t see or feel the sun, you are safe and can’t get burnt.

False. We can’t see or feel UV radiation. Sunlight or warmth from the sun is not the same as UV radiation. The radiation from the sun does not provide light that we can see, or heat that we can feel, so your skin can burn even if it feels cool.

Myth 2 – Wearing PPE is an inconvenience and difficult to enforce with workers.

False. Wearing PPE or protective clothing can be an inconvenience if it is not the right fit for the job. However, choosing the right PPE and protective clothing for the job minimises inconvenience and discomfort.

Myth 3 – Sunscreen provides enough protection on its own.

False. Sunscreen is limited in the amount of protection it can provide and should not be the only form of sun protection. It must be applied correctly over all exposed areas and reapplied regularly as it wears off (especially after coming into contact with water).

Myth 4 – I haven’t used sun protection before and it’s too late now to start.

False. Sun damage adds up, meaning the more we are exposed, the greater the risk. It is never too late to start protecting skin and eyes against UV radiation.

Myth 5 – I have developed a gradual suntan without burning so I’m better protected from the sun.

False. A suntan is an indicator that the skin is trying to protect itself from UV radiation exposure. It does this by creating more pigment, which provides a very small sun protection factor. While the suntan is present, it provides a very small amount of protection from future sunburn. However, the cell damage caused by this process can be enough to cause skin cancer. Overall, the risk of being harmed outweighs the small and short-lived benefit of the suntan.

In NZ, check out wellplace.nz for more SunSmart resources.

In Australia, check out www.cancer.org.au/about-cancer/types-of-cancer/skin-cancer.html

Partner PROFILE

This issue we meet two of UCG’s valued Delivery Partners, SAO Communications Ltd in NZ and Zen Engineering Pty Ltd in Australia.

SAO Communications Ltd

Sharuf Yasin,
Business Owner

SAO Communications Ltd, headed by Sharuf Yasin, is a trusted and important Delivery Partner of UCG in New Zealand.

Sharuf started his career in 2007 as an apprentice for Transfield Services and Telecom, where he received his National Certificate in Telecommunications.

In 2009, he was offered work in Waikato, where he worked as a copper telecommunication technician for three years. In 2012, Sharuf accepted a job at Downers and moved to Hawkes Bay to work as a copper cable and provisioning technician for another three years.

He started his own telecommunication business in 2015, moving to Wellington with one crew. The job involved doing copper/fibre provisioning SDU, MDU, ROW build work and civils. The team is now based in Dunedin, with crews working in different parts of the South Island.

“I have been with Chorus for the past 10 years and really enjoy what I do. I can’t see myself changing careers,” Sharuf says.

“I am very thankful to UCG for giving me an opportunity to join and be part of their wonderful team. This opportunity has helped me expand and



Sharuf says the SAO team is “a small family”

grow my business.

“At the moment we are working in Blenheim, Picton and we will be starting in Cromwell, Dunedin in January, doing SDU, MDU, ROW, build and civils for UCG.”

Sharuf says the best part of his job is seeing the joy on a customer’s face when they install fibre at their premises or fix a fault.

“There’s nothing better than seeing a customer happy with the work we have done for them,” he says.

“There are no real challenges from our perspective. I believe all jobs are doable on the field. I’m excited about expanding the business into other areas of the South Island and the North Island too.”

When he’s not on the job, Sharuf enjoys spending time with the family, going fishing and travelling. He also relishes his time spent with the SAO team.

“At SAO we are like a small family. We look after each other. I am always there for the boys whenever they need me,” Sharuf says.

Zen Engineering Pty Ltd

Alex Norcross,
Managing Director

Zen Engineering was established in early 2016 by managing director Alex Norcross. The Gold Coast-based company specialises in supplying, hauling, splicing, copper and civil services.

Building a strong internal team with a diverse skillset, Alex says Zen is fortunate to have great support from its customers, including UCG.

“The team at Zen has a strong telecommunications background and we were eager to accept when UCG offered us an exciting new opportunity to build new developments and tech choice for nbn,” Alex says.

Working for UCG in the South-East Queensland region, Alex says the Zen team is enjoying the project so far.

“We are looking forward to growing and continuing the journey with UCG,” Alex says.



“The best aspect of the project for us is that it gives the team at Zen exposure to new architecture and technology, so they can grow their own skillset and learn.”

Alex says their goal for 2018 is taking on new challenges and growing the Zen Engineering team.

“Here at Zen, we put a large focus on the people as they are the team that will help us build into the future,” he explains.

“To do this, we schedule team building exercises and have social occasions to help build a positive culture and environment.”

Delivery Partner Awards 4th Quarter 2017



L to R - Mahmoud Chaouk, Director, Magical Link Pty Ltd with Luigi Dolce, UCG National Survey Team Leader

Australia
Mahmoud Chaouk,
Magical Link Pty Ltd

Mahmoud is a very important surveyor for UCG throughout Sydney, and National Survey Team Leader Luigi Dolce commends Mahmoud's sense of urgency and quality of work.



L to R - Nick Carne, UCG National Program Manager with Peter Goretzki, Network Installs.

Australia
Peter Goretzki and Juan Carlos Vivas Fuentes,
Network Installs Pty Ltd

Peter and Juan are UCG's longest serving Lendlease HFC team in Sydney, and have developed into the 'go to' team as have exceptional productivity while maintaining a high quality of workmanship. A shining example of how to succeed on the project.



L to R - Donovan Chisholm, Field Services Manager - Auckland
Paul Willdig, National Operations Manager
Rasvinder Singh, Director, Reliance Industries
Ayush Tandon, Director, Reliance Industries
Reggie Naidoo, Senior Connect Field Manager

New Zealand
Reliance Industries

The Reliance team joined UCG in 2016, and have expanded from one to four teams in the previous year. The team are always willing to go the extra mile, and deliver excellent results for our end customers. The team has provided great assistance during the mobilisation for Project Rua, and have become our top gold partner in both provisioning and build work. Well done to the Reliance team!



New Zealand
Andy Stockdale Communication Industries

Andy joined UCG as a Delivery Partner in Taupo as part of our Project Rua mobilisation. Andy takes great pride in his work and his customer centric approach and exemplifies UCG's values. Andy is a great example of both UCG and Delivery Partners working together to achieve the desired outcomes for all parties. Keep up the great work, Andy!

UCG REALLY VALUES ITS DELIVERY PARTNERS AND IN MOST REGIONS OF AUSTRALIA AND NEW ZEALAND RIGHT NOW WE NEED TO GROW OUR CIVIL AND CABLING CAPABILITY. IF YOU KNOW OF ANY PERSONS OR FIRMS WHO ARE CAPABLE OF PROVIDING SERVICES TO UCG, PLEASE REFER THEM TO UCG'S HUMAN RESOURCES AND DELIVERY PARTNER ONBOARDING TEAMS SO THEY CAN HELP YOUR REFERRALS DECIDE IF THEY WISH TO PARTNER FOR US. REFER TO THE FINAL PAGE OF THIS NEWSLETTER FOR CONTACT DETAILS.

Australian Christmas Party

Mercure Brisbane, 18 November 2017





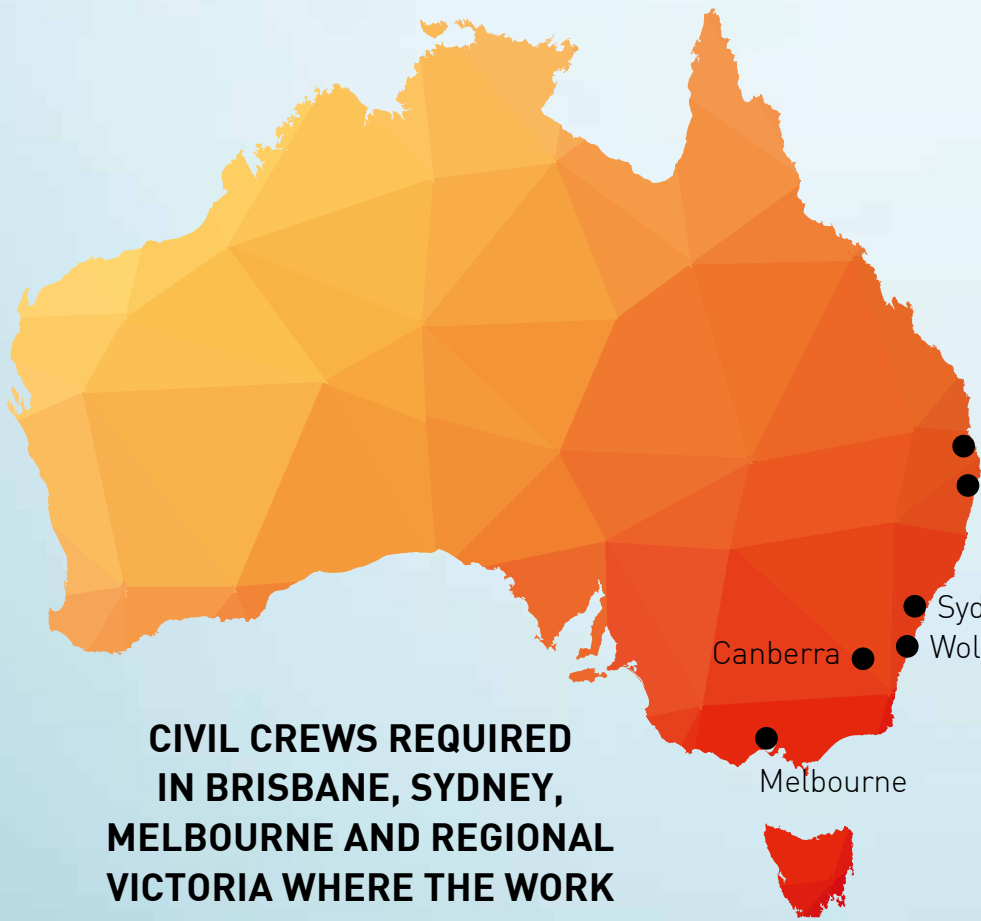
*Cameron Hor, Land Access Coordinator
(Employee of the Year)*

Ash Sims, Design Manager (Leader of the Year)

New Zealand Christmas Party

Okahu, Mission Bay, Auckland, 16 December 2017

FIBRE CABLING CREWS REQUIRED IN AUCKLAND



CIVIL CREWS REQUIRED IN BRISBANE, SYDNEY, MELBOURNE AND REGIONAL VICTORIA WHERE THE WORK INVOLVES INSTALLATION OF PITS AND PIPE, CABLE HAULING, TRENCHING, DIRECTIONAL BORING AND REINSTATEMENTS OF DRIVEWAYS AND FOOTPATHS.



NZ CREW OPPORTUNITIES

UCG has a number of long-term work opportunities available for fully qualified and experienced telecommunications fibre technicians and crews to join UCG as a Delivery Partner to help deliver ultra-fast broadband connections to New Zealanders. Persons with minimal experience can also become members of a crew. The minimum requirements are:

CREWMATE:

First aid

- Work Type Competency (WTC 1)
- Traffic Management Level 1 (L1 TC)
- Protecting the Network (PTN)
- Sitesafe/Whitecard
- UCG induction

TEAM LEAD:

First aid

- Work Type Competency (WTC 1)
- Site Traffic Management Supervisor Level L1 (L1 STMS)
- Work Type Competency (WTC 3)
- Protecting the Network (PTN)
- Sitesafe/Whitecard
- UCG induction

CABLING CREWS WITH COPPER EXPERIENCE REQUIRED IN MELBOURNE METRO AND REGIONAL VICTORIA. CABLING CREWS WITH FIBRE AND/OR HFC EXPERIENCE REQUIRED IN BRISBANE, GOLD COAST, SYDNEY AND MELBOURNE.

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

NEW ZEALAND

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AUSTRALIA

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