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Winter 2018



Gearing up
for survey
season

NZ batching
program
update

+
UCG
celebrates
10 years of
success





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UCG celebrates a decade of operation



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Rafael Luna
CEO



Celebrating a decade of success

This edition of @UCG marks a very special occasion for our organisation. It's amazing how quickly 10 years have flown by. Yes, UCG has reached double digits, with the company turning 10 in June! And what a wonderful decade it has been.

From the humble beginnings of the four founders in 2008, we have grown to a company with branches spread across two countries. I am so proud of the company's achievements, particularly our involvement with two of the largest telecommunications deployment programs in the world today, i.e. the Australian National Broadband Network and the New Zealand Ultrafast Broadband initiatives.

Our team has grown along the way, and we now have more than 400 staff spread across three countries. This not only includes Australia and New Zealand, but our extended team situated in the Philippines. I take this special occasion to thank all



I am so proud of the company's achievements, particularly our involvement with two of the largest telecommunications deployment programs in the world today, i.e. the Australian National Broadband Network and the New Zealand Ultrafast Broadband initiatives.

of our staff and Delivery Partners for their support, commitment and hard work that has transformed a small organisation with four employees in 2008 to the great organisation we are today.

Following our 10th birthday in June, we will be holding some events around Australia and New Zealand to celebrate this very special milestone for UCG. I look forward to seeing you there! 🎉

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



By Rafael Luna, CEO

UCG: 10 years in the making

2008-2009: Sanctuary Cove, Gold Coast

From the beginning, UCG has been recognised for being a leader in the adoption and deployment of new technologies. Sanctuary Cove was the catalyst for the formation of UCG, in which UCG was responsible not only for the design and construction of what was, at its time, the largest brownfield fibre to the home deployment in Australia, but also provided ongoing operations and services delivery that included telephony, broadband and multimedia to all the constituents of the Sanctuary Cove community.

Its sister company, MyOwnTel, was also formed as a full service telco to deliver services to not only the Sanctuary Cove community, but the market at large. 📍



Sanctuary Cove

2011: University of New England, Armidale

UCG began its long history with nbnCo via this important pilot program, which was the design and construction of the fibre services to the University of New England, Armidale. It was a complex project that needed micro-management of multiple stakeholders, was delivered on time and on budget, and was a precursor for the thousands of future fibre deployments into MDUs (multi-dwelling units) across Australia.

This project was instrumental in developing UCG's long relationship with nbnCo in which UCG has delivered many firsts in the program across multiple technologies and disciplines. 📍

2014: Salamanca Place, Hobart

With UCG's industry standing as the "go to" company for complex programs, a notable complex project that was successfully delivered was Salamanca Place in Hobart. This heritage listed precinct was deployed with fibre throughout while ensuring no infrastructure was visible and that retail activities were not adversely affected during the total project deployment.

Since this program, UCG has deployed many other complex projects, such as schools, airports, ports, hospitals and shopping centres. 📍



Salamanca Place

/ Shutterstock



Auckland

2014: Auckland

When UCG had the opportunity to expand its geographic footprint to New Zealand, we grabbed it with both hands. In the four short years that UCG has been involved with Chorus and its deployment of the UFB network into MDUs, UCG has grown to its current status that has gone from its two initial markets of Auckland and Wellington to now encompassing the length and breadth of New Zealand, delivering build and connect services from Bluff in the south to Kerikeri in the north, and from Queenstown in the west to Ruatoria in the east.

The past 10 years have been exhilarating and rewarding for all involved with UCG. This is just the beginning, and I know that during the next 10 years and beyond we will continue to grow and lead the way in innovation while continuing to grow our company. 📍



By Peter Zeegers, Business Development Manager

Business development update



The recent Commonwealth Games on the Gold Coast showcased to the nation and internationally the exceptional capability of our nation's athletes and the beauty of the locality.

As reported previously, UCG had a critical role in the success of the Games, having built the fibre optic backbone network used by the City of the Gold Coast to support the event.

The successful delivery of the network demonstrates how much UCG has evolved over the past few years, from an MDU broadband cabling specialist to a multi-technology design and construction project manager.

UCG's development has been driven by the evolution of the telecommunications industry in both Australia and New Zealand. As both nations' next-generation networks have evolved, UCG has evolved in turn.

Today we are a key delivery partner to both nbnCo and Chorus and, as such, we are presented with

further opportunities. As the rollout of these fibre-based broadband networks peak, it is important to focus on longer term opportunities that will exist after the construction phase finishes. To this end, we seek to exploit our current capability and pursue regular, ongoing prospects. These include:

- Network operations and maintenance roles
- Ongoing new housing and premises developments
- Diversifying into other emerging opportunities.

One potentially exciting opportunity is the emergence of 5G wireless networks. 5G is an improved wireless network technology expected to be deployed in 2018 and beyond. 5G is touted to

be a generational game-changer. 5G will provide better speeds and coverage than the current 4G, set to offer speeds of up to 1Gbps. With 5G it's not just about phones and computers anymore – home appliances, door locks, security cameras, cars, wearables and so many other devices are beginning to connect to the web.

5G requires significant bandwidth to operate, and that bandwidth will be provided via fibre optic networks servicing a multitude of small wireless cells. UCG sees its fibre design and construction capability (honed over the past several years) as a natural complement to those organisations rolling out this new technology. [U](#)

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It's survey season!

UCG and its key clients Chorus and nbn truly value the feedback of UCG's workforce members. There are opportunities galore at the moment for UCG's workforce to provide feedback, with the following surveys either sent or soon to be sent by email.

1

Chorus' annual Tech Survey has been circulated by email on April 29 to all of UCG's registered techs in New Zealand and provides a three week period to respond. The annual survey looks to track changes in field force preferences, performance motivators and to encourage feedback on Chorus' initiatives which occurred throughout the year. Chorus promoted this year's survey with its "Time to Connect" message.



2

nbn™ Survey

UCG supports nbn's endeavour to receive what it regards as valuable feedback from its workers, including UCG's workforce. "If you're an nbn™ enAble™ registered worker, you're a crucial part of nbn's commitment to delivering Australia's national broadband access network to Australians. Therefore, the nbn team is seeking your participation in an annual stakeholder feedback study they will be distributing shortly. The purpose of the study is to explore and evaluate views about the performance and impact of nbn as a company as well as its network. The critical feedback received will help drive future initiatives undertaken by nbn. To ensure the independence of the findings, nbn have engaged their partner Ipsos Australia to collect feedback. You will receive an email from Ipsos on behalf of nbn, which will contain a link to an online survey, and we encourage you to complete the survey.

– nbn Industry Capability Solutions

3

UCG will circulate its own survey to our Delivery Partner workforce on both sides of the Tasman, starting with our Kiwi workforce in June and our Aussie workforce shortly after. We look forward to analysing the feedback and making improvements to the way we interact with and support our Delivery Partners.

4

Last but not least, UCG will survey our employee group in June, which will be the fourth year running we have administered our UCG Employee Satisfaction Survey. Again this year our talented Report Analysts will be called upon to represent the information in a really informative way, including year to year trend analysis. UCG is proud of our employee feedback of the last three years and we look forward to some more honest feedback this year. [U](#)





NZ operations update

By Roger McArthur,
Acting GM Operations NZ

Well, it has been a tumultuous few months in March and April as UCG rises to the challenges of record volumes from Chorus both in MDU and RoW build and in Connect activity.

UCG's volumes in delivery grew by a massive 31 per cent in March in both areas, and so did the volumes coming in, so while hitting production records on both fronts we did not make a dent into clearing a significant WIP. In April, the volumes were steady but our output increased yet again to hit an even higher volume output over March. We are now starting to see the crest of the WIP volumes and attacking aged projects that have sat in our system well beyond accepted cycle times. Bringing these two important metrics under managed control is due to the whole New Zealand team, including our valued delivery partners, working hard together. May should be a good month, but we have some big targets to hit in MDU and RoW build, so all the learning and adjustments to process will be put to good use.

Surprisingly the main volume challenge has been in existing UFB1 areas as changes to how work is allocated, and pushes by retail service providers, have driven Chorus sales numbers through the roof. However, we are also now starting to see

significant growth in the new UFB2 areas, and this has driven the need to move the UCG office in Queenstown to Cromwell to be more centrally located to the new work areas, and also welcome in the far north with our Kerikeri office opening this last April. By the time this goes to print, we will have also moved into our new premises on the North Shore in Auckland (18 Corinthian Drive, Albany). This will allow the North Shore-based Delivery Partners and UCG Field Managers to operate locally and minimise the struggle through Auckland traffic, so they can spend more time on the actual job and less time behind the wheel.

Alongside this we have been working with Chorus on managed migration of end users to fibre in new UFB2 areas, and our first trial in Thames has been a great learning ground for UCG and Chorus. We have a significant program of manage migrations planned this year with Chorus and this will drive future growth across the board in all areas of the country. This is an exciting activity for UCG and, in collaboration with Chorus, allows us to have high volume planned works in most areas of the country helping UCG and our Delivery Partners maintain viable volumes in some remote areas around New Zealand.

UCG has been trialling some initiatives to help improve the productivity of our delivery partners. These have been trialled in Nelson as part of managing a growing WIP challenge and, even after the first week, we have seen a 35 to 40 per cent improvement in delivery partner productivity. This is a significant profitability benefit for our Delivery Partners, and the feedback from our Nelson Delivery Partners is "bring it on!"

This provides the perfect segue to introduce Dillip Kanji to the UCG New Zealand business. Dillip brings a wealth of experience from New Zealand, Australia and around the world on how to drive business performance, and the success in Nelson has been driven by Dillip. He has brought a lot to UCG over the last two months. I have enormously enjoyed working with him to help build a stronger relationship with Chorus and help drive the changes that have delivered real results in network and services for Chorus.

I would also like to welcome our new General Manager, Chris Roberts (see article below). Chris has some similar experiences to Dillip and they have worked together for many years. At the time of writing, Chris has been in the job for only a week, and I can already see many positive changes afoot. [U](#)

UCG NZ welcomes new GM

UCG NZ recently welcomed new General Manager Chris Roberts. With more than 30 years' experience in the international telecommunications industry, Chris is a highly accomplished leader, having formed and led large, complex cross-functional teams delivering major projects for both international telecommunication vendors and service companies delivering significant infrastructure

projects across the US, Asia and Australasia.

Chris is focused and outcome oriented, with a track record for building and developing teams to deliver exceptional and sustainable results in a diverse range of environments, while providing leadership that may be separated by geography, culture and time zone. [U](#)



Chris Roberts, new GM Operations NZ



By Hamish Whitworth
Human Resources
Manager

UCG NZ training

With the UCG business in New Zealand continuing to expand, a significant factor in enabling this growth is how UCG can provide the required training to meet incoming new Delivery Partners.

To support our continued growth, UCG NZ's valued training team, consisting of Allan Morales, Jeremias Meru and Ariel Estacio, is providing a number of Network Know How training courses each week to meet this demand. Given the importance of UCG being able to provide sufficient training to our growing workforce, we are currently recruiting for an additional trainer to join the team.

On top of being able to provide adequate volumes of training, the quality of the

training experience is of utmost importance to ensure our training offering outputs Delivery Partners who are confident in their knowledge, and provide an outstanding installation to our end customers.

With UCG recently moving to a new office in Wellington, the training team will be developing a training room with product boards that mirror best practice installations out in the field. As well as this, UCG is looking to develop a mobile training solution this year to enable the company to provide more training at a higher quality to our workforce right across the country.

This year UCG is also looking to expand our training offering by providing further

training options outside the Chorus network know-how framework, particularly around improving the customer service skills of our technicians to provide improved customer experiences.

UCG wants to ensure we provide quality training to our technicians. Feedback on our current training offering along with suggestions for our New Zealand operations are welcome. To do so, contact Hamish Whitworth, Human Resources Manager, at hamish.whitworth@ucg.co.nz or +64 9633 1263, or Allan Morales, Technical Training Manager, at allan.morales@ucg.co.nz or +64 4473 7612. [U](#)





NZ batching program

By Muhammad Hammad,
Strategic Growth and Operations Manager

UCG's executive team, led by the Group's CTO, Roger McArthur, proposed to Chorus' commercial team to synergize strategies and align methodologies to help support the Chorus Managed Migration Program. "Batching" is the joint operation between UCG and Chorus emphasising the alignment of their business strategies and continued partnership.

From UCG's point of view, this recommendation allowed the conception of the batching program where batching bulk orders in a specific area was expected to provide more efficiency through re-allocation of idle resources, localising resourcing, cost-effectiveness in logistics, and generating revenue through bulk mark-up claims.

From the Delivery Partner's perspective, this is a transformational opportunity for them to not only invest back to their company, but to enable them to grow exponentially. This will bring them uncontested volumes of work, to be labelled and solely accountable for the great work that is being done to the area and, most notably, reaping the glories of all the compliments fed back by the customers. Incrementally, the steady flow of revenue will boost their potential as a Delivery Partner. Not to mention the fact they will be supported by UCG

on being able to provide training on how to control both supply and demand by creating their own work in the field through sales.

How batching works is to first select the candidate area which fits in batching criteria and starts with the community engagement to create awareness. Then a team of door knockers is trained on sales and systems before they go and knock every door within the selected area. Once door knocking is over, in the planning week before install UCG's dispatch team ensures that all the necessary WAPs, consents etc. are in place to avoid any delays during construction. This allows Delivery Partners to have guaranteed work, spread nicely across their clips within very close proximity. Benefits are reduced mobilisation, increased efficiency and productivity due to minimum downtime, as well as better customer experience with installs getting completed within a day.

As a trial, there will always be multiple ways the program can be improved over time until it is ready to be deployed into business as usual. We believe that, given the success of this initiative, this is a sustainable model that will benefit both Chorus and UCG, not only commercially but also operationally.

UCG appreciates the opportunity to work on paradigm shifting ways of operating and, as always, in close collaboration with Chorus. The trial commenced in early March 2018, with Thames being the first candidate.

Current trials happening in Thames have provided some good results with a win rate of 42 per cent. Learnings we have gained from this trial are being applied into new areas of Otaki and Taupo, which are currently in the planning phase. The future will see multiple campaigns running simultaneously across different regions on a six-monthly rolling program. [U](#)

“Batching” is the joint operation between UCG and Chorus emphasising the alignment of their business strategies and continued partnership.

Virtual Field Manager (VFM) update

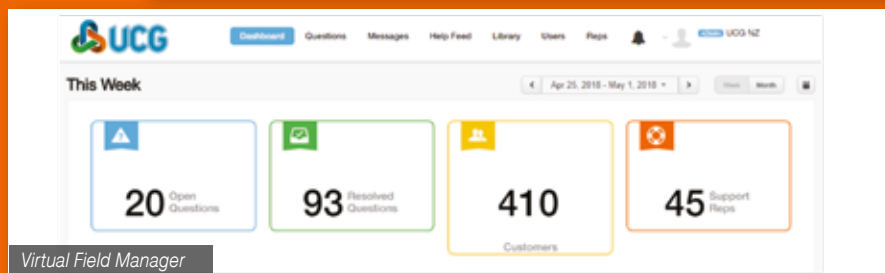
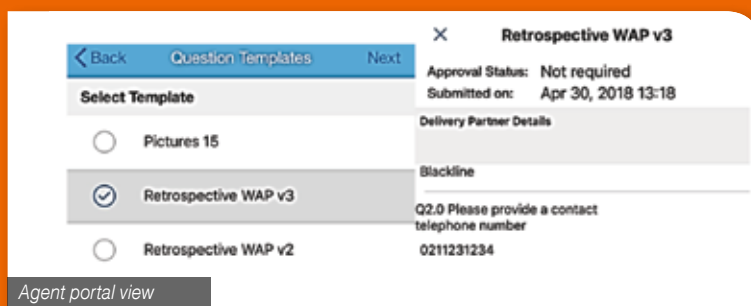
By Roger McArthur,
Chief Technology Officer

In my previous article I noted the Virtual Field Manager was starting to be used. The screenshot pictured opposite proves this, and New Zealand has embraced the product, with enthusiasm from Field Managers (support reps) and Delivery Partners (customers) providing very positive feedback.

But wait, there's more!

Templates are coming to the VFM. Templates allow us to template common activities, such as retrospective WAP approvals, to ensure all the required information and photos are gathered, and, most importantly, we can report on those gathered fields. This will impact a number of areas such as permits for ground disturbance, WAP management, QA, variations, and training, to name a few. By the time this article is printed, templates will be available in our production from mid-May.

Phone view image above right: Select a template, then fill it in – easy! We can then see the output



within the VFM agent portal, PDF the output, or run reports on all templates that are the same type.

Agent portal view shown above (top image) looking at the template view. Note Field Managers can also see these on their phones while in the field or from their desk top when in the office. Integration with

siteTRAX is planned with dates to be advised.

In Australia, the VFM is being trialled under Project Fusion, however, I think New Zealand has successfully laid down the gauntlet in getting widespread adoption – come on all you Aussies! [U](#)



Do it right the first time

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

Running a small business can be tough. There are competing priorities and limited resources that demand time and energy. At UCG we want to make it easier for our Delivery Partners to do business. We want to make work health and safety and environmental laws easy to understand and apply, so that small businesses can easily comply with their obligations – and get on with running their business.

Small businesses account for the highest proportion of major workers compensation claims, the highest proportion of total claims costs and the highest proportion of fatal claims.

The government considers a small business to be one that has an annual turnover of less than \$1 million. We want every small business working with UCG to feel confident that they have a safe and healthy workplace and manage injuries effectively. We are committed to working together to deliver products and services to small businesses in a cohesive and consistent way.

The current state:

SUMMARY OF CLAIMS OVER THE LAST THREE YEARS

There were 98 fatalities in small business, with 95 per cent of small business claims resulting in temporary disability.

Most common hazards for small business are:

- Muscular stress due to lifting and handling – 22 per cent
- Falls on the same level – 12 per cent
- Vehicle accidents – 18 per cent
- Being hit by moving objects – 8 per cent
- Falls from height – 7 per cent.

(Source: WorkSafe)



KEY ISSUES FACING SMALL BUSINESS

1. Keeping up to date and understanding emerging issues.
2. Ensuring business owners understand and consider issues facing small business.
3. Understanding which safety regulations they need to meet.
4. Having easy access to information, practical training and education.
5. Red tape and regulations.
6. Having the right tools for the job.
7. Having someone who can coach, mentor and point them in the right direction.

SOLUTIONS

UCG has developed a Do It Right the First Time program for our Delivery Partners. The program is made up of a number of key initiatives to assist our Delivery Partners to work within the industry and, more importantly, survive for the long haul.

Initiative 1: Literacy and Numeracy

- It is undisputed that UCG has a multicultural workforce, the majority of whom will have English, at best, as a second language.
- These workers have come to UCG to look for opportunities and to improve their quality of life. The majority, are highly motivated and keen to learn, but the language barrier can be a source of frustration and poses a significant risk to the workforce if they are unable to fully understand the controls and procedures that have been put in place for their safety.
- UCG is committed to bridge this divide, and will source and where required engage trainers/providers to improve numeracy and literacy of those members of our workforce who require this service.

Initiative 2: Skills and Competencies

- In order to work on many of our projects, workers need to meet training and skills requirements identified by UCG and also mandated by our clients.
- The initiative involves the supportive funding by UCG for specifically identified training and skills for existing workers and those who are being onboarded.
- Training sessions will be scheduled by nominated training providers nationally.

Initiative 3: Tools and Equipment

- We often hear that you need the right tools for the job. Technicians new to the industry will often buy what they think they need and not what is the correct tool for the task.
- Using incorrect or cheaper quality tools can damage the network and we need to ensure that opportunities for this via the use of the incorrect tools are reduced and eliminated.
- UCG will prepare a list of recommended tools for the Delivery Partners and provide this information to our DPs.
- Delivery Partners will have the opportunity to purchase quality items.
- For large ticket items such as cable locators or specific testing equipment, UCG will purchase a number of these to be stored in our warehouses and either loaned or hired out to the Delivery Partner as required. Delivery Partners will also have the option of purchasing this equipment from UCG.

We also have the details of a supplier that can provide fully equipped vans to DPs, which include the vehicle, racking and all tools of the trade required for specific roles and technologies.

Initiative 4: Inductions

While Inductions are already an ongoing function of our business, this initiative looks to provide:

1. The right people to conduct these inductions who have relevant experience in the industry.
2. Provide a 'Sandpit' environment where trainers can watch technicians handle cables, mount conduit and a whole range of other tactile activities.
3. At the completion of the induction, the trainer will 'score/rate' each technician as:
 - a) Competent,
 - b) Requiring assistance, or
 - c) Formal training/mentoring required.

Initiative 5: Buddy Up

- For new technicians entering the industry it is hard to 'get it right' on day one.
- This initiative looks to provide a qualified and

HSEQ UPDATE continued...

experienced Field Manager/Trainer 'buddy' who will attend the first five to 10 jobs a crew is issued. They will provide advice, support and technical expertise to ensure that the technicians are competent in completing their tasks.

- At the end of this period, the 'Buddy' will complete an assessment that will then be provided to the Operations Manager scoring the technician/s or even a crew as:
 - a) Competent
 - b) Requiring assistance, or
 - c) Requiring further formal training.

All new crews to the industry will be re-assessed

every six months for their first year with UCG.

Initiative 6: Know your own business

Whilst we engage Delivery Partners under a subcontractor model, Business Owners still have many responsibilities regarding their own workforce.


UCG will support Business Owners in:

- Developing their own Business Policies and Procedures
- Ensuring that they maintain records on their workers such as Workers Compensation, Superannuation, Payslips and Training Records
- Developing their own Induction processes

- Conducting their own inspections and audits
- Providing information on readily available resources from Government and non-Government Organisations

These initiatives will help us get the best out of our workforce, and provide small businesses with the urgently needed support they require to succeed in this industry.

UCG's culture is to encourage a TEAM approach- Together Everyone Achieves More.

If you or your company wish to learn more about these initiatives, please do not hesitate to contact me directly on don.zakroczymski@ucg.com. 



Australian training/VOCs

By Corey McCarthy,
Group Human Resources Manager

On both sides of the Tasman, UCG has plans to internalise some of our verification of competency (VOC) processes. This has the significant advantage that our Delivery Partner workforce can pass the assessment required in an informal atmosphere where they don't have to down tools to attend a third party qualified certifier such as an RTO. The most usual scenario shall be the UCG Field Manager will visit each person who requires a VOC on one of their work sites in order to undertake it.

While our arrangements for internal VOCs to be carried out throughout New Zealand are still going through a consultation process, in Australia the following high-risk activities will be subject to an internal VOC performed by UCG Field Managers:

- The operation of concrete cutters or demolition saws
- The operation of Grundomats
- The use of devices which detect underground assets, such as ground penetrating radar
- The use of service locators in walls or floors.

In addition to the VOC for a ground penetrating radar or similar devices, the pre-existing requirement for the person to hold the training certificate RIICCM202D – Identify, Locate and Protect Underground Services remains unchanged.

This means each person in Australia who performs one or more of the above activities shall be subject


to a VOC. If the VOC is failed, the employer shall have to arrange retraining or in some situations the UCG Field Manager may be able to assist. The alternative is the worker cannot perform that activity on UCG work sites but can continue with their other duties. Whatever the case, only persons who pass the relevant VOC shall be authorised to perform the task on UCG job sites, which of course is looking to maximise both safe work practices throughout UCG and high quality of workmanship. While our primary reason for implementing VOCs for these high-risk activities is to ensure every worker can get home at the end of each day to their families or households without injury, as part of its accreditation with the Office of the Federal Safety Commissioner ("OFSC"), UCG must have a method of documented evaluation of the skill level of a person against defined competency standards in order to evaluate the person's ability to carry out the relevant high-risk activity or works. UCG regards its OFSC accreditation as very important, as it conveys to other organisations that UCG complies with the lofty safety standards, and can mean the difference whether or not some federal government-funded projects are awarded to UCG (and therefore its Delivery Partners) or not.

You might wonder why doesn't UCG have internal VOCs planned for a wider range of activities that commonly or from time to time occur on UCG

worksites. UCG has taken the step of performing internal VOCs only on those activities that are not covered by a licence, such as a forklift licence, or a national unit of competency, such as RI1WHS205D – Control Traffic With a Stop-Slow Bat.

Over the next month, our Australian-based cabling or civil companies can expect to hear from their UCG Field Manager, who shall seek to confirm which of the above activities are performed by their various team members. A timetable for the VOCs shall occur on a timely basis after that.

Our client, Lendlease, has mandated all crew leaders on UCG's HFC sites are required to attend their Engage & Influence safety course where "the intent is to ensure 'everyone is on the same page' and 'speaking the same language' as well as influencing safety attitudes and behaviours because of 'What Matters to Me'." Once dates are made available, UCG shall coordinate course bookings for each crew leader, and looks forward to the course heightening safety practices amongst our HFC sites.

If any of UCG's Australian Delivery Partners who are on UCG's other programs of work would like to participate in safety leadership courses contact UCG's Brisbane-based Human Resources department at work@ucg.com.au or call (07) 3088 2778 to discuss what arrangements can be facilitated. 

Delivery Partner PROFILES

This issue we meet two of UCG's trusted and valued Delivery Partners, Manasseh Telco Services Limited and Reliance Industries.

Manasseh Telco Services Limited

*Wilson Maglaqui,
Director*

Based in West Auckland, Manasseh Telco Services Limited performs work all over the Auckland Region.

The company was incorporated in 2009 by company director Wilson Maglaqui. Having previously worked as a service technician for Telecom, where he mainly did residential faults of the copper network, he was provided further training to upgrade his skills and started doing small business and corporate jobs involving provisioning and maintenance. He also had the privilege of being part of a team involved in the APEC and America's Cup project. In late 2016, an opportunity came for Wilson to forward an expression of interest to UCG to become a Delivery Partner.

"Since arriving in New Zealand, I'd always had the dream of working in the telecommunications industry," Wilson says.

"I love working in the field and meeting different people. When Chorus made an agreement with UCG in 2014, I foresaw myself working for UCG. My company is currently involved in MDU Build, Complex Build, Survey, and Provisioning in the Auckland Region."

Wilson says working with UCG and Chorus has opened many doors for Manasseh Telco.



The Manasseh Telco team

"I can see more projects coming our way not only in Auckland, but all over New Zealand," he says.

"The business will continue to grow and expand in the coming years."

The best part of the job, Wilson says, is being able to keep engaged with jobs/projects and following them through to completion.

"Also, getting positive feedback from customers, Chorus and UCG for an excellent job is a great

feeling," he says.

"I am so fortunate to have a skilled team that is up for a challenge no matter how big or small. They do a wonderful, quality and excellent job. The best job is only as good as the best team.

"We use challenges as platform for growth and development. No job is too difficult as long as you have the right attitude and skills. We focus on the solution, not on the problem. Challenges help us grow and we can always learn from them." [🔗](#)

Reliance Industries

*Aayush Tandon,
Director*

Led by director Aayush Tandon, Auckland-based Reliance Industries was established in 2016 and began operations in mid-2017.

"With our background in telecommunications and technical repairs, whenever we used to travel



Aayush Tandon

around Auckland we'd see a lot of vans with the Chorus branding. I always used to wonder what it was about, so I did some homework and found out there were opportunities to join the project.

"During the six-month gap from establishing and actually commencing work, we got ourselves trained and familiar with the type of work we were going to do," Aayush explains.

"We started with doing SDUs and Provisioning and now we do MDU Surveys, MDU class 1 & 2 jobs, MDU Complex, SDUs, Provisioning... the list goes on."

From humble beginnings, with just one van equipped with tools, Reliance now has a fleet of eight vehicles servicing the Auckland, Thames and Horotiu areas.

Aayush says the business is expanding into new regions under the UFB2 project and 'across the pond' in Sydney, Australia, with the NBN project.

"When we were working in New Zealand, we got an opportunity to work on the Australian network by UCG," he says,

"The future looks very promising as there seems to be ample opportunities within this network. We hope to continue working with more and more dedication and aim for mutual benefit for both Reliance Industries and UCG."

Aayush says he loves everything about his job - something that he credits UCG's NZ team with, thanks to their excellent relationship and communication with delivery partners. He also says the onboarding process has become a lot faster, which without a doubt benefits both parties.

"This makes my job very easy, and helps all of us to get the maximum productivity with the resources we deploy."

Asked about the most challenging part of the job, Aayush says, "When you operate outside of normal working hours, everything becomes challenging. You need to make sure that everyone working with you - employees, UCG, suppliers, etc - is happy with what you do. But that's the job and I enjoy it." [🔗](#)

Employee and Delivery Partner Awards 2nd Quarter 2018

L to R: Dean Clark, Field Manager; Dale Anderson, National Construction Manager; and Malcolm Strohfeld, Field Manager



Australian Employee Award
Dean Clark, Field Manager

Dean keeps busy on the Gold Coast as part of the HFC MDU build program and has been recognised as a very good performer since joining UCG in 2017. In recent times, no less than three client representatives have all gone out of their way to compliment Dean on his professionalism and “can do” approach. Well done, Dean!

Australian Employee Award
Malcolm Strohfeld

Malcolm played a crucial role in UCG delivering its high-profile fibre optic project in time for the Commonwealth Games on the Gold Coast. The early success meant the company was awarded additional work, which was completed in time for the games, and UCG is now firmly on the radar of Gold Coast City Council for allocation of future works.



Lou Lomas

New Zealand Employee Award
Lou Lomas, Design Administrator

Outstanding dedication to completing a large work load week in week out. Lou is recognised as always having a cheerful, friendly and constructive attitude in the office, and always looking out and caring for fellow colleagues.



Alistair McCombe

New Zealand Employee Award
Alistair McCombe, Storeperson

Throughout the South Island region, Alistair has worked towards all the remote operating locations having warehouse and stores that meet the acceptable standards that provide good services to UCG’s Delivery Partners. Many Field Managers and Delivery Partners have expressed their thanks for Alistair’s accomplishments.



L to R: Farai Manjengwa, Orion Network Solutions Ltd and Pieter Nel, Field Manager, UCG

NZ Delivery Partner Award
Farai Manjengwa of Orion Network Solutions Ltd

“Farai Manjengwa morphed from a one-man crew to a trusted Delivery Partner who, within a few months, has been able to provide very reliable surveys, SDU connections as well as MDU build services in our new region of Thames in the North Island,” UCG Survey Team Leader Ruaan Johann van Zyl says.



L to R: Wilson Maglaqui, Tito Jr Serrano, Manasseh Telco Services Limited, and Mudassar Ahmed, Survey Field Supervisor, UCG

NZ Delivery Partner Award
Tito Jr Serrano of Manasseh Telco Services Limited

Manasseh Telco Services Limited commenced providing UCG survey services in 2016. Tito was new to surveying and took each and every opportunity to ask questions and learn the quality requirements. Tito’s surveys are never rejected and are of the highest quality standard.



L to R: Ronald Fernandez, Dezitech, Nick Carne, National Program Manager, UCG, Robert Fernandez, Dezitech

Australian Delivery Partner Award
Dezitech

UCG National Greenfields Manager James Wakelam is truly appreciative of the Delivery Partner services provided by Ronald and Robert. Dezitech splice about 60 per cent of all UCG’s greenfield sites in Sydney and do excellent work in this area, and now have begun to build some of the bigger Greenfield sites, too.



L to R: Luigi Dolce, National Survey Team Leader, Parthiban Nagendraraja, MKN Connect

Australian Delivery Partner Award
MKN Connect

National Survey Team Leader Luigi Dolce rates Parthiban Nagendraraja of MKN Connect as one of UCG’s best surveyors nationwide. “Parthiban follows all work requirements with the utmost professionalism and shows all the work ethics UCG looks for in a DP,” Luigi says.



L to R: Luigi Dolce, National Survey Team Leader, UCG and Joseph Narbeshuber, 141 Net Innovation Pty Ltd

Australian Delivery Partner Award
141 Net Innovation Pty Ltd

Joseph Narbeshuber is a longtime DP for UCG and has embraced his role as a surveyor. He has taken on the challenges in surveying, especially with the complex sites, with a positive attitude. Joseph communicates effectively with internal staff and fits in well with any changes that are required by UCG.

Australia & New Zealand

CREW OPPORTUNITIES

Australia

QLD, NSW AND VIC:

- CIVIL CREWS WITH STREET NETWORK CAPABILITY IN TRENCHING, BORING AND PIT REPLACEMENTS

- CABLING AND CIVIL LEAD-IN CREWS REQUIRED FOR OUR HFC PROGRAM

- FIBRE CABLING CREWS REQUIRED WHO HAVE NETWORK HAULING AND SPLICING EXPERIENCE WHO CAN PERFORM MINOR CIVILS WORK.

VIC:

- FIBRE TO THE BASEMENT CREWS REQUIRED

- COPPER CREWS REQUIRED WHO HAVE NETWORK HAULING AND JOINTING EXPERIENCE WHO CAN PERFORM MINOR CIVILS WORK.



New Zealand

AUCKLAND:

CIVIL CREWS AND FIBRE CREWS REQUIRED

WELLINGTON:

CIVIL CREWS AND FIBRE CREWS REQUIRED

NELSON:

CIVIL CREWS AND FIBRE CREWS REQUIRED

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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