



## + Handing back the baton

Changing of the guard  
at UCG Australia

---

UCG lends a  
helping hand  
to farmers

---

Why personal  
protection  
equipment is  
so important

---





03 CEO'S MESSAGE

04 BUSINESS DEVELOPMENT

05 AU OPERATIONS

06 NZ OPERATIONS

06 HR UPDATE

07 TECHNOLOGY UPDATE

08 TRAINING UPDATE

08 SITETRAX UPDATE

09 HSEQ UPDATE

10 DELIVERY PARTNER PROFILES

11 AWARDS

# INSIDE



## COVER

UCG's outgoing General Manager Operations Australia, Clint Luna, with new Executive General Manager Australia, Susan Minnekeer



## OFFICE LOCATIONS:

### AUSTRALIA

#### Brisbane

Level 2, 2-4 Clunies Ross Court  
Eight Mile Plains Qld 4113  
Ph: + 61 1300 855 041

#### Brisbane South

Unit 6, 16-18 Riverland Drive  
Loganholme Qld 4129

#### Canberra

3/57 Tennant Street  
Fyshwick ACT 2069

#### Gold Coast

Unit 1, 31 Export Drive  
Molendinar Qld 4214

#### Melbourne

Unit 6, 189B South Centre Road  
Tullamarine Vic 3043

#### Sydney

Unit 10/277 Lane Cove Road  
Macquarie Park NSW 2113  
Ph: + 61 (02) 8007 5804

#### Wollongong

Unit 1/29-35 Princes Highway  
Unanderra NSW 2526

### NEW ZEALAND

#### Auckland

274 Church Street  
Onehunga Auckland 1061  
Ph: +64 9887 8910  
Toll free: +64 0800 961 223

#### Albany

Unit 18, 3 Corinthian Drive  
Albany 0632

#### Blenheim

Unit A, 16 Timandra Place  
Blenheim Marlborough 7201

#### Christchurch

C/- Bascik Transport Limited  
16 Moncur Place  
Middleton Christchurch 8024

#### Dunedin

24A McNab Street  
Kenmure Dunedin 9011

#### Kerikeri

Unit B, 9 General Gates Ave  
Kerikeri 0230

#### Nelson

2 Vivian Place  
Stoke Nelson 7010

#### Queenstown

190A Glenda Drive  
Frankton Queenstown 9300

#### Rotorua

Unit 10, 158 Te Huaki Crescent  
Eastgate Rotorua 8642

#### Timaru

C/- Timaru Storage  
16 Hilton Highway  
Washdyke Timaru 7910

#### Wellington

5/4 Glover Street  
Wellington 6035  
Ph: +64 4473 8038



**Rafael Luna**  
CEO



## Harnessing growth and change

As we commence the new financial year, we continue the growth story that has been UCG since its inception. Both the Australian and New Zealand businesses are experiencing significant growth and the coming year will be both exciting and challenging.

The company is evolving, and we are much larger now due to the opportunities and the growth of the past few years. Over the past five or six months we have undergone a business transformation process in New Zealand to allow for the scaling and growth that is already upon us.

This process has changed the dynamics of how we go about our business on a day-to-day basis, providing a better quality of service to our customers as well as a higher degree of clarity and purpose to our management team and all the way through to our Delivery Partners.

Over the second half of this calendar year, we will also be harmonising the Australian and New Zealand operations to ensure the whole business is aligned in terms of processes, goals and expected outcomes. I look forward to working with you all to



The company is evolving and we are much larger now due to the opportunities and the growth of the past few years.

achieve this important transformation by Christmas.

I am happy to announce the New Zealand head office will soon be moving to a new location. The growth we have experienced in the past four years has meant our existing premises are no longer fit for purpose.

We will continue to update the business on this exciting move to a much larger premises in terms of both office space and warehouse, which will allow for the further growth coming our way over the next few years.

In Australia, I am also happy to welcome Susan

Minnekeer back to the UCG team in the role of Executive General Manager Australia.

Susan brings a wealth of experience that includes change management and business transformation, which are attributes that will underpin the upcoming growth of the Australian business.

Clint Luna is leaving the company to pursue other opportunities. On behalf of UCG, I thank Clint for his contribution to the business that has encompassed a number of roles from commercial to operational and executive functions, and I wish him well. Stand by for the next very exciting six months to come! [U](#)

## UCG Brisbane helps farmers in crisis

Farmers are facing devastation across New South Wales and Queensland in what some are calling the worst drought in living memory, with costs of stock feed and transport spiralling.

On August 17, UCG decided to help by donating funds to struggling farmers through a "Fiver for a Farmer".

The total raised from this event was \$2285. A big thank you for the donations from staff

and the Corporate office who contributed to this important cause.

Our donation to Rural Aid was in the form of: 50 bales of hay, 168 litres of diesel for cartage and 46,000 litres of water. [U](#)





## Business development update

By Peter Zeegers, Business Development Manager

### UCG strengthens its estimating capability - welcome to May Wei and John Giles

To strengthen its estimating capability, UCG recently engaged two new estimators.

May Wei is Melbourne-based engineer who brings to UCG significant experience in bidding for works in wireless, cable networks, broadband and other opportunities.

Prior to joining UCG May was with Visionstream, firstly as a project engineer and then an estimator. May will support opportunities throughout UCG.

As our business has expanded in New Zealand, we have also decided to engage an estimator based there, too. John Giles comes to us with extensive experience in field operations covering cable networks, internal plant installation and commissioning. John also has health and safety and electrical accreditations. [U](#)

### Estimating

Facing a growing field of potential opportunities, UCG needs to strengthen its business development capability. Business development identifies and pursues opportunities that ensure the future growth of the business, and a key role of this function is being able to respond to requests for prices. Pricing in our industry is typically supplied as a schedule of rates/codes. For example, nbn, Chorus and Telstra all require pricing to be presented as a set of rates. A schedule of rates breaks down a project or program of works into smaller, measurable activities such as splicing a fibre in a cable, installing a pit in the ground or excavating a trench. These are then paid per splice, per pit and per metre excavated. Rates are typically made up of plant, labour, materials and subcontractors.

To manage all this, UCG uses an estimating software package called Expert Estimator (supplied by Pronamics). Expert Estimator is a database product that allows prices to be built up on "first principles", taking any guesswork out of the process and avoiding the potential dangers in using worksheets, where errors can be made, with absolute confidence. As the organisation grows UCG will need more estimators to help out. We are always on the lookout for people interested and skilled in this discipline. [U](#)



### UCG awarded busway contract

By Rex Buckley, Mobilisation Taskforce Manager

Queensland Department of Transport and Main Roads (DTMR) has awarded UCG a contract to manage and maintain the assets that support communication networks along the 32km busway from Springwood to Kedron. This contract is for a three-year term, with two additional one-year terms available.

The Queensland Government provide a form of bus rapid transit, comprising grade separated bus only corridors (busways), complementing the region's rail network to provide faster, more efficient bus services to residents of South East Queensland. As a coordinator of South East Queensland's integrated public transport system, DTMR maintains responsibility for the busway facilities.

The facilities are supported by intelligent transport systems (ITS) that require high-speed transmission of information from one site to another through a network of optical fibre cables. The considerable existing optical fibre network assets currently comprise cabling that was installed progressively as the busway infrastructure expanded over many years. It was recognised by DTMR that the existing optical fibre records did not allow the required visibility and, therefore, the necessary coordinated initiatives to most effectively operate and maintain the optical fibre network assets.

DTMR was looking to improve the current situation and develop a strategic approach to managing its fibre assets. They were looking to engage a capable contractor to undertake an audit, compile a database of the optical fibre network assets, and perform functions of maintenance and repair works ongoing. UCG demonstrated an ability to recognise the needs of key customers and submitted a response that secured the contract.



L to R: Ralf Luna, CEO and Ben Stewart, Group and Australia Commercial Manager

The proposed services comprise an initial audit/map/record project. The contract requires UCG to provide a GIS database to manage the busway assets. We will work with Realworld Systems to configure and install the database, which is a GE Smallworld system and is used as the underlying GIS system for the Netmap database used by Chorus in New Zealand. Once loading of DTMR's existing data files into the database is complete, our field-based DPs will complete a full audit of roadside cabinets and buildings containing fibre optic assets. Using a special app on their tablets, live updates into the database are possible. Outcomes of the project will inform decisions regarding strategic management of the asset, planned maintenance services, and potential minor works. Throughout the contract term (including at any point during the initial audit/map record project), DTMR may require reactive maintenance services, or any additional services (including minor works).

This contract and the database UCG has procured for it has the potential to open many more doors for opportunities within governments, councils and other entities. Utility owners of underground assets, whether cables, water or gas, don't always have systems to track and manage their assets. Utilities are beginning to recognise the power of their spatial asset information and are looking to extend beyond their strong engineering capability to achieve a higher return on investment through increased productivity and ability to access, visualise and analyse their network data by business users. [U](#)



## Handing back the baton

By Clint Luna,  
General Manager Operations Australia

For those who don't know, I was appointed General Manager of UCG Australia when Susan Mineekeer left UCG a couple of years ago. Having worked with Susan for many years, I was sad to see her leave the UCG family, and her talents were sorely missed in the organisation at the time. I'm delighted to announce I'm handing back the baton, so to speak, with Susan taking on the role of Executive General Manager Australia as I move out of the day-to-day operations at UCG and take on the role of CEO of MVP Asia Pacific, the offshore staff provider of UCG's design and back office operations.

I remain a member of the UCG board and am committed to UCG's success both in my capacity as board member and supporting UCG as a client through the MVP offshore team. I want to thank all the staff at UCG for your support during the past few years and look forward to continuing to work with you in my role as Director. I also want to thank the people I've worked with at our key clients and, if anyone wants to keep in touch, you can reach me at [clint.luna@findyourmvp.com](mailto:clint.luna@findyourmvp.com). [u](#)

### WHAT IS MVP?

MVP is a company that connects small, medium-sized and large enterprises with offshore professionals for the purpose of reducing overhead costs and increasing scalability. The company has more than 300 staff supporting a number of industries performing roles such as engineering, drafting, design, back-office support, software development and blockchain development. MVP is based in a modern, 2500sqm office in Clark, Philippines. More information can be found at [www.findyourmvp.com](http://www.findyourmvp.com).



I'm delighted to announce I'm handing back the baton, so to speak, with Susan taking on the role of Executive General Manager Australia...



## Safety - a commitment to yourself

By Susan Minnekeer,  
Executive General Manager Australia

I am excited to be re-joining UCG after a two-year absence and look forward to reconnecting with old acquaintances and making new acquaintances in my new role of Executive General Manager Australia.

UCG is ever changing, evolving, growing and the only thing certain about all our futures is change. However, the one thing that doesn't change is safety.

Safety must be our number-one priority, and I will be focusing on ensuring that while we work on growing UCG we continuously strive to improve our systems and to embrace change safely.

I am pleased to announce UCG has a new leader for New South Wales. Peter Delavere joins UCG from mid-October in the role of Regional Manager New South Wales. As such

he shall be responsible for all programs of work in New South Wales, with the one exception of greenfields, which continues to be managed by SME James Wakelam, National Greenfields Manager. Peter comes to UCG from nbn where since 2014 he held the position of Operations Manager for NSW Deployment. Peter's prior employment includes national operations roles at Service Stream and Nokia Siemens Networks. Peter's arrival at UCG strengthens the UCG management team. Besides him really looking forward to forming positive and productive relations with the operations team, including NSW Delivery Partners, Peter shall be our lead for managing our relations with nbn and our other various clients. UCG shall be focussing on increasing our volume of work through New South Wales, which shall be good for not only UCG but also our Delivery Partners.



I look forward to catching up with UCG's regional teams and our Delivery Partners on your worksites and at our toolbox meetings. [u](#)



## NZ operations update

By Chris Roberts,  
General Manager Operations NZ

Since the previous issue of @UCG, the New Zealand business has undertaken a significant transformation of its operations.

We have implemented a new structure and processes within the business to allow UCG to grow and scale sustainably and to drive sustainable and predictable outcomes for the client and our shareholders.

As a result of the team's efforts, Chorus' confidence in UCG has increased and our WIP levels have decreased, providing a more timely connection process and improved experience for our end customers.

The improvement in results in recent months is a testament to our team's dedication, hard work and drive to deliver outstanding outcomes for our end customers. These results leave UCG in a good position to continue to grow and to expand our operations, creating further employment opportunities within the company. A huge thank you to the team for your efforts, including both our internal staff and valued Delivery Partners.

UCG has also continued to demonstrate innovation within the industry. In recent months we have launched an etext solution to help provide improved communications to our end customers and to reduce reschedule rates to ensure our Delivery Partners have an improved consistency of work. We will also shortly be launching a process mapping tool to help drive process standardisation, to ensure our new people into the

### UCG NZ has been growing rapidly, with the following management team members having joined us in recent months:

- Steve Alani – Chief Information Officer
- Juan Chavarria – Software Development Manager
- Anderson Zapata – Program Manager – Business Improvement
- Rushikesh Ahinave – Software Program Manager
- James Joseph – Financial Controller
- Mara Bester – Stakeholder Manager
- Mark Scharnick – National HSEQ Manager
- Gemma Cleland – Delivery Partner Relationship Manager
- Graham Manning – Field Services Manager – Connect



business have documented processes and to drive improve outcomes for our end customers.

In other exciting news, in the coming months the Auckland head office will be shifting to a new site just down the road in Penrose. The new office will

### The following team members deserve recognition for taking on extra responsibility in their new roles too:

- Jane Sosene – Planning & Controls Manager
- Kirsti Grima – Field Services Manager – Wellington & South Island
- Toni Ha – Finance Manager
- Karishma Chandna – Billing Team Leader
- Cameron Hor – Project Coordinator Lead
- Amiria Wallis – Process Improvement Lead
- Zoe Fyhn – Scheduling Team Leader
- Legance Howard – Logistics Team Leader North Island
- Michael Pan – Connect Team Leader
- Maria Tatira – Consents Team Leader
- Alistair McCombe – Logistics Team Leader South Island



provide further space for additional staff to join the team in the future and will provide a modern more spacious office environment for our people.

To all the team, keep up the good work and I look forward to our next town hall meeting. 🗣️

## + HR UPDATE

### Office staff visit site

On September 13, members of the UCG HR and Administration teams headed onsite site to view civils and cabling work performed by CDU Services Pty Ltd and Zans Telco Services Pty Ltd in New Farm, Brisbane. This new initiative is to encourage our head office team to experience what's involved with being a UCG Delivery Partner and to enable them to have a clearer understanding of the day to day work that they undertake. 🗣️



L to R: Bruno Ramalho, CDU Services Pty Ltd, Lauren Wood, Erin Madden and Glenda Devlin, UCG

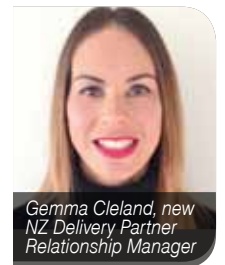
## NZ's new Delivery Partner Relationship Manager

My name is Gemma Cleland and I am the new Delivery Partner Relationship Manager here at UCG in Auckland.

I have been in the telecommunications industry for 12-plus years. Most of my tenure was working for Broadspectrum, where I held a number of positions from Pair and Plant Coordinator, Dispatcher, National Dispatch Manager and, most recently, Area Delivery Manager. I have also worked directly for Chorus where I was responsible for the operational relationship with their largest RSP, Spark.

I have been at UCG since July and am thoroughly enjoying my new role with UCG. Over the next three to six months, my key areas of focus involve simplifying and improving our onboarding process, ensuring our inductions are fit for purpose and measuring the effectiveness of the training we provide.

If you have any feedback around areas of improvement or feedback in general, please don't hesitate to get in touch with me. I look forward to meeting and working with you all 🗣️



Gemma Cleland, new NZ Delivery Partner Relationship Manager



## Technology update

By Roger McArthur,  
Chief Technology Officer

### ICT support changes

Since the last newsletter, the ICT team has undergone some dramatic changes. Over the page, Juan will update you on the exciting new focus on Project Christmas to update our SiteTRAX system to SiteTRAX Evolution, or STEvo for short. The software development team capability is now in excess of 20 developers all working hard to exceed our CEO's expectations. In addition to that, UCG now has a full time CIO, Steve Alani. Steve is overseeing a transformation in how UCG provides ICT support to the UCG business in Australia, New Zealand and the Philippines. We now have five staff reporting to Steve focused on ensuring our IT systems and infrastructure remain working seamlessly behind the scenes, and to provide exceptional support to all our staff. We encourage all staff and Delivery Partners to provide feedback so we can be the best in class for ICT support.

### Auckland UCG office

Steve is also helping to drive new technology into the new UCG office with Fibre to the Desk-top

(FTTD). The technology is almost exactly the same as that used by Chorus in the field for UFB deployment, but uses all four ports on each ONT, which is mounted on each pod of desks. This allows for a much easier and faster deployment of the cabling, and will allow UCG and Chorus explore potential new markets. Watch this space as by the next @UCG issue we will have deployed this. In the mean time we will be raising the order for equipment and plan to stage and test the equipment by the time this issue is released for publication.

### SaaS (Software as a Service)

Not something UCG thought we would be doing at the start of the year, but the opportunity required to meet the requirements for the Queensland Government Department of Transport and Main Roads (DTMR) has taken UCG down this path. The DTMR project is described thoroughly by Rex Buckley elsewhere in this issue, but I want to cover some elements that are exciting for UCG from a technology perspective.

DTMR requires UCG to provide the GE Smallworld GIS system as a service they effectively rent from UCG. UCG is running the product on UCG's own private cloud infrastructure, and we provide all the associated support services to ensure the services remains available and also to support end users (UCG and DTMR staff). This very specialised SaaS (Software as a Service) creates an opportunity to do the same for other utilities and councils across Australia, and New Zealand. UCG will be working hard to develop this market and leverage the capability being developed by this opportunity. [u](#)

UCG will be working hard to develop this market and leverage the capability being developed by this opportunity.



## New team, better support

By Steve Alani,  
Chief Information Officer

As you are aware, we have introduced an internal IT support team in order to remove business complexities. The new team will enable our organisation to quickly respond to new challenges and gives our users the freedom to operate at peak levels of performance.

We focus on the nuts and bolts of our IT infrastructure to provide comprehensive services to ensure supply, continuity and support. Our team have a wide range of skills and experience and can manage a wide portfolio of services to suit our unique needs.

The team consists of three Level 1 support IT engineers dedicated to UCG only, and who are based in the Philippines, as well as two in-house Level 2 engineers based in the head offices (Auckland and Brisbane).

With the introduction of the new IT support team we will be able to closely monitor and maintain the computer systems and networks, installing and configuring computer systems, diagnosing hardware and software faults and solve technical and application problems, either over the phone, remotely and/or in person.

The spread of the team across multiple time zones (New Zealand, Australia and the Philippines) will provide an extended coverage outside normal business hours.

We have also selected a Level 3 IT managed service provider (CodeBlue) to replace AnswersIT. This Level 3 provider will look after UCG's high-level requirements and will help set up our IT strategic roadmap going forward.



#### New IT support phone numbers

- AU: +61 7 3040 3770
- NZ: +64 9 356 3998

#### Emails

- AU: [support@ucg.com.au](mailto:support@ucg.com.au)
- NZ: [support@ucg.co.nz](mailto:support@ucg.co.nz)

#### Web portal

- <https://ucg-itsupport.zendesk.com>

Our teams are committed to an accurate and timely experience for our customers. Please help us improve our internal processes to better cater to your needs by completing the customer satisfaction surveys you receive after the resolution of each ticket. [u](#)



## SiteTRAX update

By Juan Chavarria,  
Software Development Manager

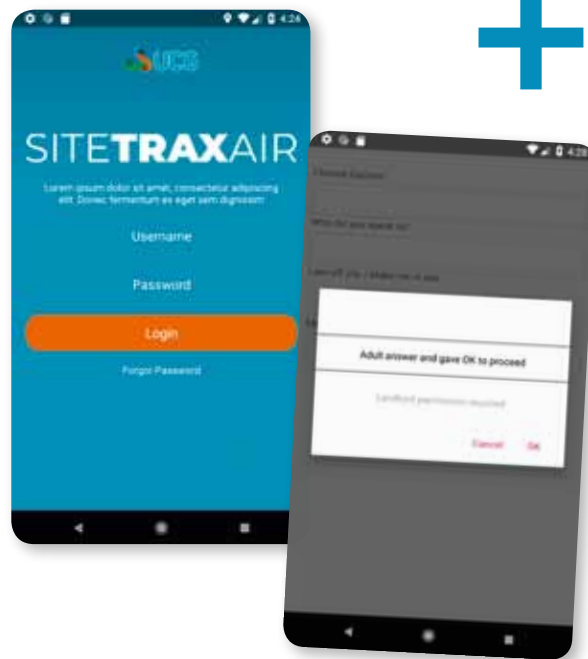
It has certainly been a very exciting time for STEvo (SiteTRAX Evolution) and for the software development team. In the past months, we have seen many changes. Those changes are part of a strategy to transform the way we are developing software.

The starting point was a change in the software development process, followed by a growth in the team size to become, not only five times bigger but also spread all over the world; we have now a team with developers working from the Philippines, India, Vietnam, Mexico, Spain, and Pakistan, with a headquarters divided between Auckland and Brisbane. To add to all those changes, in mid-August we started a fast-track project to move NZ Connect functionality from STOne to STEvo. This is known as Project Christmas. The aim of UCG is to have only one system for all the programs.

As part of Project Christmas, we are developing some Proofs of Concept (PoC) on new features. The most exciting one is the mobile app (because we are using leading-edge technologies and mainly because it is new for UCG!), which will run in iOS and Android. The mobile app, as we see it, will change the way UCG manages what is happening out in the field.

SiteTRAXAir will become a questionnaire; that is, the questions and their possible answers will be configured in the Questions Manager in the PMP. The mobile app will ask those questions and, based on the answers to those questions, a job will progress until it is complete.

We will keep you updated on what is going on with STEvo, and in the meanwhile please take a look at how the mobile app looks in the development environment. [🔗](#)



## UCG Australia's Training Partner - JB Hunter

JB Hunter is proud to be UCG's nbn approved Training Provider in Australia. The last few months have been busy, with JB Hunter training a significant number of UCG Delivery Partners in fibre splicing and copper jointing, and this looks set to grow over the coming months. We have also undertaken a large number of nbn practical assessments across Queensland, New South Wales and Victoria.

JB Hunter recently launched its Certificate II in Telecommunications Technology 'New Entrant' program, which UCG has actively supported. Our first program on the Gold Coast saw seven of the ten participants gain employment within a week of completing the program, with the remaining three currently going through interviews. This is a great outcome of which we are immensely proud.

Should you have any interest in employing

new workers as 'job ready' Trade Assistants for your business, please contact us now, as more programs are being planned. Please also contact us should you have any training requirements, from Underground Asset Location, Power Awareness and HSE courses through to Open Cabling, Civil Works (Pit & Pipe, Cable Hauling), Qualifications and the funded nbn skill sets. For more information, please contact Rohan Anderson (National Manager, Industry Engagement) at JB Hunter on 0413 258 900 or via email [rohan.anderson@jbhunter.edu.au](mailto:rohan.anderson@jbhunter.edu.au).

We recently had the pleasure of hosting UCG's Scott Daniels and Lauren Wood at the Open Day for our newly renovated Brendale campus in Queensland, which was held on Friday, September 7. Lauren even won the major prize - a brand-new Apple iPad. Congratulations, Lauren! [🎉](#)



L to R: Trainer Mike Lickerman and Rohan Anderson





# The importance of Personal Protective Equipment

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

Safety is a major consideration for all workers. Each year, accidents happen frequently in the construction and related industries and, more often than not, a contributing factor has been the absence of Personal Protective Equipment (PPE) or failure to wear the provided PPE.

PPE is equipment that will protect workers against health or safety risks on the job. The purpose is to reduce worker exposure to hazards when other controls are not feasible or effective to reduce these risks to acceptable levels. These hazards and risks can be anything from wet floors in the kitchen and bathroom areas in the office, to falling debris from a construction site and everything in between. PPE includes items such as protective helmets, eye protection, high-visibility clothing, safety footwear, safety harnesses and, sometimes, respiratory protective equipment.

Let's explore some PPE commonly used on construction sites and their benefits.

## HEAD PROTECTION

Hard hats are common on construction sites. Just passing by a site, you can usually identify workers by their hard hats. They are designed to protect against flying or falling objects that would otherwise impact or penetrate the workers' heads. Some hard hats are equipped with accessories such as face shields and earmuffs. Hard hats should be well fitted; those that are too large or too small are inappropriate for use. Most wearers don't know that hard hats have an expiry date, which is usually two to three years from the date of manufacture, which should be stamped into each hard hat. Also, once a hard hat is damaged or has been impacted, it must be replaced.

## EYE AND FACE PROTECTION

Eye and face protection are equally as important as head protection. Safety goggles, spectacles and full-face shields can give you the protection needed for the eyes and face. Metal work, wood work, hot work and air tool operations all require this type of protection. General labourers can also benefit from safety goggles since there is usually debris on construction sites. These are really important for our workers involved in concrete cutting or drilling activities. Always refer to the SWMS, which will tell you what to wear.

## RESPIRATORY PROTECTION

Respiratory protection is vital on sites where toxic substances are present. Sometimes what you can't see can hurt you. Respiratory protections like face masks and respirators are designed to protect you from dust,

fumes, paint spray, pesticides and other dangerous substances that could cause permanent impairment. Respiratory protection should be used in environments with air contaminants. In work environments, respirators are relied upon when adequate ventilation is unavailable or other engineering control systems are not feasible or inadequate. For our workers, this applies to concrete cutting activities, removal of asbestos or climbing through roof spaces.

## HAND AND SKIN PROTECTION

Each year across Australia and New Zealand thousands of hand injuries are reported. Occupational skin diseases such as contact dermatitis, skin cancers and other skin injuries and infections are the second most common type of occupational disease and can be very costly. As we do a lot of work with our hands, gloves are an essential item in providing skin protection. Some examples of gloves commonly used as PPE include rubber gloves, cut-resistant gloves, chainsaw gloves and heat-resistant gloves. Using gloves helps to avoid hazards usually involved when working with chemicals, glass, fibre optic cable, sheet metal, electricity, hot materials or slippery objects.

## HEARING PROTECTION

Industrial noise is often discounted as an occupational hazard since it isn't visible to the eye. However, many workers each year are exposed to potentially harmful noise levels. Earplugs and

earmuffs are common hearing protection tools. It is important to note earmuffs are more effective in reducing high-frequency noise while earplugs are more effective for reducing low-frequency noise.

## PROTECTIVE FOOTWEAR


Protective, safety footwear is essential to ensure safe and healthy feet. Steel toe boots and shoes protect your feet, help prevent injuries to them, and reduce the severity of injuries that may occur in the workplace.

Today's safety footwear is comfortable, flexible, and stylish and provides necessary protection from injury. The foot is the most valuable part of your body subjected to injury in industry. Because of the many potential work hazards, it is important that

you discuss with your supervisor the type of safety shoe, boot, or other protective equipment that you need for your protection.

Using PPE, and wearing it properly, is vital to avoid unnecessary injury in the workplace. Choosing not to wear PPE can be dangerous especially when it could save your life. Never hesitate to ask your employer for the right type of PPE. Safety is important and having an understanding of these various protection devices can help to prevent hazardous injury.

To minimise the health and safety risks to all workers, UCG has identified some work areas and processes where specific PPE is mandatory:

- High visibility vests – must be worn by all personnel when working on or near roads or in any situation where visibility of personnel presence is required.
- Footwear – as a minimum fully enclosed slip resistant footwear with steel caps must be worn.
- Hard hats – must be worn at all times in designated hard hat areas, e.g. on active construction sites or when the risk of an object falling from overhead is present.
- Eye protection – when cutting, using power tools or where potential eye injuries are identified.
- P2 mask – to be worn when entering enclosed or partially enclosed spaces.
- Dust masks – to be worn in dusty conditions.
- Hand protection – to be worn when using cutting tools.
- Hearing protection – to be worn when using power tools.
- Client and UCG identification cards. 



# Delivery Partner PROFILES

This issue we meet two of UCG's valued Delivery Partners, Network Integrated Solutions and Spectra Communications Limited.

## Network Integrated Solutions

Network Integrated Solutions director Gavin Moody has been involved in the ICT industry for more than 25 years. He leads a team of technicians with an IT and telecommunications background, carrying out projects ranging from structured cabling to deployment of messaging platforms and telecommunications across the copper, HFC and Fibre technologies.

Having established and developed a good standing relationship with UCG in New Zealand, Gavin heard UCG was expanding its projects into Victoria.

"We felt it was time for us to grow and expand further into Australia as well," he explains.

"The NBN rollout created that opportunity to further expand our business and hopefully experience significant growth in the Australian market.

"We are currently involved in projects primarily within Victoria, but would like to expand nationally when the time is right.

"We believe we have a relationship with UCG that is professional and mutually beneficial to each other in reaching our goals. With the opportunity that NBN has afforded us, priority is always placed on our team to demonstrate a high level of professionalism in our service delivery while maintaining safety for themselves as well as anyone or thing around us."



Above and right: some of the Network Integrated Solutions team

Gavin says he enjoys having the freedom to plan and conduct work almost autonomously. He says he and the team get a great deal of satisfaction when a project is completed, stakeholders are happy and the finish product looks good.

"We always strive to provide a top-notch service and reap the rewards of our hard work," Gavin says. [🔗](#)



## Spectra Communications Limited

Wellington-based Ishaq Shaik has been working for UCG in New Zealand for the past three years and has earned his stripes as one of the company's most reliable Delivery Partners.

Ishaq recently started his own business, Spectra Communications Limited and has moved into provisioning for UCG.

With his background in networking, Ishaq says he is thrilled to work with UCG on Chorus, and feels lucky to be part of such a prestigious national project.

"This is my third year working on the Chorus project, and I see a bright future for my business working alongside UCG in this capacity," Ishaq explains.

"I really enjoy the work. It allows me to meet new people every day, and UCG treats its Delivery Partners really well.

"UCG has done a fantastic job and they really care for the safety of their Delivery Partners first and foremost. They have upgraded health and safety in SiteTRAX and the recent launch of snapsupport is fantastic as well."

A key challenge of the job, Ishaq says, is to make sure the end user is happy with the installation, which is his top priority at all times.

While his new business definitely keeps him busy, Ishaq enjoys hanging out with friends and fishing when he has time off. [🔗](#)



Ishaq Shaik

# Employee and Delivery Partner Awards



Chris Ormsby, Field Manager

## Australian Employee Award Chris Ormsby

Since moving from Adelaide to Melbourne to take up a position in the Project Fusion team, Chris has played a lead role drawing on his 30 years of telco industry experience for the benefit of UCG and our DPs. His team mates recognise Chris as a pleasure to work with and note his willingness to get involved in everything that comes his way.



L to R: C Alex Debono, Design and Quality SME – HFC, with Clint Luna, GM Operations Australia

## Australian Employee Award Alex Debono

Alex has led the development of the offshore MVP Completions team in a momentous way, having travelled to the Philippines several times to train the 10-plus team members. Alex now provides the team with ongoing management and support and there have been notable results with significant productivity gains in the space of one week, which is ongoing.



L to R: Mehboob Hussain, Network Designer, Hamish Whitworth, Human Resources Manager

## New Zealand Employee Award Mehboob Hussain

Mehboob is a very helpful, professional, approachable designer; who is always willing to solve design queries with his vast technical knowledge. He has achieved great results getting redesigns through to Chorus for approval in order to ensure all the construction jobs are completed without much delay.



L to R: Bradley Abrahams, Field Manager, Hamish Whitworth, Human Resources Manager

## NZ Employee Award Bradley Abrahams

Bradley is a dedicated, knowledgeable and most efficient field manager who has a great deal of passion for his work. He is always on the top of his work to resolve all the issues and escalations as fast as lightning. He gives incredible support to other teams in UCG and ensures that UCG's services and promises to its customers are fulfilled.



L to R: Joshua Culhane, UCG Construction Manager Victoria, Dharma Gokool, Construction & Demolition Company Pty Ltd, Conor Bailey, UCG Field Manager

## Australian Delivery Partner Award Dharma Gokool, Construction & Demolition Company Pty Ltd

Dharma from Construction & Demolition Company makes the difficult jobs look easy and he is not afraid to get his hands dirty! His work ethic is second to none, said Joshua Culhane, Construction Manager Victoria.



L to R: Dean Clark, UCG Field Manager with Harry Butler, Smartcorp Construction Pty Ltd

## Australian Delivery Partner Award Morgan Thomas, and Ciaran Butler, Smartcorp Construction Pty Ltd

UCG Field Manager Dean Clark initiated the award for Morgan and Ciaran, citing their willingness to perform all jobs big and small, and their first class approach to safety and quality.



L to R: Nikesh Singh, UCG Field Manager with Sankeerth Gone, Team Lead, Telcore Solutions Ltd

## NZ Delivery Partner Award Sankeerth Gone, Telcore Solutions Ltd

Sankeerth has raised the overall performance of the Telcore team since starting work with the DP. His work is completed per the standard and he has mentored and motivated the techs within his company to strive for excellence. His team has grown in knowledge and motivation and are delivering quality build and provisioning.



L to R: Ben Whitten, UCG Field Manager, with Indra Pedentti, Sunwin Technologies Ltd

## NZ Delivery Partner Award Indra Sena Reddy Pedentti, Sunwin Technologies Ltd

Indra is a surveyor for Sunwin Technologies Ltd and has shown a huge improvement from day one. He always contacts the Survey Team Leader to request assistance if required, and carries out his work with pride. Indra has also been assigned recent tasks to help UCG out within the survey space for the Blenheim/Picton region.



L to R: Ishaq Shaik, Spectra Communications and Paul Martin, UCG Field Manager

## NZ Delivery Partner Award

Ishaq Shaik, Spectra Communications Limited

Spectra Communications is a relatively new company to UCG, however, Director Ishaq Shaik has been working for UCG under JMDC for a couple of years. Ishaq recently ventured out on his own, setting himself up as Spectra Communications. Due to prior work at the Aotea rest home in Porirua, he was given another project at a rest home in Silverstream, Upper Hutt, with 52 orders to be completed in two weeks. His work is impeccable, of a very high standard and his customer service is second to none, and he has also taken on a trainee. Nothing is too hard for Ishaq, and he is exactly the type of technician UCG loves partnering with.

# Australia & New Zealand

## CREW OPPORTUNITIES

### Australia

#### BRISBANE

Cabling and civil crews for residential lead-ins required for the HFC MDU program

#### SYDNEY

Crews required who can perform network hauling, commercial FTTP installations and civil crews for the Business Segment program



### New Zealand

#### AUCKLAND / BAY OF PLENTY / WELLINGTON:

CIVIL AND FIBRE CREWS REQUIRED

#### NELSON / BLENHEIM / WANAKA:

CIVIL 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

#### NEW ZEALAND

ph +64 9 6331247  
email [work@ucg.co.nz](mailto:work@ucg.co.nz)

#### AUSTRALIA

ph +61 3088 2778  
email [work@ucg.com.au](mailto:work@ucg.com.au)