

@UCG

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Winter 2019

Preventing slips,
trips and falls
at work

+ The evolution continues

New CEO for UCG



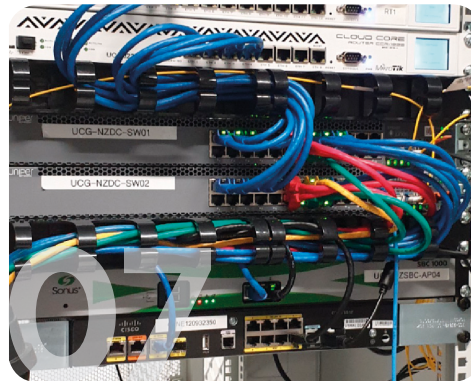
siteTRAX 3.0
Lite goes live

Developing
prices in UCG





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Front cover: (L-R) Roger Crellin, Executive General Manager New Zealand, Brett Gibson, General Manager Operations (Australia) and Muralee Siva, CEO



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Rafael Luna
EXECUTIVE DIRECTOR



An exciting era for UCG

This year UCG reached a milestone as it celebrated its 10th birthday. However, the UCG brand has been a mainstay of the telecommunications industry for many more than 10 years. I am proud of the achievements we have made during the long life of the company, and even more proud of the great and dedicated people that have been and are part of the UCG family.

As founder, I know now is the right time for me to step into a role where I can continue to add value to the organisation while providing better work/life balance for myself and ensuring the right management is in place to enable the organisation to continue to grow and prosper.

I am excited that Muralee Siva has been appointed to the role of CEO of the UCG group of companies. Muralee's credentials speak for themselves, coming from the tough airline industry where he has been the CEO of a Papua New Guinea airline for some 10 years. The cut



I am proud of the achievements that we have made during the long life of the company, and even more proud of the great and dedicated people that have been and are part of the UCG family.

and thrust of day-to-day airline operations in a tough marketplace such as Papua New Guinea has prepared him well for the rapidly evolving and competitive telecommunications industry.

I welcome and support Muralee as the new leader of our great company, and I know you will all support him to ensure UCG becomes an even

greater organisation than it is today.

Over the coming months I will be helping Muralee to transition as an Executive Director, and, in turn, when the time is right I will be stepping into the Executive Chairman role of the UCG Board so I can continue to support the business in a more strategic sense. [🔗](#)

+ CEO'S MESSAGE



Muralee Siva
CEO



Continuing the evolution of UCG

Since I joined UCG in October 2018, I have been continually impressed by the achievements made by the whole UCG team over the last 10 years. The business's success has been truly remarkable. I am humbled to be given this opportunity to work alongside you all and continue the great work you are doing.

UCG has achieved phenomenal growth over the last few years. UCG is no longer a small business, with substantial increase in scale both in New Zealand and Australia over the past decade.

The goal for 2019 is to refine our systems and processes to further strengthen our position in the marketplace as a company that delivers competitive, quality and customer focused services. As we rapidly approach

the beginning of the new financial year, I see exciting opportunities for us to investigate, with 5G gaining momentum and UCG increasing its presence with our key clients.

We have introduced new management structures across the business to further drive performance and accountability and to allow the company to scale, in order to meet the opportunities ahead. As part of this transformation, we have introduced new roles to the team to ensure the focus is maintained and ensure our initiatives are executed and delivered.

To that end we recently had Brett Gibson join us as the General Manager Operations for Australia. Brett's previous background includes consultancy work from nbn and lengthy

time spent at both Optus and Telstra. Brett specialises in optimising business performance and he looks forward to working with Delivery Partners and UCG's internal teams to make everyone's jobs easier and more efficient.

I am also very pleased to announce Roger Crellin shall join the business as the Executive General Manager for New Zealand starting July 1. In addition to management roles in Australia, Roger has worked in leading roles in America and Europe, and his global experience and focus on commercialising technology makes him very well placed to advance the New Zealand operations.

I am looking forward to continuing to work closely with you all to continue the evolution of UCG and achieve even greater goals and success. [🔗](#)



Developing prices in UCG

By Peter Zeegers, Group Business Development Manager

Have you ever wondered how UCG goes about developing its prices with customers?

To some it may seem like a black art, but our estimators use a methodology called First Principles pricing to calculate rates or a quote.

First Principles pricing is where each component of a rate or quote is calculated and then combined into tasks or activities, for example, hauling a metre of cable. Similarly, we also look at the overheads required to manage a job or project. We then tally up all these cost inputs to make up a rate or quote. The tool we use to do this is a commercially available software package called Expert Estimation.

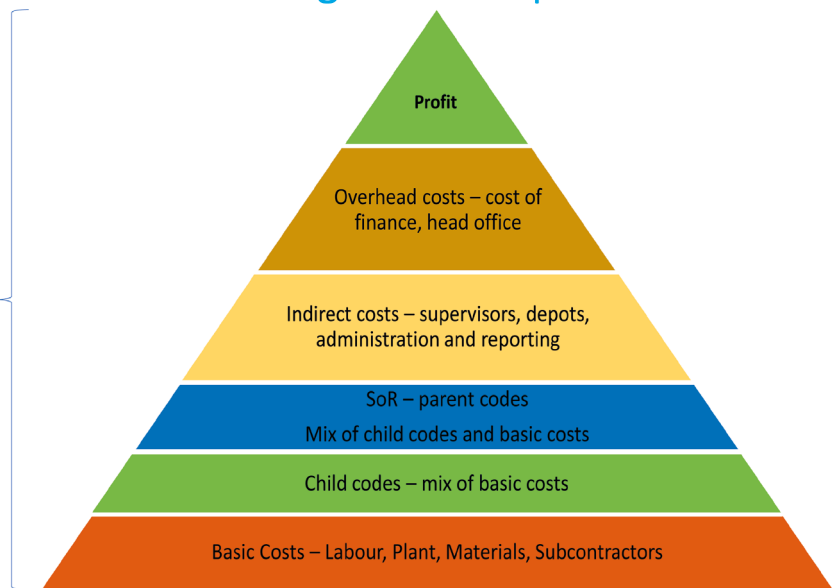
When preparing prices, our estimators need to look at the basic costs that go into rates. These include our labour, plant (vehicles), materials required and use of subcontractors, for example, civil contractors.

After calculating basic costs we then need to look at productivity—how many metres of cable can a crew lay in an hour, how long does it take to test a newly installed service and so on. This helps to determine cost per unit-of-measure such as “per metre” or “per test” in order to produce SoRs, codes or rates.

On top of all of this, we need to factor in the

An SoR/Code or Quote is a tally of these

What goes into a price?



cost of our overheads, such as field managers, depots, project staff, back office and corporate costs. Finally, we need to add a margin to ensure

our shareholders are happy. All these components are shown in the diagram. Each price is made up as a tally of all these elements. [U](#)

+ LEGACY FIBRES

Understanding legacy fibres

Legacy fibres are the most misunderstood part of the Chorus network in NZ. These fibres carry sensitive and important bearer connections which are critical to the Chorus network operation. Due to these reasons, only selected highly skilled fibre optic technicians are allowed to access and work within this network.

Over the past few months, the UCG technical training team has been working hard in delivering comprehensive Backhaul Control Joint (BCJ) and Critical Legacy Fibre (CLF) training to ensure that we have the right knowledge and capability to support the business.

To date, we have successfully trained and assessed a total of 26 technicians to work on this network. With help from the field services team who nominated the candidates, all these technicians are strategically located within UCG service locations.

Our team is committed to delivering world-class training to continually support the business. If you have any training requirements or feedback, we would like to hear from you.

You can send email to Allan Morales, Technical Training Manager, at allan.morales@ucg.co.nz or Danielle Tait, DP Relationship Manager, at danielle.tait@ucg.co.nz. [U](#)



Practical assessment at Backhaul Control Joint (BCJ) training. BCJ training includes a basic understanding of legacy fibres, reading FOG plans and BCJ work best practices.

L to R: Alistair Pullman (FM), Scott Barnes (FM), Nishan Dhillon (MTC Communication Ltd), Balwinder Singh (Intech Comms Ltd), Amanpreet Singh (Intech Comms Ltd) Jagroop Singh (P2P Communication Ltd) and Bevan Daniels (UCG).



By Susan Minnekeer,
Executive General
Manager Australia

Nothing changes if nothing changes

Continuous improvement is essential for the continued success for all businesses in today's highly competitive, fast paced and everchanging world, however, change is difficult.

It is essential for all businesses to deliver to their clients the best, most cost-effective products or services; and that's not always easy to do. As costs increase and margins continue to shrink, we must focus on speed and efficiency without compromising the quality and timely delivery of our services; noting that our clients determine the measurement of quality and timely delivery of our services. To that end, UCG Australia continues to change, evolve and continuously improve to meet our client's expectations to remain relevant in our industry for the long term. Each of us must create a new paradigm and at the same time continually challenge the status quo. To do this we first identify an area that we can improve, define the problem and invest the time to identify and clearly articulate the root cause of an issue. By identifying the root cause

and then following a systematic approach to identifying and weighting criteria and broader consultation, UCG Australia will avoid repeating mistakes of the past and achieve improved processes or decisions. In other words, the status quo is challenged, which will have a positive impact for our business in the short, medium and long-term.

Over the last couple of months, UCG Australia has reinforced our culture of continuous improvement and undertaken a full review of our structure. As a result we implemented significant improvements that are redefining and delivering clear accountabilities with a solid platform that puts data-driven on-time performance as a key deliverable. UCG Australia is also undertaking a review of all systems and work practices to identify ways of reducing or eliminating

unnecessary or inefficient tasks or work practices. We are also investing the time to further improve and drive rational problem-solving methodologies to identify the root cause, where efficiencies can be implemented and to develop new ways of doing business that will allow UCG Australia to grow efficiently and sustainably. [U](#)



If you change nothing,
nothing will change;
and nothing will change
unless you change
—a paradigm shift!

Learning Management System

UCG communicates our training content through a variety of ways, including inductions, tool box talks, mentoring, education and short courses. One way is the use of online learning which has been, and will continue to be, an important tool to keep our workforce informed of our industry, safety practices and what is happening at UCG.

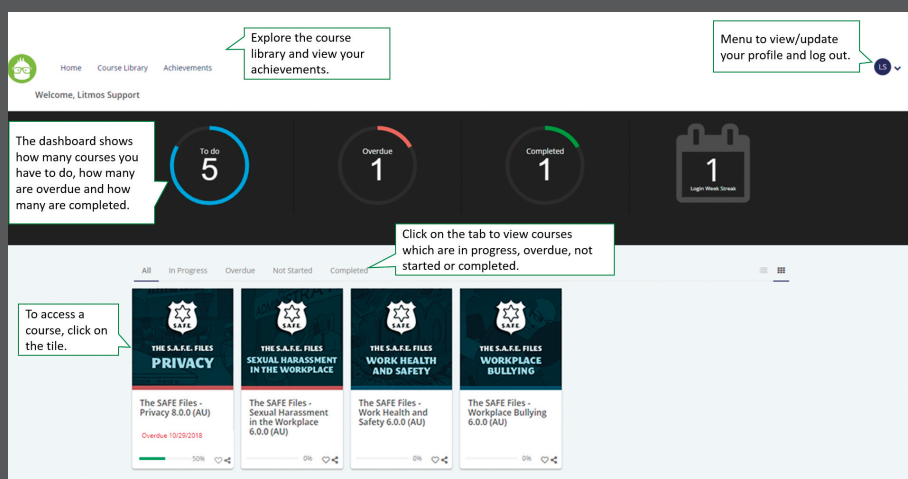
UCG uses a Learning Management System or LMS which is a web-based software that distributes our online learning content, such as induction material when new employees and members of our Delivery Partner network join UCG. We are changing our LMS from the 'Learn Connect' product which UCG has used for several years to a new product named 'Litmos'.

WHEN WILL LITMOS COMMENCE?

The first day the SAP Litmos website can be used for online learning is Monday, June 24. Every employee and Delivery Partner worker will receive an email from UCG inviting you to login to SAP Litmos for the first time it is available, and persons new to UCG receive the invitation as part of the onboarding process.

HOW WILL YOU LOGIN TO SAP LITMOS?

Your invitation email will reconfirm your username and upon your first login you will be asked to set a password which you should keep a record of.



WHAT DOES THIS MEAN FOR EMPLOYEES AND DELIVERY PARTNERS OF UCG?

All the online learning which had been assigned to employees and Delivery Partners shall migrate from Learn Connect to Litmos, so evidence of completing training such as safety inductions will be kept. Modules that have not been completed including modules partially completed will migrate as 0 per cent

complete, so complete partially completed training before midnight Thursday, June 20, to avoid disappointment.

WHAT IF YOU HAVE ANY QUESTIONS?

Please contact a member of the UCG Delivery Partner or People and Culture teams on +61 7 3088 2740 or +64 9 633 1247 if you have any questions, including if you have trouble logging into Litmos or when trying to navigate the site. [U](#)

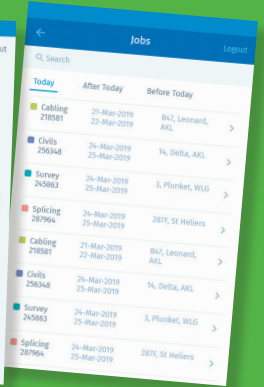
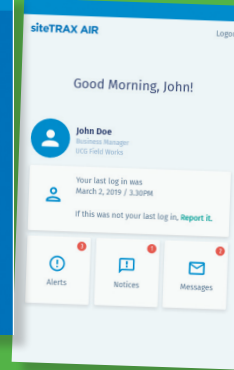
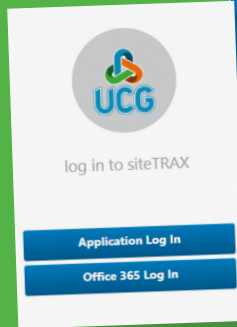


siteTRAX and software development update

By Juan Chavarria,
Software Development Manager

We closed the first quarter of 2019 with the first release of siteTRAX 3.0. We called it siteTRAX 3.0 Lite and its main purpose is to be tested with a real program so that users can provide feedback. The reason for calling it Lite is because it is not the final siteTRAX 3.0 version, which will be ready during the winter. Still, siteTRAX 3.0 Lite has all the features needed to manage jobs from end to end and it reproduces some of the characteristic look and feel of siteTRAX 1.0. That is, even when siteTRAX 1.0 and siteTRAX 3.0 are completely different from the inside (infrastructure, programming language, database engine, coding style, software architecture, and a long etcetera), they look similar. So we will have a completely new, but familiar system on the screen.

The vision for siteTRAX 3.0 is to be the only platform UCG uses to manage field work, but that will not happen in one step. A comprehensive plan is being developed now to move programs, one by one, into siteTRAX 3.0. There are exciting times to come in which programs will be migrated from old versions (siteTRAX 1.0, 1.1 and 2.0) into siteTRAX 3.0. It is important to mention that we are also starting to research how we can integrate features provided now by third-party software into siteTRAX 3.0 so that we can have everything we need in only one platform.



siteTRAX 3.0 is an extension of siteTRAX 2.0 (STEvo). That means that we are using not only the same technology stack (Microsoft .Net) but the same source code and structure. siteTRAX 3.0, as siteTRAX 2.0, is composed of three websites (BMP, PMP and DPP) and it adds to siteTRAX 2.0 a mobile app for Android- and iOS-based devices.

The release of siteTRAX 3.0 made us think about the versions we have in production and their names. We have in production siteTRAX (formally siteTRAX 1.0, used by most of the Australian programs), STOne (acronym for siteTRAX One, used by New Zealand Connect program) and STEvo (acronym for siteTRAX Evolution, used by New Zealand Build program

as well as some corporate functions like the Delivery Partner onboarding teams in both Australia and New Zealand). As all of them are siteTRAX we decided to call them by their version names, that is siteTRAX 1.0, siteTRAX 1.1 (previously STOne) and siteTRAX 2.0 (previously STEvo). We are now using these names in our communications.

In April, we showcased siteTRAX 3.0 Lite to different stakeholders. In case you missed it, we made a recording and the presentation is available on the intranet.

We are working on reskinning siteTRAX 3.0 and siteTRAX Air 3.0. These are images show the new skin. [U](#)

+ SOCIAL

Shitbox Rally

Former UCG employee Liz Jelley and her brother David are also passionate supporters of the Cancer Council. After Liz lost her father to cancer she has participated in three Shitbox Rally events, and UCG continues to keep in touch and support their great efforts. If any member of the Kiwi or Aussie UCG team are involved in a charity you think UCG might like to support, please contact a member of the People & Culture team. [U](#)



Comms Wide Mystery Box fundraiser

In 2018 father and son Daniel and Michael Shepherd of Comms Wide, a partner of UCG in NSW, participated in their first ever Mystery Box Rally. The rally is a five-day event driven through some of the most remote and rough roads in Australia—all in a car which must be 25 years or older, to raise money for the Cancer Council. The fellas had purchased a 1992 Holden Commodore

which was transformed into a cow, so they'd stand out from the crowd. UCG looks forward to supporting "The Bogan Boys" and the Cancer Council in their next rally in August this year. To learn more about the rally visit www.mysteryboxrally.com.au/teams/ [U](#)





@UCG Technology Update #15

By Roger McArthur,
Chief Technology Officer

IT INFRASTRUCTURE – REAL TEST OF BUSINESS CONTINUITY

During the last week in May our Auckland Office (NZ Head Office—over 100 people) was evacuated for a whole day due to a burst water main causing no water to be available for the whole suburb, hence no sanitation. The Business Continuity Plan kicked in and I am happy to report that all staff were able to work from home using VPN secure connections. The impact to performance? None that was detectable on our performance measure and that is a testament to the effectiveness of the plan. Well done to Steve Alani and the IT team for ensuring a robust and secure means of alternative access to UCG systems at virtually no notice.

IMPROVING NETWORK ROBUSTNESS FOR UCG

As part of the ongoing work by the IT team to reduce cost while improving IT infrastructure robustness the team completed a major relocation to another data centre in Auckland. Now complete, this provides for a more cost-effective, robust location, and a fully diverse connection to our New Zealand head office. The delicate work of moving our critical servers and systems was undertaken by the UCG IT team, supported by Code Blue (UCG Level 3 support), and a specialist transport company to move our very precious cargo from one data centre to another. Again well done to Steve Alani and team to execute this without mishap (a lot pre-pre-planning and engagement was done to achieve this).

PROJECT TRANSFORM – SITETRAX 3.0

April marked the first showcase of our new Work Management Platform, SiteTRAX 3 to the UCG board, which was followed by a couple of road



shows made available to all UCG staff.

I am excited to announce that SiteTRAX 3.0 is now here. The systems team are working hard to deliver a production ready solution by late June, whilst at the same time we are also hard at work training our staff and Delivery Partners on the new system to ensure we are ready to undertake full and comprehensive operational testing during July. Field deployment is scheduled for August in BOTH New Zealand and Australia.

The target is to complete transition for all programs of work for all clients to siteTRAX 3.0 by the end of this calendar year and we will need the support of all staff, Delivery Partners and our clients to achieve this ambitious goal. During July, we will be showcasing our new system to key clients and stakeholders and we will provide ongoing demonstrations to UCG staff in New Zealand and Australia to keep you up to date with how and what the deployment is delivering. [📍](#)

+ SOCIAL

Victorian regional teams do dinner

The various Victorian regional teams—office and field, across all projects—took the opportunity of Easter coming along and went out to a team dinner.

Social time is always great, it gave team members the opportunity to discover a bit more about each other—we now know that the USA is a popular destination with many this year, we discovered a table tennis champion among the team and, of course, we learned about everyone's culinary preferences! [📍](#)





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

Don't slip up by accident

Slips and trips result in thousands of injuries every year. The most common ones are musculoskeletal injuries, cuts, bruises, fractures and dislocations, but more serious injuries can also occur.

Slips occur when a person's foot loses traction with the ground surface due to wearing inappropriate footwear or when walking on slippery floor surfaces such as those that are highly polished, wet or greasy. Outside, this can happen when walking across wet grass or even loose gravel in a roadway.

Trips occur when a person unexpectedly catches

their foot on an object or surface. In most cases, people trip on low obstacles that are not easily noticed such as uneven edges in flooring, footpaths, loose mats, opened drawers, untidy tools or cables from electrical equipment.

Falls can result from a slip or trip but many also occur during falls from low heights such as steps, stairs and curbs, falling into a hole or a ditch or into a body of water. People have fallen just by getting out of their car or van or missing a step when climbing or descending a ladder.



The role of PCBU's (Persons Conducting a Business or Undertaking)

PCBU's are employers, business owners, contractors and our Delivery Partners. They all must manage the health and safety risks associated with slips and trips by eliminating the risk so far as is reasonably practicable, and if that is not reasonably practicable, minimising the risk so far as is reasonably practicable.

This involves a systematic approach to:

- identify hazards;
- if necessary, assess the risks associated with these hazards;
- implement and maintain risk control measures;
- review risk control measures.

There are various ways to control the risk of slips and trips. Some are listed below.

IDENTIFYING SLIP AND TRIP HAZARDS

Common slip hazards include:

- spills of liquid or solid material;
- wet cleaning methods;
- wind-driven rain or snow through doorways;
- a sudden change in floor surface, for example joins between carpet and polished timber;
- change from wet to dry surface;
- dusty and sandy surfaces;
- the incline of a ramp;
- loose or bumpy flooring;
- low light levels;
- use of unsuitable footwear.

Common trip hazards include:

- ridges in floors or carpets;
- worn floor coverings or broken tiles;
- potholes in roads and parking lots;
- changes in floor level such as floors and outdoor pavers;
- thresholds and doorstops;
- floor sockets and phone jacks;
- cables from power extension units;
- loads that obstruct vision;
- obstacles in traffic areas.

SELECTING CONTROL MEASURES—HOUSEKEEPING

Good housekeeping helps prevent slips and trips. Examples of control measures include:

- training staff to recognise slip and trip hazards and the importance of good housekeeping;
- setting up standards and procedures for storage and cleaning;
- checking and storing usable inventories, discarding any unwanted items;
- implementing safe systems of work and any



- relevant signage for timely and efficient reporting and clean up of spills;
- providing sufficient rubbish or recycling bins;
- using appropriate containers for rubbish if it is likely to contain sharp objects;
- encouraging workers to clean their workplaces daily before they leave, so far as is reasonably practicable.

SELECTING CONTROL MEASURES—SAFETY TRAINING

All workers share responsibility for housekeeping and cleanliness at the workplace. Workplace health and safety training not only assists workers to become more aware of slip and trip hazards and the relevant control measures, but also helps to prevent injuries.

Training should include:

- awareness of slip and trip hazards;
- identifying effective control measures;
- duties of workers.

SELECTING CONTROL MEASURES—PERSONAL PROTECTIVE EQUIPMENT

Personal protection equipment (PPE) including slip resistant footwear should only be used:

- when there are no other practical control measures available (as a last resort);
- as an interim measure until a more effective way of controlling the risk can be used;
- to supplement higher level control measures (as a backup).

When selecting and purchasing footwear consider whether it has good slip resistance properties, in addition to any other required safety features. For example:

- in wet conditions—the shoe sole tread pattern should be deep enough to help penetrate the surface water and make direct contact with the floor;
- in dry conditions—the shoe sole tread pattern should be flat bottom construction which grips the floor with maximum contact area;
- urethane and rubber soles are more effective than vinyl and leather soles for slip resistance;

- Sole materials that exhibit tiny cell like features will provide the added benefit of slip resistance.

CONTROLLING THE RISKS OF SLIPPING

Ways to eliminate or minimise slipping hazards due to rainy days around the office include:

- have absorbent flooring materials at entrances;
- provide facilities for leaving umbrellas at entrances;
- provide easy access to equipment and materials for cleaning up water on the floor.

Ways to eliminate or minimise slipping hazards due to accidental spills include:

- clean up water or oily spills immediately – use absorbent paper or powder for cleaning up any oily residues;
- thoroughly dry floors after cleaning;
- erect warning signs at areas with a high risk of spills.

CONTROLLING THE RISKS OF TRIPPING

Ways to eliminating tripping hazards include:

- provide storage areas separate to work areas;
- provide sufficient storage systems to keep materials out of aisles;
- provide sufficient power sockets and computer service jacks to minimise or remove the requirement for cords on the floor (where possible);
- remove or cover protruding sockets on the floor;
- securely stack goods and avoiding single towering stacks;
- clean up workplaces and remove rubbish or obstructions regularly;
- display visual cues, such as warning strips and signs to alert people about changed or uneven surfaces.

For further information please refer to your local HSEQ Team. [U](#)

Delivery Partner PROFILES

This issue we talk to UCG's valued Delivery Partners, Fibre National and Telecocabler Pty Ltd.

Fibre National

Starting out with four crews based in Auckland, Fibre National has grown to include operations in the South Island.

The team is led by Dinesh Grewal, whose IT background and desire to start his own business sparked an interest in joining the Chorus project.

"Whenever I used to see a Chorus-branded vehicle parked somewhere I used to walk down and talk to the folks to get an idea of what they did," Dinesh explains.

"My research continued for approximately two months before I made up my mind to seek an opportunity to become a part of the fibre initiative. I did some more research online to figure out how Chorus operates and then drilling down to UCG and Visionstream to get an overall picture of the business model and the industry."

Fibre National currently carries out MDU and SDU builds and connections in Auckland and Invercargill.

Dinesh says the company's technicians are very loyal, which has saved on the cost and time of recruiting and training new staff frequently.



"My team has a good mix of folks with different interest and hobbies. They are a great bunch of people. The best part of my job is being able to see people grow and be able to contribute in their journey to be successful," he says.

"The team has a strong culture of best practice sharing, and we have created small platforms where the learning curve of new staff is drastically cut down. As a company we fully intend to be successful and be successful by doing the right things."

Dinesh appreciates that UCG always has someone who is happy to listen and happy to work with him if there is a problem or a concern of any kind.

"Knowing that UCG management is approachable and is, in itself, a big relief," he says.

"We expect nothing short of a great future and wish to be part of a solution-seeking approach, working with UCG in dealing with any sorts of issues the industry might face." [U](#)

Telecocabler Pty Ltd

Ismail Alghalayini started out in the industry as a fibre technician in 2016.

He began working in activations and service assurance, gaining valuable experience and knowledge in understanding the full scope of the fibre network.

"I gained interest in widening my experience in the fibre telecommunications network and the initial phases of the construction aspect, as the telecommunications begins there," Ismail explains.

"After working long hours to rectify network issues, I was really interested and intrigued about building the initial stages so that the foundation is sound making NBN end user connections easy and sound without faults for the long term."

"At this point, I joined UCG and began working one step before the activations (i.e. CTL installations and fiber joints). At this point, I was still coming across some issues with the network and found my drive to continue down the process. I built a strong team with me and took on building a SAM, which later transitioned



Asked about the best part of his job, Ismail says he enjoys the hands-on work and the satisfaction of seeing a job go live. He even enjoys the challenging aspects of the work, and takes pride in rectifying issues.

into a Polygon. My main aim is to produce quality work and always seek perfection. With time I enhanced my technique and trained my team to do the same, and glad it is being recognised."

Telecocabler Pty Ltd is currently working on the Polygon project as well as the small developments project.

Ismail enjoys the fact UCG offers many programs and projects for the NBN and building its telecommunications infrastructure.

"I am always excited to take on new

things and enhance my knowledge in the telecommunications field. In the future, I see myself addressing another area of the network connection for NBN with UCG," he says.

Asked about the best part of his job, Ismail says he enjoys the hands-on work and the satisfaction of seeing a job go live. He even enjoys the challenging aspects of the work, and takes pride in rectifying issues.

"I look forward to seeing what I have built connect many end users to the network I have physically installed," he says. [U](#)

Employee and Delivery Partner Awards



L to R: Whitney Goodwin, Susan Minnekeer, Executive General Manager Australia

Aus Employee Award
Whitney Goodwin

Whitney oscillates between the People & Culture and Delivery Partner support functions where she has done a great job in both, with a huge focus on supporting the onboarding of many technicians for Project GO operations throughout Victoria.



L to R: Gemma Campbell, Susan Minnekeer, Executive General Manager Australia

Aus Employee Award
Gemma Campbell

Since returning from maternity leave Gemma's contribution to UCG has been huge, with her playing an integral role in the mobilisation of Project GO, which is the new fibre to the curb activation work which currently sees UCG doing close to 400 jobs per day, and growing.



L to R: Daniel Sova, Techforce National Services Manager with Javier Jiminez

Aus Delivery Partner Award
Javier Jiminez, Techforce

Javier works as a rover on the VIC HFC program and has been with the program since day one in Victoria. He is a very experienced and knowledgeable technician who has been instrumental in training and mentoring the field techs to meet the skillset requirements of the HFC activation tasks.



Ekta Goyal, People & Culture Coordinator

NZ Employee Award
Corporate Function
Ekta Goyal

Ekta is a very confident, polite and strong professional woman. She continues to strive for excellence and her skills do not end with her office work. She also projects a warm, cheerful attitude to UCG employees. She handles situations with remarkable patience and admirable tact.



Usman Siddiqui, Field Manager

NZ Employee Award
Core Business
Usman Siddiqui

Usman provides the benchmark of what good looks like when it comes to management of DPs. He has a keen awareness of every job assigned to his teams, provides timely and comprehensive feedback to the scheduling team and ensures schedules are kept up to date.



Ke Yang, Software Development Team Leader

NZ Employee Award
Software Development
Ke Yang

Ke has worked hard in getting ST3 Lite released, which is the result of him taking on the team management responsibilities efficiently, as the team he is leading is in half a dozen locations.



Abigail Passmore, Stakeholder Relations Lead

NZ Employee Award
Support Function
Abigail Passmore

Abigail is probably the most patient, knowledgeable and compassionate person the FMs interact with and is always willing to help with anything in the business. Abi is always friendly and professional, and constantly goes above and beyond.



Elena Bychkova

NZ Employee Award
Program Management
Elena Bychkova

Elena has taken the task of creating our strategic growth strategy to address revenue gaps, establishing the framework and dashboards to show the business impact and forecasting at a very strategic level.



Raminder Singh, SS Industries

NZ Delivery Partner Award
Raminder Singh, SS Industries

Raminder has been working with UCG for a long time, having started out in the field and eventually running his own business. SS Industries have been a resounding support in recent months, often assisting where other teams cannot complete work. The field staff engagement with UCG staff and customers is also truly exemplary.



L to R: George Goden and Chris Torizo, Rapid Fibre Ltd

NZ Delivery Partner Award
Chris Torizo, Rapid Fibre Ltd

Chris has proved to be a great addition to the team as he is continually bringing "shoddy" workmanship up to the required Chorus standards. He does this without complaint, does not seek compensation for these tasks and has received compliments from customers for his outstanding service. Chris stands out as an all-round star.

Working rights

In Australia UCG historically has received declarations from every employee and Delivery Partner individual regarding citizenship or residency or visa status. Our clients have moved to a new requirement where UCG must collect proof of right to work in Australia evidence. Members of our workforce who hold a visa are asked to send a copy to UCG via work@ucg.com.au.

A member of UCG's Delivery Partner Relations team will be in touch with all principals to follow up on this new requirement and to also discuss new criminal history check requirements which have been set by our client.

Australia & New Zealand

DELIVERY PARTNER OPPORTUNITIES

SOUTH EAST QLD

- Network Civils
- Cable Hauling
- Splicing
- Copper Jointing
- FTTP Installation

SYDNEY

- Network Civils
- Cable Hauling
- Splicing
- Copper Jointing
- FTTP Installation

MELBOURNE

- Network Civils
- Cable Hauling
- Splicing
- Copper Jointing
- FTTP Installation

NEW ZEALAND

Nil Delivery Partner opportunities exist throughout New Zealand at present, however expressions of interest for future opportunities are most welcome.

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 0800 824 975

email work@ucg.co.nz

AUSTRALIA

ph +61 7 3088 2740

email work@ucg.com.au