



Strategic change
underway at UCG

+

SMART.NODEs™ for Geelong

UCG partners
with leading
experts in safety

IT infrastructure
and security:
the journey to
ISO/IEC 27001

@UCG

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Front cover:
SMART.NODEs™ for Geelong



Strategic changes for growth at UCG

Muralee Siva
CEO

It feels like it has been a while since I took over the CEO role, and I am very pleased with many positive developments over the past few months.

The structural separation of the CEO role away from the company's founder and major shareholder, Ralf Luna, is a major milestone in the company's journey and I am privileged to have been given this responsibility. This change has freed up Ralf to focus on blue sky growth, innovation and industry leadership, while also fulfilling his key role as the Executive Chairman of the Board.

We have made some key changes in UCG's structure, people, systems and processes to further improve accountability and performance across the business and set better foundations to scale the organisation, all while retaining UCG's trademark ability to remain agile and service multiple programs of work, including mobilising for new work at short notice. We are relentlessly driving the discipline of delivering predictable and quality performance, and in doing so exceed what UCG's valued clients expect from us.

I am excited with the new version of the siteTRAX software (our workflow management system) that will shortly be rolled out to the business. This will enable us to achieve greater efficiencies based on what I have seen so far. Our employees and Delivery Partners will all benefit from the efficiencies that our new siteTRAX software will deliver.

On the people front, Dillip Kanji has been promoted to the newly created Chief Operating Officer role where he will work very closely with me to define and execute the strategic direction of the group. Dillip's significant expertise has improved UCG's governance oversight across

the whole business, enhancing performance and accountability, and providing overall leadership across the operating competencies. We see major untapped market opportunities outside the telecommunications industry, and we are starting to gain momentum in this space. Looking around the non-telco telco opportunities, as Ralf passionately calls it, I am very confident that we will be able to grow substantially within this sector in years to come. An example of this is we recently started doing some work for ENE-HUB, which is a fully integrated smart city infrastructure provider with operations across Australia and the United States.

The changes happening around us in terms of IoT, driverless cars, smart cities and other developments that require a massive increase in internet bandwidth places UCG in a strong position to capitalise on these growth opportunities. I am really looking forward to continuing to work closely with the strong, capable and like-minded UCG team and Delivery Partners to continue serving our clients and exceeding their expectations.

We are edging towards Christmas and the majority of our operations will take a rest after December 20 and start up again on January 6. Our operational leaders will be in contact with our Delivery Partners to share what is operationally required and to learn of availabilities. I look forward to everyone's continued focus right through to the Christmas and New Year break. 📌

Appointment of new Chief Operating Officer, Dillip Kanji

By Muralee Siva

I am delighted to announce that Dillip Kanji has been appointed to the newly created role as UCG's Chief Operating Officer. This important role has been created in recognition of the increased focus required to deliver service excellence in the more complex environments that we work in and to ensure that our commitment to improving customer experience stays front and centre of mind across the UCG organisation.

This development aligns Dillip to UCG for the longer term and ensures that the good work he started, since he joined us, will continue as we strive to continually improve our delivery and evolve into a more customer centric organisation. He will play a key role in helping to shape the overall strategic direction of the group, driving performance and accountability, and providing overall leadership across the operating competencies.

Dillip comes to UCG with many years of international leadership experience across complex environments and UCG will benefit from this experience.

It's great to have someone in UCG as capable as Dillip, and I look forward to working closely with him in this new role. 📌



nbn enAble™

UCG's Australian workforce must maintain nbn accreditations and compliance using the nbn enAble™ platform to remain eligible to work on the nbn network. It is important that the details of all workers in enAble™ are up-to-date. UCG requests all our Delivery Partner workforce to login to their enAble account and verify their activity status, personal information and ensure skill accreditations are correctly selected. Even if you have no changes to make, the portal requires you to confirm that no changes are necessary.

nbn advised UCG that workers who did not verify their details by October 18, 2019, were made inactive in enAble™ effective October 21, 2019.

UCG's Delivery Partner Relations Department are always available to assist with all enAble™ enquiries or issues encountered. You will need your enable username and password and if this presents a problem for you, reach out to the UCG team via work@ucg.com.au or 07 3088 2740. 📌





Exploring new goals for success

Dillip Kanji
COO

I am pleased to be part of the fundamental change that UCG is undergoing at the senior levels of the organisation.

Having moved back to New Zealand from nbn in Australia 18 months ago and having spent two years in India with Alcatel-Lucent prior to that, I have been heavily involved in transforming the New Zealand operation for UCG.

UCG NZ is now orientated around a traditional "rollout" mindset where daily, weekly and monthly targets are set and monitored on a daily basis. If we fall off the plan, processes are invoked to get back on a glidepath that is acceptable to the client as well as to UCG stakeholders.

In order to achieve the transformation in New Zealand, there has been a fundamental change to the organisation where we have moved to a matrix structure as opposed to a traditional hierarchal structure. As a result, accountabilities and decision rights are a lot clearer and there is clear focus on resource management.

In parallel to the revised structure, processes, governance and tooling have also gone through an overhaul, but the most significant change has been around data management and analytics. With the analytics capability we now have, it has

The goal now is to get standardisation and industrialisation across Australia and New Zealand while remaining agile.

become the centre of the operation and drives all key decisions. This is now consistent with most larger organisations and how they operate.

The formulation of the COO role is in many ways a by-product of the success we have seen in New Zealand. The goal now is to get standardisation and industrialisation across Australia and New Zealand while remaining agile.

This has already started with Australia moving to a matrix structure in the May/June 2019 period. There has been recruitment of some key roles, operational governance is now well established, the analytics team has been correctly sized with highly skilled staff and the combination of these changes has already highlighted a number of opportunities that are being worked on in real time.

As I work with the team to develop the operations in Australia and New Zealand, we have created some guiding principles that are used now across the business to make and prioritise decisions. The principles are:

- customer experience is the cornerstone of everything we do;
- Delivery Partners must be sustainable;
- UCG to apply itself as a partner to its clients.

While there is plenty to do, we have seen the fruits of these changes over the past two to three months with key projects being delivered now with more consistency and predictability. There is still some way to go, but the foundations from which we grow are now very robust. [📌](#)



ENE.HUB SMART.NODEs™ along the Geelong foreshore

By Julian Ingle,
National Program Manager

In September 2019 UCG were awarded the network design, installation and connection of eight ENE.HUB SMART.NODEs™ along the Geelong Foreshore. This encompasses geotechnical earth testing, directional drilling, pole standing and electrical/fibre works to allow multiple carrier connections.

This project falls under the City of Greater Geelong and their success in the first round of the Federal "Smart Cities and Suburbs Program". Geelong have partnered with ENE.HUB to deliver this Smart City infrastructure foreshore installation. ENE.HUB enables Smart City Services and the collection of relevant open data for land authorities and councils

around Australia.

The ENE.HUB SMART.NODE™ is the most advanced enabler of Smart City Services available today, discretely integrating the widest range of Smart City Services, smart controlled LED lighting, Wi-Fi, 4G/5G small cells, data sensing, travel card readers, electric vehicle charging, parking management, help points and capacity for future Smart City Services.

Upon completion this year, the project will offer Geelong Council and community the below benefits to the foreshore:

- Programmable 360° LED area lighting
- 4G and Wi-Fi connectivity

- Smart controlled LED roadway and pathway lighting
- Security cameras and speakers
- Data sensing and collection
- Events fibre, power outlets and USB charging
- Capacity for future Smart City Services
- On street, electric vehicle car charging
- Travel card readers
- Parking payment and reservation from your mobile
- Way-finding and help points
- Banners and signage
- Environment sensors to track humidity, temperature, air quality, pollution, etc. [📌](#)



By Dale Anderson, National Delivery Partner Relationship Manager

National Delivery Partner Relationship Manager

I have been involved with UCG for many years in my former role as National Construction Manager for the Australian business, and I can introduce my new role of National Delivery Partner Relationship Manager.

I have felt for a long time that this is a position that would be beneficial to both UCG and our Australian Delivery Partners. My past experience means I know quite well what Delivery Partners tend to want from UCG to be successful. I see what a great job UCG's Field Managers undertake right across the eastern seaboard to assist our Delivery Partners with all the issues that crop up in our shared day-to-day work life.

The role of a Field Manager is vast, where besides assisting our crews onsite they have the added responsibility of getting sites constructed on time, artefacts back to the office, carrying out QA and most importantly ensuring everyone goes home safe to their families or households at the end of each day - safety is the number one priority.

Many departments of UCG communicate with our Delivery Partners to make sure the functions they manage are understood, are followed and appropriate support is provided. They will continue to solve problems and, if necessary, problems will be escalated to me.

I see my role as a support for Delivery Partners to deal with problems that arise from time to time, where requests for assistance can be better resolved with my involvement. I will either sort out the problem or go to the correct people who can. UCG is introducing a number of reports and statistics sheets that will assist greatly in monitoring performance across many of the things we do. I will share these reports with Delivery Partner management and will organise scheduled governance meetings to review these reports. The approach will be to analyse the reports together and work out what either party can do to improve. I also plan to forecast the work that is coming for each Delivery Partner to help each company plan their business.

I am available any time a Delivery Partner needs me via email at dale.anderson@ucg.com.au. Every Delivery Partner manager should have my phone contact details as well (if not, please email me and I will call to provide my number and to see if there is anything you'd like to discuss right away). I will contact each Delivery Partner should I see things in the reports that require our urgent attention or that show good results that should be celebrated.

I look forward to continuing my support of every Delivery Partner and to making the relationship with UCG as successful as it can be. I am here to help wherever I can assist. [📞](#)



By Brett Gibson, General Manager Operations, Australia

Staying agile in the face of change

Speed of change is greater than quality of change (Boyd's Law of Iteration).

Often when we embark on a piece of work or improvement we have a clear idea of where we want to end up. Unfortunately, while we are in the planning and building phase, our customers' requirements or expectations might shift. If we are focused on going from A to B, then to C, and our customer asks us to go to D instead, we can get stuck on the wrong path.

Being an agile company and open to change is crucial in the industry we work in. New work springs up just as quickly as existing work drops off. We need to be able to react to the changes in the market quickly and change the way we work to

meet our customers' expectations.

One example of this is with nbn end user activations. UCG had never played in this space before, yet within six months we were the second most successful nbn Delivery Partner in relation to On the Day end user connectivity. To achieve this we made many small changes to our Before the Day and On the Day processes. We are competing with companies who have done this type of work for 20-plus years.

Six months of siloed process development and planning is easily bettered by three months of listening and reacting to our customers' feedback. [📞](#)

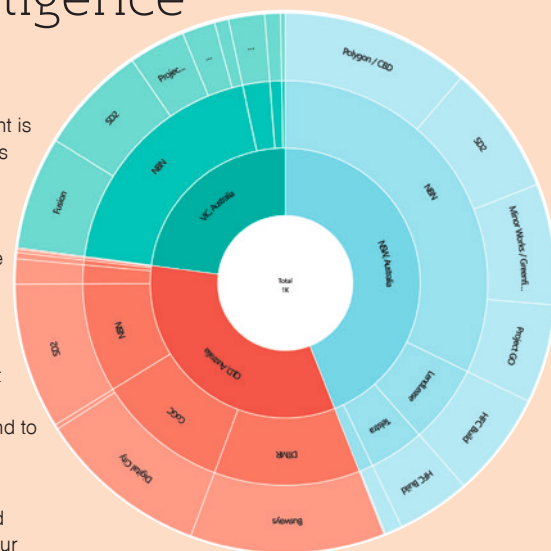
Business Intelligence Department

The Business Intelligence (BI) Department is a group function within UCG that provides access to information and predictive insights to support informed, data driven business decisions. Its goal is to provide accurate historical, current and predictive views of all facets of the business.

The BI function is not new to UCG, but efforts to date have mainly been in response to individual demands to report on the past. The focus has changed to coordinate efforts across the business and to include providing insights into the future.

In preparation, the BI team has designed a new framework to extract data captured through UCG's systems, or supplied by our customers, transform it to a form that's more intuitive and informative, then store it in a central data warehouse. The data warehouse is the basis for the creation of clear and easy to understand reports, dashboards and visualisations for analysis.

The BI Department is heavily involved with the siteTRAX3 project. siteTRAX3 introduces new and exciting capabilities and versatility. This means there are new reporting possibilities,



Activities by State, Customer and Programme
Region ● NSW, Australia ● QLD, Australia ● VIC, Australia

but along with this comes complexity that needs to be managed. For this reason, the BI Department is responsible for the configuration of siteTRAX3 in conjunction with the business.

If you have any questions about how the BI Department can assist you, please don't hesitate to contact phil.braz@ucg.com.au. [📞](#)



NZ operations (and sports) update

*By Roger Crellin,
Executive General Manager New Zealand*

Kia ora, folks! I mean, who sends an Aussie general manager to a New Zealand business on the eve of the Rugby World Cup?

UCG did – and the welcome has been overwhelming. Thank you!

The diversity, competencies and skills in the New Zealand business is absolutely impressive. We do not have a starting 15 squad, we have a starting 1,000 squad across employees, Delivery Partners, technicians, and offshore development and support; backed up by the constant strategic support from the UCG group.

The first quarter of the NZ-FY20 financial year has been a challenge, however, if it wasn't we would be bored at work, correct? Some achievements by the team:

- we had another record of over 360 connections in one day;
- our WIP is at its healthiest level in two years;
- we passed independent ISO compliance and a client HSEQ compliance;
- we had over 90 toolboxes across the nation, one-per-day, with an emphasis on Worker Welfare;
- our design team has completed twice as much work as what we had planned.

STRATEGY

Our client engagement levels have increased and are moving to a true partnership level as

we continue the build and connect rollout – importantly UFB1 customer satisfaction and UFB2 continuous execution for the same level of customer satisfaction during 2020 and beyond. At the same time the Executive Management Team and the Kiwi Management Team are working strategically with Chorus on business growth projects post 2022.

We will benefit from UCG's Executive Management Team's guiding strategy rollout in late 2019 which will help us to better plan our New Zealand strategic activities with an intended outcome of investment in staffers, customers, training and equipment in 2020.

STRUCTURE

We are at the planning stages of kicking off a program of function and field engagement in order to improve our end to end customer experience. This will involve office-based co-workers working in the field and field-based staffers working in the Penrose facility. The intended outcome of this is for us all to understand that decisions we make and actions we take are all interdependent.

Field management will be a focus over the next six months to ensure that we are focused on strong support to our field managers, who are in

the client's and customers' eyes every day.

PEOPLE

Movers and shakers have been big in this quarter with some well-earned promotions and exciting new co-workers. We are building a credible bench for the current growth phase we are in. A sincere thank you to all of you for accepting additional growth and challenge in your roles.

HSEQ

In addition to passing two major compliance reviews the team are busy updating documentation and producing easier to use records. There is a lot to do over the coming year to complement the field work with the systems.

SPORTS

Okay, we (and by "we" I mean New Zealand) lost the Cricket World Cup on a technical rule probably created in March 1877.

We won the Womens' World Cup netball. We will win a fourth Rugby World Cup – it just won't be in 2019 like we thought it was going to be.

Now if the Warriors could just teach the Broncos how to play rugby league then both Australia and New Zealand would be happier places. 🇳🇿

Rugby World Cup fever hits UCG NZ offices!

Rugby World Cup fever is truly alive in the UCG NZ offices. The most important rugby tournament has kicked off in Japan and we've decided to bring the atmosphere back home to our business as well.

The social club is running a UCG Rugby Fans

Tournament where areas of the business are split into 19 fan teams (of course excluding our mighty All Blacks) with their aim goal being "who can support their nation the best".

As we approach the final what an outstanding effort from all so far! Check out our photos to date. 🇳🇿



Team Argentina (Nelson office)



Looking good, Penrose office!

New Zealand worker welfare and UCG

By Roger Crellin,
Executive General Manager New Zealand

WHAT IS THIS ALL ABOUT?

The New Zealand telecommunications industry became concerned as to whether all sub-contractors (Delivery Partners) were paying their employees (technicians) correctly and providing other conditions of employment required by law. Our client, Chorus, took the positive step of commissioning an independent firm which conducted a review of business parameters in April 2019. In keeping with the spirit of openness, this report is a public document.

Chorus then built a model of 30 headline compliance and improvement activities in partnership with its service companies, e.g. UCG.

WHAT WAS ACHIEVED FOR UCG?

This has assisted UCG with its distributed supply chain review for not only regulatory compliance but, more importantly, ways of doing business more effectively.

WERE OUR DELIVERY PARTNERS IN BREACH?

Unfortunately, a small number of partners have had to be removed from the supply chain. On the other hand, UCG through its newly created Employment Relations team has helped many Delivery Partners understand the finer details of their employment obligations, empowering them to make changes in order to operate sustainable businesses.

WHAT NEXT?

We are now implementing changes to strengthen our distributed supply chain end-to-end from order receipt to technician care. These changes are wide reaching across our reshaped Delivery Partner Performance and Employee Relations units including, but not limited to, continuous compliance checks, major investments and improvements in toolboxes, HSEQ training, visa tracking process, industry wide "whistleblower" process, scheduling, subcontractor agreement, payment code process, partner onboarding and offboarding. These will be effective Q4 2019 and will be continuously reviewed and improved by the full UCG Board quarterly under a risk and governance framework.

The full UCG Board thanks the total business for their dedication and diligence. Many co-workers business wide without hesitation jumped in to take up this very important project.

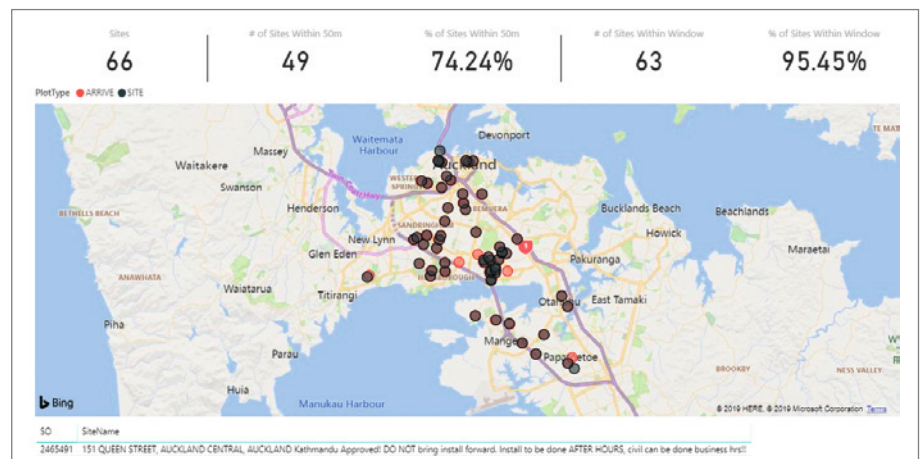
A big professional and personal thank you from me, too. It has been and will continue to be a huge team effort. [📌](#)



IT Infrastructure - Security - the journey to ISO/IEC 27001

By Roger McArthur,
Chief Technology Officer

Many of our clients demand the highest order of security for the network and customer data that UCG uses every day in performing the design, construction and installation activities for their networks and end users.



UCG has always treated the work we do as a privilege and not a given right and treat our clients' data with the highest respect. While we can prove compliance with our clients demands, being able to associate this compliance with a recognised international standard will provide our current and future clients with the assurance that UCG's IT systems and processes that interact with their systems and data meet those strict compliance requirements. To that end UCG has started the journey to seek ISO/IEC 27001 Information Security Management certification.

Steve Alani, Chief Information and Digital Officer, is working with his team and the UCG Board to assess the gap, lay out the plan and set out the activities required to achieve ISO/IEC 27001 certification. This is a significant task and typically takes companies four to six months to assess and a further nine to 12 months to get ready for the full certification process. UCG is well down the assessment stage and is looking to get certification by the end of 2020.

Good luck to Steve and the team.

WORKING WITH PARTNERS TO IMPROVE UNIFIED COMMS FOR UCG

UCG makes use of Microsoft Skype for Business (SfB) for all internal and external telephony and conferencing requirements. The system we have has been in place for over five years now and, while we have added significant resilience to the system, we have never performed a detailed assessment of the performance over all.

This system is also fundamental to call centre type functions we provide to service clients in Australia and New Zealand, so we are working with our new partners Tata Communications Transformation Services (TCTS) to assess our network and SfB core infrastructure and how well it supports UCG's needs currently, and to identify any risks and opportunities to improve UCG's use and experience of SfB.

Watch this space for an update on how this review progresses.

GEO-TAGGING; NOT NEW, BUT...

This is really about siteTRAX3, but I have added this short article in the technology section as geo-tagging is a technology that will assist UCG, its Delivery Partners, and clients in assessing and meeting increasing compliance and performance demands.

siteTRAX3 will introduce native mobile apps for the first time, and with it comes the ability to provide geo-tagging information. Geo-tagging is the ability to add location information to other information being collected – photos, job start, job completion, etc.

As a proof of concept (PoC) we are using a pre-release version of our new mobile app to collect location information on installation jobs for Chorus where the end user is not at home. This is a very basic example of geo-tagging, but proves the power of the new systems that UCG is introducing. [📌](#)



Farewell to Juan Chavarria and siteTRAX3 update

By Roger McArthur,
Chief Technology Officer

It is with great sadness that we say farewell to Juan Chavarria as he heads off to other exciting adventures. Juan has created a great software development machine over the past 18 months, taking the very depleted team of only a handful of developers at the start to a team of over 30 at its peak late last year. Juan helped not only create the team, but also put in place the software development processes and systems to support development of siteTRAX from resources scattered around eight countries – an amazing feat in itself. To really cement the achievement the fact that Juan is able to move on and the team is able to continue to function at a very high level just reinforces how well Juan has mentored and developed the team with his time at UCG.

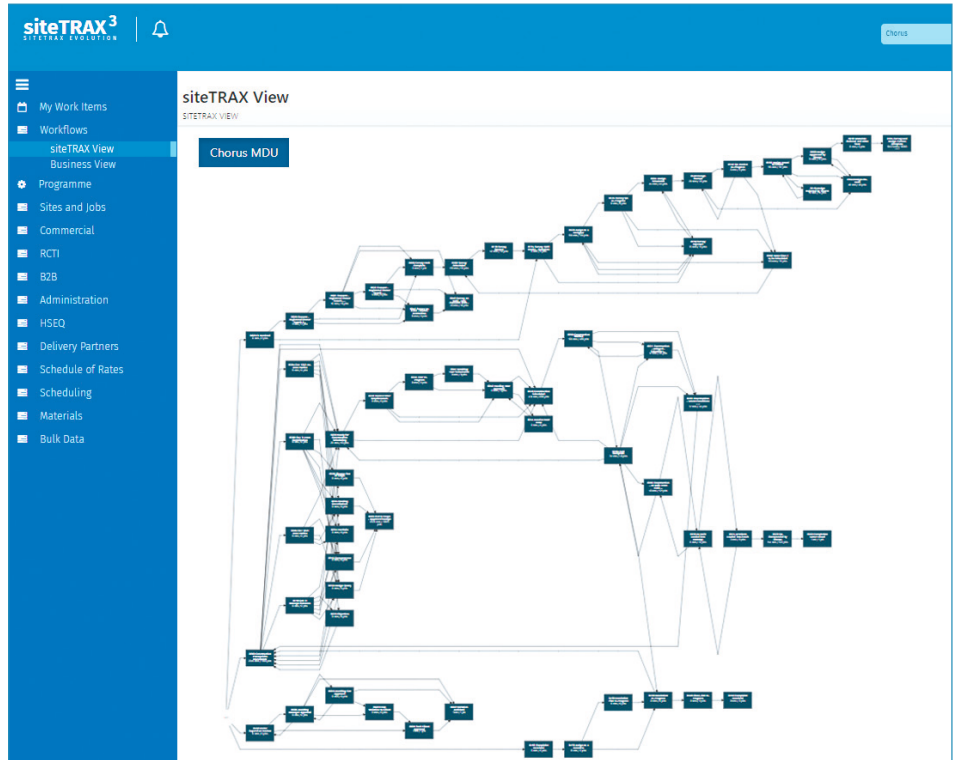
We at UCG wish Juan well and thank him for his contribution to what is an amazing product in the form of siteTRAX3

STATUS

We keep saying siteTRAX3 is nearly there... Well now we can literally see it for ourselves. The product has been through two rounds of UAT in New Zealand and in Australia with all bugs found to date fixed and returned ready for re-test. In October we will get the last pieces of the jigsaw delivered for our commercial team so we can complete full UAT in readiness for deployment later this year.

Feedback from those involved has been very positive and is generating a lot of eagerness to get the system deployed. We are just making sure we do it right the first time and the product is as functional and robust as we can make it first time out.

As mentioned in the Technology update we are running the siteTRAX Air field app (iOS and Android) for a proof of concept on geo-tagging



and time stamping activity in the field. We are also hoping to select a couple of small programs of work in Australia for end to end proof of concept deployment during the course of November.

Of course, development does not stop once initially deployed and we are working on a comprehensive roadmap on the future direction of siteTRAX. The systems team welcomes inputs from all areas of the business, especially from

those in the field including Delivery Partners. We will be sending out details on how you can contribute to the development of our systems – after all, the purpose of our systems is to serve the business, which includes all staff, Delivery Partners and clients. We will provide an update in the next @UCG on a session to be held at the end of October, which will look into this in more detail, including inputs from some of our clients, design and field staff. [🔔](#)

CEO Leadership Walk

UCG CEO, Muralee Siva, recently undertook a visit to a Fusion worksite with the UCG Field Manager and Delivery Partners to help him understand the operations side of the business and to see how work was being performed.



L to R: Nirmal S, Gurwinder Singh, Muralee Siva, Arasdhdeep Singh, Kris Godakawela.
Location: Mount Martha, Victoria



UCG partners with RSEA, the safety experts

By Paul McKay,
HSEQ Manager

UCG recently has recently entered into a partnership with National Safety provider RSEA to provide safety solutions, workwear, PPE and equipment across Australia and NZ.

How will this benefit UCG's Delivery Partners?

All Delivery Partners will be able to receive discounted rates on all safety items purchased from RSEA safety stores both in Australia and New Zealand. When completing a purchase, the Delivery Partner just needs to advise store staff that they are working for UCG to receive their discounted purchases.

A BIT ABOUT WHO RSEA IS

Since their doors opened in 1993 as a road safety equipment hire business, RSEA has been dedicated to providing customers with outstanding service. This commitment has seen the organisation grow to become the largest independent safety business in Australia and the market leader in all things safety. RSEA has a proud reputation as "The Safety Experts".

With an ever-increasing network of 50-plus retail safety superstores, five distribution centres, six safety equipment hire depots and 16 embroidery facilities, RSEA Safety has the footprint, capability and capacity to meet the safety needs of Australian and New Zealand businesses.

RSEA Safety offers an extensive range of quality globally recognised safety brands so it can service any requirement. Its success has been driven by not only the depth and breadth of its product range, but also its service commitment to clients. In addition to in-store, online and onsite services, the team of national safety specialists are there to assist customers in identifying the right safety products for their needs. [🔗](#)



UCG team smashes Bridge to Brisbane

On August 25 a team of UCG employees ran in the Bridge to Brisbane to raise funds for the Mater Foundation – a charity that raises funds for Brisbane's Mater Hospital. The team exceeded all expectations and raised a total of \$1,000 for the great cause. An enormous thank you to everyone who donated. We are already looking forward to next year's race! [🔗](#)



Delivery Partner PROFILES

This issue we talk to UCG's valued Delivery Partners, Vihaan Technologies Limited and Marcomm Communications Pty Ltd.

Vihaan Technologies Limited

Based in Wellington, Vihaan Technologies was incorporated in February 2018 and started with a single crew based in Nelson. With its continued efforts and support from staff and UCG personnel, the company has evolved to its current state, with MDU and SDU crews based in Nelson, Wellington, Canterbury and Hawkes Bay.

Vihaan Technologies Director Dr Mohan Krishna Gaddipati decided to start the business after learning about UCG's work with Chorus through his brother, who was already working for UCG at that time.

"With his support I have managed to get into this industry," Dr Gaddipati explains.

"We are currently performing MDU/SDU work in Nelson, MDU work in Wellington, SDU work in Hawkes Bay, and MDU work in Timaru and Christchurch. At this stage we have eight vans and 16 crews.

"We have maintained a good working relationship with UCG and Chorus, and I see it getting stronger day by day. Next year we are anticipating even bigger works."

Dr Gaddipati says the recent changes made by UCG have allowed Vihaan Technologies to have systems in place that provide structure and help run the day-to-day business easily.



L to R: Dr Mohan Krishna Gaddipati with his brothers Sumeer Mohammad and Kamaithullah Mohammad

"Trying to foresee the amount of work and juggling staff from one site to the other and keeping staff occupied is always a challenge," he explains.

As a full-time GP in Hawkes Bay, Dr Gaddipati says he has enjoyed the opportunity to explore the field of telecommunications.

"Telecommunications work is extra work that I have taken on. This work is mainly run by my brothers Sumeer Mohammad and Kamaithullah Mohammad. I offer my advice and support at an

operational level and enjoy the interaction with my staff. With continued support from Kristy Grima and Field Managers at all the locations, we have been able to give our best work to UCG. I have to congratulate all my staff as without their continued hard work, we wouldn't be here today.

When he's not working, Dr Gaddipati enjoys spending time with his six-month-old daughter Olivia and going for regular walks and runs to stay fit and healthy. [U](#)

Marcomm Communications Pty Ltd

Marcomm Communications Pty Ltd was founded in February 2002 and is one of Australia's growing telecommunication companies catering for the needs of the industry.

Marcomm has been operating as a prime contracting company for 15 years and has traded under the same company name since the beginning.

Marcomm has provided a skilled workforce to the telecommunication industry, demonstrated through its commitment to training opportunities for its staff. Operations Manager Greg Owen says the company's growth has given it a sizable footprint in the industry, with Marcomm working with all major telecommunications Delivery Partners in Australia.

"Marcomm is growing stronger as an organisation every day, and has become a trusted and reliable name in the telco industry," Greg says.



Marcomm is growing stronger as an organisation every day, and has become a trusted and reliable name in the telco industry.

"The team has just finished the FTTC work on Project Go in Melbourne. We are also currently delivering validation work in Victoria.

"The best part of the job for me personally is the people and technicians I get to work with on a daily basis. The most challenging part of the job would probably be having to come up with all the answers when issues arise."

With four children aged nine through to 22, the majority of Greg's life outside of work revolves around the kids and their sports schedule. He does, however, enjoy cooking – especially on the barbecue.

"The best thing I have done was butterfly a 50kg pig and cook it over coals for my 40th birthday. It was a 14-hour cook time but so worth it. The meat just fell off the bone!" he says. [U](#)

Employee Awards

AUSTRALIA



Ash Sims
 Manager Project Management Office

Ash has been incredibly hands on project managing a number of very important projects himself, most notably Project Fusion and the FTTC Validation project. Everyone involved has noted Ash's enormous effort and fantastic leadership that means our client's expectations have been understood and delivered.



Alexander Debono
 Group Configuration SME

Alexander has been a major driving force in getting people enthusiastic and informed about SiteTRAX3 and has not only been a pioneer in configuration of our new system, but has been a positive driver of changes both in process and in system features to make SiteTRAX 3 not just good but absolutely awesome.

L to R: Alex Debono, Muralee Siva, CEO and Brett Gibson, General Manager Operations

MVP Staff Awards



Vanessa Cruz
 Consent

Vanessa continuously thrives in an environment that is consistently changing. She has grown immensely and Vanessa will only flourish further if she continues to meet the challenges presented to her daily.

Joebay Pangilinan
 Scheduling

Joebay has shown commitment and dedication in his position. He has been consistent on his excellency since he started working with the Scheduling team.

Wency Cayanan
 Designer

Wency has been responsible in managing the AU design team and trusted to help the team meet deadlines and daily target.

Richernie Opiniano
 Completions

Richernie is the team's top performer. He is consistent and he extends help to his colleagues to assist them meet their own target.

Delivery Partner Awards

AUSTRALIA



Muhammad Faizan and Yogesh Nirban of Marcomm Communications Ltd

Both techs represent Marcomm Communications on Project GO in Victoria. Their punctuality, work ethics, experience and customer service makes them exceptional. They are always interested in helping and improving their colleagues and uplifting them to the standards we need. It is an honour for UCG to work with them.

NEW ZEALAND



Sandeep Brar
 JS Telecommunications

Sandeep always exceeds expectations and has received numerous compliments from customers. Sandeep is the go to tech and is always willing to assist other Delivery Partners and technicians, and often goes out of his way to get compressors and gear to them where needed. He has also made his own trencher available to others to assist them doing the long trenches to standard.

Ganesh Karthik Yallapragada
 Telcore

Ganesh has been nominated for his commitment to continuous learning and outstanding work. Ganesh always goes above and beyond for every job, and always finds solutions instead of problems. Most importantly, customers love dealing with him.

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