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+

Auckland Transport's CCTV SMART-SITES

NEW YEAR,
NEW FOCUS



NZ WORKER
WELFARE AND
UCG

DEVELOPING
A BUSHFIRE
PLAN



AUSTRALIA

Brisbane

Head Office Australia

Level 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

23/1866 Princes Highway
Clayton VIC 3168

Unit 6, 189B South Centre Road
Tullamarine VIC 3043

Sydney

Level 3, Suite 3.02, 12 Waterloo Road
Macquarie Park NSW 2113

Sydney Warehouse

85 Station Road
Seven Hills NSW 2147

NEW ZEALAND

Auckland

Head Office New Zealand

9 Prescott Street
Penrose, Auckland 1061

Ph: +64 9887 8910
Toll free: +64 0800 961 223

Albany

Unit 3, 18 Corinthian Drive
Albany 0632

Blenheim

Unit A, 16 Timandra Place
Blenheim Marlborough 7201

Cromwell

Unit A, 17 Chardonnay Street
Cromwell Central Otago 9300

Dunedin

Unit A, 9 Donald Street
Kenmure Dunedin Otago 9011

Hamilton

Unit 6, 19 Ken Browne Drive
Hamilton 3200

Kerikeri

Unit B, 9 General Gates Avenue
Kerikeri 0230

Nelson

2 Vivian Street
Stoke Nelson 7010

Rotorua

Unit 10, 158 Te Huaki Crescent
Eastgate Business Park Rotorua 8642

Timaru

Unit 119, 16 Hilton Highway
Timaru 7910

Wellington

1/21-29 Bell Road South
Wellington 5010



INSIDE



Front cover: L to R: Sumit Sharma, P2P Communications Ltd and Ruaan Johann van Zyl, UCG Survey Team Leader, standing with the Auckland Transport traffic light controller that is being upgraded to fibre in order to install CCTV cameras on to traffic lights

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A new phase for UCG

Muralee Siva
CEO

It's hard to imagine how quickly 2019 has passed.

During the past quarter we have made some significant changes that align to the overall company strategy we have developed and executed against. As part of these changes, I would like to welcome Peter Delavere and Susan Minnekeer into their new roles. The changes we have made are driven by market opportunities, and Susan, in her new role as the General Manager Sales and Business Development, will be working with potential clients to grow outside our traditional client base in Australia. Peter will lead the Australian Operations business where we have significant opportunities. We have started to win work outside our traditional base, and UCG is perfectly placed to support clients to scale up their operations and support complex projects.

In New Zealand, UCG won a contract to deliver fibre infrastructure to Auckland Transport, which will enable CCTV capability. As with all new projects, the approach we took is to establish a matrixed team with a project management overlay that utilises the matrix structure UCG transitioned to last year. To date, the project has been successful and we are on track to finish well ahead of schedule. This has been achieved by utilising very tight governance and process changes that were made in real time to continuously challenge the status quo and drive change.

We successfully completed the ENE.HUB Geelong foreshore smart nodes on schedule for the opening event that was held on 29 November 2019, and have now commenced the installation of 118 Smart and Lite nodes at the new Petrie Mill USC University campus in Brisbane, Queensland. This project will take us through to May 2020 and is currently on schedule to achieve its first two milestone stages.

It is pleasing to see the focus around the "Right First Time" initiative starting to deliver results. We launched the company purpose and values last year and it is exciting to see how everyone has embraced our purpose statement, which is "Empowering by creating better connections". Now it is up to all members of UCG's team to continue improving our performance and to make our customers' lives problem-free.

I am excited with the new version of siteTRAX3. From what I have seen so far, and more importantly from what I have heard from you, this will take us to a new level, make our lives easier and support the underlying strategies we have adopted. I know there will be some pain as we start moving to this new version, but I ask that you be patient and give us the support to make siteTRAX3 a success.

Finally, we are preparing existing works for the change from the current construction phase within our industry to tomorrow's requirement for ongoing operations and maintenance. We will be working very hard over the next 12 months to cement ourselves in this next phase of the industry both in Australia and New Zealand. That said, there is still plenty of large-scale construction ahead for several years to come.

Thank you for all the support during 2019. I am looking forward to this being a fantastic year for our business.



Setting new Objectives and Key Results

Dillip Kanji
COO

During the past quarter, UCG has been busy within operations and working closely with clients to improve our overall delivery.

We have been working on activity within New Zealand and Australia to drive standardisation between the two countries, create efficiencies and achieve the best outcomes for clients and staff alike.

As we scale our operation to the next level of maturity, a review was carried out by the Executive Management Team, with the endorsement of the Board, to revisit our values and to create a strategy around the evolution of UCG. This created five key pillars of activity, which are all underpinned by the company values.

Many of our management team and staff have grappled with strategy and how to keep driving this while dealing with the day-to-day pressure of operations. Led by our Executive Chairman, we utilised Objectives and Key Results as the vehicle to enable this.

The way in which OKRs work is to execute against many micro-activities that are managed week to week and, as the objectives come to fruition, they are consolidated to get to major outcomes. It is very pleasing that, as we reflect back over the past quarter, the key outcomes we expected to achieve by the end of Q2 (December 2019) were indeed achieved. This is reflected not only in our operational performance, but also in the foundation parameters we now have in place to manage change and attack scale with confidence. In Australia especially, there have been several structural and management changes, and in New Zealand there have been a number of continuous process changes to better align our projects.

It was not long ago that changes within the organisation took a significant amount of time from concept to reality. If we reflect back over the past quarter in particular, the speed of decision making and execution of change has been very impressive and necessary in order to continuously adapt in the information and technology age. We have also adopted a fail-fast mentality and a culture of not being afraid of challenging the status quo.

As we look to the next quarter, we will set new Objectives and Key Results that again move the dial in a direction that challenges us to break through another glass ceiling and push the boundaries a little bit more.

- **Safety** – Everyone gets home safe
- **Performance** – We work smarter through data
- **Integrity** – We do what is right because it's the right thing to do
- **Respect** – Everyone has a voice
- **Innovation** – We challenge the status quo
- **Quality** – We do it right, first time and on-time
- **Teamwork** – We work together to achieve success

Pillar 1:
Sustainable
Growth

Pillar 2:
Customer
Focus

Pillar 3:
Continuous
Improvement

Pillar 4: People and Culture

Pillar 5: Business Systems Roadmap



Focus on consistent outcomes for clients

By Peter Delavere,
General Manager Australia

During the past three months the Australian operations team has undergone significant changes to how we operate internally and how we deliver externally to our clients.

This has resulted in improved rates of RFT (Right First Time) across our internal processes and milestone actualisation, which is translating into a more consistent and predictable outcome for our clients.

This has been a big challenge for me personally, having stepped into the role of General Manager Australia in late November, but having the right people in the team motivated to excel makes the task of improving our delivery a rewarding one.

STRATEGY

Our strategy is to continually improve the delivery of our internal teams to achieve a RFT ratio of >85%. This is being driven by the competency leads for each milestone and the results have seen the business transform from a figure of 64% to our current status of 81% in less than three months.

We are already seeing the positive effect this is having on the delivery of our customer deliverables, where we are striving to achieve a target of >90% forecast accuracy.

OUR PROGRAMS

Our design team, led by Paris Gol, has embraced the changes and the improved results have been significant. Feedback from our main client in Australia (nbn) indicated that our submissions had "exceeded their expectations" and were of gold standard. This is now the new benchmark for Paris and her team.

Our construction arm too has seen more consistency in our deliveries. Our SD1, Greenfields, SD2 and Fusion programs have all been delivering to our client's expectations on time and of the highest quality.

Additionally we have just completed the next phase of our second installation of ENE.HUB SMART.NODEs™ at the new Petrie Mill USC University campus development in Queensland. Upon completion, the project will provide the USC campus the following benefits:

- ENE.HUB LED street lighting
- ENE.HUB SMART.NODEs™
- Public announcement system
- Smart help assist button
- Electric vehicle charging
- Environmental noise sensor
- 1 x visual display screen
- Public Wi-Fi.

We also continue to deliver on programs for the Gold Coast City Council (including 6km of boring and mains fibre installation in follow up to the work UCG did ahead of the Gold Coast Commonwealth Games) and the Department of Transport and Main Roads in Brisbane (including a 22km fibre haul).

We continue to look at diversifying our business and welcome opportunities to prove our value-add for a range of projects.

PEOPLE

To make our programs successful we have invested in our teams with a number of new talented people added to our Project Management Office. In particular, I'd like to acknowledge the arrival of Angela O'Connor, who will lead our Project Management Office. This combined investment has expanded our team's experience to capture the lessons learnt from both our clients' side and other delivery partners for specific programs and will continue to prove valuable as we strive to be the best on ground. [📍](#)



Petrie Mill USC University campus development



By Andrew Clark,
NZ General Manager Operations

Big year for NZ Operations

Given the release of the latest *Star Wars* movie, I think it is an acceptable reference to my past eight years. I worked in various roles at Chorus, the last of which was leading the Provisioning team of approximately 200 people onshore and around 150 in the Philippines. When the opportunity came up to join UCG, I jumped at it. The future of the Operations team, UCG in New Zealand as well as the overall UCG business is full of exciting opportunities to grow, diversify and innovate. Who wouldn't want to be a part of that?

Since I joined UCG in November I have seen lots of change within both our organisation and Chorus. In this issue you can read about the Auckland Transport project and the new ways of working we are establishing with Chorus, and one of the benefits of having worked with our partner for a number of years is the positive working relationships I bring to ensure we deliver to a high standard.

Chorus CNO streamlined structure and strategic plans on working processes will see service company partners with increased autonomy and accountability, which is great for UCG. We get to both show Chorus we have what it takes to deliver and prove ourselves to prospective new clients.

Given everything I have mentioned above, you will see some changes being rolled out within the NZ Operations team over the next month. This is about setting ourselves up for the future. We need a strong leadership bench, with good geographical coverage to make sure we deliver to our existing client, as well as set ourselves up to diversify and grow. Roger Crellin, La'sasha McCutcheon and myself will be travelling the country around the time you read this to meet with all of our field teams and deliver partners to tell you a bit more about the changes coming and how you can get behind and support them.

Finally, when I get to meet you I am asking for forgiveness in advance. If I chew your ear off about how it's the NZ Warriors' year, and how they will beat the Brisbane Broncos by 40 points, it really is because I believe it and not just the competitive streak with our Australian neighbours coming out. [📍](#)



NZ Worker Welfare and UCG

By Roger Crellin,
Executive General Manager New Zealand

As noted in our previous newsletter, the Worker Welfare project has moved in to a continuous improvement program with executive oversight through governance.

RECENT ACHIEVEMENTS

The finance and business intelligence team with James Joseph, Financial Controller and Rohit Joshi, Business Intelligence Team Lead, have built a model that monitors our delivery partner payments to provide an insight in to their business health. This then feeds in to a range of initiatives in business support services and business training courses which will be released at the upcoming delivery partner roadshows.

The business support services have been accessed via Dmitry Chaykovskiy, Project Coordinator, and his relationship with the Auckland Chamber of Commerce. Business training is being accessed via Aspire Business Management with the goal being to equip our delivery partners with the right level of business competency training to aid them in growing a healthy business.

The UCG employment relations area has been further strengthened with the commencement of Amanda Gibson, Senior Employment Relations Business Partner. Amanda is a highly competent and respected employment relations specialist who was formerly with New Zealand Health. This has seen the UCG whistleblower process embedded within the wider supply

chain and has facilitated a more strategic view of delivery partner employment relations audits.

Our delivery partner performance area led by La'sasha McCutcheon, Delivery Partner Performance Manager, has rewritten the database to capture and proactively monitor a more granular level of supply chain information to ensure that all workers on the network are equally cared for.

CURRENT FOCUS

The business support will move in to a high care process of delivery partner financial sustainability check-ins led by James Joseph, Financial Controller. Critical to business support is our new Demand Planning function under Elena Bychkova, Program Manager Strategic Growth, which has the challenging goal of refining client forecasts and matching delivery partner availability, skillsets and recruitment by customer service assurance. When we then overlay the scheduling software from Sheryll Harrison, Program Manager, we see the detail that delivers not only customer experience but, importantly, delivery partner sustainability.

We have recognised that, while working hard on these initiatives, we can communicate better to ensure all stakeholders have equal information in which to manage their business and protect themselves. This will be a focus continuing through the 2020 toolboxes and roadshows. [📌](#)

NZ Operations

Thank you for another great quarter in New Zealand. Our dedicated co-workers in both New Zealand and the Philippines, competent delivery partners and their skilled technicians continue to give the extra care to deliver a global broadband experience.

New Zealand is an amazing can-do nation that reaches above its size in all aspects of everyday life. I am very proud to be living here and working with you. New Zealand Crown and Chorus-led fibre access growth puts New Zealand in the top OECD country connectability. In the latest available OECD data report New Zealand is ranked sixth out of 37 OECD countries for fibre broadband growth.

Our end-to-end orders, scheduling, work in progress and understanding of our supply chain support needs is at its best it's been in the past three years. The one thing I ask for this quarter is attention to detail. Thank you.

During this demanding workplace time we are also having some fun, thanks to the UCG Social Committee. We now as a team positively challenge diversity barriers as detailed in the separate article about the Wellington diversity day in this issue. We now as a team positively challenge, include opinions and resolve any issues efficiently, while having some laughs along the way. We acknowledge that there is still a lot to accomplish. Business is a continuous journey not a bus stop. We are thrilled with our performance and change management processes on the AT (Auckland Transport) Smart-sites project—what a great innovation!

As we move in to the second half of the financial year we move to FY21 budgeting and in this we will be looking to positive investment in you. And I'm talking about you! Below is a recent chat I had with our 2019 employee of the year, Sam Paul, Technical Storeperson, about what makes UCG NZ hum. [📌](#)

UCG NZ Employee of the Year 2019: Sam Paul, Technical Storeperson



Q. Congratulations, Sam, on being awarded UCG New Zealand's Employee of the Year 2019. Why do you think you won this award?

A. I have a lot of the enthusiasm, am always willing to take on a task, and enjoy building relationships and taking the time to do simple things like talking to others. If we're not working together, then our roles aren't working when we are doing it individually. A huge part of who I am was my upbringing. I was brought up by my grandmother with attention to respect and values. I like to show that there is a fun side to working.

Q. For your colleagues, what would you say to them about how they should manage negative people?

A. What I'm wanting to learn this year is patience.

Q. What's our biggest challenge for UCG NZ in 2020?

A. Unity. Unity is coming together and working together as a team. There has been a whole turnaround in this place where not only the culture has changed but the emotions and the feelings across the business have changed for the better. Number 1—we are seen not only as employees but as people. Number 2—we are included within the company.

Q. How do we get that inclusion across the whole nation?

A. Presence. Presence is number one, and communication is number two.

Q. What are your thoughts on the new siteTRAX3 materials module?

A. I'm looking forward to it. It will definitely help.

Q. Now, the most important question: Where will the Auckland Warriors finish?

A. Always top of the table—top eight this year! [📌](#)



New role, new goals

By Susan Minnekeer,
General Manager Sales & Business Development

In December 2019, I was thrilled to accept the position of UCG Australia General Manager Sales & Business Development.

However, my journey with UCG began in 2007 as their client, and early in 2013 I joined UCG as their General Manager Australia; our journey has certainly been exciting with many firsts for multiple clients across Australia and New Zealand.

My new role allows me the opportunity to discuss some of UCGs Australian history and to overview some of the services we have provided to telecommunication and smart cities operators such as Sanctuary Cove, nbn, Telstra, Optus, City of Gold Coast, Queensland Department of Main Roads (DTMR) and ENE.HUB.

TELSTRA

UCG has always been at the forefront of fibre-based network deployment, being directly contracted to Telstra in 2011 to provide services to multi-dwelling units in the South Brisbane exchange area when 16,000 premises were converted from a copper access network to FTTP. Telstra also engaged UCG to design and construct HFC multi-dwelling units for 2,000 premises across the Eastern Seaboard and South Australia in 2016. At the same UCG was engaged to field survey and design around 12,000 multi-dwelling units. UCG continues to assist Telstra in minor work and remediation programs in the multi-dwelling HFC space.



NBN

Based on UCG's extensive experience, we became involved very early in the network rollout. UCG undertook the design and construction of the first nbn multi-dwelling unit in Australia at the University of New England, followed by all 'first-release sites' in all eastern seaboard states. Since 2012 UCG has been and continues to undertake brownfield multi-dwelling, complex and greenfield sites design and construction in all technologies, connecting around 270,000 end-users and completing 30,000 designs.

CLIENT ENGAGEMENT

Here at UCG we take pride in our ability to understand the objectives of our clients and, where possible, optimise their legacy and disparate assets. We do this by first engaging with our clients, audit, testing and survey their current assets, undertake full design services, project management, contractor management, construction, installation and connections. UCG also offers asset management, network operations and maintenance, 24/7 NOC (network operations centre) and maintenance of PNI (physical network inventory) tools such as AutoCAD, NetMap, MapInfo, SpatialNET and GE SmallWorld. UCG is particularly skilful in dealing with both residential and commercial multi-dwelling units, such as apartment buildings, shopping centres and commercial or industrial premises. We understand the complexity of dealing with sensitive historical, environmental and cultural sites. And we are technology agnostic, experienced in optical fibre, copper, HFC (hybrid fibre-coaxial), Wi-Fi and microwave.

SMART CITIES AND THE IOT (INTERNET OF THINGS)

Ifast forward to 2020, which sees UCG building on its 20 years history and continuing to innovate, grow and improve its people, systems, processes and develop strong, longstanding relationships with our clients, suppliers and delivery partners. To that end, we are pioneering the deployment of smart city infrastructure—encompassing geotechnical earth testing, civil works, smart structure construction and electrical/fibre works to enable the deployment of these assets.



SANCTUARY COVE

UCG has a 20-year history of innovation, agility and growth. I have first-hand experience of this; their hands-on "can do" approach and expertise in all things telecommunications when I was their client from 2007 to 2013. Back then, in my capacity of CEO for the "town" of Sanctuary Cove, UCG was successful in winning the tender for the design, construction, operations and maintenance of the FTTH (fibre to the home) project for 1,000 brownfield (the largest brownfield at that time) and 900 greenfield homesites. The landmark project, for the "town" of Sanctuary Cove, was completed in 2010, and delivered internet, phone, free-to-air and pay television and security services such as back to base, home entry/exit, fire and panic alarms, security gates and CCTV cameras. The project included customer and technical support, billing and NOC services and 24/7 onsite maintenance of the network for five years. The solutions that UCG delivered were at the forefront of innovation in 2008; including RF (radio frequency) over glass for TV services, QAM (quadrature amplitude modulation) for pay-tv and converting analogue security signals to digital and then back to analogue to maintain legacy security systems. As a result, UCG was invited by the Australian Government's Standing Senate Committee of the day to provide industry views on how the FTTH service could be rolled out across Australia.

CITY OF GOLD COAST

In 2016 UCG was awarded the design and construct of a 20km 864 fibre backbone wide area network from Helensvale to Broadbeach to follow along the light rail infrastructure. On top of this, there were multiple spurs to various libraries, community centres and public Wi-Fi on the Gold Coast.

Following that, UCG was awarded the operation and maintenance of the WAN and Digital City fibre infrastructure. This constitutes the ongoing maintenance and fault coverage of over 65km of fibre optic cable and 330 Wi-Fi access points covering over 480sq km.



In 2018, UCG was awarded the design and construct of a further 6km of 432 fibre backbone as well as Wi-Fi access to multiple areas of interest around the Gold Coast including Southport China Town, HOTA (Home of the Arts), Chevron Island and several foreshores



UCG Executive Chairman Ralf Luna and Gold Coast Mayor Tom Tate checking on the progress of works

DTMR (QUEENSLAND DEPARTMENT OF TRANSPORT AND MAIN ROADS)

In January 2019, DTMR awarded UCG the contract to audit its Brisbane Busway communications network, to establish a system to manage, ongoing 24/7 fault investigation, repairs and support the Busways fibre optic network.

The audit consisted of the surveying, mapping, testing and recording of up to:

- 80km of fibre;
- 120 communication rooms;
- 300 sub-racks; and
- 5,500 fibre cores

In the words of UCG Founder and Executive Chairman Ralf Luna, "It was an endorsement of our growing asset management and service assurance capability. We have been focusing on support for local and state government for some time now, and this project highlights many of UCG's capabilities."



ENE.HUB

In September 2019 UCG was awarded the network design, installation and connection of eight ENE.HUB SMART.NODEs™ along the Geelong foreshore. This project fell under the City of Greater Geelong and their success in the first round of the federal Smart Cities and Suburbs Program. Geelong 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. 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

In December 2019, UCG was awarded the fibre design, installation and connection of 52 ENE.HUB SMART.NODEs™ and 66 ENE.HUB.LITE.NODEs™ for the Petrie Mill USC University Campus Development. This project fell under the Moreton Regional Council that will offer world-class opportunities for 10,000 university students from 2020.

Upon completion, the project will provide the USC Campus the following benefits:

- ENE.HUB LED street lighting
- Public announcement system
- Smart Help assist button
- Electric vehicle charging
- Environmental noise sensor
- 1 x visual display screen
- Public Wi-Fi. [i](#)





Auckland Transport CCTV SMART-SITES

By **Ruaan Johann van Zyl**,
Survey Team Leader



L to R: Klaus Buwert, Chorus, Jaskaran Singh, P2P Communications Ltd, Bradley Abrahams, UCG, Ruaan van Zyl, UCG, Sumit Sharma, P2P Communications Ltd

In late 2019, Chorus distributed a tender to all service companies for the management of a project upgrading Auckland Transport traffic light cabinets to a UFB service. A key requirement of the tender was for the service company to provide a dedicated team to work directly with the RSP (Fusion Networks) and Auckland Transport, managing all aspects of the installation process right from the start to the commissioning of services by the RSP. UCG has shown great interest along with strong drive to win the bid for this tender. This is a huge stepping stone for the future growth of UCG as a forefront leader by enabling a better connection experience for all types of physical layer 1 connections.

The project scope required a dedicated project team to ensure a streamlined workflow and management process between all parties—UCG, Chorus and the RSP, Fusion Networks. It allows for the completion and commissioning of services on behalf of Auckland Transport for 102 CCTV sites, which will monitor major traffic intersections across Auckland, to be operational by 27 March, 2020.

The project required a shift in the current structure within UCG, by combining survey and design as one, pre-vetting sites first of the nearest access terminals and communal infrastructure, which necessitated the survey lead to validate and confirm the design proposal as well as investigate the streetlight cabinet's current infrastructure. The pre-vetting of surveys by the design team has had a positive outcome by reducing the turnaround for an approved design by a considerable amount of time. This has made it possible to complete a total of an approved 102 surveys and designs within a three-week timeframe. It also enabled UCG to have the first streetlight cabinet connected by 18 November 2019 after receiving the work packet on 5 November, which demonstrates swift achievement of the project.

This has inspired our team to set a target date for project completion by 28 February 2020.

Having been at UCG for four years now, I personally feel we have become a strong workforce rising above challenges, ensuring we are part of a renowned service company and an infrastructure company that can guarantee "creating better connections for the future". I am extremely proud to be part of, and most importantly a member of, a team that has come together to successfully complete this project according to schedule. [U](#)

I would like to acknowledge the team members below for all their endless efforts on this project and what the future has to bring:

UCG STAFF MEMBERS:

- Bradley Abrahams, Field Services Manager
- Ali Al-Sakini, Network Designer
- Karen Hassel, Project Manager
- Melissa Huang, Completions Team Leader
- Mehboob Hussain, Network Designer
- Jeremy Taurima, Senior Stakeholder Liaison
- Michael Wanless, Senior Consent Agent
- Dillip Kanji, COO

DELIVERY PARTNERS:

- Accessnet Ltd
- Fibre National NZ Ltd



Developing a bushfire plan

By **Paul McKay**,
HSEQ Manager

PREPARE > ACT > SURVIVE

With recent and ongoing bushfires impacting many Australians, this presents a timely reminder on the importance of having an adequate, well-trained and appropriate bushfire survival plan.

How do we develop a bushfire plan? Who is involved in the development of the plan? Should we practice the plan?

Here are four simple steps to get ready for a bushfire.

DISCUSS
Step 1: Discuss what to do if a bushfire threatens your home.

Many households find that having a discussion over dinner works best as everybody is together and focussed.

PREPARE
Step 2: Prepare your home and get it ready for bushfire season.

There are simple things you can do around your home to prepare it for a bushfire, like keeping the grass low and having a cleared area around your home.

KNOW
Step 3: Know the bushfire alert levels.

If there is a fire in your area you will find its alert level on the relevant websites and in the "Fires Near Me" app (state dependent). You need to keep track of the alert level so you know what you should do.

KEEP
Step 4: Keep all the bushfire information numbers, websites and the Smartphone app.

In a bushfire it is important you stay up to date on conditions in your local area.

Please refer to the referenced websites for further information from your local authorities.

- Referenced websites:
www.rsf.nsw.gov.au/;
www.cfa.vic.gov.au/;
www.ruralfire.qld.gov.au/;
<https://fireandemergency.nz> [U](#)

PREPARE. ACT. SURVIVE

PREPARE. You must make important decisions before the fire season starts.

ACT. The higher the Fire Danger Rating, the more dangerous the conditions.

SURVIVE. Fires may threaten without warning so you need to know what you will do to survive.

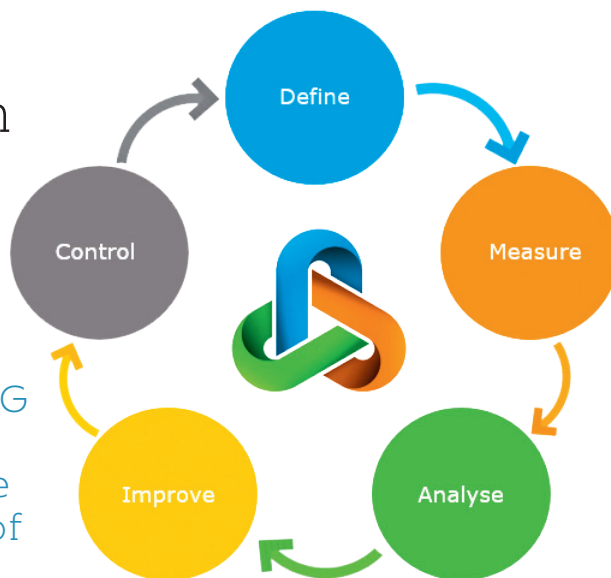




Achieving optimum efficiency

By Gemma Campbell,
Operations Manager

The Business Improvement function at UCG comprises of qualified change managers who use a systematic approach to optimise the underlying processes and procedures of UCG to achieve more efficient results.



The key responsibilities of the business improvement team are to understand the current processes, technical requirements and quality standards required and continually work on improving these while providing initiatives across all areas of the company to allow the delivery of the desired outcome.

We work with all teams across both Australia and New Zealand to identify areas requiring improvement. After measuring and analysing the relevant data, we submit a business case to UCG's Executive Management Team to propose changes or modifications to improve performance and delivery.

Within Australia, the business improvement team has worked in conjunction with

the software development team and the implementation of siteTRAX3, looking at the current workflow within siteTRAX1 and working together to make them leaner and more relatable to the programs of work that are being conducted across both Australia and New Zealand, including working to standardise the workflow of both countries.

The business improvement team are dedicated to ensuring that the work environment for all—both employees and our delivery partners—is of the highest quality. If you have any questions or ideas on how the Business Improvement Department can assist you, please do not hesitate to contact brett.gibson@ucg.com.au.



L to R: Ronnie Jespersen, Project Manager Business Improvement and Gemma Campbell, Operations Manager



Backup, backup... backup!

By Steve Alani,
Chief Information and Digital Officer

Creating a disaster recovery plan is essential to any business. The quick recovery and complete backup options allow any business to benefit from ensuring its data and customers' data is secure and protected from all kinds of potential disasters.

Here at UCG we have revamped our data protection strategies to ensure our business continuity in the possible event of an application failure, network failure, and data centre failures due to cyber attacks or natural disaster.

We have introduced a redundancy plan for every point of failure within our equipment in the data centres in Australia and New Zealand, so all servers have redundant power supplies, redundant network, redundant internet connection and redundant firewalls.

In Auckland Head Office, we applied the same concept in addition to installing another layer of UPS and a power generator. This has been tested during a power outage where we had no negative impact on

the connectivity.

In Brisbane Head Office we have backup 4G hotspots that can be utilised as required until we finalise our negotiation with a different service provider to implement the longer term plan for a redundancy service. This is underway and is estimated to be completed and implemented within the next three months.

Additionally, looking at the application layer, we have restructured the way we do our backups to ensure business continuity by backing up all production servers more frequently (daily) and storing multiple copies both onsite and offsite.

All of UCG's computers are backed up and all the backups are regularly tested. You never know when you need that file the you used just once! This reliability of access to information is important not only for UCG but our various stakeholders who rely on our reliable and secure information systems.



Delivery Partner PROFILES

This issue we get to know two of UCG's valued delivery partners, Fusion Spectra Ltd and Max Carrier Pty Ltd.

Fusion Spectra Ltd

Based in Auckland, New Zealand, Fusion Spectra Ltd has been operational for four years and has eight full-time staff working with UCG.

Director Sobil Joseph has a Bachelor of Electronics and Communication with 20 years of experience in telecoms (wireless and wire line). Having worked in senior management positions in Nokia, Vodafone, Ericsson, NSN and ZTE, he felt well placed to establish his own business.

"When I came to New Zealand, Chorus was doing the UFB project. I started as Chorus technician, which allowed me to get to know the network well," Sobil explains.

"My field manager Reggie Naidoo recognised my hard work and gave me a chance to work as an individual contractor to UCG. From there, my business grew and I now have four teams with UCG."

Fusion Spectra is currently doing SDU and MDU provisioning jobs within the Auckland region.

"I am very motivated to continue our working relationship with UCG," Sobil says.

"The people at UCG are very understanding, motivating and helpful. The best part is I know I can



The Fusion Spectra team

always go to Reggie any time issues arise and have them solved promptly. That is the power of teamwork."

Sobil says he is looking forward to expanding his team throughout new regions with additional projects and opportunities.

When he's not working, Sobil enjoys spending quality time with his wife and three children.

"They are my inspiration and backup. I also never miss a chance to visit my parents back in India when the time becomes available." [📄](#)

Max Carrier Pty Ltd

Gold Coast-based Max Carrier Pty Ltd was established in 2006, focusing on VOIP and computer networking before expanding into wireless network solutions for hotels, mining camps, commercial and residential.

Max Carrier Pty Ltd's Matt Ilkhani says the company has been working on the NBN since 2017. "We were looking to have the contract in Gold Coast at the time and we could enroll the HFC project with UCG. We are doing the Telstra built jobs at the moment in Brisbane and Gold Coast," Matt explains.

"We enjoy the work and although it is challenging at times, we get a lot of joy when we find the right solutions." Matt says working with UCG has been a rewarding experience.

"UCG is a great partner. Their team is very good and we are happy to be part of their wider team. We have learnt a lot."

During the quiet time we had, we enrolled in the NBN courses to be ready for the next project.

Indeed, learning and acquiring new skills is something Matt relishes.

"I learn many things, particularly from the field managers, other team members and the training courses.

"During the quiet time we had, we enrolled in the NBN courses to be ready for the next project.

"We hope to develop our relationship with UCG and keep working with them on future projects." [📄](#)



Matt Ilkhani

Employee Awards

AUSTRALIA



L to R: Muralee Siva, CEO, Michael Neville, Senior Field Manager, Ralf Luna, Executive Chairman

EMPLOYEE OF THE YEAR (AUS)

Michael Neville
Senior Field Manager

Michael's relentless commitment to ensuring UCG operates at its best can be seen on every job he is part of. He is determined to ensure all worksites are safe and deliverables are submitted on time. His ability and eagerness to seek input from other departments reflects profoundly on his professionalism and he is a true asset to the UCG team.



L to R: Muralee Siva, CEO, James Wakelam, National Greenfields Manager, Ralf Luna, Executive Chairman

LEADER OF THE YEAR (AUS)

James Wakelam
National Greenfields Manager

Jamie's determination and experience to push through all obstacles, his transparency with the client, support of his field management team and delivery partners has meant the greenfield program has been a constant success throughout all the change that UCG goes through. Jamie is respected across the whole industry and portrays all of UCG's values to a very high standard.

NEW ZEALAND



L to R: Muralee Siva, CEO and Sam Paul

EMPLOYEE OF THE YEAR (NZ)

Samuel Paul
Technical Storeperson

Sam's daily genuine enthusiasm brightens everyone's day. No task is too big or too small. He always gets the job done and goes above and beyond his normal duties with a smile. He treats our delivery partners with the same company values as he does UCG employees, and is a great asset to UCG with his exceptional customer service.



L to R: Muralee Siva, CEO and Jane Sosene

LEADER OF THE YEAR (NZ)

Jane Sosene
Senior Competencies Manager

Jane is a fantastic manager who calmly leads by example and from the front, and is always willing to offer her ideas and solutions. Jane has her finger on the pulse of her team, and is approachable and understanding. She recently took on wider responsibilities and has relished the challenge involved to find new ways of improving UCG's performance.

Delivery Partner Awards

AUSTRALIA



L to R: Dale Anderson, National DP Relationship Manager, UCG; Matt Ilkhani, Max Carrier, Michael Neville, Senior Field Manager, UCG

Mohamadreza (Matt) Ilkhani

Max Carrier Pty Ltd
Since starting with UCG as a sub-contractor in March 2018, Matt Ilkhani from Max Carrier has been a loyal DP working across various projects such as Lendlease, Downer and Telstra. Matt sees the job through with a high standard from survey to completion, has high attention to detail, is willing to help out on any occasion to get the job done right first time, and has received numerous compliments from end users on his professionalism.



L to R: Michael Neville, UCG Senior Field Manager and Peter Olivieri, Olivieri Industries

Peter Olivieri

Olivieri Industries
Peter's attention to detail is outstanding on the survey work he completes for UCG. Every survey is completed with the same level of consistency and they flow seamlessly through the design team, greatly contributing towards our "Right First Time" metric. Peter is always happy to take on board new information and constructive feedback.

NEW ZEALAND



L to R: Bradley Abrahams, UCG Field Services Manager, Connect and Jaskaran Singh, P2P Communications Ltd

Jaskaran Singh

P2P Communications Limited
Jaskaran consistently delivers on problematic jobs and does large civils for other DPs with no NCR or billing issues. Jaskaran has also been instrumental on the AT CCTV project, often going the extra mile to deliver on time.



Prakash Gosai, Pyramid

Prakash Gosai

Pyramid
Prakash has been in the communication industry for many years and saw the opportunity to support UCG from April 2018. Prakash is definitely an expert in his field and always puts the customer first and never shies away from the difficult job sites.



Exciting times for the technology team

By Roger McArthur

The technology team at UCG has welcomed the addition of Trevor Doorley as our General Manager Software Development.

Trevor comes with significant experience in delivering complex software programs that involves large distributed teams from around the world and, since his start in early January, has made a confident beginning in getting up to date on the siteTRAX project, and learning what UCG is all about.

It is a massively busy time for Trevor's team with rollouts of siteTRAX3 in Australia going apace with many demands for on-the-fly fixes as that activity gathers pace. The target is to get Australia on to siteTRAX3 for all programs of work by the end of March 2020.

Meanwhile the testing to get siteTRAX3 rolled out to UCG's New Zealand Chorus programs has been progressing very well, with the usual bugs being worked on by Trevor's team with a

target to get started on rolling out for the MDU program during the course of March 2020, and the connect program soon after.

With Trevor starting it allows for UCG to consolidate the Technology Executive Leadership Team consisting of Trevor Doorley (General Manager Software Development), Phil Braz (Group Business Intelligence Manager), and Steve Alani (Chief Information and Digital Officer)—this very talented group of experienced technology managers will provide direct support to our CEO, Muralee Siva, and will be part of the UCG Executive Management Team. I will continue to provide support to the technology team but in a new role as Executive Director reporting to Muralee. This will allow me to support the business on a number of fronts and also work more closely with Ralf Luna, our Executive Chairman, to help develop opportunities for UCG's future growth. 📍



L to R: Steve Alani, Chief Information & Digital Officer and Trevor Doorley, GM Software Development.

Australia & New Zealand DELIVERY PARTNER OPPORTUNITIES

MELBOURNE

- Network civils
- Cable hauling
- Splicing
- Copper jointing

SYDNEY

- Network civils
- Cable hauling
- Splicing
- Copper jointing
- Aerial installers

SOUTHEAST QLD

Delivery partner opportunities will become available during 2020. Expressions of interest are invited.

NEW ZEALAND

Delivery partner opportunities will become available during 2020. Expressions of interest are invited.

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