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Connecting NZ's Marae

Artificial Intelligence—the Fourth Industrial Revolution



Shining the
spotlight on
siteTRAX Air

AUSTRALIA

Brisbane

Head Office Australia

Level 2, 4 Clunias Ross Court
Eight Mile Plains Qld 4113

Ph: + 61 1300 855 041

Gold Coast

Unit 1, Building 3
26 Production Drive
Molendinar Qld 4214

Melbourne

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

Christchurch

Suite 5, B18 Studios
Bernard Street
Addington Christchurch 8041

Cromwell

Unit A, 17 Chardonnay Street
Cromwell Central Otago 9300

Dunedin

Unit A, 9 Donald Street
Kenmore Dunedin Otago 9011

Hamilton

Unit 6, 19 Ken Browne Drive
Hamilton 3200

Kaitaia

27 Whangatane Drive
Kaitaia 0482

Kerikeri

185 Waipapa Road
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



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Front cover: Connecting New Zealand's Maraes...
(L to R): UCG Delivery Partner Farai Manjengwa,
Alpha Fibre Limited, with Waimarama Marae Whanau





Welcome to 2021: a snapshot of what's in store for UCG

Muralee Siva
CEO

The December break feels like a distant memory and intensity is now coming back into our daily routine.

Welcome to 2021! The December break feels like a distant memory and intensity is building as our industry returns to normal operations after the Christmas break.

Whilst 2020 was a challenging year, I personally feel it was a period which allowed us to set the scene for the years to come. It is always the case that only at the lowest point of life our values and culture are tested the most. At UCG I strongly feel we successfully navigated these challenges and looked after each other by living up to our values. The hard work done by the team over the past 12 months in challenging circumstances has enabled UCG to now be in a strong position to take advantage of some massive opportunities that are available in our industry and adjacent markets.

The telecommunications industry is now more than just traditional Telcos. With smart city opportunities, the growth of Internet of Things initiatives, hypergrowth of data centres and the exponential increase in the production and use of data, the customer base for telecommunications services has expanded both at the consumer and business level. Telecommunications is no longer a utility but an economic enabler, similar to the way nations such as Singapore have utilised

aviation to build a successful economy.

As some of UCG's key clients transition towards the operation and maintenance phase of their businesses, we have positioned our business to support this transition by undertaking substantial investments in our systems, the development and acquisition of new capabilities, and by deploying the required physical infrastructure. UCG's strong focus on diversification over the last few years is starting to deliver results. We have many new large corporate clients and have signed up long term strategic alliances with like-minded businesses such as Tata Communications Transformation Services and ENE.HUB to work jointly to service our growing client base.

On the strength of the work we have been doing with some leading councils in the smart city space over the past few years, we have now formed a Smart Cities Business Unit to support our growth into this exciting area. We have appointed Ian Hatton, one of the pre-eminent leaders in this field, as our General Manager Smart Cities. The establishment of the new business unit is the next logical step for UCG, which reflects the growing demand for smart city solutions, including remote working, automation, near real-time information and always-on technologies.

Ian established the highly successful Digital City

Program at one of South East Queensland's largest and leading councils, holding the position of Chief Innovation and Economy Officer. He led the construction of a new council-owned optical fibre network, which was key in enabling the council to successfully host an international sporting event and to realise substantial capacity increases for the council's customers, thereby achieving direct and indirect financial benefits.

You will hear more from Ian as we venture into this exciting space where there will be unprecedented growth opportunities in years to come. We are excited to have him join our experienced Executive Team as part of the group's plan for continued growth.

Finally, we have recently added another country to the UCG group. I am personally proud of the work we have embarked on, delivering broadband services to the Federated States of Micronesia community. This important program of works is a World Bank initiative that will not only deliver significant gains to the community's quality of life, but also provides UCG with the opportunity to gain the trust of the World Bank and Pacific nations, enabling other similar projects to be awarded to our company.

Thank you for the ongoing support and I am looking forward to a successful 2021! 🌐

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Please email us at
talk-to-us@ucg.com.au
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We welcome feedback and innovations that will make UCG more effective or a better place for employees or Delivery Partners to work.





Diversification strategy and operational outputs

Dillip Kanji
COO

After the challenging year that was 2020, it has been great to re-energise and re-focus for the year ahead.

Whilst 2020 was challenging for many people both personally and professionally, it was also a year where significant change has been driven within UCG. Some of these changes driving positive outcomes will be experienced by our clients today.

In my last update I provided a view of the new strategic plan UCG had baselined. I am pleased to say that this plan has been executed across the pillars and the bulk of the timelines have been met. Simplistically, the strategy was for UCG to diversify outside our traditional telecommunication clients, to focus on forecast accuracy within our delivery organisation and to execute the simple things very well.

DIVERSIFICATION

As the environment and industry changes around us, more and more clients are expecting that the provider takes accountability for an outcome, and to do so by managing the client and the other providers—thus taking on the role of integrator. Last year, UCG established partnerships with Hexatronics, Tata Communications Transformation Services (TCTS) and ENE.HUB, as well as having a number of other partnerships in the pipeline.

We have also recently signed a contract with the World Bank to provide broadband to the Federated States of Micronesia. UCG has strengthened the project management layer across each program, which allows for a total view of the program from the front end through to completions and handing the deliverables back to the clients, and empowers us to function as an “integrator”.

FORECAST ACCURACY

While this sounds simple, the implication is that all parts of the operational ecosystem are clear on their inputs, processes and outputs. To ensure this can be measured in real-time is fundamental for this to be effective. Therefore, we have made significant investments in analytics capability across the company. This is also embedded in our values to reflect a data-driven approach to the way we work. UCG has also implemented the SIPOC model that clearly defines each entity as either a supplier or a customer to a process with clear expectations around each group. While we continue to optimise this, several improvements have been made to our processes and structure and will continue to evolve.

Simply, the strategy was for UCG to diversify outside our traditional telecommunication clients...

From a client perspective, this will translate to UCG having a wider capability set as well as providing a clear view of operational outcomes that are predictable, while allowing all stakeholders to remain informed principles.

It's an exciting time coming up for UCG and, as always, we are open to feedback from all of our clients as we look to continuously improve our relevance and our predictability. [U](#)

36th Prada America's Cup 2021

The NZ social team thought it would be fun to run a couple of competitions around the Prada America's Cup. A preliminary competition was held to coincide with the Prada Cup, which was for the team that made the most effort supporting their team.

Staff throughout the country were split into four

teams—American Magic, Luna Rossa Prada Pirelli, Emirates New Zealand, and INEOS UK.

INEOS UK, skippered by UCG Software Development, won the preliminary competition.

The second competition coincides with the America's Cup race between Emirates NZ and Luna

Rossa Prada Pirelli.

This competition is for staff to design, create and decorate their own America's Cup boat and send a photo in for judging. It is a great way to include workmates and family, and get involved with the excitement of the race. [U](#)





HSEQ update

By Paul Robinson & Louise Storie
*HSEQ Manager, New Zealand
 and HSEQ Manager, Australia*

Firstly, let's take a moment to reflect on the year that was, and some of the many successes that UCG saw during 2020:

- UCG has had no serious incidents in the 2020 year
- UCG had no Safety or Environmental prosecutions in 2020
- Stronger Ops/HSEQ/DP relationships
- No non-conformances identified during the ISO standards certification audit.

To say that 2021 has kicked off at high speed is an understatement! Despite a staggered start to the new year between the two countries, HSEQ was at the forefront of the return to work with soft start packs provided to our Delivery Partners, focusing on both the physical and mental preparation for work after a period away from routine, risk and structure.

The 2020 year saw all of us adapt to the 'new norm' arising from COVID-19, with both countries

successfully managing lockdowns of various levels, the transition to working from home and structured returns to the offices along with finding new ways of working with limited travel and face to face contact. As we once again embark on new COVID-19 territory with the rollout of vaccinations across the globe, we must remain vigilant as a business as we continue to manage customer facing programs of work. Our current COVID-19 controls will continue to serve us well in both the business and personal environments.

Despite the challenges brought by COVID-19, the UCG businesses and our Delivery Partners have continued to maintain high standards of safety, quality and environmental management which play an integral part in both customer and client satisfaction. As a business we strive to maintain zero harm with a focus on each individual's participation in positive HSEQ outcomes. We all have a role to play in *staying safe and staying productive*.



Following the successful ISO certification audit last year, which saw UCG upgrade its scope to include ISO 45001 Occupational Health and Safety Management System, this year the HSEQ teams will continue to focus on the consolidation of the management systems to provide streamlined work processes along with supporting the business as we take on new scopes of work and new clients. [📌](#)



COVID-19 triggers new business opportunities

By Nicholas O'Brien,
Manager Sales and Business Development

In 2020 I was very pleased to be offered the role of Manager Sales and Business Development in Australia. Since joining UCG in 2015 I have moved into various roles, expanded my experience, and have thoroughly enjoyed being a part of the business's growth and maturity. It is a privilege to be given this responsibility and I am excited about the new and diverse business development opportunities that await UCG, some of which have been triggered by the impacts of COVID-19.

The COVID-19 pandemic has caused major disruption to businesses across the world, but it has also exposed the importance of telecommunications networks and online platforms. Closures to the borders, travel restrictions and lockdown laws have forced our communities to adopt digital solutions. Consequently, there has been a fundamental shift in online usage, from customer support to online shopping, telehealth, working from home and home-based schooling. Businesses need to be looking at

“There has been a fundamental shift in online usage.”

how they can consolidate this momentum.

Local governments and businesses rely on telecommunications infrastructure to deliver connectivity to communities and drive the digital economy. As restrictions are relaxed and our communities regain some stability, local councils and businesses that invest in telecommunications infrastructure can benefit from adopting more technology solutions. The challenge is investing in the right infrastructure, determining where to invest and how to maximise return on investment.

Exploring different ownership models can reduce telecommunications deployment costs. Building and owning your own network provides the greatest control and flexibility but requires significant upfront capital expenditure. Exploring new hybrid approaches to network ownership models such as sharing facilities, trading dark fibre and capacity, and purchasing retail services where required is what UCG calls the “collaborative approach”.

Adopting the “collaborative approach” methodology for exploring all network ownership scenarios helps create bespoke telecommunications networks that satisfy all points of demand while significantly reducing upfront capital expenditure and even has

+ BUSINESS DEVELOPMENT

“Our goal is to ensure that our client's telecommunications needs are satisfied by creating networks that connect all their points of demand.”

the potential to earn future revenue. It is important to invest in infrastructure that will help to achieve these outcomes both now and in the future.

Our goal is to ensure that our client's telecommunications needs are satisfied by creating networks that connect all their points of demand. UCG's new Smart Cities Business Unit can help our clients make the best possible decisions for their customers and stakeholders. We offer strategic planning, construction estimates and deployment strategies for fibre infrastructure and will recommend the best ownership models for bespoke telecommunications networks. [📌](#)



Artificial Intelligence—the Fourth Industrial Revolution

By Phil Braz,
Group Business Intelligence Manager

Artificial Intelligence (AI) is going to change our world forever. It will augment and transform tasks performed everyday by everyone, both at home and at work. The fourth industrial revolution is upon us!

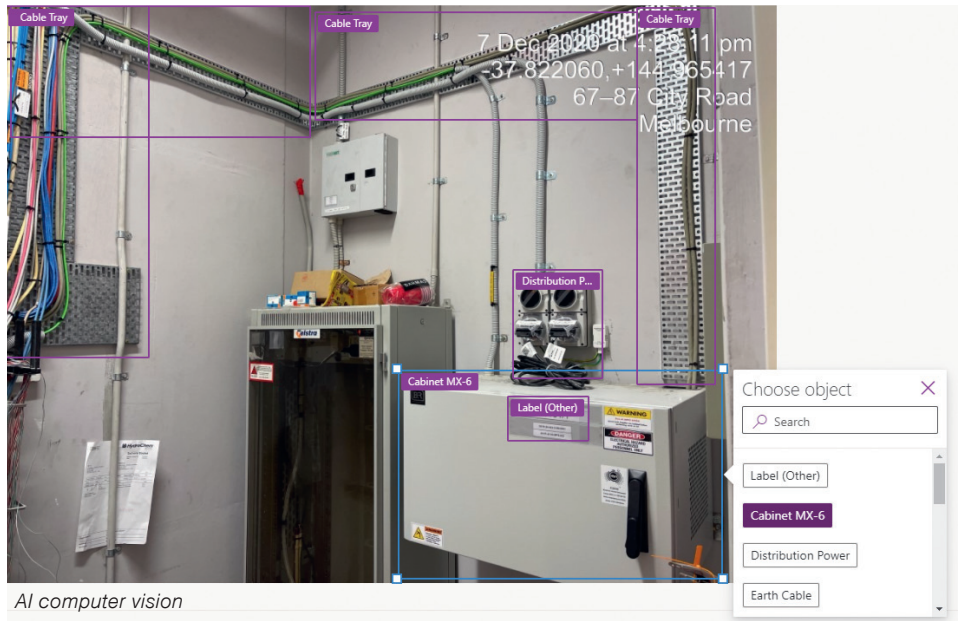
In simple terms, AI is the machine simulation of human intelligence. AI gives machines abilities like touch, sight, hearing, smell, taste, learn, walk, and fly. It brings together digital, physical and biological systems.

The rate of practical adoption of AI technologies is only feasible because the amount of data now available. Everything we do today generates data. Using Facebook, sending a text message and doing our work all generate data. It is estimated that in 2021 that every person will generate about 1.7 megabytes of data per second. The growth has been phenomenal, in the last two years around 90% of the world's data was created and this trend is expected to continue.

For UCG, AI opens opportunities to rethink how things are done so that more can be achieved in less time or provide better quality services. AI can make our work easier, our jobs more enjoyable and help reduce the time it takes to complete our work. This can be by letting us focus on things humans are good at and offloading simpler repetitive tasks to AI, or by being able to provide us with the information we need when we need it.

Machine learning (ML) is a common sub field of AI. ML is about the creation of algorithms that mine data to find patterns and make predictions. We see ML in action every day and may not even know it. It is the technology that personalises the advertising we see in Google and Facebook. Netflix and Spotify use our habits to make movie or music suggestions predicting what we may like.

The UCG BI team has been learning about ML algorithms and testing on UCG data looking at opportunities to incorporate into business processes. For example, if we can predict Connect job reschedules it will give us an opportunity to



AI computer vision

take action to prevent the reschedule, or enable us to plan the DP work force better.

AI computer vision is another common application of AI. There are many uses, from robotics and autonomous vehicles to the Domino's DOM Pizza Checker checking the quality of pizzas as they leave the oven.

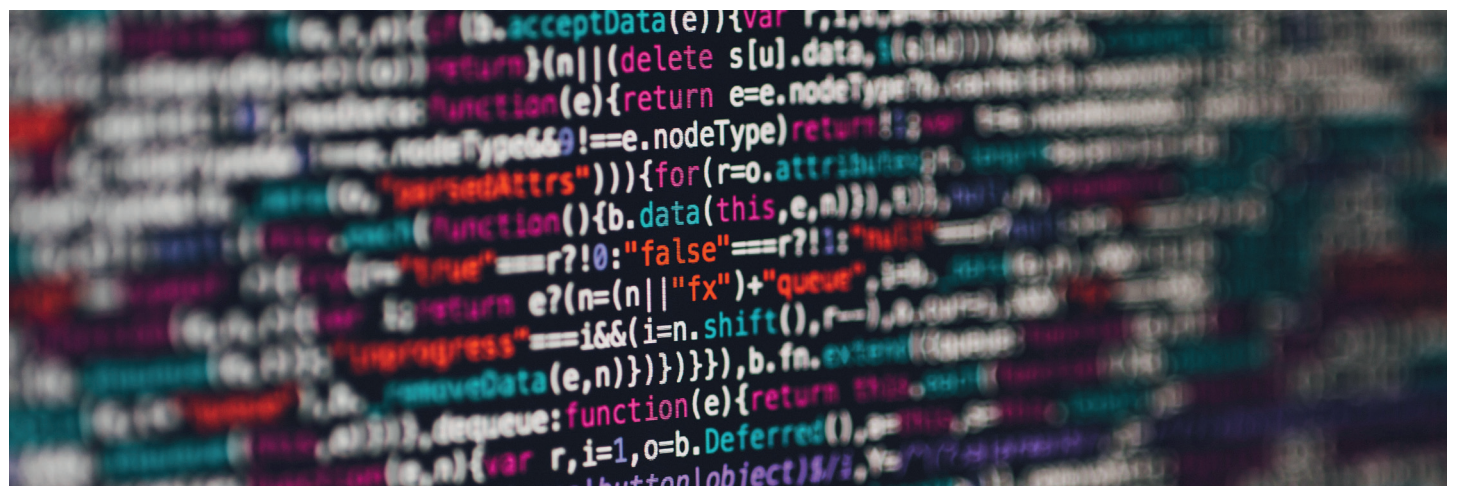
The UCG BI team tested computer vision to identify objects contained in photos submitted by Delivery Partners. We successfully set up a process that identified 14 different objects contained in photos e.g. Cabinet MX-6. The next step is to make this a working prototype and start incorporating this form of computer vision into the completions process. Ultimately, we see this being part of SiteTRAX with real time interaction saving both UCG staff and the Delivery Partner team members time and effort.

Data is the new gold and companies that have

rich and high-quality data can leverage AI the most. Just look at Amazon, Google, and Tesla to name a few. UCG has laid the foundations to start the AI journey with SiteTRAX 3 capturing more and cleaner data than we have ever had before, and our official company values now include "we work smarter through data".

AI is a very broad field, and we are only at the beginning of the journey. UCG's Business Intelligence team have started exploring some ideas but there are many opportunities that we would not have thought of. We would like to hear from anyone who has ideas by sending an email to phil.braz@ucg.com.au.

Hang on! It is only going to get more exciting in the coming years, and the ride shall be exponential.





Australian Operations Update

By Peter Delavere,
General Manager Australia



UCG Operations Team—Victoria
L to R: Craig Douthat, and Field Managers
Brian Mayberry, Kris Godakawela, Greg Scott,
Matthew Galtieri

The last four months has been a busy time for the Australian operations, with new key projects kicking off, new major partnerships established, a further bedding in of our new way of working and the consolidation of a strong and experienced team to set ourselves up for an agile and scalable delivery model in 2021. We are excited with the announcement of the new nine year partnership with ENE.HUB as together we will help councils and other entities implement their smart city strategies across both Australia and New Zealand. In addition, UCG Australia feels privileged to have been awarded a contract to provide the design for an Fibre to the Home network for the Federated States of Micronesia ("FSM").

STRATEGY

With an overall consolidation of the telecommunications market in Australia, we are pleased that our business strategy is evolving nicely in Australia. Through our strong delivery performance we have been awarded an extension of our contract with nbn and continue to receive work packages to help them deliver bespoke solutions to their problem sites. We believe this is a strength of UCG and we look forward to continuing to deliver in this space.

As part of our strategy to diversify in the market, UCG has been selected by ENE.HUB to partner with the design and construction of the Smart Node Networks before taking on the operations and maintenance of the networks on behalf of

both ENE.HUB and their clients. This is a great opportunity and one that UCG has embraced with 100% commitment to succeed. We are excited about what the future holds with our partnership with ENE.HUB.

Additionally, a new partnership with FSM is a further reflection of our strategic direction. Whilst still in the traditional telco space, it is an opportunity for UCG to share our experience and knowledge to help a country upgrade their telecommunications network to a level that we here in Australia take for granted. The change from a sporadic 1M DL speed to the potential that comes with the Fibre to the Home connections will be life changing. It's worth taking the occasional time out to think of the impact that our work has on the lives of the end users of our delivery.

OUR PROGRAMS

While most businesses slowed down over the festive season and look forward to seeing 2020 in the rear vision mirror, key players in UCG's delivery team worked through the period to set ourselves up to deliver a demanding program for nbn. The hard work paid off as we started 2021 in front of our baseline delivery targets and allowed us flexibility when the inevitable issues arise. The nbn "Blue Mile" program remains on track to meet our committed dates to our client.

We continue to deliver strong performances to our existing clients, including our main client, nbn. As a team we have worked hard to drive

to an agreed outcome, without compromising quality, working in a collaborative mode of operation with strong governance and an open relationship with our clients. Our partnership with ENE.HUB promises to be an exciting challenge and we very much look forward to delivering against this challenge.

PEOPLE

I am pleased to announce that Craig Douthat has commenced in the role of Regional Program Manager Victoria from early March, where he will oversee all state operations for UCG. Craig has over 20 years' industry experience where he had led and supported large employee and subcontractor teams in the areas of design, survey and construction across many technologies. He looks forward to supporting our team and Delivery Partners throughout Victoria.

The people within UCG Australia have continued to work under a hybrid working from home model which has been one of many COVID-19 office safety measures. Whether in the office or working from home, there are strong positive energy levels exuding from the team, with a sense that we are ready for the next challenge. After a difficult 2020 it is a reflection of the team's resilience and determination to pursue what comes next. We look forward to helping our clients achieve their desired outcome. [U](#)



Welcome to the Year of the Metal Ox

By Roger Crellin,
Executive General Manager New Zealand

2021 is the Year of the Metal Ox, which symbolises diligence, honesty, reliability, stability, perseverance, power and excellence—a direct parallel to our successful UCG New Zealand team and business.

We conquered 2020 and we did it together with little complaint. We did what we do well and that's get the job done safely with respect and cadence and some fun along the way.

OUR CURRENT TITLE HOLDERS:

Manager of the Year: Graig Gernetzky (South Island)

Employee of the Year: Cameron Hor (Auckland Competencies) and Ben Whitten (Nelson Field)

By the time you read this I predict that Emirates Team New Zealand will retain the Americas Cup and the

New Zealand Black Caps will have beaten Australia in the T20 series. We will see.

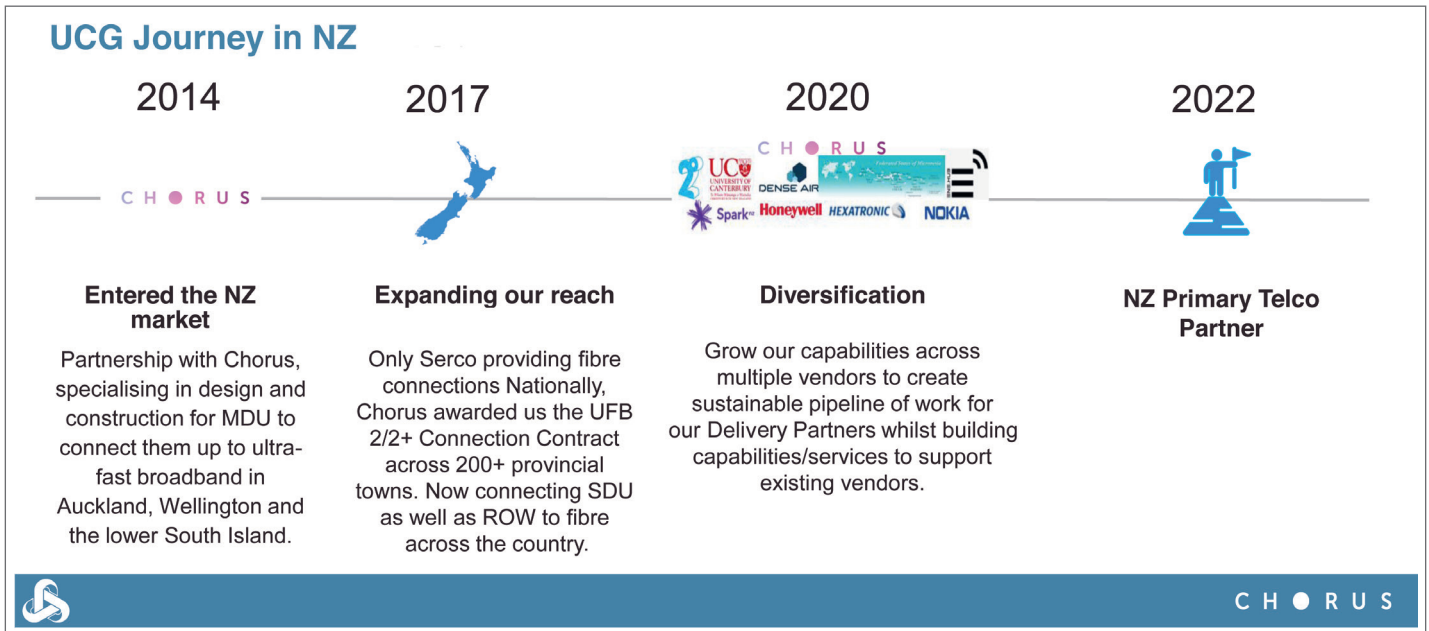
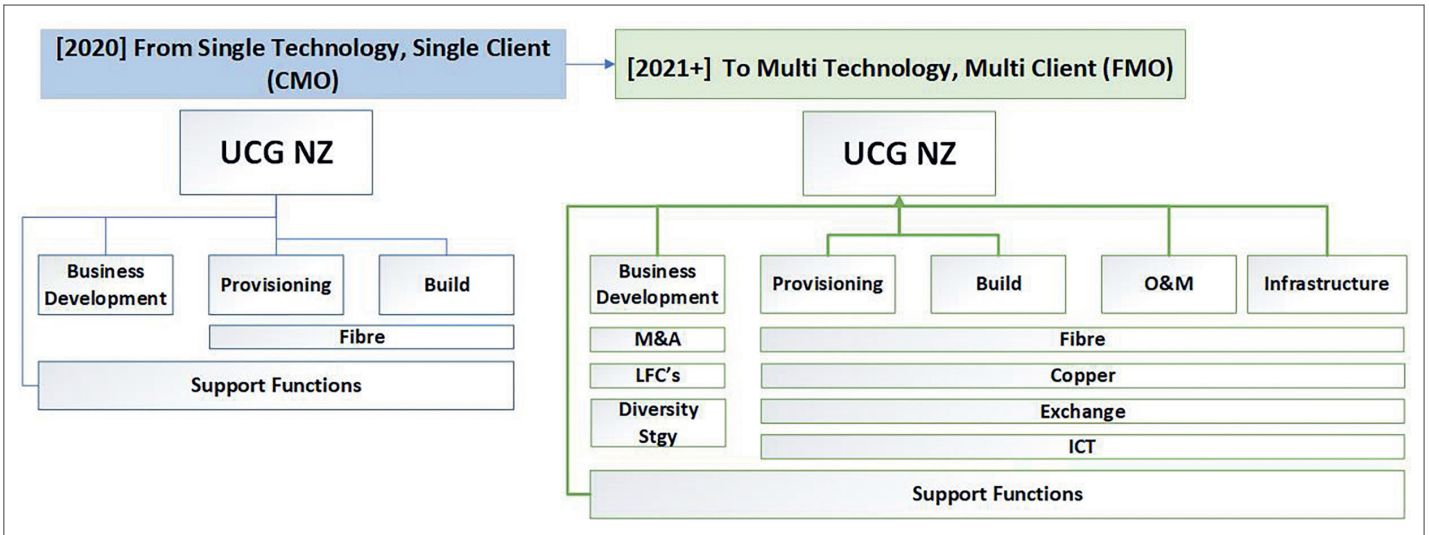
This year you will hear a lot about FMO, FSA, O&M, ST3, ICT so what is it all about?

It is about moving UCG from a Single-Technology/Single Client (STSC) to a Multi-Technology/Multi Client (MTMC) business as depicted below.

This will mean that UCG will look to significantly diversify with changes to our business development capability (which has started) as well as our technical domains by adding O&M and Infrastructure programs to our portfolio.

UCG New Zealand is mid-flight into our fourth business scale up.

We conquered 2020 and we did it together with little complaint. We did what we do well and that's get the job done safely with respect and cadence and some fun along the way.





WHAT CAN YOU DO TO HELP?

We all need to continue our performance that delivers the KPI targets and the best customer experience “CX” scores in the business, whilst some colleagues will be seconded into the scale up team full-time and part-time.

P.S. If you haven't yet joined Marram Trust, take a look into it. The health and holiday home benefits are outstanding and, better still, UCG contributes to the cost of employee membership. To read about the benefits visit www.marram.co.nz—or to sign up now go to www.marram.co.nz/customers/customer-signup-initial

Glossary:

- FMO = Future Mode of Operations or UCG's diversification, growth, scale and transition programs
- FSA = Field Service Agreement being the industry's acronym for break-fix and maintenance contracts
- O&M = Operate and Maintain, a common term for any business that transitioned from construction to operational
- ST3 = as we know is UCG's siteTRAX3, the third iteration of our high-performance workflow resource plan system
- ICT = broad industry Information Communications Technology
- New Tech = innovative new products and services that UCG's clients may ask us to provision and maintain e.g. SMART.NODE
- LFCs = Local Fibre Companies = fibre operators other than Chorus, e.g. Enable



Own your business

By Andrew Clark,
NZ General Manager Operations

This is the theme that I want to touch on during this short article. As Roger Crellin has mentioned in his piece in this edition, UCG is in an exciting growth phase with a lot of new opportunities on the horizon this year. A few of the team have asked me “What can I do to help?” or “How can I get involved?” and the simple answer is the following:

OWN YOUR BUSINESS.

What does this mean? From my perspective, it is as simple as thinking about the function that you are a part of as your own business. It is about thinking about every conversation you have with an end customer and understanding that what you say may impact on the customer experience. It is about every decision you make

that impacts the bottom line, and thinking “If this was my money, would I spend it?”

The focus for the Operations team, and indeed the wider UCG team, is to be absolutely brilliant at BAU, and some of this comes down to mindset. Own your turf end to end, move up the value chain and ensure that each and every KPI is delivered with a customer experience “CX” score that continues to differentiate ourselves from our competitors.

We should all be proud of what we have done to this point to get us invited to tender for the upcoming work in New Zealand, however, this is where each and every one of us needs to show that we don't only deserve to be invited to bid for the work, but that we deserve to WIN it.

The focus for the Operations team, and indeed the wider UCG team, is to be a absolutely brilliant at BAU...



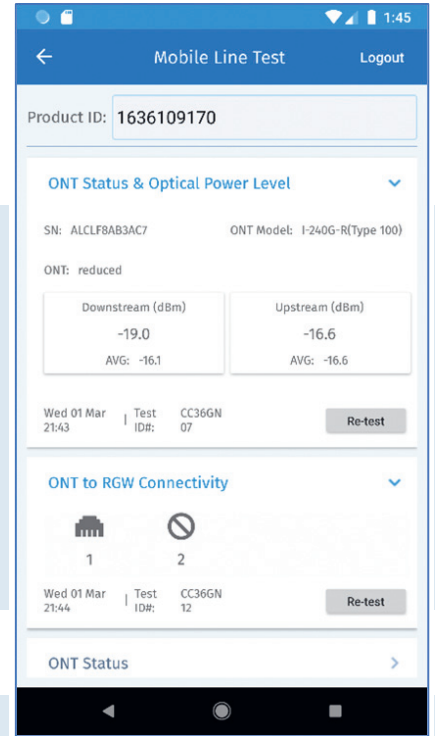
Shining the spotlight on siteTRAX Air

By Trevor Doorley,
Chief Technology Officer

In this edition of @UCG I will take the opportunity to shine the spotlight on our siteTRAX Air mobile management application. The application has enjoyed a period of significant augmentation in recent months, with the development of a diverse and powerful feature set, and I will briefly touch upon some of the areas that will be investing in over the coming months.

Recognising the immense value that our Delivery Partners contribute to the success

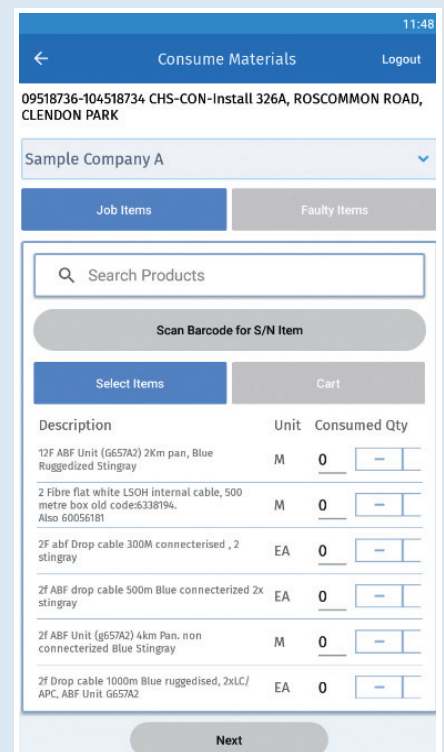
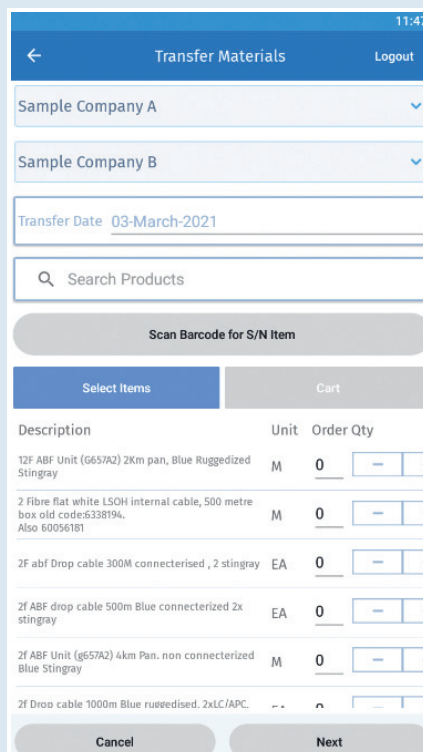
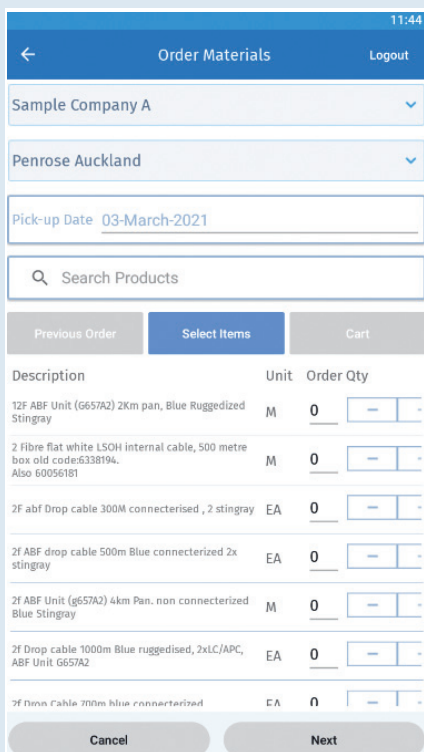
of our business, we continue to explore how we can improve our value proposition for field operations. Late last year saw the culmination of several goals and objectives to empower this area of the workforce to perform a greater range of activities in the field through the automation of previously onerous administrative processes, reduction of swivel chair activity through development partner integrations, and a better understanding of operating profiles.



MATERIALS MANAGEMENT

This milestone release placed inventory management in the hands of our Delivery Partners offering an extensive range of options including stock ordering, stock receipt, stock transfers and the recording of consumption. Advanced features include distinguishing between unused materials and faulty item when returning stock and support for serial tracked items where required.

Recognising the immense value that our Delivery Partners contribute to the success of our business, we continue to explore how we can improve our value proposition for field operations.



ICT projects in 2021



By Steve Alani,
Chief Information and Digital Officer

There is something very enticing about using the new year as a marker for change. It's an opportunity for a fresh start and a chance to commit to making essential improvements in your life on all levels. What we are doing this year is no different and will change the way we operate moving forward.

UCG's IT Team from our offices in Auckland, Brisbane and the Philippines are working together to achieve multiple projects this year, and I would like to highlight the Top 5:

1. MS Teams migration: Thank you Skype for Business for putting up with thousands of calls every month for the past six years but we must let you go. MS Teams provides better features, better performance and is more cost effective.
2. Becoming ISO27001 certified: The journey for UCG to be information security certified is a very long journey and requires the help and support of everyone to achieve this certificate, which will be in addition to our other four ISO certificates.
3. Network Operating Centre "NOC" service: A whole new branch for UCG to act as a managed service provider for our clients. This will involve monitoring, triaging and actioning unplanned outages as well as proactive maintenance of the client's telecommunications networks.
4. Introducing Artificial Intelligence, "AI": Another layer of security to protect incoming and ongoing traffic utilising AI to identify abnormal activities and stop the bad boys before they compromise our data and network.
5. Setting up our Infrastructure Roadmap and what the future will look like for UCG, whether we migrate to the cloud (full), a hybrid model, or renew our well performing assets.

Please be assured our IT Team are doing all they can to help with all BAU requests, but are also undertaking the above projects and more in order to ensure a smooth, seamless transition for all employees, clients and Delivery Partners. [🔗](#)

OFFLINE MODE

All siteTRAX Air features now support offline capability, a significant advancement where Delivery Partners can pre-load job details and materials to ensure they can work with the application in areas with no internet coverage. When connectivity is re-established the device automatically synchronises the data back to the siteTRAX platform, providing a seamless operationally tuned experience.

FIBRE AND COPPER LINE TESTING

New Zealand Delivery Partners can now conduct fibre and copper line tests, where offered by customer systems, from within

siteTRAX Air negating the need for multiple applications and context switching activity. Test results are automatically associated with a job and the results are also stored in the siteTRAX platform to ensure successful job completion is fully recognised.

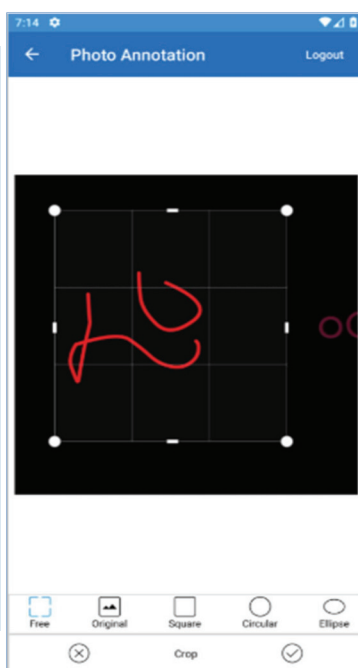
FUTURE ROADMAP

For the remainder of this year our Delivery Partners can expect a new range of advanced features to become available, furthering our ambition and stated intent for siteTRAX Air to become a best-in-class turnkey solution. The following highlights are Items that will be delivered during this quarter.

IMAGE AND PDF ANNOTATIONS

Continuing our commitment to amplify a feature set recognising real-time field activity we will be introducing support for image and PDF annotations over the next couple of months. This will be provided by in app editing features to modify files before they are submitted as evidential artefacts.

Image annotations will provide the capability to crop, rotate and flip images in addition to incorporation of descriptive content such as text, shapes and freehand lines. The PDF variant will support standard editing capabilities such as adding additional layers, text annotations, freehand lines, standard shapes, and digital signature support. Expect image annotations to be released in March followed by PDF annotations in April.



STOCKTAKES

To complement the existing feature to view stock levels, Delivery Partners will be able to conduct scheduled stocktakes remotely, ensuring they can monitor and maintain an accurate view of their materials inventory 365 days a year. Completed stocktakes will be synchronised with our inventory management system to ensure adequate stock levels are maintained, thereby strengthening our both upstream and downstream channels in the supply chain. This feature is expected to ship before the end of March.

This is an exciting growth phase for siteTRAX Air and we are delighted to have everyone involved on board for the journey. [🔗](#)

Delivery Partner PROFILES

This issue we get to know two of UCG's valued delivery partners, Fibre Line Limited and Zappa Electrical Pty Ltd.

Fibre Line Limited

Fibre Line Limited is based in the beautiful city of Rotorua while also completing work around the Bay of Plenty region in New Zealand. According to Nepia Morgan, the company was established in 2017 completing SDU build and connect work in Rotorua. Since then, it has slowly grown to an experienced and hardworking team of six.

"The majority of our work involves residential and business fibre installs on the Chorus network," Nepia says.

"Our company vehicles and tools have been set up with the goal of completing the build and connect in one site visit.

"Fibre Line is very grateful for the opportunities UCG has presented the company over the past four years and we are very excited about working with UCG in the future."

Nepia says they are very excited about working alongside UCG on upcoming UCG projects such as the Marae CCTV/Security installs and the new UFB2 areas opening around the region.

"Our company statement is 'Whaia te iti kahurangi', which translates to 'Reach for the stars'. We aim to work hard to be successful," he says.

"For me the best part of the job is the business aspect. Creating Fibre Line and working alongside UCG is the first time I've been in business. Although a lot of hard work and long hours, this job has opened up a number of business opportunities.

"The most challenging part of the job for myself would be working long hours. With a young family of four kids under four, I'm very grateful to have my wife doing an amazing job of holding things down at home."

During the COVID-19 lockdown in New Zealand, Nepia says Fibre Line was



L-R: Nepia Morgan, Ashok Kumar, Sam Francis

fortunate to have the opportunity to keep working.

"Throughout the lockdown, La'sasha and the UCG team did an excellent job keeping us informed daily via online meetings while our field managers were awesome making sure technicians were safe and supplied with plenty of PPE."

When he gets a bit of downtime, Nepia enjoys playing rugby league and golf for local clubs and spending quality time with whanau and friends. [📍](#)

Zappa Electrical Pty Ltd

Luke Zappa started his electrical apprenticeship in 2003 in Tenterfield NSW, working in the electrical industry until 2014, when nbnco started its nbn Sky Muster in country Australia.

Luke did this for a few years throughout north and west NSW before a mate told him nbn HFC was picking up on the Gold Coast, prompting him to make the move from the bush to the city.

"We're currently working on Blue Mile on the Gold Coast," Luke says.

"I'm really enjoying my time doing the nbn with UCG and as long as nbn and UCG has work, I will continue to do so as well.

"Being on the Gold Coast you get some pretty awesome places to work. With the beach, you get to work in some nice houses and units with fantastic views."

The most challenging part of the job, Luke says, is organising appointment times to work.

"Sometimes you have to get body corporate permission, then the owner's permission, then you have to organise a time for the tenant to be home. It can be a long process waiting for a response from all of the parties involved."

With COVID-19, Luke says the team has had to adapt its safety practices and protective gear.

“Being on the Gold Coast you get some pretty awesome places to work. With the beach, you get to work in some nice houses and units with fantastic views.”

"We have face masks, gloves and hand sanitiser. I also call before arriving onsite if possible or speak to the manager and ask the question has anyone been sick, have you travelled to a hot spot, etc.

We also have a question part in our work pre-start that we have to fill in."

Being married with three boys, Luke enjoys spending time with his family and adventuring with them.

"I grew up on a farm, so I enjoy getting back out there riding motor bikes, hunting and fishing. Hopefully we can get out a bit more this year." [📍](#)

UCG Australia Staff Awards

Employee of the Year 2020



L to R: Murallee Siva, CEO, Ashlee Lancaster, Ralf Luna, Executive Chairman, Peter Delavere, GM Australia

Ashlee Lancaster
Senior Contracts Administrator

Ashlee's extensive knowledge of UCG's payment claim process has resulted in UCG accurately progressing payment claims and receiving a right first time result of 98% from our client. Ashlee's continued hard work in educating UCG's internal teams and Delivery Partners ensures UCG leads the way commercially.

Leader of the Year 2020



Gemma Campbell

Gemma Campbell
Regional Program Manager QLD

Gemma is recognised for her impeccable understanding of how UCG operates and the supportive and inspirational leadership of her Queensland team.

Delivery Partner Awards

AUSTRALIA

Taktec Pty Ltd

Craig O'Neill and John Sabistana

Continuous delivery of quality work across the nbn program and branching out into new programs to assist delivery as needed.



Craig O'Neill, Taktec Pty Ltd



L to R: Gemma Campbell, Regional Program Manager QLD, John Sabistana, Taktec Pty Ltd

Innovate Communications

Jason Benson

Innovate Communications were the standout in the last quarter, delivering on FTTB and working every single day through the Christmas break.



Jason Benson, Innovate Communications

NEW ZEALAND

Intech Comms Limited

Hartajinder Singh

Hartajinder is a hard-working technician and never backs down from a job. He is always willing to take on jobs that other DPs find challenging and gets them done. Hartajinder has received outstanding feedback from our HSEQ advisor regarding the work he is doing.

He is a pleasure to work with and an asset to his employer, Intech comms as well as UCG and Chorus.



Hartajinder Singh

Telnet Communications Limited

Bharat Potu

Bharat and his team have been working on many aged projects in the Central Otago Region. They've escalated to aged projects when others have found problems which they weren't able to resolve at the time. Bharat has taken these jobs on without any reluctance at all, identifies the problems, plans and communicates the solutions really well, his communication with all parties is great and he gets the jobs done. Most importantly, the customers see a team who they trust to deliver their connection.



Bharat Potu

UCG NZ Social Events —Christmas 2020

The UCG NZ Christmas committee decided to break tradition and organise a family fun day for all NZ staff and their families. They had a four-week timeframe to find venues in three locations—Auckland, Wellington and Christchurch—in parallel with organising food, entertainment and travel. All events were run on the same day at the same time consecutively. Staff were interconnected online to hear special thanks from our executives Muralee Siva, Roger McArthur, Roger Crellin and Corey McCarthy, as well as for the employee and

leader of the year awards.

The three venues used were:
Auckland—Rainbows End Theme Park
Wellington—Wellington Zoo
Christchurch—Orana Wildlife Park

Santa also visited all three venues and everyone had a wonderful day. Many thanks to La'sasha McCutcheon, Cameron Hor, Joss Drummond, Graig Gernetzky and Paul Martin for playing major roles in arranging the events!! 🎅



Celebrating Pride Month

By Thomas Williams,
HSEQ Advisor

February saw us celebrate Pride Month! Although the Wellington crew are already great at being supportive and accepting towards the LGBT community, at the start of the month we were all excited to get into the festive spirit and started decorating the office with a big rainbow flag. There were lots of rainbow-coloured posters with gay icons such as Boy George and Queen frontman, the late Freddie Mercury.

Having been an openly gay man from a very young age, I have been discriminated against a lot purely because of my sexuality both within my personal life and my work life.

When I arrived at UCG in April of 2019, I was

sceptical. But from the moment I first walked into the office, I knew that I was not only in a safe place, but a place of acceptance where I knew I could just be myself.

Everyone in the Wellington and wider UCG team have been nothing but wonderful to me, and always made me feel like I am an equal in every way possible.

I am very proud of the Wellington team for not only being an accepting bunch, but also for getting into the spirit of pride and helping me celebrate this month by displaying the rainbow on their desks to show their support towards the cause.

Thanks team. You rock! 🏳️‍🌈

