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Winter 2015

TECHNOLOGY  
UPDATE

## + UCG Employee & Delivery Partner Awards



## ASBESTOS AWARENESS

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**COMPLEX  
MDUs, FTTB &  
GREENFIELDS**

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**UNIVERSAL  
COMMUNICATIONS  
GROUP**

UCG Conquers  
the Complexity



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*Hammad Muhammad, Manager Complex MDUs (New Zealand)  
Inset: Rob Anderson, Manager Complex MDUs and FTTB (Australia)*



**UNIVERSAL COMMUNICATIONS GROUP**

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**Rafael Luna**  
Managing Director and CEO



## Another stellar year of growth

July is upon us and that means we have reached the end of another financial year – a year in which our company has again achieved record growth. It's a good time to reflect on what has been achieved over the past 12 months; a year that has seen us grow from 70 staff to 185 and from 450 delivery partners to 850.

In terms of contracts we have gone from what was largely a heavy reliance on Brownfield MDUs in Australia to now delivering SDU and provisioning services in both the Australian and New Zealand markets. We are at the forefront of the FTTB technology push across Australia and we are delivering the first MDU Hybrid Fibre Cable (HFC) trials for the delivery of broadband over the two Australian cable networks.

New regions have also been added over the last 12 months – even another country as we have established our New Zealand business, with Auckland and Wellington now forming part of the growing list of UCG operations centres. Other additions are Wollongong, the Central Coast of NSW and more recently Melbourne, which is quickly becoming a major market for us.

The coming year shows no sign of slowing down or indeed standing still. Further growth is again forecast for next year and will provide both challenges and



It's a good time to reflect on what has been achieved over the past 12 months; a year that has seen us grow from 70 staff to 185 and from 450 delivery partners to 850.

opportunities for all of us. Our industry is growing in both Australia and New Zealand and we will be riding the growth wave and positioning our company to ensure a stable and bright future for all.

The growth and diversity that the Australian business has experienced during the last year has led to a revisit of how we manage our Australian business to ensure that we are well placed to successfully deliver the current works and the upcoming opportunities. The Board considered various options and it was decided that the creation of two divisions in the Australian business was the best way to provide the additional horsepower required to manage the future growth, while also allowing for a more focused approach to managing individual projects.



Susan Minnekeer



Clint Luna

Clint Luna has been appointed General Manager Bespoke, HFC, FTTB and Greenfields and will be focusing on growing existing lines of business under his control and ensuring that the upcoming HFC trials and eventual additional works are managed successfully. Susan Minnekeer will concentrate on the management of our ever-increasing MDU and SDU works across Australia. The creation of two divisions also provides opportunities for all of you as we build our ranks as our policy is to recruit and promote from within whenever possible.

I am excited by the prospect of working together in the coming year and further cementing our strong position in the Australian and New Zealand telecommunications market. [U](#)

# We welcome feedback and innovations that will make UCG more effective or a better place for employees or delivery partners to work.



[www.ucg.com.au](http://www.ucg.com.au) // [www.ucg.co.nz](http://www.ucg.co.nz)

Please email us at [talk-to-us@ucg.com.au](mailto:talk-to-us@ucg.com.au)

Every innovation shall be considered by UCG. To show our appreciation, in the newsletter published after each quarter the best innovation will be featured and the relevant person recognised.

# Asbestos awareness

By Ian Nowell, Group HSEQ Manager

There has been increased awareness in recent times as to the risk of asbestos faced by workers in the telecommunications industry.

Asbestos was used in Australia by James Hardie to manufacture building materials such as roofing and wall sheeting. In its heyday there were more than 3000 uses for asbestos.

In New Zealand there were two plants producing asbestos cement products. The first was established in 1938 at Penrose in Auckland by the Australian company James Hardie Ltd. A second factory, operated by the local company Fletcher Construction, was established in the Christchurch suburb of Riccarton in 1943. Hardies in Auckland stopped production in 1987.

The legislation that governs asbestos in Australia is the *Work Health and Safety Regulations Part 8*. In New Zealand it is the *Health and Safety in Employment (Asbestos) Regulations 1998 (HSE)*.

The *Australian Work Health and Safety Act* specifically describes asbestos as a hazardous chemical. In New Zealand it is described as an unapproved

hazardous substance under the *Health and Safety in Employment Act 1992*.

The Australian model regulations contain strict controls of asbestos related work, which is why UCG has adopted the Australian Code of Practice. New Zealand has yet to release changes to legislation governing asbestos.

Mesothelioma is a lung disease caused by exposure to asbestos dust that has claimed hundreds of lives over the years. In Australia there were 606 deaths from mesothelioma registered in 2011. Most of these deaths (83 per cent) were males reflecting those involved in the construction industry.

Asbestos-cement building products contain up to about 5 to 15 per cent asbestos. Since 1985 these products have been produced in Australia without any asbestos content. Thus, if the material is thought to be older than 1990, it is assumed that it contains asbestos and laboratory testing is not generally required. ⓘ



## Where are you likely to find asbestos as part of normal SDU and MDU installations?

- In the eaves of the building
- Underground pits
- External or internal wall cladding

The dust is the actual risk – control the dust and the risk is reduced to a very low level.

UCG has three SWMS relating to asbestos related works based on the Australian Code of Practice. These SWMS are the same for Australia and New Zealand and include client requirements.

Controls include awareness training, which forms part of the UCG general induction, wetting down asbestos materials before handling or drilling, isolation, PPE and disposal.

Currently the only training required by legislation in NZ is for restricted work involving friable asbestos. Drilling or cutting asbestos material other than friable asbestos is not a restricted activity in NZ provided the UCG SWMS is followed.

Please refer to your SWMS for more information or ask your supervisor.

For additional information on asbestos in NZ visit [asbestosaware.co.nz](http://asbestosaware.co.nz).

For additional information on asbestos in Australia visit [asbestoswise.com.au](http://asbestoswise.com.au). ⓘ

# Meet the Software Development team

By Michael Hartshorn, Software Development Manager

Having joined UCG Software Development team as Manager in May this year, I am enjoying working alongside Brisbane-based developers, Hemal Shah, Hyunsook Yi and Dac Ho.

Until recently the New Zealand based software development team consisted of only Ke Yang, who joined the company when it first began operations last year. Like the Brisbane-based team, Ke has done a sterling job to advance the software to where it is today. That said, the company is aware that siteTRAX can be vastly improved.

UCG has decided to invest heavily in the development of siteTRAX because it is an integral tool used by our delivery partners and employees every day. We want to make the software and the company wants to make the software brilliant to use so everyone can complete their work efficiently.

The company has recently employed three additional software developers – Dinithi Kodithuwakku, Karl Walker and Shashandk Kapoor who are all based at the New Zealand head office in Auckland. The team based in Brisbane and Auckland combine to provide a wealth of software development and database skills to UCG, with the team growing from four to nine full-time team members in the past two months.

Darryl Gee, our new Business Analyst, brings extensive software development experience and skill to the Software Development team. He is pictured below with the NZ members of the team. You will all get to know Darryl well as he runs workshops with each section of the business. The workshops will ensure the software we produce meets the requirements of the business.

As a team we have been set two main principle goals, which we are working towards with steadfast determination.


First, we were tasked to improve the stability, performance, functionality and support of UCG's existing systems. We have already cleared a large amount of outstanding issues and have started to move onto changes that will improve functionality and performance of the systems. We have also

introduced a number of procedural and standards initiatives to improve the quality and accuracy of software we produce. One of the many exciting initiatives we have introduced is the fortnightly priority meeting, which allows representatives of each business sector to work together to prioritise the changes and fixes they want us to carry out.

Secondly, we have been tasked with creating a road map for SiteTRAX2 with an aim to create a single application that will encompass all of the current functionality and much more to support UCG's continuing growth into the future.

Just as a reminder, if you have a bug you have found or a change you would like us to make, you are welcome to raise them at [myucg.com.au](http://myucg.com.au). Click on the appropriate button, fill in the details and the request will come straight through to us for prioritisation with your departmental representatives. Rest assured if it is a critical requirement we will deal with the issue immediately.

We will also soon be publishing Service Level Agreements to the whole company so that it is clear to you all the response times we will adhere to.

We have a lot of hard work to do, but working with all of you we will succeed in producing new software applications and opportunities for UCG that will support the business well into the future. 

The Software Development team typifies the multicultural nature of UCG's employee and Delivery Partner workforce. Of the nine team members, eight countries are represented, which the company is very proud of.


1. [New Zealand](#)
2. [Australia](#)
3. [India](#)
4. [China](#)
5. [England](#)
6. [Vietnam](#)
7. [Sri Lanka](#)
8. [South Korea](#)



Hemal Shah, Dac Ho, Hyunsook Yi and Michael Hartshorn



Ke Yang, Dinithi Kodithuwakku, Darryl Gee, Shashank Kapoor and Karl Walker

 SiteTRAX 2 is newly under development and currently is not in use by the operation. Once it is fully developed and tested it shall replace the existing siteTRAX. In the meantime, siteTRAX will also be improved for a better user experience. Stay tuned!

## Reports and requests



### Bug Report

Use this to report SiteTrax not working as you would expect.



### Feature Request

Use this to request something to be added to SiteTrax to make it better.



About 18 months ago the UCG Australian operation separated Complex MDUs from the regular brownfield MDU program. The Australian complex program has a separate design team which is based in Sydney and dedicated project managers and supervisors based in Brisbane, Sydney, and Melbourne. The ability and willingness of our staff and contractors to travel enables UCG to complete complex sites Australia wide.

### Why separate the teams and programs?

The decision was made to put complex MDUs into their own program due to the nature of the sites and the work involved in getting designs and builds completed successfully. Having a dedicated team ensures we are on top of the program with every site individually tracked and everyone involved hungry to succeed.



Coastlands Paraparaumu, Auckland

### What is a complex site and how are they different?

Complex sites can be defined in two categories:

1. The site cannot be cabled using the brownfield model.
2. Extra engagement required for the site, which essentially needs to be micro-managed.

The most common sites that fall into the complex program have been shopping centres, hospitals, universities and sporting fields. In the coming weeks UCG will complete its first detention centre. On the installs for complex sites UCG takes the sites to service class 3. This involves working on the street network and installing NTDs (network termination devices) to each premise. Doing this enables the customer to be able to place an order once we leave (no demand drop required).

### The New Zealand Complex MDU Team

Following in the footsteps of the formation of the dedicated team in Australia, in June this year UCG formed a team to concentrate on Complex MDUs in New Zealand. The team comprises Hammad Muhammad, Manager Complex MDUs, Olly Ong, Designer and Paul McGinley, Field Supervisor.

Coastlands Shopping Mall was the first shopping mall in New Zealand to be provisioned for Ultrafast Broadband (UFB) and the first complex design and build project undertaken by UCG for Chorus.

# Complex MDUs, FTTB & Greenfields

The successful delivery of Coastlands for Chorus demonstrated to Chorus UCG's ability to deliver within time and within budget. Because of the success of the Coastlands project UCG is Chorus's preferred delivery partner for complex sites.

In the three months since the completion of Coastlands, UCG has more than 25 sites at various stages of construction with the numbers increasing every month. UCG has a fixed timeline for the provisioning of Multiple Dwelling Unit (MDUs). However, because shopping centres, retirement villages, hospitals, universities, airports and data centres are more complex to design and build they have to be treated separately as the tight Ready for Service (RFS) timelines associated with MDUs cannot always be met.




*St John of God Hospital Ballarat*

UCG has a small group of highly skilled team members and contractors that undertake the design and build of complex sites. Once a site has been identified as a complex site it is assigned to a complex site contractor.

## Provisioning of a complex site requires:

- obtaining consent, from the building manager to survey the site to produce a design;
- preparation of a health and safety plan for the site;
- extensive and detailed survey to allow the UCG designers to produce the design;
- a detailed design and Bill of Materials (BOM);
- approval of the design from the building manager;
- approval of the design and quote by Chorus;
- when the design is approved by the building manager, in the case of shopping malls liaising with shop owners to gain access to their property out of business hours; and
- the Provisioning of the site to enable the customer to be connected to UFB.

The Coastlands project was carefully managed and UCG communicated regularly with the building manager, shop owners and Chorus keeping them informed of progress and attending on site meetings as required. The regular communication UCG had with all parties is one of the reasons the Coastlands project was a success. As this was the first complex site UCG worked closely with Chorus to establish the design and installation guidelines for future builds. Special thanks has to go to the input provided by UCG Australia complex team throughout the process. 

# Technolo

## Something old, something new

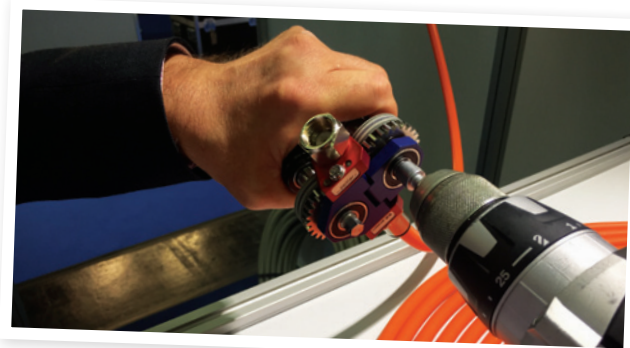
By Roger McArthur, Chief Technology Officer

UCG recently paid a visit to a Cable Technology Trade Show in Germany called ANGA. More than 17,000 delegates and 70-plus countries were represented. This short article brings to you just a couple of things that might interest UCG's delivery partners.

### Something old

#### On the blower

Blowing, pushing and sucking string and pulling rope through conduits has been around for many decades, but Zeitler AG has added a bit of finesse to this with a blowing gun with attachments to allow blowing or sucking a small parachute through ducts from 10mm to 150mm. The 20-50mm device is shown, and allows for feeding into conduits in those hard-to-reach locations. A small bead can be added to ensure sufficient available capacity in the conduit. This device would be applicable to both Australia and New Zealand for UCG.



#### Pushing boundaries

On the pushing side Zeitler AG has a device for pushing cables 3-8mm in diameter through a 10mm microduct up to 2-500m, depending whether the optional compressed air attachment is used. This may be particularly interesting in UCG's New Zealand market as tools to push 48f cables through microducts are very expensive and, subject to our clients' approval, UCG intends to get a unit for trial in the near future.

### Something new

#### Smart connection

Most technicians have a smartphone, or a laptop they use for everyday business. What if you could use the display and processing power of that device to reduce the cost of optical test equipment? Well, Solid Optics had this nifty unit at the ANGA show that provides capability of an OTDR and power meter in a cheap and small form factor that will run with your Android phone, PC or MAC (iOS coming). UCG will be getting a unit to test soon.



### DID YOU KNOW?

By Grant McGough, General Manager Operations NZ

Ninety per cent of all digital data in the world today was created in the last two years. Cisco predicts that by 2018, video content will account for 84 per cent of all internet traffic.

During the past year, Spark and Vodafone have launched video-on-demand services, while Sky TV continued to invest in placing its content online and Netflix entered the market.

In New Zealand, the preferred method of delivering high-speed internet that supports online video is optical fibre.

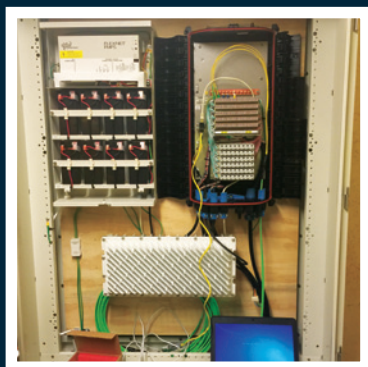
UCG installs the optical fibre that connects households in Auckland and Wellington to the internet. And that is how we all got into the movie business!

UCG will keep you posted on how our trials on the above equipment are progressing



# gy Update

## Universal Communications Group installs Australia's first NBN micro-node



UCG has successfully installed NBN Co's first Fibre-to-the-Basement (FTTB) micro-node in Canberra.

UCG CEO Ralf Luna said, "What a great achievement for our team and again demonstrates that UCG is at the forefront of new NBN technology deployment. This is a special milestone for our FTTB works and further cements UCG's reputation as a skilled and reliable NBN delivery partner."

A micro-node is a cable termination device that enables NBN to serve a premises with optical fibre cable while still using the existing copper cabling within the building to deliver high-speed broadband.

### HAVE A QUESTION?

#### CONTACT:

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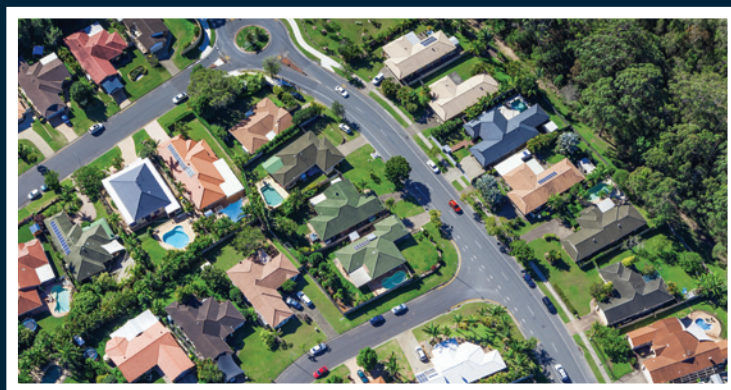
Jim Donachie, Capability Manager  
jim.donachie@ucg.com.au

### DID YOU KNOW?

By Susan Minnekeer, General Manager Operations Australia

Leadership starts with you. Leadership is having the strength and persistence to uphold values in the face of pressure to do otherwise. Leadership is respecting others and ensuring that you treat others fairly and honestly. Leaders challenge the status quo and are always looking at better ways to do things. Leaders expect excellence and are self-motivated. UCG wants all its staff and delivery partners to take a leadership role. UCG expects you to take a leadership role when it comes to health and safety.

## Changes to how new housing estates are cabled in Australia



As at May 1 the Federal Government changed the rules on how telecommunications infrastructure is to be provided to large housing estates (those with 100 lots or more). The new policy is meant to increase efficiency and broaden choice in the provision of telecommunications in these areas by encouraging competition between NBN and private network providers and ensure some recovery of costs up-front.

Previously NBN cabled these new estates free of charge. The new policy enables developers to choose who they want to cable the estate but they now have to contribute to the cost on a per single dwelling unit (SDU) or multi dwelling unit (MDU) basis. This change should open up the available range of options to developers and encourage completion in price and service offerings. UCG currently competes to cable up greenfield MDU developments via NBN.

## What does a NZ provisioning technician do?

When UCG's Delivery Partners cable a MDU to make it "fibre ready" for provisioning, the vertical riser (backbone) cable is installed and Fibre Access Terminal (FATs) are installed on each floor in the riser cable. Part of UCG's build process is to ensure that there is a clear pathway to each apartment from the FAT to the point of entry (POE) at the apartment.

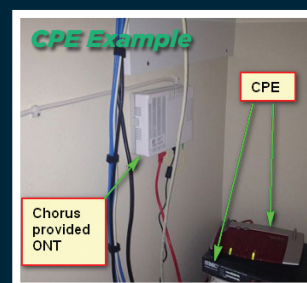
A Residential Service Provider (RSP) contacts Chorus when a customer requests broadband service and Chorus arranges two appointments with the customer. One of the appointments is for scoping and the other for the connection. UCG's provisioning team assigns the job to our provisioning technicians to complete two parts of the provisioning job:

### Scope (Appointment 1)

The provisioning technician meets with the customer to outline the full scope of work required for the connection. They agree on the location for the Optical Network Terminal (ONT) and the cable route for the fibre cable from the POE to the ONT in the apartment. Once agreed, the customer signs the Ultra-fast-Broadband Installation Consent Form. While onsite, the technician also confirms the route from the FAT to the POE into the apartment.

### Build and Connect (Appointment 2)

Chorus makes arrangement with the RSP to have the Residential Gateway (RGW), i.e. Customer Premises Equipment (CPE), sent to the customer's house before the day of connection. The provisioning technician runs a two-fibre cable from the FAT to the ONT. At the FAT and ONT, the fibres are fusion spliced and the RGW is then connected to the ONT. The ONT is configured and tested. Once the RGW is activated, a broadband and voice test is undertaken to complete the customer's fibre connection. [U](#)





# Partner Profile

This issue @UCG gets to know New Zealand business delivery partner Clearvision Communications Limited.

Clearvision Communications Limited director Sam Abraham started contracting to Sky TV in late 1995 with a single van before picking up a new contract with Walker Wireless in 2000, installing its equipment with a small team of only three technicians. Soon after that he grew his business and started working a large customer base performing installations and system design all over New Zealand.

Today the company has 55 technicians, 35 company-owned service vehicles as well as company-owned tools and equipment, and a robust training program. As the largest Chorus UFB national subcontractor, CCL services Auckland, Hamilton, Waikato and other regions. CCL has experienced 25 per cent growth every year for the past three years, which is testament to the company's positive reputation in the marketplace.

Clear Communications Limited has a strong operational team of four looking after each segment of the business.

CCL is comprised of the SDU, MDU, Civil, Call Centre, HR & Finance and Marketing departments.

The company's vision is to connect the world and to be the best installation company in New Zealand and Australia. Sam is excited about the Company's participation in the Chorus project and says they are thrilled to be building a significant piece of infrastructure for the country.

"It's great to be involved in the largest communication project in New Zealand," he says.

"It takes the company to the next level. Internet connectivity is now as important as being connected to electricity and water, and high-speed internet in particular is an important tool for business, education, health, government, etc, so it is very exciting to be part of this phase of the Chorus project and the history of the country. And every house, business, hospital and school will be connected, so the potential for financial reward from a business standpoint is fantastic.

The best part about being involved with UCG, Sam says, is the company's size, which allows it to be dynamic and fluid at all times.

"UCG is a good sized company - it's not so big that you are restricted by



Sam Abraham (centre) with CCL staff

rigidity and beauracracy, but it's not small either. It's big enough to attract the business from Chorus but small enough to still be agile and flexible. UCG has a great team and we find that the agenda is always open and driven towards the objective of pleasing the customer or end user."

Sam says CCL is enjoying a great working relationship with UCG and is looking forward to this continuing while both businesses keep up the good work. 📍

# Employee and Delivery Partner Awards 2nd Quarter 2015

As with every period of UCG's operation, its success or otherwise simply comes down to one thing – its people. UCG is made up of its own employees and the employees of its valued delivery partners. All play a crucial role in our design and construction processes. Everyone's actions have a considerable impact on how safe our works are, customer service, the environment and our quality of works. Above all, everyone getting home safely to their families the end of each day is UCG's number-one priority. As usual, we have recognised a number of people for their great contributions during the past quarter, this time the April to June period.



#### **Outstanding Performance Award Australia**

*Stephanie Snaidero  
Field Supervisor in the ACT*

*Steph is a sterling example of how UCG is very supportive of placing women in non-traditional work roles and, given her quality of work, why wouldn't we? Steph has been recognised for her thorough safety observations, where to the benefit of her delivery partners she helps them be more safe by highlighting the safe work practices they do well and identifying those that can be improved. Steph has great relations with the delivery partners which is essential for success.*



#### **Outstanding Performance Award Australia**

*Kelly Ahfuni (pictured left with Sam Cox and Ralf Luna)  
Completions and Handover Team Leader*

*The team finished the quarter without a dedicated manager and very noticeably Kelly stepped up to the plate and done a magnificent job. Kelly and the team are very subject to ensuring all the artefacts are obtained for every work site and asbuilt diagrams placed in spatialnet. The completion rate has kept high, which is very important because only then can UCG apply to the client for payment, which flows through to UCG, its employees and delivery partners and their employees. Well done, Kelly.*



#### **Outstanding Performance Award New Zealand**

*Akhila Thanumurthy  
Human Resources Officer*

*Akhila commenced her employment with UCG in the very first week the company began its operations in New Zealand back in June 2014. Since that first day and with high enthusiasm Akhila has been integral to the recruitment, induction, training and general support of all employees, a number that has grown in excess of 75. In the April to June period alone, 31 employees either commenced their employment or accepted a job offer and are soon due to start. Akhila plays a great support role to the management team.*



#### **Outstanding Delivery Partner Award Australia**

*Eric Webberley  
Tons Contracting Pty Ltd*

*Eric is a member of a team of two and exemplifies what great contributions small businesses can make in supporting UCG. Operating in Tasmania, according to Dale Anderson UCG's National Construction Manager, Eric continually goes the extra mile when requested, always willing to assist at a moment of notice. Eric has very neat technical work and is good interpersonally with customers, which is very important.*



#### **Outstanding Delivery Partner Award Australia**

*Jared Jasnos  
ETS Electrical Services Pty Ltd*

*Jared has been recognised by the ACT management team for his consistently high-quality and neat work. UCG's relationship with our client and regulatory bodies is very important, and Jared has a good reputation with NBN Management. Federal Safety commission representatives, when they attended a UCG site he was working on, found Jared represented his company and UCG with professionalism. Excellent work, Jared.*



#### **Outstanding Delivery Partner Award New Zealand**

*Larry Dizon  
Cellwatch Limited*

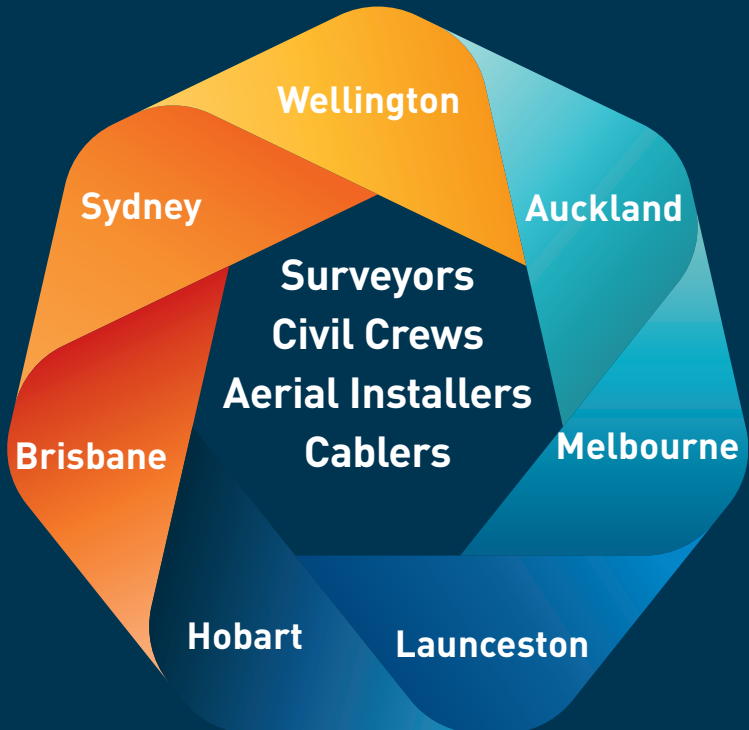
*Cellwatch has strong skills within cabling and testing work. Director Larry Dizon leads his team with a strong focus on efficiency, accuracy and up-to-date communication with UCG. Cellwatch has a great understanding of the Telco industry and are able to turn around work in a very timely fashion. Larry encourages his team to find solutions to onsite issues which are then related to UCG.*



**IMMEDIATE OPPORTUNITIES TO WORK WITH UNIVERSAL COMMUNICATIONS GROUP!**

Universal Communications Group designs and project manages the build of the national ultra-fast broadband networks in Australia and New Zealand. We specialise in connecting multi dwelling units and single dwelling units to the broadband street network. We rely on professional delivery partners to survey job sites and construct the works. We offer a competitive schedule of rates for the work on offer to each of our delivery partners.

The geographic areas pictured have many opportunities available right now or in the relative near future and we are looking for relevant tradespeople and professionals to subcontract to UCG.



Contact UCG's friendly Delivery Partner Onboarding teams to lodge your inquiry today. We want to expand our workforce so we look forward to hearing from you.

To enquire about becoming a delivery partner to UCG  
New Zealand call +64 9 6331247 or email [work@ucg.co.nz](mailto:work@ucg.co.nz)  
Australia call +61 3088 2778 or email [work@ucg.com.au](mailto:work@ucg.com.au)