

# @UCG

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**Corporate Fibre  
Network for Austal**

**+**  
**UCG brings  
nbn to Western  
Bays, Sydney**



**UCG achieves  
ISO27001 accreditation**



**Diversity and  
inclusion at UCG**



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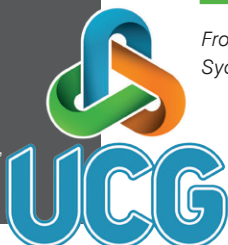
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Front cover: UCG brings nbn to Western Bays, Sydney, NSW

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## Doing our bit during COVID and celebrating the wins

By *Muralee Siva*  
CEO

UCG has made a very positive start to this financial year.

UCG believes strongly in playing our part during these challenging times to keep our community safe. Earlier this month, the company announced an incentive scheme whereby every employee who commits to receiving the double COVID-19 vaccination will receive an additional day of annual leave (this is in addition to the paid time off we currently provide for staff to receive their vaccination). UCG is extending this incentive to our Delivery Partner Technicians, who will receive a \$100 gift once they can demonstrate that they have received two vaccinations. This initiative is one example of how companies can play their part in this challenging environment.

On the business front, I am pleased to announce that we have recently been awarded a large project for a well-known infrastructure provider in NSW. This project includes the supply of all resources and materials to survey, design and construct over 90km of new pit and pipe and install over 105km of 96 core fibre cable between two townships in regional New South Wales. The purpose of the project is to provide a communication service to proposed solar farms. We are excited about this win and to partner with our new client who will be revealed very soon.

We are also really excited with the progress we are making on the World Bank-funded fibre-to-the-premise project that we are designing for the Federated States of Micronesia. One hundred per cent of the work is being performed remotely and we are working with the local team to carry out the surveys to help us complete the FTTH network design that will deliver broadband services to the major islands of Federated States of Micronesia.

The project involves working with our local representatives to select, induct and train the survey team and then to provide them with the systems, tools, and the processes to carry out the work involved. The highlight was the first batch of surveyors completing our training course. This was a great success story where we were able to convert the challenges introduced by COVID into a positive, by working remotely. It also allowed us to empower the local team to then carry out the survey works they were trained for.

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. This bodes well for UCG and supports the longer-term growth opportunities

UCG is extending this incentive to our Delivery Partner Technicians, who will receive a \$100 gift once they can demonstrate that they have received two vaccinations.

for the business. This, coupled with Brisbane's recent award of the 2032 Olympics, will create massive opportunities for local businesses in the area and I expect the telecommunications industry will play a large role in preparing the city for 2032.

I am looking forward to getting back to travelling and seeing you all again, face to face, hopefully before the end of the year. 📍

# @UCG

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

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







By **Dillip Kanji**  
COO

## Reflecting as we enter FY21/22

As we start the new financial year, it allows us to reflect on the year that was and to map out the year ahead.

In terms of the year that was, UCG was very much focused on some critical changes that will help us evolve into an organisation that more reflects being an extension of its customers via clear project and operational execution, governance and having tools and resources that allow this outcome to be achieved as a regular mode of operation.

One of the key ingredients around this was to deploy UCG's workflow management system, siteTRAX3, across the whole UCG ecosystem and this was done successfully across NZ and Australia around March 2021 with minimal impact to operations and to our customers.

UCG has also focused on building our Alliance Partner network to increase the capability that we are able to provide to new and existing customers. Increasing our capability via our Alliance Partners was a key pillar of our strategy that we mapped out two years ago and it is very pleasing that we are starting to see the fruits of this transition. We expect to announce some significant projects with our Alliance Partners this year—stay tuned.

For the year ahead, there are both challenges and opportunities that we are confronted with. The changing landscape around our industry, the requirement for data in real time with a high level of availability and the ongoing threat of COVID across the globe continues to challenge us to work differently and we believe that we have the tools and resources to thrive in this environment. [U](#)

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## Our MVP

By **Corey McCarthy**  
People & Culture Manager



MVP stands for—you guessed it—Most Valuable Player, and UCG has well in excess of 100 full-time MVPs engaged through our offshore partner MVP Asia Pacific. MVP is located in Clark, around 85km from the Philippine capital, Manila.

Adjudged by independent industry participant Outsource Accelerator in August of this year, MVP Asia Pacific was announced in the top 40 Business Process Outsourcing (BPO) companies in the Philippines. Not bad, considering the staggering size of the BPO industry in the Philippines, which employs about 1.2 million people.

MVP CEO Clint Luna puts MVP's success down to how MVP as an organisation manages and supports their people. He shared his appreciation of the award:

*"I'm stoked that MVP has been recognised so highly in such a large field. There are over 700 competing firms in the Philippines alone, so just being recognised in the top 40, let alone placing 11, is huge for us. We've always put our staff first and when you do this consistently you build a reputation and attract the best talent. Great employees means happy clients—it's that simple."*

The MVP staff support all of UCG's teams, from overhead teams such as Finance, Commercial, IT and People & Culture, through to providing large numbers of team members in many technical areas of UCG's business, such as in telecommunications design, customer consents, completions and updating of government and client telecommunications infrastructure record systems. Many of UCG's assigned MVP staff date back to MVP's inception in 2016, where they have been fully devoted and committed team members of UCG since they began their MVP employment.

MVP management and recruitment teams help UCG recruit our staff and provide them with first class facilities and secure systems to enable them to be productive. We have been very impressed with MVP's ability to continue to service UCG's needs throughout the 18 months of the pandemic, including hybrid work from home and work from office arrangements which have maximised safety without compromising productivity. The MVP team members are a genuine extension of the UCG teams throughout Australia and New Zealand. Daily video conferencing makes the relationships feel very real. We have metrics to monitor the daily and weekly productivity of each MVP team, and the team members themselves actually thrive on reaching their quantity and quality targets and are very proud when they do.

From UCG's perspective, we continue to draw more and more from our offshore team members at MVP, who typically arrive with professional degrees in engineering or IT and accounting, who hit the ground running and who continue to absorb extra responsibilities over the months and years ahead due to their aptitude and motivation to progress their careers. Cross training continues today and into the future, so our MVP can pivot to support the different competency areas of the business or country of operations. It's true to say some of the customer service our MVP team provides UCG internally and to our external stakeholders is exceptional. Our shared success with our many MVPs comes down to their commitment to their employer in MVP and UCG as their client. Our team members throughout Australia and New Zealand get along and combine beautifully with our staff at MVP. Do we have most valuable players in Australia, New Zealand and the Philippines? That we do! [U](#)





# HSEQ Team Update

**By Louise Storie** HSEQ Manager Australia  
**& Thomas Williams** HSEQ Advisor New Zealand

Just when we think the year can't move any faster, we find ourselves in spring. For the HSEQ AU/NZ team it has been a steady stream of BAU within operations coupled with new client opportunities and changes/updates to UCG's management systems.

UCG NZ has been selected by Chorus to pilot a new Balanced Scorecard, which increases the focus on quality of work and continual improvement. The shift focuses on evaluating how the business is structured to manage quality, using root cause analysis to ensure understanding of the trends in causal factors and to make informed decisions about preventative actions. Collaboration with Chorus, Delivery Partners and other external stakeholders is critical to this process.

In addition to the above, tendering for work with new clients has provided an opportunity to revisit environmental management which has seen the team reviewing parts of the Environment Management System (identifying strengths and weaknesses) with the aim of improving our processes, positioning UCG as a leader in this field. The HSE team continues to upskill, ensuring internal capability to set and achieve positive environmental outcomes.

Over the past several months, HSEQ AU has been working with the Business Improvement team to increase HSEQ functionality within SiteTRAX3, introducing generic e-forms which are modelled off existing HSE documentation (safety observations, site inspections, vehicle inspections) and linking this with Power BI for reporting and tracking purposes.

Document control training has been rolled out across the AU business with the view to ensuring capability and accountability across



all competencies. The training provided the participants with a detailed description of the existing document control processes in the business along with a comprehensive tour of the UCG employee intranet.

UCG continues to navigate COVID-19 hurdles with the Trans-Tasman bubble coming into play (and being burst on a couple of occasions already), government vaccination programs in both countries ramping up, and lockdowns and restrictions—be they short term or ongoing. UCG has implemented significant controls across the business to keep employees, Delivery Partners, clients and visitors safe and we must not become complacent.

Led by UCG's Group Compliance Manager, Scott Dunmore, both countries completed this year's SAI Global ISO 45001/9001/14001 maintenance audit with no non-conformances identified across the group, a terrific result



and a positive reflection on UCG's standards and business practices. The recent COVID-19 outbreaks in both Australia and New Zealand presented challenges, however, the audits were completed inclusive through teleconferencing. [U](#)

## EAP Services

UCG partners with EAP Services to provide support with any work or life issues and to improve your health and general wellbeing. EAP Services provides brief solution focussed support that is completely confidential and fully funded by your employer, which UCG makes available to our Delivery Partner workforce in addition to our employees. The discussions with your EAP professional will be informal, friendly and focused on meeting your needs, and may include:

- Feelings of anxiety, stress, pressure or depression

- Building resilience in times of change and uncertainty
- Dealing with burnout and fatigue
- Family challenges or personal relationship issues
- Addressing financial or personal legal concerns
- Coping with illness, grief, bereavement or trauma
- Parenting problems or elder care support
- Conflict and tension with partners or work colleagues
- Preparing for retirement or redundancy
- Personal development or career direction



- Managing addictions and minimising their impact
- Lifestyle or health issues.

UCG employees or the workers with our Delivery Partners can request an in-person, phone, video or e-counselling appointment by calling one of the following numbers or visiting [eap services.co.nz](http://eap services.co.nz)  
 PH: 0800 327 669 (NZ) / 1800 726 474 (AU). [U](#)



## Corporate Air-Blown-Fibre Network for Austal

By **Nicholas O'Brien**,  
Manager Sales and Business Development

UCG continues to diversify, both in terms of our products and services, and the clients we support.

Earlier this year, UCG was contracted to design and construct a private dark fibre network for Austal using air-blown-fibre technology. Austal is a global shipbuilder, Defence contractor and maritime technology company that designs and constructs commercial and Defence vessels. At the end of 2020, Austal acquired a number of shipping yards in Cairns as part of their growth strategy and had a requirement to connect all their offices by a local area network. UCG was engaged by Austal to design and build an optimised network solution by utilising existing underground infrastructure, minimising new civil construction and reducing capital expense.

Of the various solutions assessed, UCG recommended a private dark fibre network using air-blown fibre technology installed in leased Telstra duct. UCG surveyed, designed and constructed the secure network which provides high-speed broadband access and internal company data transfers.

Installing air-blown-fibre can be challenging over long distances where there are multiple bends in the micro-duct. Technicians also have limitations on where they can set up equipment. Our experienced Technicians used compressors in the centre of the route to reduce the distance of the air-blown-fibre and avoid setting up equipment inside the buildings.

The ground conditions and wet weather within the marine area added further environmental risk to the project. UCG used VAC trucks to remove potentially contaminated waste and minimise environmental risk.

Over 1300 metres of Hexatronic 4di micro-duct and air-blown-fibre was installed through existing Telstra pit and pipe infrastructure. New Austal owned pit and pipe was installed by horizontal directional drilling to complete the pathways to each location.

The fibre-to-the-building (FTTB) network originates from the communications room, located in the main 'hub' building and runs to a single joint that distributes blown 12-fibre cores to four other buildings. The joint was positioned to allow the micro-duct to be split to 1di and distributed to each FOBOT location. All splicing was carried out at the FOBOT locations in each Austal warehouse.

Capacity has been provided at the "hub" location for future expansion of Austal's private network. The network has also been "future proofed" by providing 12f cores to each location which ensures the fibre network can be expanded if more connections are required.

A huge thank you must be said to UCG's Field Manager, Dean Clark, for his commitment to delivering this project. UCG is pleased to have completed this project and looks forward to building a strong working partnership with Austal. [📍](#)



L to R: Brent Small, LSD; Luke Daveney, LSD; Dean Clark, UCG; Sharline Morris, Austal; Kevin McLean, Austal



## FMO Update

By **Claire Laidlaw**  
Programme Manager

What is FMO? This program focuses on six key pillars of activity to ensure a successful transformation, and which underpin individual customer tenders, including the Chorus FSA 2022.

**Capability and capacity** – We are increasing the number of people and range of skills needed across the workforce to service our new business, particularly Operate and Maintain, and are planning how best to resource through this workstream. The good news is that we already have many experienced staff in these areas, and we will be aiming to leverage this knowledge as we expand. The Field Support Centre, which augments UCG's Field Managers, is also important to our success and has been set up to help with problem solving.

**Management Information Systems** – To onboard new customers, and service Operate and

Maintain functions we are integrating siteTRAX and developing new workflows. We already have the Service Company Gateway project underway with Chorus, which will provide the foundations for O&M work, and we are mapping processes in preparation for setting them up in siteTRAX.

**Management growth** – As well as having skilled staff in the field, we are developing our leadership expertise within UCG. A number of activities are underway around succession planning, creation of a Training, Development and Retention framework for the UCG NZ business, and rollout of the Chorus 3RP program to a wider range of staff.

**Financial modelling** – While the above workstreams focus on delivering excellent customer experience, we also need to ensure we deliver a sustainable financial model at a competitive price to our customers. We are

working on modelling known changes to our business including the new workstreams, ahead of the issue of specific tenders.

**HSQW and ESC** – Health, safety, quality and welfare (HSQW) have always been a key foundation of our business. Environment, society and community (ESC) is becoming increasingly important to the whole ecosystem and is about being a good corporate citizen, including carbon neutrality. We have developed new "gold standard" strategies this year and are now starting the rollout. One of our first initiatives is around diversity and inclusion and we have recently closed expressions of interest for our Diversity Committee.

As you can see, it is an exciting time. We have got a number of people seconded to work full time on the program and we are expecting a busy 12 months. Watch this space! [📍](#)





## You Lose Some, You Win Some...

By Roger McArthur,  
Executive Director

The UCG Australia business has had its ups and downs over the past few months. Three major contract wins in late August sees the business mobilising for some very interesting work that we can excel in.

While our employees are aware of who our new clients are, at the time of writing this I am bound by confidentiality and not permitted to reveal their identities—however, they are all well-known entities and brands established in the market and UCG is very proud in the near future to be able to announce these new contract wins. If that is not enough, we have a number of smaller start-ups that have turned to UCG to help them in the delivery of their services, and in operations and maintenance for their deployed products—and yes, again, confidentiality prevents me from revealing their identities.

What I can say though is a huge thank you to Nick O'Brien, UCG's Manager Sales & Business Development, who has been working steadfastly (plus many in UCG who were co-opted to help) to put together a set of first-class submissions that has really wowed our new clients with UCG's professional approach and first rate capabilities. One of our new clients even said our submission was near perfect—one of the best they had ever received. Our commitment to HSEQ has also seen many complimentary remarks—for some of our large new clients this makes doing business with UCG easy and a pleasure. A really big thank you also to Louise Storie, HSEQ Manager, for setting the high standards that help us keep our staff, Delivery Partners, and clients safe.

### A TIME FOR CHANGE

The small window between scaling down and stepping back up to deliver our newly won contracts has allowed us to reflect on the way we do business and to take the opportunity to pivot and embrace new ways of working. I have been working with the UCG Australian Management Team to review and address almost all aspects of how we work, and look to make step changes to help our very capable team deliver on the newly won work. The UCG Australian business is proud of its past "Right First Time" delivery, and we plan to excel in this area even more.

To that end, we will be looking to strengthen the good work already started by bringing in a more structured Project Management Office (PMO) approach to managing what we do and to take the good work and training to date and take it to the next level. I am happy to announce that Ben Forte has joined the UCG team in Australia in the role of Program Manager from early September and his focus will be to review and reset our project management as we expand our client base by five new clients. Ben comes with many years of PMO experience, and I am looking forward to working with him to help turbo boost our Australian operation.

But wait, there's more... and we could not have done it without you all.

The business development mentioned above does not stop there, with another three to four significant irons in the fire plus expansion of works with existing clients—most of which I

One of our new clients even said our submission was near perfect—one of the best they had ever received.

expect to be able to announce before the end of this calendar year. So, watch this space.

The last key message I want to deliver is this contract win success has been won not just by the business development function of UCG, but by ALL of the wider UCG team. This includes our Delivery Partners who represent us every day in the field, AND includes ALL staff that contribute towards UCG's excellence in delivery. That includes UCG New Zealand—one of our wins was improved by the great reputation we have in Australia and in New Zealand.

So a HUGE thank you to the whole UCG delivery team, whether you are in the office processing payments or permits, or in the field managing our activity, or performing the work on the tools. What you do every day makes a difference, and what you do helps UCG be successful.

Thank you! 🙏



The UCG team received many accolades from the residents in this beautiful part of the world—Western Bays, Sydney





# NZ Business Update

**By Roger Crellin,**  
Executive General Manager New Zealand

In our current climate, I'd like to provide a reminder to stay safe and well, keep in your bubbles and check in with your family, friends and work colleagues—not only in New Zealand but also in Australia and the Philippines or wherever your family and friends may be.

The last quarter has been great for UCG NZ. We are continuing to grow with our performance and our client relationships. We have maintained our customer experience "CX" score for August 2021 at 8.9.

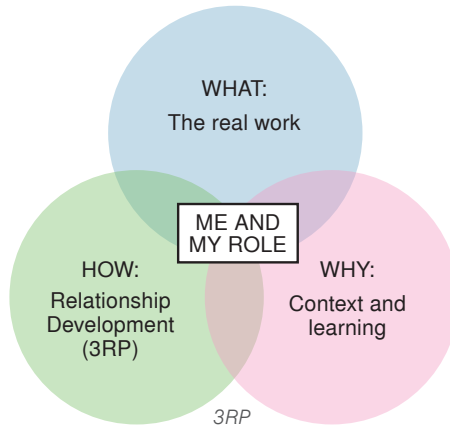
### 3RP PROGRAM—RELATIONSHIP, ROLES AND RESPONSIBILITIES PRACTICES

We have continued to focus and interact with Chorus through the Chorus-UCG 3RP program. The purpose of 3RP is to understand and strengthen each other's aspirations and enabling behaviours that underpin a successful partnership for Chorus and UCG, as part of our collective efforts to build and manage one of the world's best open access networks in New Zealand.

In summary, there have been five workshops between UCG and Chorus, with 54 UCG staff participating in the program. The fifth session worked through the results of a pulse survey to understand where we might focus our actions and what further support might be needed to continue momentum within the relationship (short term and long term).

The results of the 3RP program highlighted:

- The maturity and high levels of proactive communications from both organisations.
- Increase in open and honest dialogue—fewer emails and more face-to-face meetings.
- Increased levels of trust and mutual respect.
- UCG's focus on continuous improvement and development.



- UCG's agile organisation and operations.
  - Stronger relationships between UCG Field Managers and Chorus Network Connect Managers.
  - A desire for UCG to broaden the scope of Chorus activities.
- During the past quarter, we have been privileged to have some VIP visitors through the UCGNZ HQ at Penrose.
- The Hon Craig Knowles, Australian Consul-General and Senior Trade Commissioner to New Zealand.
  - Ewen Powell, Chief Technology Officer, Chorus.
  - Daryl May, Head of Planning & Infrastructure and Kirsty Bellringer, Head of Transformation, Chorus.

### ENVIRONMENT SOCIETY COMMUNITY

*"For us at UCG, the health, safety, sustainability, and wellbeing of everyone*

*we touch is our responsibility and our work practices in all aspects of our business will, and should, reflect that. The business is committed to become a zero-carbon emissions company by 2050 or before."* – Muralee Siva, CEO.

We have been conscious and compliant and now is the time to be more active. UCG's responsibility is to manage our business ethically to produce an overall positive impact for our customers, employees, shareholders, the wider community, and the natural environment.

UCG's primary corporate responsibilities are to:

- serve the needs of our customers;
- make UCG a great place to work;
- provide good stewardship of the environment;
- contribute resources—people, money, technology, products, and services - to support the communities in which we operate;
- advance the national interest by strengthening the capability of the nation's telecommunications infrastructure, and thereby providing a strong foundation for economic growth, productivity improvement, sustainable prosperity, and global competitive advantage; and
- increase shareholder value and protect shareholder interests.

In meeting these responsibilities, our model, carefully depicted in this graphical illustration, defines the ways in which we conduct our business responsibly, reduce our environmental impact, put our customers at the centre, ensure we are a good employer, and build more inclusive communities. Our model depicts our whole of ecosystem approach to engagement.



Teamwork in action



The Hon Craig Knowles and Richard Simpson checking out the SMART NODE installed at UCGNZ HQ

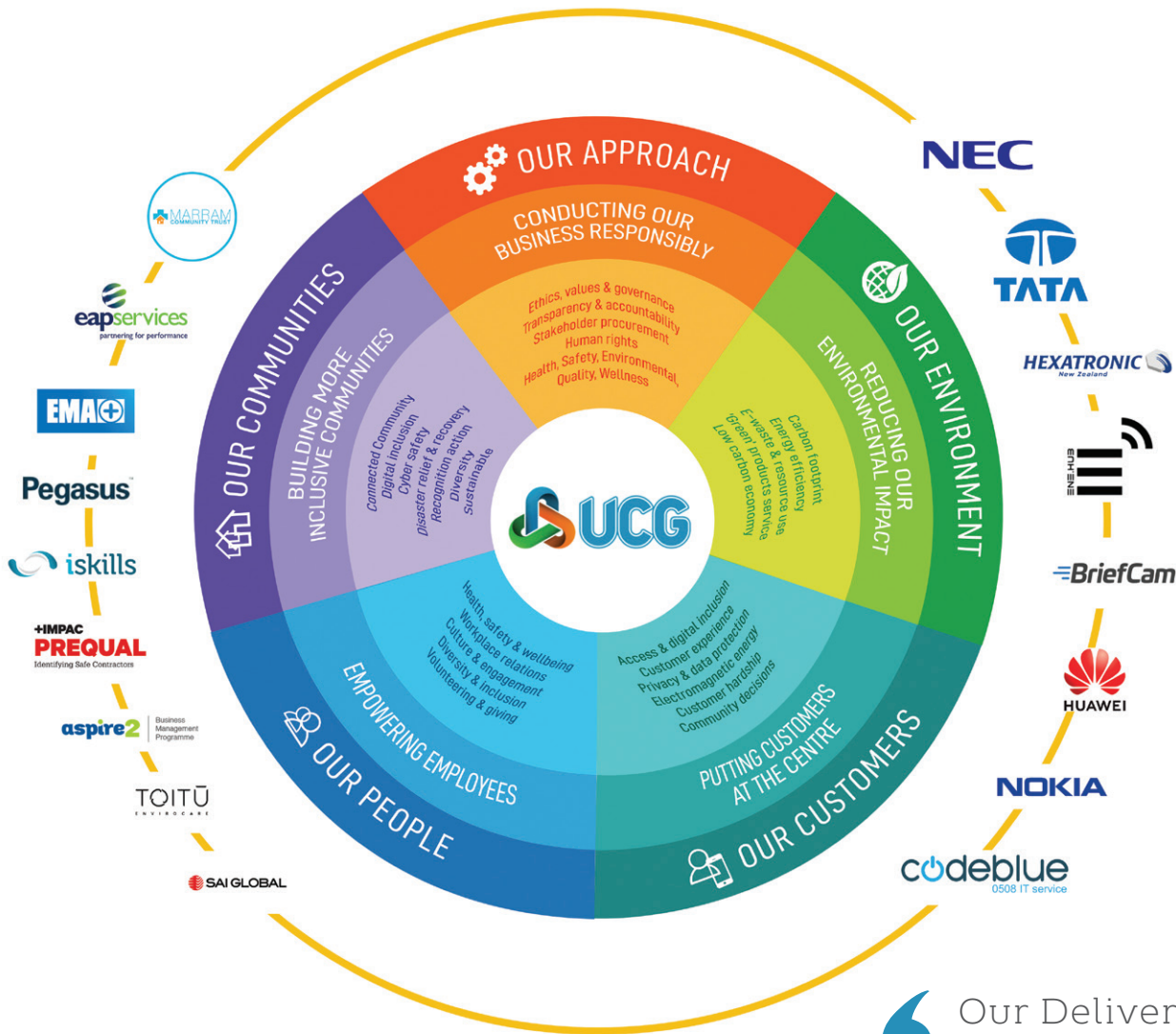


Ewen and Trevor debriefing ST3 management with staff



Daryl and Kirsty talking materials with Jarrod





Our Delivery Partners will have access to the nationwide EMA network...

*"Taking care of our planet, our earth mother, our oceans, waterways and forests was once at the heart of our well-being. Our unique identity as guardians was the source of the restorative cycle of aroha in our lives. As caretakers we valued this caring relationship between ourselves and our natural environment, and this attitude, these skills and knowledge defined us. These days, the catastrophic rifts in our guardianship role, our estrangement from this critical part of who we intrinsically are is harming us every day. The challenge to reclaim this aroha is at the heart of many whakatauki. They guide us back to this way of living more contented lives. This aspect of aroha, the activation of our role as custodians is at the heart of our very survival and that of our mother earth, Papatūānuku."*  
 — Dr Hinemoa Elder

**DELIVERY PARTNER TOWN HALL**

Recently we held a Delivery Partner town hall with the EMA (Employers and Manufacturers Association) to launch full membership for our NZ Delivery Partners (our subcontractors). Our Delivery Partners will have access to the nationwide EMA network, which provides access to business support and training, employee relations and human resources advice and legal services.

Our ESC value creation	Our business
Employee pride and morale	Productivity and brand recognition
Lower energy consumption and reduced carbon emissions	Cost reductions
Regulatory compliance	Government support and brand recognition
Long term environment protection	Closer analysis of asset and inventory investments that deliver longer-term use benefits through longer lifecycle purchasing procedures
Stronger community support and labour relations	Brand recognition and lower attrition
New clients, ESC goals	New business—new revenue



L to R: Andrew Clark, UCG GM Operations; Monish Raj, MR Communication; Roger Crellin, UCG Executive General Manager; Swarna Nand, Fixel Communications



## NZ Operations

**By Andrew Clark,**  
NZ General Manager Operations

I am sitting in the Christchurch office as I write this update and have just spoken to one of our key stakeholders from Chorus who gave me some feedback about UCG's performance in the South Island. What has inspired me to write this article is the feedback that I received, was great, saying:

"The team is working really well with us."

"Your metrics all look good."

"Quality is on the improve."

"Your approach to Connect First Time is great."

I asked you all in my update last time to "own your business" and ensure that we earn the right to be able to grow and diversify as a business. The feedback from our client is that UCG's staff and our Delivery Partners throughout the South Island have all done just that. In fact, I can say that, based on the operational results and customer feedback, our teams throughout North Island have been just as successful.

I understand that UCG is a fast-paced business, and that sometimes we have to do the little extras to get our customers connected or to ensure that an escalation is closed out. To each and every one of you who have given that extra bit, I just wanted to say thank you.

The second thing I wanted to mention today is around our Delivery Partners and Technicians. The roll out of siteTRAX3 has been a huge success across the business. It has been a huge change, and as it has bedded in our Technicians



L to R: Alistair McCombe, UCG South Island Logistics Team Leader; Ganesh Yallapragada, Telcore Solutions Limited

are enjoying the new technology. We continue to evolve this great system, and have many enhancements planned such as:

- Smart e-forms and reduction of paperwork for Technicians
- Materials management and stocktake features
- Smart scheduling.

While these upcoming system enhancements are all beneficial for our Technicians, please remember that every time we roll out a change we need to be supportive of our Technicians and each other as we bed these down. We are in an exciting time as an organisation, and if we look after our people, each other and, most importantly, our families, we will be successful. [U](#)

## Diversity and inclusion at UCG

UCG strives to foster belonging and empowerment at work. We create relevant programs for our diverse customers. We listen and engage with our diverse communities, and we value teamwork with our diverse UCG team and Delivery Partners.

As a part of the ESG (Environment Society Governance) strategy, UCG NZ launched the Diversity and Inclusion initiative and D&I Committee in May 2021. The newly formed D&I Committee, which has a New Zealand focus, is currently looking into understanding the similarities and differences in the UCG's ecosystem. We will then look to start to create and foster a sense of belonging and empowerment at UCG through internal events and partnering with diversity organisations. Watch this space!

D&I Committee members include: Francis Kim, Yogita Harishchandra, Mike Mehra, Ellen Sa'u, Sheryll Harrison and Thomas Williams. [U](#)

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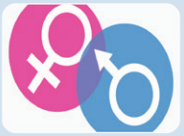
### UCG Diversity and Inclusion Pillars



**Culture**  
'All New Zealanders'  
Inclusive of all Ethnicities, Cultures, Religious beliefs and other Ideologies



**LBGTQI+**  
Lesbian, Bisexual, Gay, Transgender, Queer, Intersex +



**Gender**  
Non-Binary, Female, Male



**Wellbeing**  
Physical, Emotional and Mental Wellbeing



**Generations**  
Gen Z, Gen Y, Gen X, Baby Boomers





# siteTRAX and B2B

By Trevor Doorley,  
Chief Technology Officer

As the UCG partner network grows, opportunities will emerge to build connectors between siteTRAX and platforms in a context known as business-to-business (B2B). In this article I will elaborate on B2B and how siteTRAX is evolving to become a first-class citizen in an increasingly connected world.

## B2B DEFINED

Business-to-business (B2B) integration is the automation of business processes and communication between two or more organisations. It allows them to operate more effectively by digitising and automating key business processes, and quickly routing them through a business' ecosystem in an efficient and predictive manner. Examples in the UCG domain are the receipt of work packets from key client systems to create jobs in siteTRAX and uploading status updates in reciprocation as the work progresses.

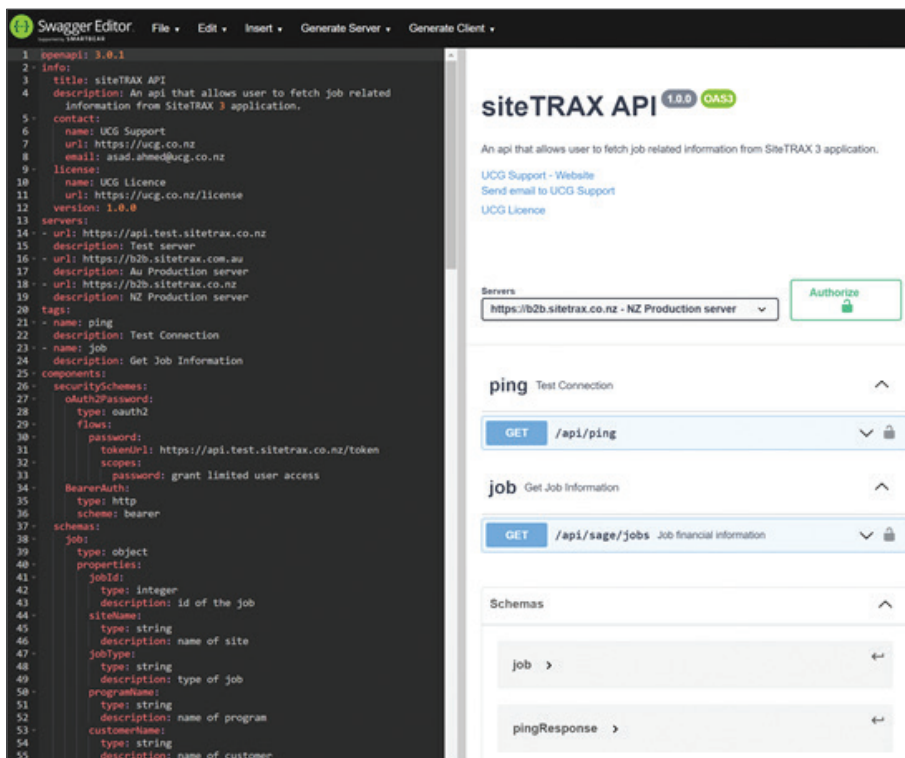
## SITETRAX API

The software development team recently deployed the first version of the siteTRAX API designed for partners to extract information from our platform for consumption in their systems. To complement the technical advancement, we also gave careful consideration as to how we would make it developer friendly and elected to adopt a standard known as the OpenAPI Specification (OAS). This specification is an industry standard used to describe service operations and can be used by documentation generation tools to display the API schema, sample code, and generate boiler plate integrations.

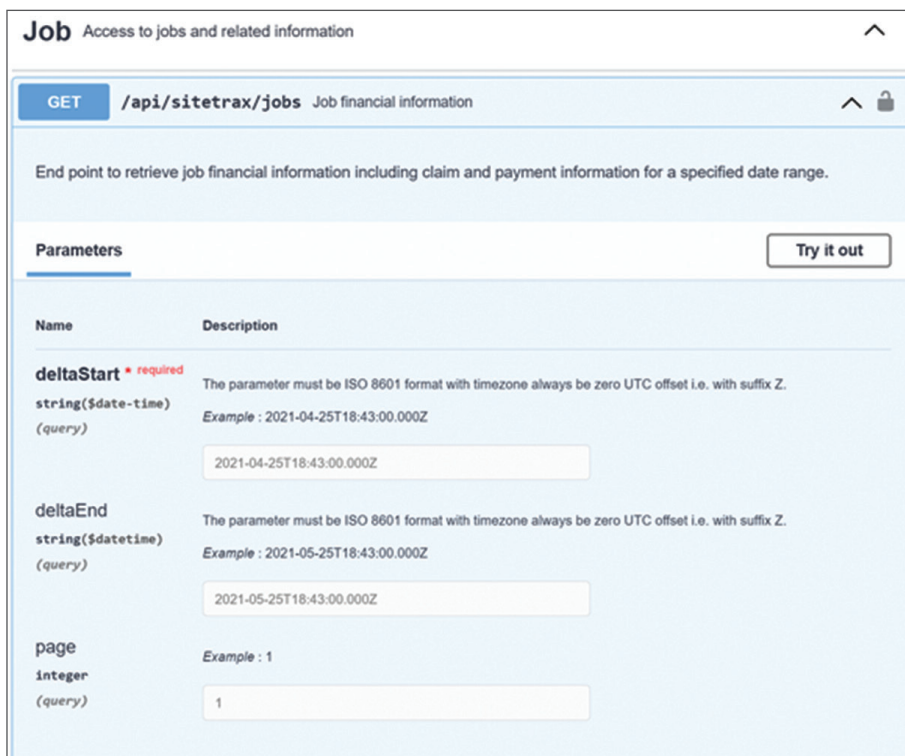
## SITETRAX B2B PORTAL

Extending the capability of a traditional API-to-API integration, the siteTRAX B2B web portal is a mature offering of our platform that provides access to the data being processed by our existing B2B integrations. This includes log information, the files that have been consumed, and tools to provide fallback manual file exchange processing in the event of an outage between partner systems. This provides us with a business continuity solution that contributes to the resilience of our operations, and with the footprint of our B2B integrations set to increase, the feature set of this solution will be extended to manage our partner channels from a single location.

As enterprises are increasingly expected to provide frictionless integrations and fluid interactions, we are now well placed to support our business partners in the creation of value. Reflective of this, future state projects in our pipeline include integrations with partner operations and maintenance systems, cloud hosted services and technologies driving the advancement of smart cities. Such initiatives will position siteTRAX as a key orchestrator of data exchanges across an increasingly diverse spectrum of fast-changing interconnecting technologies and business environments



siteTRAX API – OAS sample for the service in an online reader



siteTRAX API – OAS description for the jobs operation



## @UCG, Security is Paramount

By **Steve Alani**,  
Chief Information and Digital Officer

We are pleased to announce that UCG has achieved for the first time ISO 27001:2013 certification. The certification and audit were performed by an accredited cybersecurity audit firm.

### WHAT IS ISO 27001?

ISO 27001 is one of the most widely recognised and internationally accepted information security standards. It is one of the few standards that uses a top-down, risk-based approach to evaluation. The standard identifies requirements and specifications for a comprehensive Information Security Management System (ISMS), defining how an organisation should manage and treat information more securely, including applicable security controls.

ISO 27001 is a comprehensive security management standard that specifies a set of best practices and controls. It is an internationally recognised standard, and means that as an organisation we have:

- Examined our information security risks.
- Designed a set of security controls to mitigate these risks.
- Adopted a management process that reviews these controls on an ongoing basis.
- Conducted an internal audit of the above to test for conformity.

- Had an audit conducted by an ISO accredited external party to test for conformity.

The certification is valid for three years but does require annual audits to test for continued conformity.

### HOW DOES THIS IMPACT UCG?

UCG has formally adopted a broad set of security best practices as an integral element of a comprehensive company-wide Risk Management Framework, and this certification confirms our ongoing commitment to the security, confidentiality, and high availability of our services. It is important to understand that ISO 27001 isn't just a "one-off" audit, but an ongoing process of continuous improvement, review, and engagement with security standards and processes.

### WHAT DOES THIS MEAN FOR CUSTOMERS?

Our customers and clients have an assurance that we are operating in a professional manner that highly values security and is compliant with an internationally recognised standard. This certification also provides additional clarity and assurance when evaluating the quality, breadth, and strength of our security practices.

### CAN I GET A COPY OF THE REPORT?

Our ISO/IEC 27001:2013 (also known as ISO27001) certificate and Statement of Applicability will be available upon request. [U](#)



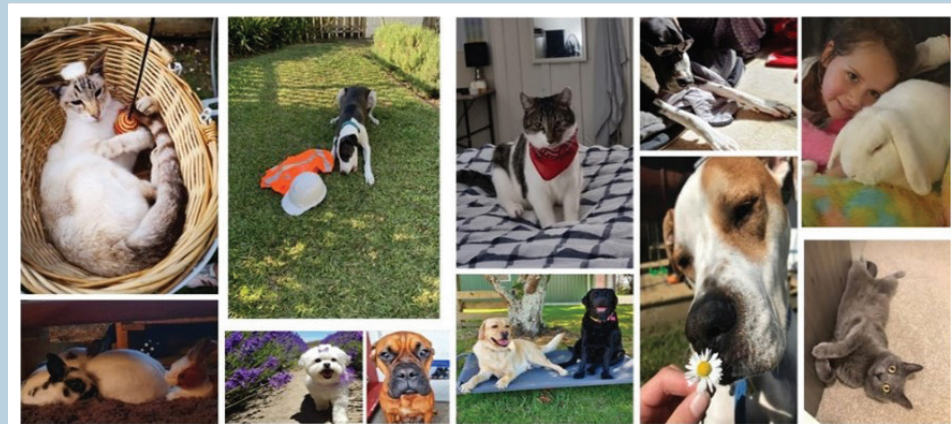
ISO 27001 is a comprehensive security management standard that specifies a set of best practices and controls.

## + UCG NZ SOCIAL EVENTS

# SPCA Cupcake Day 2021

On Monday, August 2, 2021, the social club arranged a bake sale to raise funds for SPCA New Zealand. Every year the SPCA help and home over 35,000 abused, neglected and abandoned animals. Being the animal

lovers we are at UCG, we decided to partake in this great initiative. With a combination of online donations, bake sale and a raffle for puppy cupcakes for dogs, UCG NZ raised \$920. [U](#)





# NZ Social Club

The NZ social club have been busy this last quarter, hosting a variety of events. Once again, it was great to interact with our peers outside of our work environment with the addition of family and friends invited as plus-ones.

A few highlights included:

- Roller skating with family – This was a fun way to spend a couple of hours on a Sunday with family and work colleagues. Everyone had a great time, especially the children.
- Movie night – UCG hosted *The Quiet Place 2*, and it was thrilling to see who our screamers are in Penrose.
- Pool competition – heated, prideful, and intense with friendships both broken and forged in the tournament.

We celebrated the annual Eid Festival and also for the first time, International Day.

Eid occurs on the first day of Shawal, the 10th month of Islamic calendar at the end Ramadan. The closest English translation of Eid is Festival of Happiness. Eid is meant to be a time of joy and blessing for the entire Muslim community after completing 30 days of fasting to cleanse the soul and body, this is also a time for distributing one's wealth to poor and needy.

International Day was on May 21, 2021, where all our UCG offices were decorated and produced food from various countries around the world and from the home country of various staff members. [📷](#)



# Social Bowling Event

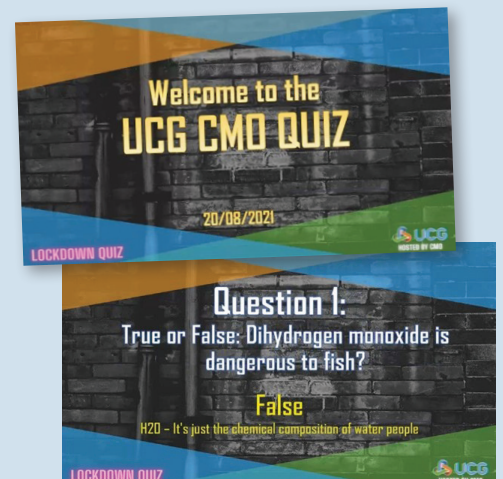
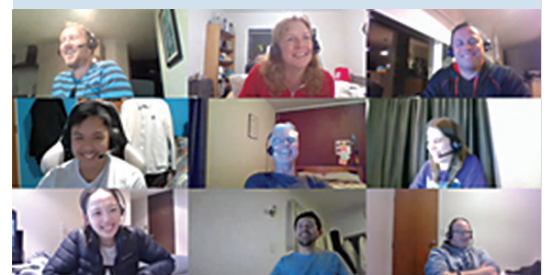


We enjoyed the social bowling event at the recent CSE roadshow in Wellington, NZ. Pictured are the UCG Field Managers and HSEQ, along with Connect teams Transfibre and Ultra Comms.

# UCG CMO

The NZ Chief Morale Office (CMO) was created during the Level 4 lockdown last year, 2020, in New Zealand to help boost morale and interaction with staff during these testing times. Officially, the CMO has been reactivated to spark engagement among peers and help unwind after a crazy week.

The NZ CMO team hosted the inaugural UCG CMO quiz night. Approximately 30 staff joined in, and the feedback was ecstatic. It was lovely to see everyone enjoy it as well as receiving some valuable feedback for the next one. The quiz will be run on a weekly basis, along with some other interactive ideas. [📷](#)





# Delivery Partner PROFILES

This issue we get to know two of UCG's valued delivery partners, Complete Communications Services and Abacus Tech.

## Complete Communications Services

Complete Communications Services (CCS) is based in Brunswick, Victoria, but conducts work throughout the east coast of Australia. CCS started off in 2000 building exchange infrastructure and DC power plants for Nortel DMS but has worked on a large variety of projects over the past 20 years, including:

- International Nortel roll-out of Switching Central Office equipment in Australia, New Zealand, South Korea, Malaysia, Brunei and Singapore.
- Fixed Wireless Network installation and commissioning throughout Sri Lanka for Lanka Bell.
- Upgrade of the Telstra Intelligent Switches from JNet to ENet.
- ANZ Bank network installation and upgrade through 27 Asia Pacific countries.
- Installation switching centres in New Zealand, including the relocation of a switching centre from Wellington to Christchurch as part of the disaster recovery program.
- Communications and audio build of the Triple M and Fox Radio Station in South Melbourne.
- Fit-out of NBN exchanges across Australia, including all infrastructure and AC/DC power and earthing.
- DSLAM roll-outs for Telstra, Optus and Primus.
- SAT relocations and upgrades for American Carriers delivering Wi-Fi services for aeroplanes.
- Copper, fibre and civil installations for various carriers on their mobile and commercial customer networks.
- Smart Node Installations along the Geelong Foreshore, including fibre and AC power and ongoing maintenance services.
- FTTC and CSD Installation throughout Victoria.

CCS started work with UCG as part of the team that conducted the fibre and power installation for Smart Nodes for ENE Hub and Geelong City Council. Following the successful installation of the Smart Nodes, they were approached by UCG to conduct CSD and FTTC installations as part of the NBN rollout. The team decided to conduct these works based on the successful partnership between CCS and UCG displayed during the Smart Node installation.

Currently, CCS is involved Fibre to Premises installations throughout Melbourne and the ENE Hub Smart Node roll-out in Geelong, which includes the installation of electrical and fibre networks and associated devices on the nodes.

"With the slowing down of the NBN roll-out, we



The Complete Communications Services team

see the future with UCG in providing electrical and technical services on other roll-outs such as the ENE Hub Smart Nodes," CCS project manager Dean Thorn says.

"For me the best part of the job is the planning stage, working out the best solutions to complete an installation quickly and cost effectively, which meets UCG's and their clients' requirements. Dealing with the issues on the ground and coming up with real-time solutions to keep jobs following is the most challenging part of the job.

"I am looking forward to the big next thing. I believe this will the Smart Cities roll out over the next coming years with federal, state and local governments looking to use technology to connect their community together." [U](#)

## Abacus Tech

Based in Wellington, NZ, Abacus Tech has been operating for 10 years in fibre, data, coax and telephony cabling. They were approached by UCG in 2015 to join the Chorus Fibre project as a Delivery Partner with UCG, and have since found their niche in fibre provisioning, running up to eight crews in Wellington Central for the past six years.

"We were drawn to the Chorus project and UCG as we could see it represented an exciting opportunity for the business," Abacus Tech's Dan McGlinchey explains.

"The project represented a significant amount of work, was a challenge in a new industry, and UCG looked an ambitious, well-run organisation, which they have proven to be.

"The Chorus project is maturing and the make-up of the work will change as a result of that. We plan to adapt and continue to work with UCG and Chorus on future fibre opportunities as well as other projects such as the recent Spark Digital project.

"The best part of the job for me is the satisfaction of having a team that can provide solutions on complex or problematic installs, delivering excellent results for all stakeholders, the customer, Chorus and UCG."

The most challenging part of the job is dealing with the uncertainty that COVID brings, Dan says.

"All of my team are foreign nationals so it's hard to see their ability to freely travel to see their families inhibited. I look forward to the global travel situation improving as soon as possible.

"Our company was able to continue working at 50 per cent capacity through the lockdown, and that was thanks to the efforts of my employees and also the robust H&S program implemented by UCG and Chorus. So really I'm grateful to my team and UCG for getting us through the challenge of COVID so far and continuing to do so as the pandemic remains a concern.

"As a team we look forward to maintaining a professional approach that enables us to grow,



The Abacus Tech team

adapt and continue delivering as the project matures.

"We definitely enjoy our weekends and our time away from work. Personally, I love spending my weekends watching my kids sport and riding my bike up Wellington's many hills." [U](#)



# Quarterly Award Winners

## NZ UCG Outstanding Employee Performance Awards

**Vince Ofa**  
Field Manager

Vince has gone above and beyond his duties from day one, providing valuable support getting difficult Build jobs across the line. He is a team player and is always available to support his peers and Delivery Partners alike.

**Kim Stewart**  
Connect Project Coordinator

Kim is always ready to assist the team when it comes to questions around Connect processes. She goes out of her way to help others.

**Jenina Macapinlac**  
Stakeholder Liaison Coordinator

In addition to managing her workload well, Jenina finds time to support others in the team.

## NZ Health & Safety Award

**Thomas Williams**  
HSEQ Advisor

Thomas has stepped into a leadership role within the HSEQW team to ensure we can not only deliver to our customer requirements, but that we do this in a safe and structured manner covering the key elements. He is always on top of your tasks and eager to take H&S to the next level.

## NZ Outstanding Manager Performance Awards

**Graig Gernetzky**  
Field Services Manager

Graig is a good listener, is open to considering the opinions of others and respects the team. He has demonstrated a lot of commitment and flexibility within the position, including moving to Christchurch to establishing the Christchurch office.

**Zoe Fyhn**  
Stakeholder Liaison Team Leader

Zoe is always ready to listen and care for others in the team. She is supportive, helpful, understanding and willing to help when the team are having issues/queries.

## AUS Outstanding Employee Performance Awards

**Dean Clark**  
Field Manager

Dean makes excellent contributions in multiple projects and business developments, including projects in Cairns, Darwin, central NSW and a client's quality audit project.

**Craig Douthat**  
Regional Program Manager VIC

Craig leads and supports the team be successful in ENE.HUB and FTN to FTTP trials.

# Delivery Partner Awards

## AUSTRALIA

### LSD Communications

**Luke Daveney**



L to R: Luke Daveney of LSD Comms and Dean Clark

Since starting as a contractor for UCG under the OPTUS program, Luke's can-do attitude has assisted UCG in handling over multiple projects on time for our clients such as OPTUS, nbn, COGC and Austal. Luke was recently involved with the Austal project in Cairns, where his excessive knowledge of blown fibre helped this project run smoothly and incident-free.

### Complete Communications Services Pty Ltd team



"The whole team at Complete Communications Services Pty Ltd team are recognised for this award as I can't select a single team member—they all deserve it," says Craig Douthat, UCG Regional Program Manager, Victoria. Pinching a line from their mission statement supports why: "The team at CCS strive to continually evolve and improve, always being able to provide customers with a complete communications service."

## NEW ZEALAND

### Pro Connect Limited

**Surend Prasad**, Lead Technician and  
**Sukhmander Khipal**, Crewperson



Left - Surend Prasad



Left - Sukhmander Khipal

By turning an escalation into receiving positive feedback from the end customer, they have shown CX by taking ownership and going above and beyond.

### Nextgen Communications Limited

**Subash Shrestha**, Lead Technician and  
**Spandan Lamsal**, Crewperson



Right - Subash Shrestha



Left - Spandan Lamsal

Consistently display good customer service and the Technicians deliver good quality work.