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Turning goals
into reality

+

**UCG's new
seven-year
Chorus
contract**



**Protecting against
cybercrime in 2022**



**Opportunities
galore at UCG**

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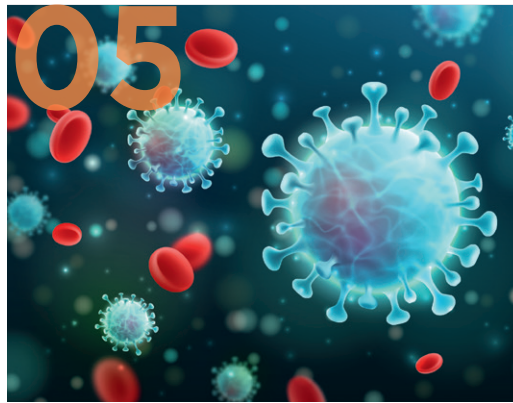
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Front cover: L-R: UCG Board members Professor Iain Morrison, Deputy Chairman, and Ralf Luna, Executive Chairman, signing the Chorus FSA contract.



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UCG wins massive increase in scope and scale with Chorus in New Zealand

By **Muralee Siva**
Chief Executive Officer

Despite its challenges, 2022 is shaping up to be an incredibly busy year for the UCG team.

We are delighted to announce that we have been awarded a new seven-year contract to deliver all Chorus maintenance, build and provisioning works in Auckland and the Greater Auckland outer region, as well as a three-year contract to deliver all the fibre provisioning works for the entire North Island of New Zealand. This is a significant increase in scope and scale for UCG and is a direct result of our collective hard work in delivering exceptional performance, our continuous investment within the business, the positive culture that we have developed within our ecosystem and the strength of the relationship, based on mutual trust, that we have cultivated with Chorus.

The Chorus contract award will see UCG also increasing its span of scope to include the provisioning for all network and infrastructure build services, as well as the maintenance of copper and fibre infrastructure, including exchanges. Further, the widened scope now includes copper and fibre provisioning to Chorus' residential, commercial, and business customers. The new Field Services Agreement (FSA) contract will come into effect on 1 April 2022. We thought 2021 was a busy year working on this significant tender while maintaining exceptional BAU performance, however, 2022 is going to be an even busier and exciting year as we mobilise and transition into the new contract in New Zealand.

In Australia, we have signed an agreement with Uniti Group to help provide an end-to-end service for the design, build, construction and commissioning of new optical line termination

racks (OLTs) to support the upgrade of services in the South Brisbane and Velocity networks. We are excited to be working alongside Uniti and Opticomm to support their growing fibre infrastructure assets. With our strong track record and expertise in building and maintaining telecommunication networks over many years, we are looking forward to playing an active role in successfully transitioning the South Brisbane and Velocity networks.

I would also like to welcome our new General Manager of the Australian business, Neale Walters, who joined us in September last year. Neale has extensive experience in the telecommunications industry, having previously worked in many senior construction, program management and operational leadership roles. Neale has joined UCG at a critical time when we have recently executed some major projects in Australia, and within a short period of time he, along with some key team members, has successfully mobilised these new projects while strengthening the governance supporting our new clients.

Having embarked on a deliberate diversification journey two to three years ago, it is now rewarding to see some great contractual wins over the past 12 months. Some of our clients have significant plans for growth and, having partnered with them at the early stage of their strategies, this enables us to successfully support them over the medium and longer terms. At an industry level, between the COVID-19 pandemic and advances in technology, we live in a new world in which

2022 is going to be an even busier and exciting year as we mobilise and transition into the new contract in New Zealand.

telecommunications is now viewed more as a critical and essential piece of infrastructure rather than a discretionary service—all of which bodes well for UCG and our Delivery Partners.

In conclusion, I would like to emphasise the role that each one of us has to support and protect the people who are undergoing some challenging times in this changed world with increasing COVID-19 infections. I am hopeful that, with growing vaccination percentages, we are moving ever closer to the end of this pandemic and for all of us to live our normal lives.

I see 2022 shaping up as an enormous year for UCG. With strong industry tailwinds, combined with substantial contract wins, this all places UCG in a very strong position to capitalise on many more future potential opportunities. 🌐

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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.



By **Dillip Kanji**
Chief Operating Officer

What lies ahead for UCG in 2022

The beginning of a new year is the time to reflect on the year that was and map out the year ahead.

In terms of the year that was, UCG was very much focused on driving standardisation and some critical changes that will help us evolve into an organisation that continues to reflect being an extension of its customers. The enablers for this are through clear project and operational execution, governance and having the tools and resources that allow this outcome to be achieved as a regular mode of operation. In terms of tooling, one of the key ingredients around this was to deploy UCG's workflow management system, siteTRAX3, across the whole UCG ecosystem. This was done successfully across NZ and Australia, with minimal impact to operations and to our customers.

UCG has also focused on building on our diversification strategy both in NZ and Australia. Leading the charge on our diversification strategy was a project that was carried out not in these two countries, but in the Federated States of Micronesia. This was won out of NZ with the design project being run remotely from Australia, which is testing a lot of the processes, procedures and tools to manage projects of this nature. UCG has also acquired additional projects in Australia with new clients that are now well into the delivery phase. And in NZ, we expect to announce some significant projects around this theme well before the next newsletter—stay tuned. Increasing our client base and scope of work 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.

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-19 across the globe continues to challenge us to work differently. However, we believe that UCG have the tools, resources and processes to thrive in this environment. Bring on 2022! [📌](#)



Opportunities galore at UCG

By **Corey McCarthy**
Group People & Culture Manager

As we scale up our Australian business for newly awarded works, in New Zealand we are rapidly expanding our organisation to service our new seven-year contract with Chorus.

For those who are unaware, we need to approximately double our employee and Delivery Partner workforce. In my near eight years with UCG, there have been previous periods of incredible growth for our employees and Delivery Partners, having had to double our operations in short periods before. Never before have there been so many opportunities for our existing employees to move into new roles, whether it be a move into a different area of the business or perhaps a step up to a higher leadership role.

Every employee, MVP staff member and Delivery Partner of UCG is encouraged to follow the communications which reveal the opportunities that are available and to lodge your expressions of interest. Employment opportunities are broadcast internally and advertised on ucg.co.nz. People do need to be a good fit for the opportunity they have applied for, however, UCG absolutely wants to provide opportunities and career paths to our existing team members. For our existing Delivery Partners, if you have not done so already, we ask that you lodge your EOI on ucg.co.nz if you want to expand or change your subcontracting services to us.

For those employees who are totally satisfied and engaged in their current employment position, this is a great situation for you, your immediate team and UCG. However, never forget that during your employment if your interests and aspirations begin to change, where possible please pursue them at UCG. Your Employee Journey Checkin is a great opportunity to discuss your personal and career goals with your leader and to start planning your training and development.

During Q2, UCG will be concluding our work in the South Island of New Zealand. This means some of our employees and Delivery Partners will cease supporting UCG at that time. To these people, on behalf of UCG, I take this opportunity to say thank you for all the tremendous support you have shown the company and the achievements you have made. I am sure many more expressions of appreciation will follow. The UCG Group wishes you a safe and prosperous future ahead. I know some of our South Island team will secure new roles with UCG or will keep supporting Chorus through their new employers, which is a fantastic result for UCG and the wider industry.

At UCG we are proud of our culture. Many people are very conscious of our core values, and it is widely agreed that our culture has been integral to our success. As we bring many new employees and Delivery Partners into UCG, we all have the opportunity to share with them what our company values are and to set the tone for them to follow. One thing is for sure, if we continue to uphold and excel in our company values then the organisation's success, and that of our clients and our Delivery Partners, will follow.

There are many UCG team members working steadfastly at the moment to facilitate the recruitment and selection of new people. Much planning has been done, and much time and effort continues to be called upon. Thank you for your ongoing efforts! This is an important responsibility and the UCG leadership group is very confident the members of our recruitment panels shall combine to make some great appointments. [📌](#)





HSEQ Update

By **Thomas Williams** National HSEQW Manager NZ
Chris Howard HSEQ Manager Australia



AUSTRALIAN OPERATIONS

The UCG staff and teams all had a well-deserved break at the end of 2021. The HSEQ team finished the year with success in the Federal Safety Commission (FSC) annual maintenance audit. The audit was completed in the early part of November, with the official audit report received on 2 December. While the report identified a small number of opportunities for improvement for our HSE system to focus on in 2022, the overall results of the audit were excellent. Again, congratulations to all those involved.

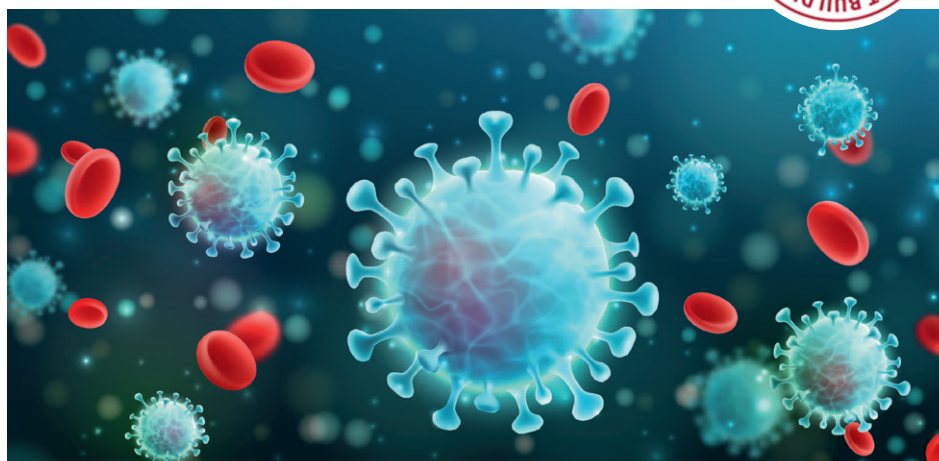
What can you say about starting the new year?

"You had one job 2022—what happened?" As we celebrated the new year, unfortunately the rapid spread of the COVID-19 Omicron variant has forced a number of changes—a return to working from home arrangements for staff in some regions, increased mask mandates, and the introduction and reliance on Rapid Antigen Testing (if at the time you could have gotten your hands on one). While we have not yet had any recent exposure incidents within our current workplaces, we are maintaining regular communications across all teams to ensure that our awareness, vigilance, and hygiene practices maintain the safety of staff and customers whilst undertaking work activities.

Finally, as staff and delivery partners return to work, as highlighted in recent HSEQ toolbox talks, responsible managers and site supervisors should be taking a few extra minutes to ensure that returning field teams "switch on to safety", allowing them to focus on implementing effective safe practices, completing all required safety assessments and documents correctly, and avoiding any potential harm to themselves, others, or the environment.

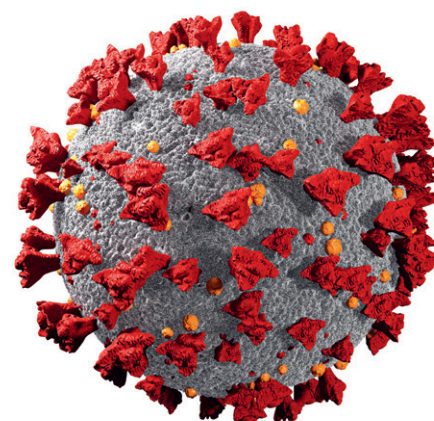
NEW ZEALAND OPERATIONS

UCG New Zealand faced unique challenges



throughout 2021, which was represented by the daily movement of COVID-19 throughout the country and the extended lockdown for several regions, with Auckland being isolated for more than 100 days. Working from home became mandatory for the Auckland office team and posed significant hurdles that had to be overcome with respect to logistics and the daily workflows in order to minimise the financial impact to operations.

While these ever-changing lockdowns and restrictions on movement within NZ saw many organisations struggle to survive, the leadership and direction provided by the UCG Kiwi Management Team allowed UCG to capitalise on its key attributes and the existing team culture to shine throughout this journey we are taking with COVID-19. We are pleased to announce that finally the Auckland team are now back working from the office effective 2022, which allows the much-needed interaction of face to face to prosper and stimulate the mind. Concurrent to this, the NZ government



reopened visa applications for overseas workers who have been working for more than two years (this had been on hold for an extended period of time). To keep our technician workforce to adequate numbers, the WorkNZ team have gone above and beyond to ensure the onboarding of new technicians, who are a welcome addition to the team. 🇳🇿

Immediate opportunities to partner with UCG in New Zealand

There are many opportunities to expand your existing relationship with UCG or to form a new one.

If you are an existing Delivery Partner of UCG, please raise your interest for new work via email: joinus@ucg.co.nz.

Other persons or companies can also visit ucg.co.nz, or email us at joinus@ucg.co.nz, to lodge your expression of interest.

Maintenance & Build ISP Technician	Maintenance & Build OSP Cable Technician	Maintenance OSP Fibre Legacy/NGA Technician	Provisioning/Residential /Business Technician
Restoration of Link Systems (2 Meg+)	Above ground Faults (Copper)	Residential Faults (Fibre)	Ethernet Fibre Access (M18)
Restoration customer (at/above line card)	Below ground Faults (Copper)	Core Network Faults (Fibre)	Copper Provisioning
Building Services / Cabinet	Escort (high loads)	MDU	MDU/Greenfield Provisioning (non civil)
Layer 2 (Access, Transport, Aggregation)	Cabinet Rehab	ROW	
Co-location	Poles	Fibre connect (SDU)	
Miscellaneous Build	Pressure	Fibre Access	
Sales to Third Party	Group Batch Maintenance	Non-UFB Fibre	
	Cable locations/standovers		
	Miscellaneous Build / STP		



Turning goals into reality

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

In 2021, UCG set four strategic goals for our business development pipeline in Australia.

These four goals were to:

1. Grow and expand the services we provide to our long-term clients.
2. Engage and help support telecommunications carriers as they scale their respective operations across the country;
3. Build momentum with our state and local government clients; and
4. Explore market opportunities beyond our traditional telecommunications roots.

As we enter 2022, those goals are very quickly turning into reality, and I am very excited to be a part of this imminent growth period for UCG.

These are some of our exciting new opportunities:

OptiComm—Velocity service agreement

In October last year, UCG was pleased to sign an agreement with OptiComm to support their migration of the South Brisbane and Velocity exchange networks. Under the agreement, UCG will perform design and deployment services, including materials and logistics management, rack assembly and testing, site make ready works, rack installation, integration and site acceptance testing and overall project management for this phase of the project.

The works are currently being carried out within 72 Telstra exchanges which service the 128 Velocity estates located across all major capital cities in Australia. We are very excited to be working with OptiComm and hope we can continue to support their network expansion.

Essential Energy—West Wyalong Fibre Pathway

Essential Energy have awarded UCG a contract to supply all resource and material to survey, design and construct over 90km of new pit and pipe and install over 105km of 96 core fibre cable between the town of Temora and West Wyalong in regional NSW. The purpose of the project is to provide a communications service to the proposed solar farms in the outskirts of West Wyalong. UCG were also successful in securing the design and construct of a “secondary pathway” to de-risk the network connection between West Wyalong and the solar farms.

This is an exciting opportunity for UCG as we continue our growth strategy to design, build and maintain telecommunication networks for clients beyond the traditional telecommunications industry, particularly supporting renewable energy projects such as this one for Essential Energy.



Allume Energy—Service agreement

Allume Energy manufacture a world-first technology that unlocks solar use for apartments and businesses that share common roof space. Allume’s SolShare device distributes solar energy throughout multi-dwelling buildings by physically directing power from a single solar system on the common roof to the participating units behind their meter.

In January this year, UCG and Allume Energy signed a contract for a six-month trial to provide network operation and field support services to maintain Allume’s SolShare units in QLD, NSW and ACT.

This is another really exciting opportunity for UCG in executing our strategy to support renewable energy initiatives. We are confident we can provide the field support that Allume requires as they scale their operation across Australia, and the world!

NNN Co—Strategic Alliance Agreement and IoT gateways installation

In September last year, UCG and NNN Co signed a strategic alliance agreement that sets a framework for the two companies to share information about service offerings and strategic initiatives with the intention of developing new business opportunities that benefit both parties.

In addition to this, UCG has started supporting NNN Co by surveying and installing 15 IoT gateways on the rooftops of various local government facilities in regional Victoria. This project was completed in January this year and we look forward to continuing our support for NNN Co.

As we enter 2022, those goals are very quickly turning into reality, and I am very excited to be a part of this imminent growth...

LMCC—Survey, design and advisory services

Over the last 12 months, UCG has been offering strategic consulting services to Lake Macquarie City Council as they continue to execute their Fibre City Project. At the end of last year, UCG was awarded the contract to provide survey, design and ongoing advisory services for LMCC’s fibre network. The final design and supporting documentation will be delivered at the end of March, and we will continue to offer LMCC support during the construction and maintenance phases of the project.

THE NEXT BIG STEP

In the last 12 months we have focused on broadening our products and capabilities whilst extending our reach across different industries. The next big step forward for UCG will be to explore how we can create new business opportunities for our clients by connecting them with complementary business partners and fostering a business ecosystem where we can create opportunities for collaboration. 🎯



UCG Australia preparing for future growth

By **Neale Walters**,
General Manager Australia

In my relatively short time since being here in UCG, I am both impressed by the dedication of all staff in performing their duties as well as thankful for the support by everyone to make my transition into the GM role easier.

A big thank you also to Executive Director Roger McArthur for his ongoing support of my role as he has handed over the reins. How he managed to wear so many hats prior to the transition is a testament to his knowledge and ability.

With my arrival and the changes in the Australian business, it has given me a chance to reassess and reorganise our internal structure to set a better framework for the future expected growth.

February has been a big month with the launch of the Integrated Operating Plan (IOP), which gives us the ability to not only have visibility of our finance and resource demands for our current works, but also allows us to forecast future pipeline works and the impact these will potentially have on staff utilisation and finances.

We are now moving to a full matrix structure within the Australian business, with full project management doctrines underpinned by a robust and well-structured field operational model to best support the business and the varying demands presented by some of the project work we have underway.

All of this means we have a business model which is better placed to support our expected growth and returns accountability and to provide support to appropriate levels within the business. It will allow us to produce scorecards for our team

to ensure they receive appropriate recognition and feedback, as well as better understand the performance of those Delivery Partners that are at the core of our field workforce.

With all these changes we also have some welcome staff additions. Chris Howard joined us as the HSEQ Manager for Australia, and he comes with significant experience supporting Australia and New Zealand harmonisation of HSE policies. Chris works out of the head office at Eight Mile Plains in Brisbane. As well, Craig Hill joined us as Senior Project Manager. Craig is based in Newcastle and comes with many years of experience, having performed many senior roles within the telecommunications sector.

I am very happy to have both Chris and Craig joining us, and their addition will only continue to make the UCG team stronger.

COVID-19

While in previous weeks we were initially seeing progress regarding case numbers reducing, unfortunately case numbers appear to have now levelled off somewhat and remain elevated.

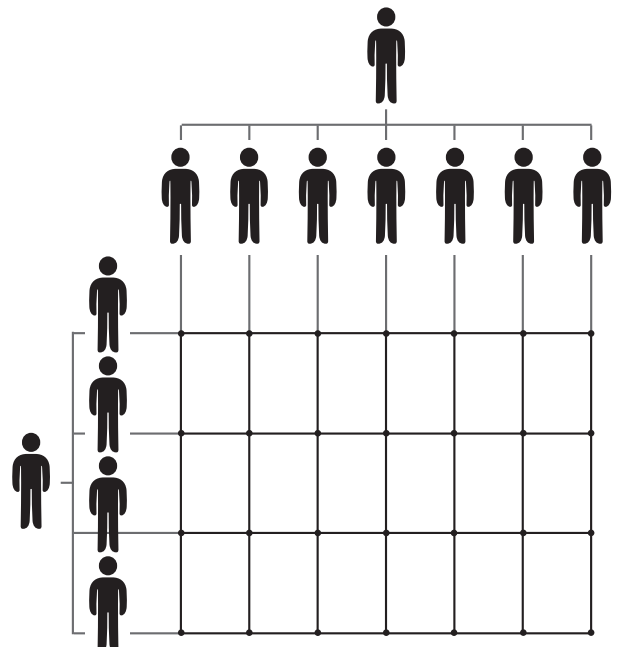
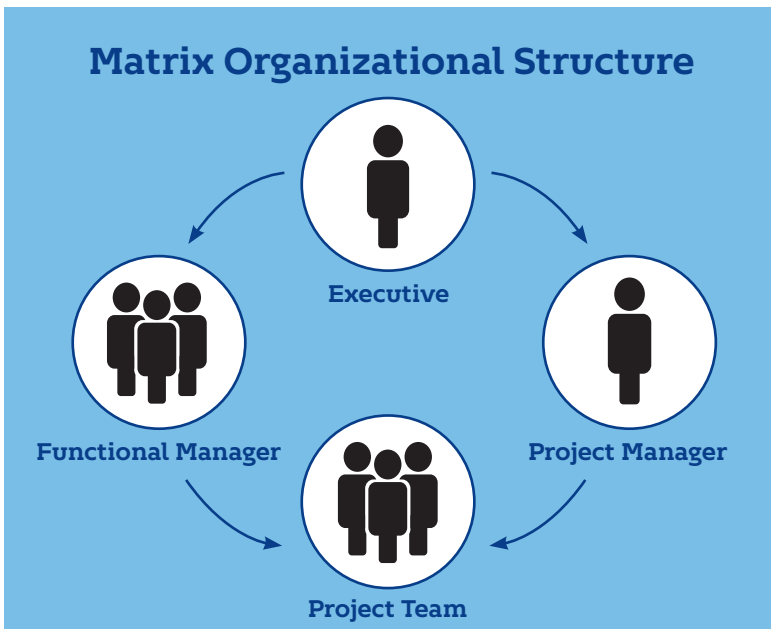
With the continued potential risk of worker-to-worker transmission, although potentially reduced, and the mask mandate continuing, WFH hybrid arrangements will remain in place

... it has given me a chance to reassess and reorganise our internal structure to set a better framework for the future expected growth...

for office-based staff.

On a positive note, most of Australia's state governments have eased some of the restrictions from late February, one being that providing physical distancing can be maintained face masks do not necessarily need to be worn in an office environment.

In addition, UCG RAT orders have now been received and distribution to relevant workers is underway. [U](#)





Enhancing engagement and FSA 2022

By Roger Crellin,
Executive General Manager New Zealand

Hello to all in the UCG Group ecosystem. I trust you had a fabulous summer culminating in the Waitangi Day celebrations in NZ.

I found this helpful guide from Dr Sunita Gautam Linwood, Central Heathcote Community Board Member, to aid us in our Māori engagement both personally and professionally.

SEVEN WAYS NON-MĀORI CAN BETTER ENGAGE WITH MĀORI

- Aroha ki te tangata

Show respect to people

Connect with people authentically. Connect and engage in ways that are informed and responsive to cultural frameworks, tikanga approaches and values of community and organisations. Acknowledge relationships and make connections, including whakapapa (origins), whanaungatanga (relationship) and kaupapa (philosophy) linkages to support the development of high trust, high engagement relationships.

- Kanohi ki te kanohi

Meet face to face

Meet people face to face to discuss their kaupapa, taking the opportunity to meet at their place and in their sense of real time – leaving your agenda at the door. Create safe spaces for the potential coming together of minds. This is not a transactional process it is a key component of building a meaningful relationship.

- Titiro whakarongo and korero

Look, listen and speak

Be sensitive to ancient and new knowledge and the experiences that come with this knowledge. Demonstrate empathy to the experiences, strengths and challenges of community and organisations. Seek ways to offer support to their kōrero.

- Manaaki ki te tangata

Share, host and be generous

Acknowledge the people in their place, have faith and trust in them, listen to what they say. The offering and exchange of kōrero reflects the mana of the giver and recipient; it reflects what the giver can give, and the esteem in which they hold the recipient.

- Me āta haere—kia tupato

Be culturally safe and reflective

Be aware of the context that you are engaging in. Be responsive and ensure information shared is treated with integrity. Be mindful of the evolution that the community and organisations may have experienced, including the effects of colonisation, racism, inequitable access to resources, and harmful impacts of national policies. The outcomes of change are intended to be positive, sometimes the process is challenging, ensure that the voices and experiences of Māori and Pasifika communities are authentically represented.

- Whakapiki ake te mana o te tangata

Seek to uplift the mana of people

Engage, explore and work with the people and organisations in ways that are intentionally mana-enhancing. Work at a pace that incorporates time to listen and share. Giving time to build genuine connections and relationships is important. An example of 'hoa haere' (a companion on the journey) is a 'critical friend' within the context of a high trust, authentic relationship.

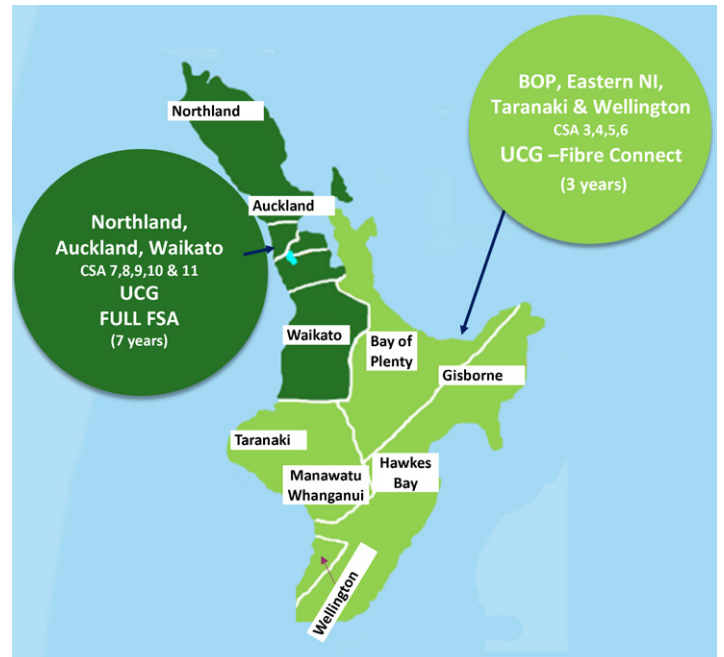
- Kia Mahaki

Find ways to respectfully share your knowledge

Share information and knowledge in ways that are accessible and meaningful. Be honest and transparent about what you don't know—willingness to learn, explore and iterate is a shared responsibility of all.

Source: *Guidelines Of Ethical Approaches To Engage In Relationships With Māori*

I am very excited to announce that UCG New Zealand will soon be searching



to have our Māori Engagement officer on the team. A special thank you to the UCG Board for their support of this important initiative that was identified in our Group ESC (Environment Society Community) Strategy.

At the same time, I am very pleased to announce the appointment of our new KMT member, Nanna Scrafton, National People & Culture Manager NZ. Nanna will be releasing her plans for continuous development this quarter.

FSA 2022

As we continue our strategic scale-up, I am so proud of the UCG NZ team. It is our team that won this tender through their consistent performance, respect, and innovation, thank you. And to all our business partners in Chorus NZ Limited, it is great to work with such a sophisticated and driven client who starts everyday with New Zealanders' satisfaction as the goal.

To recap the win:

- CSAs 7,8,9,10,11

Full services for a seven-year period in areas representing 48 per cent of New Zealand's population.

- CSAs 3, 4, 5, 6

Fibre provisioning services (UFBC) for a three-year period in areas representing 29 per cent of New Zealand's population.

Now that we are full steam in the live transition program the intensity will deliver not just great results for our client Chorus, but it will enable all of us to grow and mature in business.

What can I do? If not involved, then support someone who is involved by keeping BAU humming as part of an enormous team uplift. Thank you. If you are part of the transition team, thank you. It's a lot of work, however, a real sense of achievement prevails.

I would like to make special mention of our South Island team who have always been a real team that I enjoy hanging out with. If you are successful in moving forward with us in the North Island, then welcome. If you are not, then I look forward to working with you in the future when UCG is back in the South Island with one of our future valued clients. [U](#)



Cyberspace 2022

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

Cybersecurity has been one of the top priorities for many years now and 2022 will be no different.

We all need to have a proactive mindset in this area in order to constantly ensure our company's systems are secure and protected from internal and external threats.

As 2021 drew to an end, we were scrambling to mitigate the impacts of a critical vulnerability known as 'Log4j' which is an emerging major threat that could potentially put many systems at risk. If left unpatched, cyber attackers could use this vulnerability to take over entire computer servers, devices and applications.

Cybercrime is constantly evolving, and threats become more and more sophisticated. This includes viruses, malware, ransomware, phishing, and hacking. And business is booming for cybercriminals everywhere—even the best systems are not immune from these challenges.

A recent report from RiskIQ found that every single minute, cybercriminals cost the global economy \$2.9 million, with a global annual cost of \$1.5 trillion.

Staying ahead of new and emerging threats, identifying ongoing risks, ensuring systems are protected and



employees are educated appropriately on cybersecurity risks will be a top priority to protect systems and data from this ongoing and increasing threat.

This year we will introduce new security awareness training that will not only help you be secure at work but also protect you and your family from malicious attacks. All our staff (UCG and MVP) will receive an invitation to the training modules. The training and other controls we have in place will further enhance our security profile to retain our ISO27001 accreditation by mid-year.

I can't stress enough for all of you to always be vigilant, think before you click and, most importantly, report suspicious activities to our amazing IT team. 🔒



... always be vigilant, think before you click...

Shitbox Rally: Cancer Council Fundraising

The Cancer Council is one of the largest non-government funders of cancer research in Australia. It conducts and funds research studies across all cancers and all stages of the cancer journey. Part of the Cancer Council's fundraising history has been the annual car rallies, namely the Shitbox Rally (which UCG has supported in the past) and the Mystery Box Rally. These rallies see participants drive across remote parts of Australia, all helping each other to fix their vehicles on a daily basis so they can all reach the finish line.

UCG's Senior Estimator, Scott Birkbeck, has been a keen participant in The Mystery Rally for the past three years, and again this year he looks forward to participating in the event. Teams will drive their own 25-plus-year-old cars along a mystery route in this unique five-day challenge which begins on 25 June, all in the name of cancer research. The route is a loop starting and finishing at the same location—Port Lincoln South Australia. All the other details are kept under wraps, and are only given to the teams each morning.

"These events for me were something that I thought was a fun way to raise money for the cause, a cause close to everyone's heart. Something I did not realise I would take home after my first rally was a revitalised feeling of trust and teamwork with strangers from all corners of Australia/NZ and even USA participants. There was not a day that went by that I was not lying under a clapped-out



In this year's rally Scott plans on using his trusty Celica again

car pulling off the broken exhausts or changing tyres in the searing heat of the Australian desert," Scott said.

UCG looks forward to supporting Scott in reaching his fundraising target this year and, once the rally starts, keeping an eye on his progress. If you would like to donate to Scott's Mystery Box team, "Wailen Hailen", you can do so via the web address <https://2022.mysteryboxrally.com.au/wailin-halen>. At least 80 per cent of the donations go to the Cancer Council and no more than 20 per cent goes towards organising the rally. 🔒



Last year's suspension reinforcement

UCG Chief Morale Office (CMO) back in action

The CMO was reactivated in August 2021 when NZ went into its most recent lockdown.

The purpose of the CMO was to spark engagement and interaction amongst peers as well as helping our staff unwind while we were all working from home.

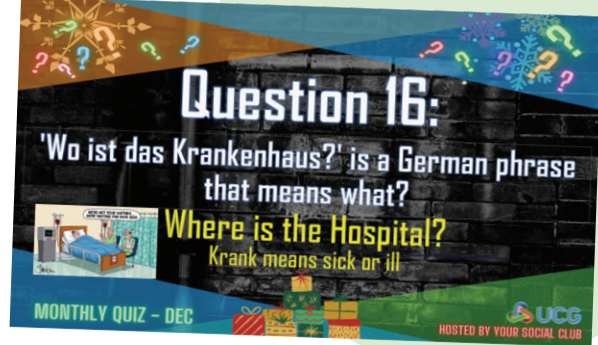
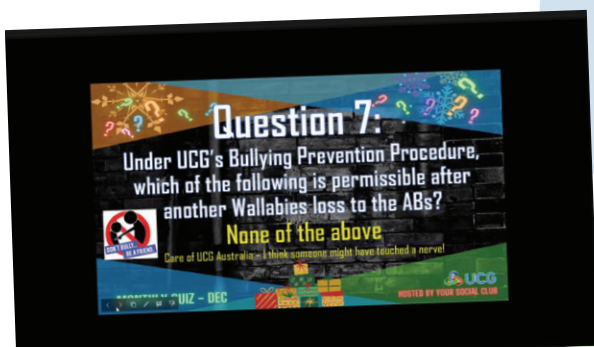
Due to the Auckland lockdown, the annual UCG NZ Christmas party was postponed. However, Christmas wouldn't be the same without presents, hence for Christmas 2021 our Christmas elves, with the help of their friend Farmers, arranged to deliver a Christmas present to each of the children of UCG staff.

THE EVENTS THAT CMO RAN WERE:

- Lockdown photo comp (UCG blue orange green)—a great way to incentivise our inner creativity while enjoying a nice stroll. Our winners were Lindsey Gemmell and Pedro Campos.
- CMO lockdown quiz—our weekly Friday quiz, which included staff-submitted questions. A fun, interactive way to end the week.
- Online games—where staff members were able to showcase their comedy specials in this humorous event.
- Daily quizzes.
- Inspiring quotes from Thomas, helping you start your day with positivity and a smile.

The CMO lockdown quiz was run on a weekly basis during lockdown and consisted of 20 questions, five of which were specific to UCG NZ and UCG Australia.

A Christmas special quiz was run at the beginning of December, which was good fun and got staff into the Christmas spirit. 🎅



Delivery Partner PROFILES

This issue we get to know two of UCG's valued delivery partners, The Australian Fibre Company Pty Ltd and Alpha Tech Limited.

The Australian Fibre Company Pty Ltd



L-R: John, Mark, Deklin and Josh

The Australian Fibre Company Pty Ltd's Dan Sparks says working with UCG has given him a unique perspective of the role telecommunications can play in people's lives.

"My passion is working with people, and it's been really amazing to go into areas where people have had limited or no internet and provide them with that essential service," he explains.

"It's a weird thing, telecommunications, because unlike builders we don't really get the satisfaction of seeing a physical 'end product'. So we really do appreciate the positive feedback we get from customers and UCG."

Asked about the challenges the team faces on the job, Dan says the tight deadlines and materials are often the hardest part.

"Sometimes the job can be challenging with build standards constantly changing, but at the end of the day, getting the job

done and hearing the appreciation from the people you're dealing with makes everything worthwhile," he says.

"But I always say this about UCG, they are just so easy to work with. The people they have on the ground have industry experience and can actually relate to real issues we experience as Delivery Partners. It makes a huge difference and it doesn't go unnoticed by us.

"When COVID first hit, UCG was one of the only companies holding weekly meetings, which was great because restrictions and guidelines were always changing. Having those meetings really helped us tighten up where we could."

Looking ahead, Dan says he's excited about working with UCG on the new EneHub smart city project.

"For us, it's exciting to be part of something new, and it's going to be an epic project." [🔗](#)

Alpha Tech Limited

Alpha Tech Limited started out as a single-man operation run by Phillip Layne in 2017 after the handover from Broadspectrum to UCG.

Two years later, the one-man band grew to a crew of two, with the team now totalling four.

"I had worked with Broadspectrum for nearly 10 years building the UFB network, then moving on to provisioning," Phillip explains.

"UCG provided an opportunity to work for myself, so I thought I'd give it a go."

Based in Rotorua and mainly working around the Bay of Plenty, Alpha Tech is looking to further expand with the announcement of the contract renewal.

"The nature of the work provides flexibility to balance home and work," Phillip says.

"It's not a fixed location job and every day is different, which we love."

Managing the ebbs and flows due to the nature of the work is one of the challenges Phillip faces, as is adapting to the constant pressures of the pandemic.

Alpha Tech is looking to further expand with the announcement of the contract renewal.

Fortunately, he says, UCG has been a huge support throughout COVID-19.

"UCG provided clear guidelines to ensure the safety of everyone was a priority," Phillip explains.

"UCG providing PPE was a huge help to a small business during a financially challenging time, which we really appreciated."

Asked what he is most looking forward to in 2022, Phillip says, "The potential growth of our team. And seeing the back end of COVID!" [🔗](#)



L-R: Kenjiro, Phillip, Brayden and 'Lil Alpha' aka The Boss

Delivery Partner Awards

UCG has always recognised that its success is co-dependent on the success of its Delivery Partners. While it's a difficult process to select the recipients, for each @UCG publication a minimum of two Delivery Partners from both Australia and New Zealand are recognised for their great support of UCG and, ultimately, our clients and customers.

AUSTRALIA

Nurich Pty Ltd
Richard Nugent



Sheriff Drilling and Excavations Pty Ltd
Kane Sheriff, Director



Nurich has worked with UCG on multiple projects and has been involved in some heavy civils construction for City of Gold Coast, including a bridge crossing on WP2 and civils work on WP13.

Kane has successfully completed the 1.8km expansion works for City of Gold Coast on WP13, partnered with Nurich Pty Ltd. During this project, UCG undertook our Federal Safety Audit and accreditation, which Kane and the team helped UCG complete successfully.

NEW ZEALAND

Intech Comms Limited
Manoj Gupta



Manoj is a lead build technician for Intech Communications in Wellington. He has a great attitude, is happy and well presented, and always goes the extra mile and delivers on time.

JS Telecommunication Limited
Sandeep Brar



Sandeep recently helped UCG complete an urgent job in Timaru. Nothing was a problem and all six connects were completed four days ahead of the target date. This resulted in a great customer experience and a compliment from Chorus and Kianga Ora.