

@UCG

Spring 2015

Third Quarter
Award Winners

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+ Our growth continues

New senior
management
joins UCG

**QUALITY
ASSURED**

When only
perfection is
good enough



**UNIVERSAL
COMMUNICATIONS
GROUP**



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COVER

Dean Nesbitt (left) and Wayne Saultry (right) have recently joined UCG in the respective roles of National HFC Manager and Queensland HFC Manager and bring with them a wealth of operational industry experience



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COMMUNICATIONS
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Rafael Luna
CEO



Perfection is good enough when it comes to quality

The first quarter of the financial year has come and gone and it's hard to believe that Christmas is almost upon us again.

This year will be no different from others before it, with considerable pressure being placed on the team to deliver our forecasted delivery numbers leading up to the holiday season.

Across the business, this year will be particularly challenging as we have record targets to achieve with the doubling, and in some instances tripling, of our output required in order to deliver our customer expectations and stated forecast numbers.

It is times like these that we especially need to focus on the key fundamentals: most importantly, doing all things safely without cutting corners and ensuring quality standards are not compromised as a consequence of us wanting to deliver the increased volumes.

Of late I have been made aware of some incidences where we have been found lacking in terms of the quality of delivery and, as far as I'm concerned, any incident is one too many.




It is times like these that we especially need to focus on the key fundamentals: in the first place, doing all things safely without cutting corners and ensuring quality standards are not compromised...

We need to ensure we do not accept mediocrity or a "good enough" attitude to quality from anyone in our organisation. Our Culture Statement is clear when it states that "Perfect is good enough", and all of us need to strive for perfection in everything we do.

If we pull together the next few months will define our company, not only in our clients' and stakeholders' eyes, but also in how we view

ourselves. Growth is one of the key ingredients of great companies. However, achieving this growth while maintaining high standards of both safety and quality is what makes for a truly successful company.

The lead up to Christmas will be challenging but I know that by working together we will continue to achieve our goals. 

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



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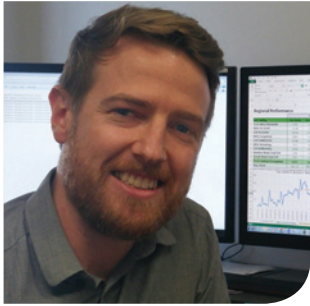
Please email us at
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talk-to-us@ucg.co.nz



Every innovation shall be considered by UCG. To show our appreciation, in the newsletter published after each quarter the innovations that deserve special recognition shall be featured.

Project Analyst role overview

By Julian Ingle, Project Analyst



The Project Analyst position was introduced to UCG in June 2015 to analyse and report on historical, current and future performance and recommend measures that will improve UCG's future outlook.

TYPE OF FORECASTING AND WHAT IT LEADS TO:

Through comparing historical and current performance of the delivery programs, we can predict and trend how the company is likely to perform in the future if we continue with current practices.

If the forecast is below client and contract requirements, we must look at what measures will improve our outlook and how they will be implemented to meet UCG's business objectives.

Additional statistics are also pulled from performance to show averages, efficiency levels and issues faced across programs.

HOW IT BENEFITS THE BUSINESS:

A major benefit to UCG from this position is having a consistent projection of likely future performance and early warning indicators for regions at risk of underperforming. With this information readily available it promotes open discussions on problem solving current issues and required business decisions to improve future delivery prospects.

The forecast data also works in directly with bidding for additional contracts with a focus on what additional workload the company can commit to,



With this information readily available it promotes open discussions on problem solving current issues and required business decisions to improve future delivery prospects.



additional resources required and the timeframe for delivery.

A recent example is the planning of required Demand Drop contractors to achieve our latest forecasts pushing out to October 2016.

This data will drive our recruitment requirements in the region for the next 12 months. [i](#)

One giant leap towards better broadband for regional and remote Australia



nbn has successfully launched its first broadband satellite into orbit.

Blasting 36,000km into space from Guiana Space Centre in South America, Sky Muster is one of the world's most-advanced communication satellites and will play a critical role in providing fast broadband access to approximately 400,000 Australian homes and businesses.

Over the coming months the satellite will undergo final technical testing ahead of its commercial launch scheduled for mid-2016. Once available, the service is expected to provide wholesale speeds significantly faster than those currently used now.

nbn CEO Bill Morrow said the satellite would provide access to fast broadband for the parts of Australia that need it most.

"With the launch of Sky Muster, we're one step closer to changing the digital face of our nation.

"The ability to video-conference friends and family, study courses online and visit doctors from your lounge room will all be possible in areas that have traditionally struggled to access basic internet services such as online banking and shopping.

"Many homes and businesses in regional and rural Australia still rely on dial-up level speeds and have little or no access to a commercial broadband service - this satellite will help to close the divide and ensure no-one gets left behind." [i](#)



Award nomination season in full swing

By Peter Zeegers, Business Development Manager



It's about this time of year that various business awards and nominations are held. After being recognised in 2014 in two awards, UCG renominated for 2015.

nbn SUPPLIER SUMMIT

In September, nbn hosted its annual Supplier Summit in Sydney. This is an annual event where nbn presents its latest strategies to key suppliers and nominations are announced for supplier award categories.

This year's event was the first UCG was invited to. Attendees comprised senior management from both nbn and suppliers, ranging from equipment suppliers such as Ericsson and Prysmian to delivery partners such as UCG and Visionstream. It was an excellent venue for UCG to mingle with existing and potential customers.

CEO of nbn, Bill Morrow, presented his organisation's 2016 corporate plan, indicating that over the next five years nbn plans to spend \$20 billion to connect 8 million homes by 2020. UCG is positioning itself to become a key player in that roll-out.

Each year nbn celebrates outstanding performance and innovation from its suppliers with a 'Supplier of the Year' award. This year, nbn expanded its supplier recognition and celebrations with the introduction of three new award categories, each focused on nbn values of teaming, innovation and delivery.

The overall supplier award went to Prysmian Cables for the development of high capacity optical fibre cables that could be installed in crowded Telstra ducts. UCG expects to partake in the summit again next year and will be nominating as a supplier too.

BRW FAST 100 List for 2015

UCG is proud to announce that we have again been successfully placed in the BRW Fast 100 List of fastest-growing Australian companies. This year we achieved a rank of 18th out of 100 – up from 34th in 2014!

The BRW Fast 100 list has for 26 years ranked Australia's fastest growing, public and private, small and medium businesses. The annual list has established a strong reputation as being the premier guide to the fastest growing small and medium businesses in Australia.

The complete list can be found at www.brw.com.au/lists/fast-100/2015/

SMART COMPANY SMART50 AWARDS

While the BRW Fast 100 Award mainly measures rate of growth, the Smart50 awards recognise and celebrate smart, innovative and fast-growing small to medium sized enterprises in 2014-15. Last year, UCG came 16th and has been recognised once again. The top 50 are revealed in order during a live ceremony in Melbourne with the top prize (number one on the Smart50) going to the business with the highest growth during that period. In addition, there are special categories judged by a panel of expert judges covering: Top Exporter, Top Digital Innovator, Top Franchise, Top Retailer and Community Hero.

The next issue of @UCG will feature the results of how UCG fared in this year's Smart50 Awards, so stay tuned. 📌



Humble crayon proves an innovative solution

An ordinary crayon is proving an excellent alternative to using spray paint in the field.

Archers Location Services, which carries out most of UCG's asset location services in Tasmania, and also for Telstra, nbn and VPL, is now using a simple oil-based crayon over spray paint in the field.

The benefit of the oil-based crayon is that it can be removed without the use of expensive solvents and, unlike spray paint, can be applied on wet concrete surfaces.

The product is a hexagon shaped crayon distributed by NUBCO and is also available from Mitre 10 and some other hardware stores and specialty retailers.

This product could be used in critical areas, with contractors educated by UCG as to its use. 📌

Delivery Partners Finance Liaison



Skye Baillie joined UCG in 2014 in the capacity of Finance Officer, predominantly dealing with the creation and payment of RCTIs.

As part of her daily dealings with various delivery partners it became evident that Skye is very capable in communicating and helping to solve the various issues relating to delivery partner payments.

Skye's success has helped UCG management's decision to create a new department within the Finance team dedicated to delivery partner payments, thus Skye was promoted as the new Delivery Partners Finance Liaison. Congratulations Skye!

The Delivery Partners Finance Liaison position is dedicated to the education, communication and ongoing support of UCG's systems and procedures with our delivery partners' finance department or accounts person. This means the delivery partners' finance teams will have a dedicated person at UCG to on-board them regarding UCG's finance processes and procedures, and continually keep them up to date with any changes, and provide continuous training and support. Skye will be contacting our delivery partners' finance teams to introduce herself and to start providing immediate help and training. A roadshow to our various branches is planned so that our delivery partners can meet Skye in person. 📌

All about quality

UCG's policy is to ensure Universal Communications Group achieves its missions, a primary organisational aim is to maintain and improve the management system which encompasses the key activities, stakeholder requirements and industry best practices criteria for quality, cost, delivery, health, safety and environmental management systems.



By Ian Nowell,
Group HSEQ Manager

WHAT IS THE COST OF QUALITY?

It's a term that's widely used and also widely misunderstood. The "cost of quality" isn't the price of creating a quality product or service – it's the cost of NOT creating a quality product or service.

FAILURE COSTS

Every time work is redone, the cost of quality increases. Obvious examples include:

- supervisor time in attending sites to inspect and identify issues;
- the retesting of an installation;
- lost goodwill;
- a variation or redesign;
- the correction of a fault;
- the rework of a job, such as the re-cabling of a site that was non-conforming.

In short, any cost that would not have been expended if quality were perfect contributes to the cost of quality.

ACCEPTED COSTS

The costs associated with measuring, evaluating or auditing products or services to assure conformance to quality standards and performance requirements. These include the costs of:

- in-process and final inspection/test;
- quality audits and inspections;
- calibration of measuring and test equipment;
- associated supplies and materials.

TOTAL QUALITY COSTS

The sum of the above costs. This represents the difference between the actual cost of a product or service and what the reduced cost would be if there were no possibility of substandard service or defects.

CONTINUOUS IMPROVEMENT

Continuous improvement, based on a Japanese concept called "kaizen", is the philosophy of continually seeking ways to improve processes. It involves identifying benchmarks of excellent practice and instilling a sense of employee ownership in the process. The focus of continuous improvement is to reduce waste.

Let's look at the stages of our contracted works and see how quality impacts on different aspects of the job, including safety. Quality checks must be made not only at the end of the job but at the various stages of the job.

Survey – a quality survey that identifies hazards and risks is essential for the job to flow smoothly, the identification of hazards such as asbestos or

working at height at that time can be minimised e.g. running the cable at a lower level removing the need to work at height. If the cable run is not adequately set out then costs and time delays can occur due to variations being required.

Design – the design team's goal is to eliminate hazards or control risk and come up with a quality plan that meets all parties requirements including the end users. Bad design means unhappy customers and additional resources being required to redesign at a later stage.

"If you think good design is expensive, you should look at the cost of bad design."

Construct – works done on time, constructed according to the plan and in a professional quality manner are essential. The requirements of the client must reflect the works that were conducted. Presentation and how the workers interact with client representatives and end customers affect our reputation.

Test and QA – a self QA check must be conducted by the Delivery Partner and meet all the requirements of the client. External quality checks conducted by the client reflect badly on the business and result in delays in the completion of the job due to unnecessary reworks. Our quality processes fail here if the final quality checks are not conducted in a thorough manner.

What can you do to improve quality in the business?

We must always keep in mind the UCG motto: "Perfect is good enough."

Quality is not merely an add-on but is our way of doing business, writes Susan Minnekeer, General Manager MDU & SDU Programs.



By Susan Minnekeer,
General Manager
MDU & SDU Programs
(Australia)

“Quality is free... it's not a gift, but it is free. What costs money are the unquality things – all the actions that involve not doing jobs right the first time.” – Phillip B Crosby

Quality is not an add-on to our business, it is our way of doing business. It is important that we focus on getting the job done right the first time, with our goal being ZERO DEFECTS!

Chain Reaction (Source: Dr W. E. Deming)

1. Improve quality
2. Costs decrease
3. Productivity improves
4. Increase market share with better quality and lower prices
5. Stay in business
6. Provide jobs and more jobs. [U](#)



Design Manager Ash Sims of the New Zealand team was asked how quality input can make a difference to the design team.



By Ash Sims,
Design Manager

In order to be successful a strong foundation is the key. For us at UCG, it all starts with the survey. It's the first face-to-face interaction with the customer and it's also our first physical examination of the site. If we set ourselves up correctly in the front end, we see from previous experience that everything else post-survey flows with ease.

Conversely, if our site visit is completed and not every detail and possibility has been considered, we incite an element of risk. As the job progresses through its life cycle, this risk increases and poses more of a threat to our timing, completion and reputation. For this reason, we need to ensure our survey and, therefore, design removes any question marks, and thus mitigates any risks.

Design rules, regulations, architecture and expectations from Chorus are ever-changing and, when they do, everyone affected needs to be in the loop, especially the surveyors.

To assist with the education and support of surveyors, as done previously in Australia, the company in New Zealand has added the role of survey site supervisor, performed by Ruaan van Zyl. Ruuan is the direct link between design and survey, making sure that the surveyors are aligned exactly to the designers' expectations, and minimise any risk in the unknowns on site.

The best way of conveying the information from the field to the designers is in the .pdf survey proposal. If the information can be clearly explained in the surveyor's proposal, we immediately reduce the error rate and increase the quality. In order to do so, the survey template was revised and revised again to cater for any scenario in the field.

As it stands now, the survey template has a check sheet outlining exactly what is to be verified onsite; internally, externally as well as general information. It shows existing infrastructure information, including manhole locations, Fibre Access Terminal IDs, duct configurations and more. Further down it also has

space for specific photos and text boxes to write information related to that photo.

Having a regimented survey document that provides the surveyor with the base layer, along with the toolbox, enables him or her to produce an accurate, high-quality proposal.

Post-survey, the designer will review the proposal. It's at this point that they will determine whether the suggested plan aligns with Chorus' expectations with respect to architecture, and that it also falls within our health and safety guidelines. The designer will also scrutinise every aspect to make sure the proposal will work from a construction standpoint. Every measurement, methodology, terminal, line type and access point is analysed to ensure the accuracy of the proposal is of the highest quality.

These are two of the most important steps to produce a high-quality product. If we manage our inputs into the design shop well, our outputs will be even better.

We set the standard by controlling the quality of our inputs. We put measures in place to give our surveyors the best chance to get it right the first time; to produce a proposal that is of the highest quality, minimises any errors, and sets us up for success. [U](#)

You get what you're prepared to accept, writes General Manager Operations New Zealand, Grant McGough.



By Grant McGough, General
Manager Operations NZ

For a business like UCG that relies heavily on its partners to deliver our clients' requirements, one of our most important quality tenets is that we are

responsible for the quality of our own inputs.

In other words, it is up to us to make sure that what we accept allows us to deliver an outcome that is equal to or better than our clients' and our own expectations.

In practical terms it means being thorough with quality assurance, whether it be for a survey, design, MDU build, customer connection or records. That means rejecting work that isn't up to standard and being clear about what is required to make it acceptable. Once you have accepted an input, the responsibility becomes yours.

This also works for our Delivery Partners. If we are clear about our expectations and standards, they can be confident they are delivering the outcomes we require.

My grandmother told me, "If you lie down like a door mat people will walk all over you." A more positive slant and certainly more original is Ralf's credo, "Perfect is good enough."

My thoughts are if we are going to get the quality we're prepared to accept, why wouldn't we only accept perfection? [U](#)



By Clint Luna
General Manager
Bespoke, HFC, FTTB, Greenfields

Back to the future with HFC

Clint Luna gives us a brief lesson in history in order to shine a light on the HFC MDU trial currently underway in Australia.

WHAT IS HFC?

HFC (Hybrid Fibre Coaxial), also known as Australia's Cable TV network, was first rolled out by Optus and Telstra in the early 1990s. It began as purely a TV transmission system, although it later became a way of delivering broadband for both of those carriers. After the decision by nbn to move from a primarily Fibre to the Premise to a multi-technology mix in early 2014, the decision to purchase and integrate these HFC networks into the nbn network was made.

WHY THE CHANGE?

Rather than build a new FTTP network over the top of the existing HFC network, utilising the existing infrastructure to deliver fast broadband is cheaper and faster to rollout.

HOW DOES IT WORK?

A HFC network consists of two parts: firstly, a fibre distribution ring carries optical signal over great distance with minimal loss to a series of nodes. Each of these nodes converts the optical signals from the optical fibre to electrical signals for further transmission through the second part of the network which is made up of coaxial cables (the same type as a TV cable). The coaxial network runs from these nodes, down the street and then to each premise.

WHAT AREA DOES IT COVER?

Collectively, Telstra and Optus HFC networks pass approximately 2.7 million premises in metropolitan areas of Brisbane, Gold Coast, Sydney, Melbourne, Adelaide and Perth. A further 0.7 million premises are in the geographic area bounded by the networks, but are not currently passed. These are planned to be connected and added to the current network. More than a million of the total

premises in the HFC footprint are in MDUs.

HOW FAST IS IT?

Currently HFC is capable of delivering approximately 100Mb download/2Mb upload although this can vary during peak periods. nbn will be undertaking significant upgrades of the network to improve speed and reliability culminating in a change in 2017 to the DOCSIS 3.1 standard, which will achieve speeds of 1Gb download/100Mb upload and potentially up to 10Gb in the future.

HOW IS UCG INVOLVED?

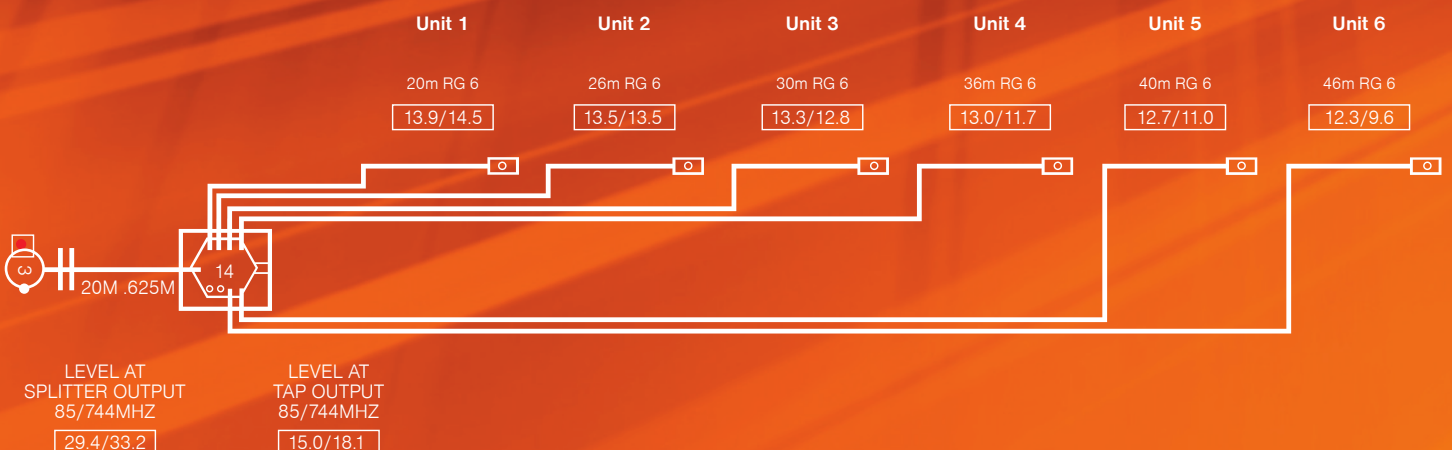
UCG is currently involved in the only HFC MDU trial in Australia, a 750 building design and construct program in Redcliffe, a city in Brisbane, Queensland. Design not only involves determining the best cable path, but also calculation of signal losses through the coaxial cable to ensure adequate signal at each premise. Otherwise, the works are much the same as FTTP MDU, just different network devices and cables.

WHAT NEXT?

The HFC MDU trial represents approximately 5000 premises so that leaves only about a million premises to go! UCG is currently looking at a number of opportunities to ensure it remains a significant part of the HFC rollout.

SENIOR MANAGEMENT

Dean Nesbitt and Wayne Saultry have recently joined UCG in the respective roles of National HFC Manager and Queensland HFC Manager and bring with them a wealth of operational industry experience. This places UCG very well to expand its HFC program. [U](#)





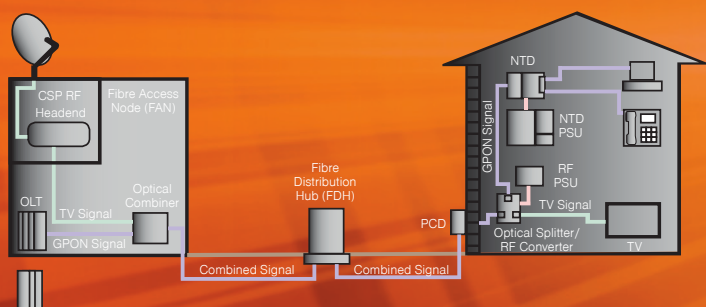
By Roger McArthur
Chief Technology Officer

Technology update

Roger McArthur tells us what's new in technology and innovation.

RFoG

Over the coming months you may hear the term RFoG increasingly more in UCG. What is it, and what has it to do with UCG? This brief article will shed some light on it. Radio Frequency over Glass (RFoG) is a means of delivering Free To Air (FTA) TV, and Pay TV (e.g. Foxtel) over a fibre optic network. In the nbn context this looks like the picture below:



So why is UCG looking at this? nbn has flagged a desire in Greenfield developments to provide additional services over the nbn fibre network, and its competition currently provides RFoG as part of their service, so nbn wants to do the same. UCG will be facilitating this functionality as a Content Service Provider (CSP) on nbn Greenfield FTTP networks. In addition to this, UCG can offer the RFoG solution to resolve television distribution issues in existing communities such as retirement villages. UCG is currently negotiating the implementation of this solution for a significantly large retirement village, where this solution will provide a much cheaper network deployment than an extensive upgrade to one site's coaxial copper network.

This is an exciting development for UCG and one where we have a lot of design and construction experience. Watch this space!

BLOWN FIBRE TOOLS UPDATE

In the last issue of @UCG we reported on the products identified from the recent trade show in Germany. Since then, we have had the opportunity to trial the drill operated fibre pushing tool in New Zealand. The first test was with 2f and 12f cable on 5mm tube as used in the Chorus network. Despite the unruly tangle of the ruggedised duct used for the test, the 12f was easily pushed well over 100m. The 2f is still to be tested and proven. More formal trials continue, and UCG is looking to submit to Chorus over the next month for formal approval for use on UCG works in New Zealand.

We are waiting for the blowing tool for use on conduit to be available for testing, and will provide an update when that arrives.

FIBRE FUSION SPLICING

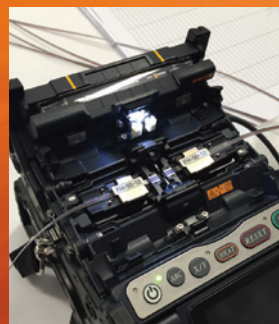
UCG has delivered more than 70,000 premises in New Zealand and Australia using fibre for our clients Chorus and nbn. One of the fundamental activities in this delivery is

the fusion splicing of fibres and fibre ribbons, to allow the fibres in a cable carrying 12 to 144 (or more) fibres to be split to feed off into different directions. This is a very brief overview on how this is done. In nbn this is often done using ribbon fibre splicing. This is the same as a single fibre splice process, but the fibres are joined in parallel to form a ribbon. You can see this in the photos with the splice machine in this article.

The process for fibre splicing (single or ribbon fibre) is as follows:

1. Preparing the cable

This means stripping the outer sheath of the cable, exposing the fibre tubes or ribbons. The fibre tubes are also stripped back to expose the fibres, ready for the stripping of the individual fibres or ribbons. This is highly variable depending on the cable type and the joint used to house the fibre splices. Depending on the cable and the joint, this cable preparation can take longer than the rest of the fibre splicing activity.



2. Stripping the fibre

This process removes the polymer coating of the fibre/s, leaving the glass ready for fusion splicing.

3. Cleaning the fibre

This removes any residual elements of the outer coating that might contaminate the fusion splice. This is usually done with pure alcohol wipes.

4. Cleaving the fibre

Next the fibre is scored and broken to provide the perfect 90-degree cut necessary to get a good clean fusion splice. The better the quality of this cleave, the lower the losses of the finished joint.

5. Splicing the fibre

The cleaved fibres are placed into the fibre splice machine and the machine aligns the fibres, and an arc is produced between two electrodes, which heats and melts the glass of the fibre and joins them together. The fusion splice is complete. The glass joint is protected in a splice protector and stored in a splice tray.

INNOVATIONS FROM OUR SUPPLIERS

Unitrek (a supplier of test equipment and splicing gear to UCG Delivery Partners), recently provided an option that looks like an ideal solution for single operator cable hauling.

Drop Cable Handler

This unique tool solves the problem of the drop cable mess in nbn FTTH installation. Other useful tools also at www.unitrek.com.au/civil-work/network-installation [U](#)

Partner Profile

In this issue of @UCG we take a look at some of the company's excellent business partners.

Manpower Inc.

Manpower Inc. is a world leader in the employment services industry, creating and delivering innovative services that enable its clients to win in the changing world of work. Celebrating its 60th anniversary in 2008, the US\$19 billion company offers employers a range of services for the entire employment and business cycle.

Manpower's worldwide network of 4,000 offices in 82 countries and territories enables the company to meet the needs of its 300,000 clients per year, including small and medium size enterprises in all industry sectors, as well as the world's largest multinational corporations. The focus of Manpower's work is on raising productivity through improved quality, efficiency and cost-reduction across their total workforce, enabling clients to concentrate on their core business activities.

In Australia, Manpower, through its new division Staffing Plus, has recently started to provide subcontract services to UCG in Tasmania through its Hobart branch, which is one of 27 branches throughout Australia and six within New Zealand.

Staffing Plus is an innovative outsources service division focused on maximising labour efficiency through the engagement of industry experienced workforce supported with effective management, quality

equipment and tooling to meet the needs of our clients.

UCG has embraced the solution Manpower is implementing of permanently employed workforce with flexibility to rapidly expand, ensuring the UCG/Manpower team can grow to meet the demanding nbn and Chorus needs.

At present, Manpower has teams in both Hobart and Launceston working on both service Level 1 and 2 work with additional teams combining on line in the aerial space. They are also close to finalising the agreement for work throughout New Zealand. Manpower's objective is to demonstrate to UCG that it is a quality organisation that can provide an efficient effective workforce and that it has the capability and drive to grow with UCG as it expands throughout Australia and New Zealand. [🔗](#)



GNN and Co Pty Ltd

Founded and directed by George Khoury (pictured right), GNN and Co Pty Ltd is a family business specialising in construction and development.

Based in Burwood, NSW, GNN and Co Pty Ltd has subcontracted for numerous telecommunication companies including UCG, Silcar, Downer and Relative Mirait. It carries out civil work, including Horizontal Boring, Open Trenching, Pit and Pipe, Direct Plough, Service Locations and Building Entries. It also does fusion splicing of Optical Fibre Joint Installations (FOSC and FIST), Building Termination Trays, Cutovers of Optical Fibre Services on outages, OTDR testing, Light power source metering, Optical Fibre Budget Loss Calculations and Workbooks for tested circuits.

The GNN Cable Hauling division installs various types of cable such as: Optical Fibre - Duct Haul, Optical Fibre - ADSS (Overhead), Electrical submains, Coaxial, Sub Duct, Multi-pair Copper Cable, Rod Roping and positive Pressure Blowing Draw Rope.

George says GNN and Co Pty Ltd is proud to be involved in the nbn project and working with UCG.

"We believe in growth, innovation and change. Being part of the nbn project enables us to assist every home and business in Australia to connect to the nbn sooner rather than later. There is a significant backlog of premises passed by fibre that are not yet serviceable and through our skills and expertise we believe we can assist UCG to help make these homes and

businesses nbn-ready and allow more people to experience the benefits of fast broadband," he says.

"The on-boarding process for UCG was encouraging as the staff assist you in every facet of the process. The ongoing tool box meetings and online learning serve as a constant reminder for GNN and our staff on all safety hazards, warnings and techniques that keep us safe and focused on the job.

"The ongoing management and consultation with staff assists our team with maintaining a high level of workmanship as nothing goes through the cracks. Through our time here we have learnt from our mistakes and have been allowed to grow and implement our own company procedures to ensure our level of workmanship remains on point."

GNN and Co Pty Ltd is currently carrying out work across the Sydney region with civil and cabling crews, which sometimes includes contracts in ACT and Victoria. [🔗](#)



Delivery Partner Awards 3rd Quarter 2015

UCG's core strength is the talent and hard-working nature of its team. In this issue we take a look at some of the company's employees and business partners who have shone during the quarter.



Delivery Partner Award Australia

Simon Haase (left) and Scott Devereaux (right), Scott Devereaux Excavations

Simon provides excellent feedback with copious amounts of quality information when scoping his TOWs within the Jeopardy program. He provides exact guidelines on what civil or aerial works need to be performed and is always extremely accurate and provides huge amounts of detail. Simon works seamlessly with the UCG supervisors and his construction teams deliver consistent quality work. Simon's methods could easily be used as a "how to" bible for civil and aerial scoping.



Delivery Partner Award Australia

Don de Rota (right), DD Fibre

Don often works weekends to achieve jobs completed for UCG numbers without asking for any extras. He works late into some nights to have a site completed and continually works 10- to 12-hour days to ensure we meet our projected targets. Don has excellent customer liaison skills and presents as a wonderful representative of UCG. His quality of installations overall on a QA level is quite a high percentage of success rate. Don is very conscious of work ethics and site safety setups.



Delivery Partner Award NZ

Daniel McGlinchey (second from left) Abacus Tech

Abacus Tech is run by company director Daniel McGlinchey. They came onboard with UCG in mid-April 2015 and since then the team have managed to complete 80 to 85 per cent of the provisioning work in the Wellington region, which is fantastic. The technicians work until the job is finished on the day of the appointment, thereby leaving the customers satisfied. The company has a "can-do" attitude and are always willing to go the extra mile. Daniel's proactive and reliable nature helps us meet our milestones in a timely fashion.



Innovation Award

La'Sasha McCutcheon (left)

To reduce the time allocating a job to construction inclusive all the required land access documents, La'Sasha negotiated with Auckland Transport for UCG to run a pre-approval process whereby we now submit all documentation, including the traffic management plan, to Council when the design is issued to Chorus and prior to the design being approved. The time was cut from 13 to seven working days. The other advantage is that if construction was not to proceed there are no costs associated with Auckland Transport for cancellation of this works approval notice.



Outstanding Performance Award NZ

Kevin Park (left)

Kevin has gone from no design experience to the highest performing designer in the team in one year. He proactively takes on tasks that he believes will benefit the design team as a whole. He has produced training documents, taken control of Cyient to increase their quality and assists the outsourced and internal designers with their daily queries. He has assisted Roger with tendering for work with UFF and eagerly accepts any task that comes his way, no matter how big or small.



Outstanding Performance Award NZ

Reggie Naidoo (left)

Reggie's commitment to UCG is unwavering and he thrives on the daily achievements he has contributed to. He has established great relationships built on mutual respect and technical knowledge with the technicians. The team rely on Reggie on a daily basis to keep promises made to customers. Reggie is committed to UCG succeeding within Chorus provisioning and constantly goes the extra mile with both internal and external customers, and is often the subject of praise from building managers.



Outstanding Performance Award Australia

Darryl Gee (left)

Business Analyst Darryl communicates with the business to learn what software changes are required for our workflow software site TRAX. He and the software team have been under enormous pressure from our business to improve our software. The improvements to date are tangible and significant to the success of our organisation. Darryl plays a key role in chairing numerous internal meetings that identify software changes and set priorities.



Outstanding Performance Award Australia

Mads Giesenberg (left)

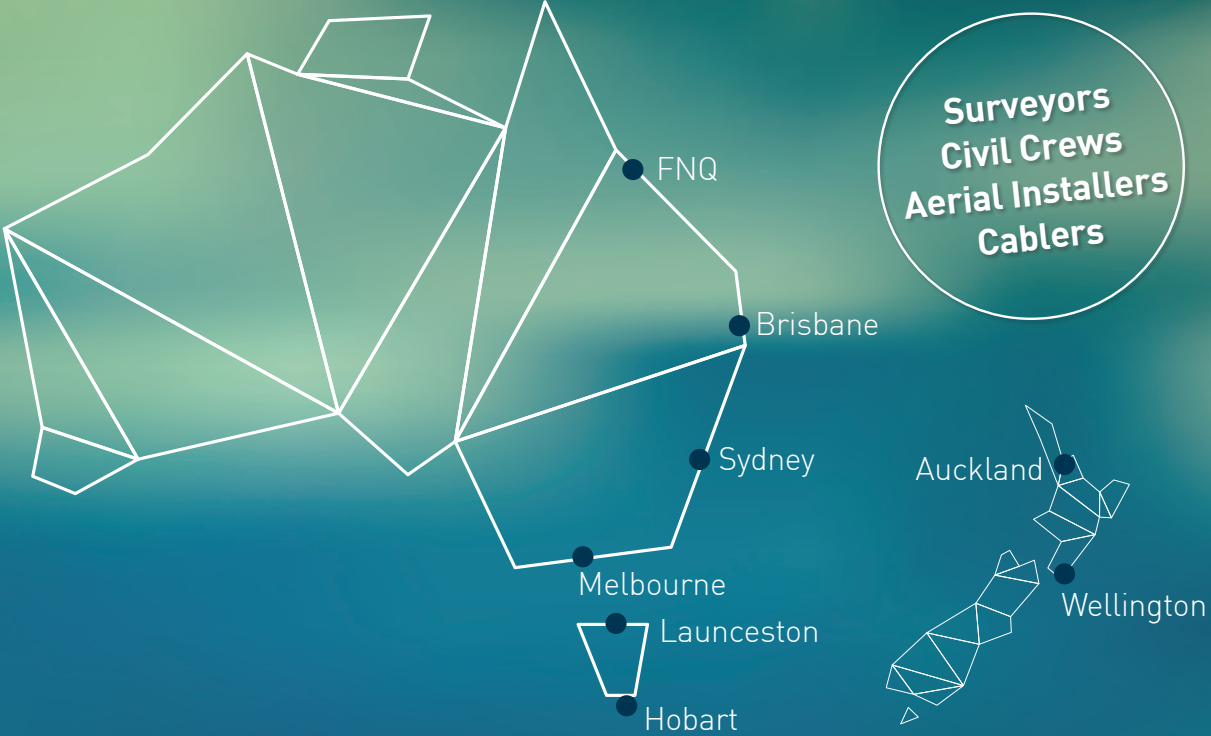
As our Estimator, Mads plays a crucial role in determining the costs of tender, which is a complex process. He is a quiet achiever and nothing is ever too much trouble for him. Mads will work until late or over the weekend to get the job done and never misses a deadline. He is one of the most positive team members we have within a very positive team. His willingness to get involved in ancillary business is second to none, with Mads volunteering as our first aid officer and chief warden.



DELIVERY PARTNER OPPORTUNITIES NOW EXIST IN FAR NORTH QUEENSLAND AND SOUTH-EAST QUEENSLAND

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
Australia call +61 3088 2778 or email work@ucg.com.au