@UCG

Autumn 2016

New UCG Head Office Brisbane

+ Project Tahi

UCG expands into New Zealand's South Island

UNIVERSAL COMMUNICATIONS GROUP

New nbn training requirements – what are they?

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L-R: Rafael Luna, CEO, UCG; Seth Dickinson, Area Manager – Communications Division, Aotea Electric Southern Ltd; Rodney Helm, Technician Service Manager, Delta Utility Services; Grant McGough, GM Operations NZ, UCG

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Rafael Luna
CEO

+

Celebrating new milestones and unprecedented expansion

The first three months of the year have provided some new milestones for our company.

I am proud to announce that our New Zealand operation has been awarded a significant expansion to the existing contract with Chorus, with works commencing in the South Island of New Zealand – a first for UCG. Due to this expansion, we now have new operating depots active in both Queenstown and Dunedin. Not only have we expanded geographically but, under the terms of the new agreement, UCG will also be delivering provisioning services in all MDUs in the markets that UCG operates. Our NZ team has successfully executed the mobilisation and transition into the new contract in what has been a very tight timeframe, and I thank and congratulate everyone involved for their efforts.

Australia hasn't been idle either, securing new contracts and expanding into new regions. I am equally proud to announce Telstra has awarded UCG the MDU design and construct work in its HFC programs in both Adelaide and Melbourne. Again, mobilisation has been successfully executed into the Adelaide region, and the expansion of both the Melbourne operations and the Design, SMC and Completions teams at head office is well under way as well.

The next few months may bring even more opportunities as business development manager

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We really have hit the road running this year, and there is so much more in the pipeline. The coming months are looking very positive as we bed down our current growth and crystallise the next phase of our expansion.

Peter Zeegers and his team have been busy on a number of growth initiatives on both sides of the ditch, and are hopeful of closing out in the near future.

I am also really excited to announce that UCG will have a new head office in July this year, and we have included a teaser article in this issue to give you an idea of what our new home will look like. During the past three or four years, the company's growth has led to head office operations being run out of three different offices in two locations. With the construction of a new building in our current Brisbane Technology Park location, the board has decided it is time to consolidate into one expanded office with room for further growth. We have also

secured naming rights for the new building, so the UCG brand will be prominent to all that visit or drive past the premises.

Speaking of branding, a momentous occasion such as moving into a brand-new building needs to be celebrated, and we will be relaunching the UCG brand to coincide with the new head office. All will be revealed in the upcoming July issue of @UCG!

We really have hit the road running this year, and there is so much more in the pipeline. The coming months are looking very positive as we bed down our current growth and crystallise the next phase of our expansion.

I hope you enjoy this very interesting and jam-packed issue of @UCG. **Ü**

@UCG

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Please email us at
talk-to-us@ucg.com.au
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.

New UCG Head Office building in Eight Mile Plains

By Corey McCarthy, Group Human Resources Manager

The construction of UCG's new Australian head office is on schedule for the company to acquire and move into this July. The dawn has almost arrived on what genuinely shall be a new era for the company, where head office staff and visitors alike shall enjoy a state-of-the-art work environment. For the first time in 12 months, the Brisbane-based team will be able to call the same premises their professional home and work in close proximity to one another.

The location of 2 and 4 Clunies Ross Court, Eight Mile Plains, is just several hundred metres from the company's current head office location in the Brisbane Technology Park precinct. UCG has secured naming rights for the building and has taken out a long-term lease on the top floor of the building and half of the floor below. The adjacent floor plan depicts the office layout of the top floor, which has enough work stations to accommodate 155 employees. The other floor can accommodate 95 employees. The facility will be great for employees visiting from other regions and other visitors, with extensive meeting and training room facilities available.

Departments that work closely together will be provided spaces adjacent to each other to allow easy communication, and the circular lounge areas provide a comfortable, informal setting for team members to collaborate. The lunch room, like many parts of the tenancy, will enjoy views of a leafy suburbia and provide a relaxing environment for staff. To take care of UCG's multicultural team, which we are very proud of, and to provide a sanctuary for other work/life balance requirements, a multi-purpose retreat room will provide an environment for prayer and other privacy requirements such as motherly obligations. Most importantly, given the clear improvement of the Auckland-based UCG team's table tennis skills, the office will also feature a permanent table tennis table for casual (and no doubt at times very competitive) games of table tennis or ping pong (whatever you like to call it). There will have to be an international table tennis challenge at some point. Is there room on the balcony for a barbecue? Of course there is!

The lease arrangements provide for 75 car spaces and right next door a new

multilevel car park is under construction where casual parking will be available. Those who like to keep fit and ride their bicycles to work will have shower and bike lock facilities available.

The immediate area is also destined to house a 4-star apartment/hotel complex, which will be handy for employees visiting Brisbane for work.

The management team looks forward to moving to the new building and providing a great working environment for head office staff and visitors. Ⓤ

Want to have the honour and bragging rights of being responsible for the names of our new meeting and training rooms? Email your entry to talk-to-us@ucg.com.au

UCG Telstra HFC update

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

UCG has been contracted to scope, design and construct MDUs within Telstra's HFC footprint in South Australia and Victoria, and the company is tremendously excited to carry out this work.

OVERVIEW

Telstra and Optus HFC networks were rolled out in the late 1990s and today HFC pay TV and broadband cables weave their way through most metropolitan suburbs of each state in Australia.

Some streets have one provider's cable, some have both and some have neither, creating a digital divide within suburbs. Even within individual streets the HFC cable network skips some homes.

These HFC cable networks are an integral part of the new-look, multi-technology-mix nbn, with the *nbn 2013 Strategic Review* proposing that all 3.4 million premises within the HFC footprint be connected to the cable network. The nbn rollout will be going back to "infill" the gaps and connect overlooked homes and streets.

As a result of the decision, UCG – Telstra's preferred MDU delivery partner – is being contracted to scope, design and construct MDUs within Telstra's HFC footprint in South Australia and Victoria.

THE WORK ACTIVITIES

The work activities involve the end-to-end co-ordination of the MDU build site, inclusive of land access, LIFD 1 and 2 approvals, survey, design, material management and construction. The construction work includes underground or aerial construction from Telstra's interconnection point in the street network to the PCD of an end-user premises within the MDU.

The build process includes pipe proving, new pipe break-in to existing pits, ACM pit replacement, pipe blockages, hauling of distribution coaxial cables, jointing and terminating of coaxial cables, installation of MDU security boxes, hauling of lateral lead in cables, terminating cable in a premises customer device, testing cable RF, install ducting and installing various HFC components, i.e. amplifiers, isolators, etc.

SA REGION ESTABLISHMENT

After UCG was awarded the works it established an office/warehouse in Thebarton, South Australia. The office is located to the south-west centre of Adelaide city. This is a great location and provides easy access to the city, which is five minutes away, and to the main arterial roads to the metropolitan suburbs of Adelaide in any direction.

The Adelaide team: L-R: Geoff Hobby, Ray Parker, Graeme Bridgman and Kacey Verrall

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The Adelaide UCG project team to execute this exciting and important project has been recruited, and we believe we have secured a talented team to deliver this project successfully.

SA PROJECT TEAM

The Adelaide UCG project team to execute this exciting and important project has been recruited, and we believe we have secured a talented team to deliver this project successfully. The individuals who make up the team have a wealth of telecommunications skills, overall project management and administration experience in managing a multi-skilled delivery partner workforce to deliver the MDU HFC work.

The South Australian team is headed by Geoff Hobby (SA Construction Manager), and the team will report to Dean Nesbitt (National HFC Manager). Geoff has two newly appointed field supervisors – Ray Parker and Graeme Bridgman. To complement the field personnel, Kacey Verrall will be managing all aspects of the operations project administration and project support. The office/warehouse is currently being established with IT, communications and a full office/warehouse fitout to ensure the business is operationally functional in readiness for the forecasted work volumes and project delivery.

VICTORIAN PROJECT TEAM

The existing UCG Melbourne team will manage the first release sites, which will be led by Dean Nesbitt (National HFC Manager) and supported by Rob Jessup (Field Supervisor). As the work volumes increase, the business will be enhanced and complemented with field supervision support.

SUPPORTING UCG BUSINESS UNITS

The SMC team in Brisbane will lead all aspects of the land access, LIFD 1 and 2 approvals and HEC approvals. The HFC design team in Brisbane will manage the survey and design process. The completions and handover team is also based in Brisbane, and will be ensuring all the required deliverables are available and submitted to the client.

PROJECT OBJECTIVES

The team will foremost be leading the delivery partners to ensure the work is performed safely, built right the first time and delivered to the client's work program dates.

PROGRAM OF WORK

South Australia: The business has commenced the surveys for the initial release of work and has submitted the proposed designs for Telstra approval. The construction work commenced in the third week of April.

Victoria: The initial phase of work has been issued and the SMC team are undertaking the property ownership review. Some sites are at the LIFD 1 notification process. The surveys commenced in the second week of April with the construction phase to commence end of April/early May. Ⓤ

PROJECT TAHI
Heading South

Grant McGough explains UCG's exciting Chorus expansion into New Zealand's South Island, and the story behind its official name: Project Tahi.

By Grant McGough,
GM Operations NZ

Over the past 18 months we've had a running joke here at UCG NZ that the location of our New Zealand headquarters, Onehunga, was chosen because it amused us to listen to our Australian friends and colleagues attempt to pronounce it. Sure, we could have chosen a building one kilometre up the road in Penrose, but where's the fun in that?

There are no such issues with the latest attempts to expose our colleagues to Te Reo. Chorus chose Tahi (one) as the name for our latest joint project, UCG's mobilisation into the lower South Island. Why Project Tahi? Chorus has organised its delivery of services throughout the country into a number of "patches", or Chorus Service

Areas (CSAs). The official name for the lower South Island patch is CSA01.

Regardless of which name is used, we all pronounce it the same way – "opportunity". The opportunity covers from Ashburton in the north to Invercargill in the south, and is centred around Dunedin on the east coast and Queenstown to the west. Within this patch, UCG has been given the opportunity to build all MDUs and connect all customers within MDUs to the UFB network.

The opportunity is not without its challenges. The area covered is large and the population centres are of low density and widely spaced. Driving times between some towns range from two-and-a-half to three-and-a-half hours, and in winter many of the roads are icy or under snow.

Adding to this was the shorter term challenge of a five-week mobilisation in order to be in a positon to start delivering services by March 1. To help achieve this, UCG chose the "phone a friend" option. Clinton Millard, who project managed the initial UCG mobilisation into New Zealand some 18 months earlier, came back on board to manage our southern initiative.

Our strategy was to leverage the centralised

resources for planning and co-ordination. This allowed us to scale quickly and provide a consistent service by simply adding to our experienced Auckland-based team.

We then established a permanent UCG presence in key locations. Clinton secured and set up an office/warehouse in both Dunedin and Queenstown as hubs for logistics, supervision and field support.

With our bases established, we set about recruiting and training local delivery partners for all field activities in all UFB towns and cities. By using local partners we could eliminate the lost productivity of inter-city travel. We also looked for existing business that were not currently engaged in the NGA program in order to expand the capacity of our industry in the region and create incremental work opportunities for these partners.

The final part of our strategy, once we are fully embedded in the market, will be to look for opportunities to build MDUs proactively; that is, look at gaining efficiencies by targeting areas to build ahead of the forecast demand.

Originally our plan to enter the South Island had

ASHBURTON

TIMARU

WANAKA

QUEENSTOWN

OAMARU

DUNEDIN

INVERCARGILL

a 12-week timeline before delivering service. The five-week mobilisation therefore created a further challenge: how to engage, on-board and train sufficient delivery partners to start delivering services from March 1. The solution was to ask some of our Wellington and Auckland-based delivery partners to assist on secondment.

JMDC was quick to answer the call and redeployed two teams from Wellington at very short notice. By March 7, JMDC made Project Tahi's first connection at the Iona Rest Home in Oamaru. Our techs received a text that evening from the customer thanking them for the professional job they did in bringing ultra-fast broadband into their home three weeks earlier than expected.

Shortly after, Auckland delivery partner Cellwatch also deployed a team in the region to start building MDUs.

Our own recruitment has also taken time and required us to second staff from Auckland to the south. Senior field supervisor Mark Wintersgill has been based in Dunedin since the start of Project Tahi, and has been joined by our consents field officer, Petrus Nel, to help consents and surveys.

Maybe it's the lack of traffic jams and the spectacular scenery, or perhaps it's the southern hospitality and affordable housing, as both Mark and Petrus seem intent on making the move to Dunedin permanent.

The new Dunedin office

They have been joined by our first locally recruited permanent team member, senior field supervisor Nikesh Singh, who brings a wealth of industry and regional knowledge to the team.

It's not just staff making the move permanent either. Delivery partners Home Fibre Solutions and TN Communications are also making a long-term commitment as they too move into the region.

We've had a cast of many in and out of the south to make Project Tahi a success. The team at Chorus has again been a pleasure to work with, introducing us to the councils, managing

both internal and external communications, and giving UCG and its delivery partners the benefit of their experience both in person and remotely. The delivery partners we've engaged with were at first a little cautious of us northern folk, but they have been extremely professional and are clearly customer focussed. Although our own team at UCG has stretched my travel budget and perhaps their home life a bit, their involvement in the project has been an investment well worth making.

So yes, many, many people have been involved, but they all worked as one. Bring on Project Rua! U

SpatialNET explained

By Tristan Davies,
Survey, Design and
Completions Manager

SpatialNET is a real-time, live network planning tool that is CAD-based and can be acessed anywhere in the world via an online portal.

SpatialNET contains all the addressing details for SDU and MDUs as well as the existing and proposed telecommunications networks throughout Australia. Imagine looking at Google Maps and being able to see all the underground pit, pipe and overhead network infrastructure. This is what you see in SpatialNET.

UCG uses SpatialNET to update the as built information related to our MDU construction so our client (nbn) has the most up to date information at their fingertips. Our as-built designers take our construction design in conjunction with a redline mark-up from site and input this information into SpatialNET. We draw the fibre network through any existing infrastructure that has been utilised onsite and add any new infrastructure that has been installed such as new underground pipes or pits. The end product is a visual representation of exactly what was completed onsite.

It is also very important for the addressing information of each site to be correct at the current time. SpatialNET's addressing information is not always up to date, so there are times that addressing needs to change. Updating the addressing details for each site is also the responsibility of UCG. We confirm the addressing details for each site during survey and design and update the addressing so everything is correct by the time the as built is complete. An example of an address mismatch is when a person's address has been labelled "Unit 1" in SpatialNET when it is actually
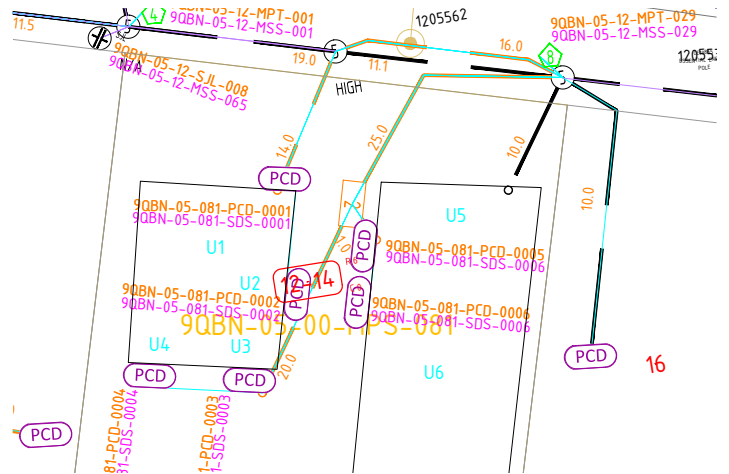
"Shop 1". This seems like a minor discrepancy, however, it can effect a resident's ability to request a service from nbn. A mismatch in addressing is similar to a mismatch in someone's passport details. A minute detail can cause someone a lot of pain, which is why we need to ensure everything is perfectly correct. ⓤ

NetMAP up close

By Sahil Bhouraskar,
Records & QA Specialist, Auckland

Network Management of Assets and Plant (NetMap) is a business-critical inventory management system consisting of interrelated modules and databases.

In New Zealand our designers rely on netMAP during the design stages and UCG must ensure netMAP is updated each time construction occurs, which is part of the completions team function.

Underpinning the total NetMAP system is a Landbase supplied by Terralink International Limited (TIL). Our client's physical assets are contained within the databases, which include:

- Copper/Fibre Plant and Chorus network civil components such as ducts, manholes, fibre sheaths and access terminals.
- PDMC – Plant Data Management Capability is useful to manage the inside and outside plant drawings.
- LAP/DSS – Local Access Planning/Decision Support System is a network-planning tool used to break down the area under action into smaller areas, which can then be designed and built for separately.

Cyient is an Indian-based company and the delivery partner of UCG for the majority of the records updates in NetMAP. The as-built information is sent to our team at Cyient which then updates NetMAP accordingly. However for small jobs (1-5 EUPs), UCG completes the records update in-house.

Designers use NetMAP during planning and design activities. The consents and scheduling teams use NetMAP to define and update MDU and ROW extents.

COFFII Drop II was a very important milestone for Chorus. First, COFFII Drop II enabled service providers to place orders online on behalf of their customers using the Chorus Portal and selecting the addresses. Secondly, it introduced the new system called PRA, which runs in parallel with NetMAP. When the records are updated

Disruptive technology

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

In today's fast-changing world, it is the companies and individuals who embrace change that will grow and prosper. If one takes Kodak, the taxi or even the music business, you will come to realise that these are but only three industries that have been impacted by disruptive technology.

Kodak invented digital cameras. However, they did not see a need to change and went from being a blue-chip company for more than 100 years to filing for bankruptcy in 2012. Uber is changing the way we commute and the taxi industry worldwide is feeling the impact of not embracing change, evolving or innovating.

Music purchased in hard copy format, such as CDs, in Australia, went down from a turnover of AU$431 million in 2010 to AU$205 million in 2015. Globally, digital music sales went up from US$4.4 billion in 2009 to US $6.9 billion in 2014. The music industry is still experiencing significant change and pundits predict that subscription streaming (e.g. iTunes, Pandora, Spotify) is now set to overtake digital music sales in the very near future.

There are many more examples of companies and industries that are being impacted by disruptive technology. So what is disruptive technology? It is "when technology has the potential to revolutionise, an industry emerges, established companies typically see it as unattractive: it's not something their mainstream customers want, and its projected profit margins aren't sufficient to cover big-company cost structure", says Harvard Professor Joseph L. Bower. Disruptive technology has been with us for a long time; for example, think about what the automobile did to the horse-and-carriage industry. The difference today is the rate of change. "Digital domain – that automated part of the economy – is growing twice as fast as the regular economy," says innovation expert, Robert Tercek.

"It's not the strongest or the largest that survive but those best prepared to cope with change." – Dr Michael Hewitt-Gleeson, acclaimed author, intellectual philanthropist and cognitive scientist

DISRUPTIVE THINKING
Disruptive thinking or strategic thinking is transformational change – it's challenging the status quo – never accepting what has always been. The challenge for everyone within UCG and our delivery partners is to think about everything that has made us successful. We then need to explore what we can do to improve on that success and never to stand still or rest on our laurels.

HOW CAN YOU MAKE A DIFFERENCE?
Start by thinking about how you can make improvements to your role, then expand your thoughts to ways in which your business unit could be improved. Finally, give thought to any improvements that can be made for our delivery partners, our clients and, ultimately, UCG as an organisation.

I'd appreciate it if you could send your value-creating ideas, no matter how big or small, to talk-to-us@ucg.com.au. Ⓤ

Designers use NetMAP during planning and design activities. The consents and scheduling teams use NetMAP to define and update MDU and ROW extents.
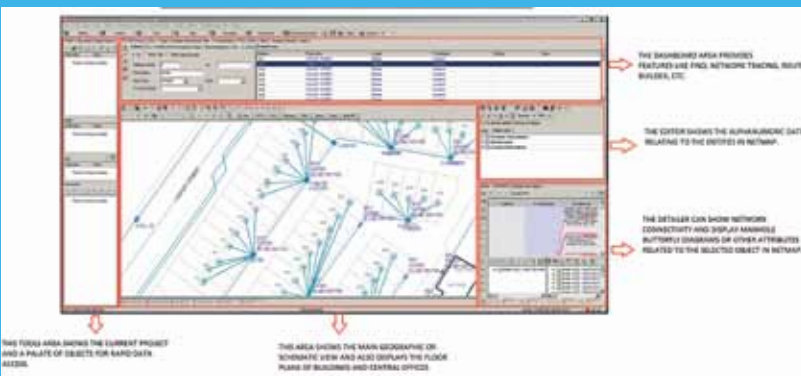
in NetMAP, they are also published in PRA. When a new service order is placed, the PRA system checks the order against some routing rules and, if the order is viable, the service is recorded in PRA. Once the service order has been completed, the updates are recorded in NetMAP.

Advantages of PRA:

- Reduction in new build costs due to better utilisation of network resources. Productivity improvements in network design.

- Once the records are in place, PRA assigns the path for each customer as opposed to manually allocating one. This saves time and eliminates human error. Ⓤ

Business Development update

By Peter Zeegers,
Business Development Manager

The Business Development team has been busy pursuing new opportunities both in Australia and New Zealand. In Australia, the nbn is, of course, the biggest current opportunity, in particular the use of the Telstra and Optus HFC (Hybrid Fibre Coax) cable networks to deliver high-speed broadband as part of nbn multi-technology strategy. This strategy involves the use of satellites, wireless, fibre-to-the-node/basement/premise and HFC. Under the HFC strategy, Telstra, Optus and nbn all look to get involved in rolling out the service. UCG hopes to be part of this plan.

UCG is also becoming more involved in providing more nbn services to greenfield housing developments, both new broad-acre and MDU projects. We are working with nbn to provide fibre TV to new housing developments. Fibre TV is a service that distributes free-to-air and/or pay TV via the nbn fibre to the premises (FTTP) network. It is early days now but indications are there may be a big demand for this service.

As explained elsewhere in this issue, we have expanded operations to the South Island of New Zealand (see page 6). Further opportunities exist for UCG in doing what it currently does with MDUs in other parts of the country. **◍**

Technology Solutions Expert role overview

By Rex Buckley,
Technology Solutions Expert

My new role with UCG as the Technology Solutions Expert is responsible for supporting the Chief Technology Officer, providing leadership to UCG in respect of innovative use of technologies across both Australia and New Zealand. This includes engaging with current and potential future clients in respect of their delivery requirements from UCG, making sure the company understands the implications of certain types of works requested from clients and how UCG may deliver technically and operationally.

The role requires broad experience in information technology, business operational processes, gathering and interpreting client requirements, helping to educate the operational parts of the business regarding how to meet client expectations, and delivering ever-increasing productivity to the UCG operation.

A solid analytical and process driven mindset captures the heart of process issues, resolving business road blocks, while still being people focussed, having previously managed teams to succeed in understanding, managing and exceeding client expectation. **◍**

Career profile: Jessica Luxton

UCG has identified an opportunity to extend its commitment to retain and promote talent within the telecommunications industry by re-engaging professionals post-maternity by facilitating their transition back into the workforce. The company has established an initiative to provide new parents like Jessica Luxton with flexible working arrangements by offering a path to retool their strengths and hone their expertise while being able to provide childcare and maintain a healthy work/life balance.

There is a significant shortage of skilled people in New Zealand who are familiar with EXFO Fast Reporter 2 and EXFO Connect, which are the industry's most complete and flexible data post-processing and reporting software. An expert in the EXFO testing platforms, Jessica has recently joined UCG's team as a mother working from home to remotely carry out the role as a fibre testing co-ordinator. This is a specialist role that requires her to analyse, process and format the optical fibre commission test data, ensuring compliance with Chorus' and Crown Fibre Holding's requirements.

Part of her role also involves maintaining dialogue with Chorus and UCG's delivery partners regarding commission-testing guidelines. With three years' experience pursuing a career with Downer EDI as a fibre testing co-ordinator, Jessica has acquired extensive experience in the processing of test results (SOR files) using various versions of Fast Reporter 2, and uploading test results to EXFO Connect cloud storage.

"UCG has given me the opportunity to further my career while still being able to care for my five-month-old daughter. Being a mother is a full-time job, so working from home allows me to be a professional for a few hours a day. Balancing work life and mum life is so much easier working from home, as the flexibility means I am able to work when I can while still spending time with my baby girl," Jessica says. **◍**

Technology update

By Roger McArthur,
Chief Technology Officer

BLOWN FIBRE TOOLS UPDATE

As mentioned last issue, Chorus has opened the door to get type approval of alternate blown fibre tools, and Jim Donachie is continuing the dialogue to get EZ Speedy approved for MDU applications. The good news is Chorus is now actively involved with the local reseller and vendor to make some adjustments to move towards a viable product for the New Zealand market. Field trials on larger fibre count cables have seen this product push up to 800m with compressor assistance. For almost all MDU works, this is more than sufficient. The jury is still out on the 2f though. Again, watch this space – hopefully by the next issue of @UCG the product will be ready for general use.

FIBRE TO THE UNIT

The start to 2016 has seen many changes to the schedule of rate codes as well as UCG moving to operate in new areas of New Zealand. As if that was not enough, UCG has agreed with Chorus to change where MDU build activity stops. So now fibre is to be installed all the way to the outside of every unit. So, why the change and what impact will it have?

The change has been driven by Chorus and UCG with a mutual desire to improve the end user experience. Taking the fibre to every unit removes a significant amount of uncertainty surrounding the viability of the cable pathway from fibre access terminal (FAT) to the end user premise. This also reduces difficulties that often arise with building managers who interpret this lateral build as new construction, and which often leads to delays in provisioning tasks.

The change significantly reduces the effort for provisioning a new service that will allow more jobs per provision team each day, and significantly improved probability of a successful outcome.

The change also raised the question of where is the fibre to stop outside the unit. To address this, Chorus has acted very quickly to introduce a new fibre cable from the drop from FAT to MDU Premise Demarcation Point (DP), and the Demarcation Point device itself.

The new 2f cable is 2 x 1.5mm, so significantly reducing the required size for ducting and conduit pathways. It is also white and can be used for internal premise cabling. I congratulate the Chorus and UCG teams in moving fast to not only solve an issue, but with a great result with the two new products now available in volume for all new works.

RFOG OR FIBRE TV UPDATE

Since the start of March UCG has had the opportunity to bid for more than 10 potential RFoG nbn sites. Previous issues of @UCG have explained RFoG in some detail, but this is a short note to flag that this is now underway and UCG will hopefully see its first contracted site with a developer in the near future.

TELSTRA WHOLESALE CUSTOMER AND CONTRACTOR

Related to the nbn RFoG and another opportunity, UCG has had to become a Telstra Wholesale Customer. The purpose of this is to allow UCG access to Telstra exchange facilities to interface with nbn RFoG networks, and also to allow UCG access to Telstra pit and pipe infrastructure to allow the installation of UCG customer cables through Telstra pit and pipe. Access to either parts of Telstra infrastructure require UCG to use only Telstra approved Wholesale Network Contractors. To keep the activities wholly in house, UCG is now certified to manage the works necessary to facilitate the Whole Sale Access arrangement to deliver RFoG for nbn or other clients. ⏻

Department profile: Commercial team

By Anthony Moore,
Group Commercial Manager

The Commercial team comprises 13 team members across Australia and New Zealand. The team was recently joined by new group commercial manager, Anthony Moore, who commenced in mid-February. Anthony brings a strong background in commercial and contract management in infrastructure construction and telecommunications, including several years of contracting in Telstra's copper and fibre networks as well as pay TV installations for both Foxtel and Austar. Leading their respective teams in Australia and New Zealand are Samantha Cox and Albertus Engelbrecht.

Given UCG's philosophy of partnering with both its customers and the supply chain, the Commercial function has an important role to play right across the whole lifecycle of our project delivery. Starting with the initial tender, Commercial helps to identify the various risks associated with the scope of works and the contract and then engages with the key stakeholders to identify and agree an appropriate risk management strategy. Where necessary we work with our customers to agree reasonable amendments to our head contracts so as to create the right platform from which we can deliver value to both our customers and UCG. Commercial's engagement continues right through to ensuring that UCG is paid appropriately for the work that we have done.

We aim to adopt a similar approach when working with our delivery partners – even when things haven't quite gone to plan. We recognise our delivery partners have to have sustainable businesses so they will want to work with UCG to deliver on the next job; we all need to have sustainable and successful businesses. It looks like we are in for another busy year, with plenty of opportunities for growth. The commercial function is keen to play its part in supporting the business as we deliver on behalf of our customers. ⏻

The GHS is coming – what it means for you

By Ian Nowell,
Group HSEQ Manager

The GHS (Globally Harmonized System of classification and labelling of chemicals) is a worldwide system that classifies chemicals by types of hazard, including labels and safety data sheets. It ensures information on physical hazards and toxicity from chemicals relating to the handling, transport and use of these chemicals is standardised around the world.

During the five-year transition period (from January 1, 2012, to December 31, 2016), manufacturers have been able to use either the GHS for classification, labelling and SDS, or the previous hazardous substances and dangerous goods classification systems.

After December 31, 2016, all workplace chemicals must be classified according to the GHS and labels. Therefore, the SDS you carry in your vehicles or that is located in UCG stores must be updated to the new compliant version.

The model WHS regulations implement the third revised edition of the GHS as the basis for chemical classification and hazard communication requirements. After December 31, 2016, all workplace chemicals must be classified according to the GHS and labels and SDS must be updated.

New Zealand was the first to introduce the GHS. Australia will be compliant as of January 1, 2017.

The Australian Dangerous Goods Code sets out the requirements for transporting dangerous goods by road or rail and now includes the GHS requirements for transport of dangerous goods.

Therefore, all existing SDS and hazardous chemical manifests held by UCG and contractors must be updated prior to January 2017.

What are the main changes to an SDS?

SDS used to contain many signal words i.e. Danger, Warning, Hazardous, Poison, Dangerous Poison. These have now been simplified to alert the label reader to a potential hazard, and indicate the relative severity of the hazard. There are now two signal words used on a label in the GHS. These are DANGER or WARNING. DANGER indicates a higher severity of hazard compared to WARNING.

Two new symbols have been introduced as part of the GHS. All relevant pictograms will appear on label (according to the prioritisation rules).

There are very few changes to the Safety Data Sheets (SDS) as a result of moving to the GHS. The majority of changes to Australian SDS will relate to sections where GHS information is required. For example:

Section 2 contains classification information, including pictograms, hazard statements, etc. Section 3 contains information on ingredients in mixtures. Most other ections and information contained in the SDS remain unchanged.

Flame over circle **Oxidisers**	Skull and crossbones **Acute toxicity**	Environment **Environmental hazard**

The following is an example of the new Safety Data Sheets (SDS):

Aromasol

Contains:
Aromatic hydrocarbons 95 %v/v
Toxicole 5 %v/v

Refer to Safety Data Sheet before use.
2.5 L

DANGER

Highly flammable liquid and vapour
Toxic if swallowed
Causes skin irritation
May cause cancer
May be fatal is swallowed and enters airways

IF ON SKIN (on hair): Take off contaminated clothing and wash before re-use.

Rinse skin using plenty of soap and water.

IF exposed or concerned: Get medical advice/attention.

IF SWALLOWED: Immediately call a POISON CENTRE or doctor/physician.

Do NOT induce vomiting.

Store locked up in a well-ventilated place.

Keep cool.

Dispose of contents in accordance with local regulations.

In case of fire: Use powder for extinction.

Keep away from sparks and open flames – No smoking.

Keep container tightly closed.

Ground/bond container and receiving equipment.

Take precautionary measures against static discharge.

Wear protective gloves and eye and face protection.

Wash hands thoroughly after handling.

Do not eat, drink or smoke when using this product.

Madeup Chemical Company Pty Ltd, 999 Chemical Street, Chemical Town, My State 1234; Tel: 1300 000 000
www.madeup-chemicalcompany.com.au

The information in an SDS is provided in 16 sections. These sections are the same as the current requirements and in the same order:

1. Identification
2. Hazard(s) identification
3. Composition and ingredient information
4. First aid measures
5. Fire-fighting measures
6. Accidental release measure
7. Handling and storage
8. Exposure controls and PPE
9. Physical and chemical properties
10. Stability and reactivity
11. Toxicological information
12. Ecological information
13. Disposal considerations
14. Transport information
15. Regulatory information
16. Any other relevant information

More information on the GHS is available on the Safe Work Australia website at www.swa.gov.au. ⓤ

PARTNER *Profile*

In this issue of @*UCG* we meet two of UCG's trusted delivery partners
– FTTX Services Ltd and A V Zabolotny Pty Ltd.

FTTX Services Ltd (New Zealand)

The FTTX Services Ltd team

FTTX Services Ltd director Sean Rainthorpe has been in the telecoms industry for 29 years. His resume includes working for Optus in Brisbane building the city's transmission network, as well as doing stints in Saudi Arabia and Holland before returning to the UK to work for FLAG Telecom installing subsea networks. Sean and his family moved to Auckland in 2006 where he set up FTTX Services three years later. The company's main office is in Albany, Auckland, and it has a team of four technicians based in Wellington.

"We started off as three consultants working with companies such as Crown Fibre Holdings, Ericsson, Visionstream, Enable, etc, helping them with fibre design projects and providing training courses for design and installation of fibre networks," Sean explains.

"We've grown significantly and evolved over the years to a company of 24 people, mainly involved in the installation side of the UFB projects throughout Auckland and Wellington, while still also providing consultancy and training services."

FTTX is well suited to the Chorus UFB project because of its many years of experience, particularly with FTTH/B technology and installation techniques.

"The fact UCG was already very successful in Australia and was coming to New Zealand to take on the majority of the MDU build projects meant we saw a great opportunity to work together. Our experience in the MDU build field gave us the confidence that we would be working with an organisation who would innovate and simplify processes while recognising skilled partners," Sean says.

"The future will need to see FTTX evolve become slicker and more streamlined to ensure quality turnaround of work. We continue to work alongside Chorus providing training solutions and offering our technicians to take leading roles in the upcoming training portal." Ⓤ

A V Zabolotny Pty Ltd (Australia)

Alex Zabolotny established his business, A V Zabolotny Pty Ltd, eight years ago, starting out with pay TV installation and maintenance with other telecommunications services.

Based in Kings Langley, Sydney, Alex says telecommunications has been a major part of his business, which has evolved from standard telephony services to complex installations and analogue to digital services.

"I always had an interest in fibre optics, which nbn gave me the opportunity to work on more extensively in the field of telecommunications," Alex says.

"UCG gave me the opportunity to work with the nbn project, for which I thank Dale Anderson and James Wakelam. This allowed me to develop my skills on the nbn."

Alex is currently working on the greenfields project, mainly in the Sydney metropolitan areas with occasional interstate work.

"I hope to continue my working relationship with UCG and nbn for many years," Alex says.

"I believe I have a great rapport with all of UCG staff and supervisors. UCG has enabled me to expand my business and has further developed my skills on the nbn project." Ⓤ

L-R: Rychard Kaczmarek, Richard Zhong and Alex Zabolotny

UCG NZ gets behind local sport

Universal Communications Group recently sponsored Samoa (NZ) U16 and U18 teams in a high profile competition set up by the NZ WARRIORS.

The Ruben Wiki Challenge Shield is made up of age group teams from Samoa (NZ), Vodafone Warriors, Akarana Falcons and Counties Manukau Stingrays. It was played over five weeks between February and March 2016, with eventual winners Akarana Falcons taking out both grades in the final.

Warriors Recruitment & Development Manager Tony Iro said, "The competition was a success and will expand further next year with more regional sports organisations and private sector businesses such as UCG."

"We are truly appreciative of UCG coming onboard, especially with such a new initiative," said Geoff Brown from RL Samoa.

Team Manager RL Samoa (NZ) and UCG Field Supervisor Elsie Salamo-Tuua organised a meet and greet opportunity where the players' families and management heard UCG GM Operations NZ Grant McGough speak about the partnership, importance of community and the visions of Universal Communications Group in the New Zealand community. Ⓤ

New nbn training requirements explained

By Corey McCarthy,
Group Human Resources Manager

nbn has new mandatory requirements for all persons involved in the construction, activation, operation or maintenance of Australia's nbn network. This means that all workers who attend UCG's nbn construction sites, including construction sites within the HFC networks, must complete the mandatory requirements. All delivery partner employees and field supervisors of UCG must meet the mandatory requirements.

MANDATORY REQUIREMENT #1: COMPLETE MANDATORY ONLINE NBN TRAINING

All relevant workers must complete mandatory online training, which consists of:

- nbn Your role in connecting Australia – An overview of nbn as an organisation and how to represent the nbn brand (takes 25 minutes);
- nbn HSE Awareness – An overview of health, safety and environment requirements specific to working on the nbn network (takes 25 minutes).

Existing workers of UCG and its delivery partners should complete this requirement by May 1, 2016, which is an expectation of nbn. Before the mandatory online training can be done, each person must register on the nbn enAble website. Those workers who had a unique email address registered with UCG, which was approximately 75 per cent of UCG's subcontractor workforce, received an invitation by email prior to Easter to complete the registration process. The email carried a subject line of "Your details have been registered with nbn's enAble".

Any worker of UCG who has not completed the registration process should revisit the invitation email and follow the link to complete the registration. Persons who did not receive the invitation by email should visit https://enable.nbnco.com.au/ and commence the registration process via the "Ready to start your accreditation journey?" link.

Any new workers who join UCG after 1 May, 2016, must complete the mandatory online training before attending any UCG worksite.

What should you do if any of your workers have previously registered on nbn's enAble portal?

- If your worker has registered on the enAble portal previously and selected a different employer, if they are now only working on UCG nbn jobsites they should login using their existing passwords and change the employer to the option of UCG.
- If your worker has registered on the enAble portal previously and selected a different employer, if they continue to work for the other nbn employer and also UCG there is no need to make any changes in the portal. However, in order for UCG to obtain a record that the worker has met the mandatory requirement, a copy of the worker's nbn enAble photo ID card should be sent to work@ucg.com.au for our records.

MANDATORY REQUIREMENT #2: MEET THE NBN TECHNICAL SKILLS AND HSE ACCREDITATION REQUIREMENTS

The technical skills and HSE accreditation requirements for workers who are involved in the construction, activation, operation or maintenance of Australia's nbn network will vary and depend on what tasks they perform. There are two categories of accreditation which are:

1. Technical skills accreditations;
2. Health, safety and environment accreditations.

nbn has conveyed to UCG that our workers including delivery partner workers do not need to meet the mandatory technical skills and HSE accreditation requirements by their published May 1, 2016, due date.

The accreditation process must be facilitated by an nbn-approved Training Organisation and can be either through a training pathway (for unskilled workers who want to perform an occupation which has nbn accreditation requirements) or a direct assessment pathway (for skilled workers who can obtain all or some of the accreditation requirements through recognition of prior education or on-the-job learning).

For unskilled workers entering the nbn project for the first time, minimum tertiary qualifications apply for many of the occupations. For example, if the unskilled worker wants to become a cable installer they must complete "Certificate II in Telecommunications Network Build and Operate" and choose electives that relate to the tasks they will perform.

For your existing workers, an nbn approved Training Provider can meet with them and you in person to determine if all or some of the accreditation requirements have already been met. This is what nbn calls the 'direct assessment pathway' which comprises of a knowledge test and practical assessment.

UCG is very pleased to announce it has partnered with Blue Sky Academy as its nbn approved Training Provider. Blue Sky Academy will attend upcoming UCG tool box meetings to explain the accreditation requirements and what services they provide. They will also be in contact with key persons at each delivery partner to arrange meetings to explain your accreditation requirements and plan how to accomplish accreditation for each of your existing workers.

For clarity, the good news is:

- The nbn training and accreditation requirements will provide new recruits or existing workers new learning, which makes them an increasingly skilled member of your workforce;
- You will be able to advertise for new recruits where you can state you are able to arrange tertiary education for them to become qualified to work on the nbn project;
- Your existing skilled workers can be accredited relatively quickly through the 'direct pathway' method;
- The nbn-approved Training Providers (of which there are 10) understand your existing workers are busy so the services they provide can fit around your operations;
- The 'training pathway' and 'direct assessment pathway' should be completely free of charge to you and your workers and new recruits;
- UCG has partnered with Blue Sky Academy as its nbn approved Training Provider;
- UCG's partner Training Provider can become your primary support to ensure your workforce meets the mandatory accreditation requirements;
- You can choose any Training Provider to meet your workforce accreditation requirements, however it is highly recommended to choose one of the nbn-approved Training Providers because only they can access nbn funding to cover any costs which government funding does not cover. Further, the nbn-approved Training Providers are well versed in the courses and able to deliver quality training.
- Your new workers who commence onboarding with UCG beyond today's date will receive instruction and support from UCG's human resources department to assist them register on enable.nbnco.com.au, complete the mandatory online training and obtain their nbn enAble photo ID card. Your chosen Training Organisation can meet with them to determine how they can meet the technical skills and HSE accreditation requirements.

Please ensure your existing workers all complete the mandatory nbn online training by May 1, 2016. For more information please visit enable.nbnco.com.au. Your questions may be directed to a member of UCG's human resources team on (07) 3088 2740 or send your inquiry to work@ucg.com.au. ◑

Employee Awards 4th Quarter 2015
Congratulations to the following UCG staff for their excellent work.

Outstanding Performance Award Australia
Dale Anderson, National Construction Manager MDUs

Taking on a national role in one of the world's largest countries means you need to cover a lot of turf, and Dale does this in order to support our construction teams. Dale's leadership and 'know how' skills are second to none.

Outstanding Performance Award Australia
*Ronnie Jespersen, Senior As-Built Designer (pictured centre with Clint Luna and Susan Minnekeer)*

Ronnie's role involves amending our telecommunications designs post-construction and uploading them to SpatialNET. Ronnie always supports his co-workers and represents UCG well to clients.

Outstanding Performance Award New Zealand
L to R: Sharon Vele, Operations Coordinator, and Sara Millard, Completions & Handover Team Leader

Sarah and Sharon took on the challenge of joining a team tasked with tackling overdue construction sites. They closed out many overdue sites and prevented others from becoming overdue, which was fantastic.
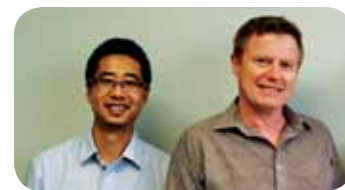
Outstanding Performance Award New Zealand
Anson Lei, Records and QA Specialist (pictured left with Grant McGough)

After moving to the Completions team, Anson was recognised for his seamless transition to the team and contribution towards its goals. He has done a great job in the QA of job records and ensuring info systems are accurately updated.

Employee Awards 1st Quarter 2016
The following UCG employees and partners shone during the first quarter of 2016.

Outstanding Performance Award Australia
Michael Searle, Senior Field Supervisor, Hobart

Michael has been with UCG for three years and has been a key member of the Tasmanian construction team during this time. A very knowledgeable and loyal employee, he is always willing to work towards the resolution of issues and work extra hours to deal with urgent matters in the field, such as emergencies or jobs nearing their due date for completion.

Outstanding Performance Award Australia
Julian Ingle, Project Analyst, Brisbane (pictured centre with Susan Minnekeer and Clint Luna)

Julian proactively identifies issues and prepares the data in a manner that is easy for internal and external clients to use. Julian also adds immense value on an ongoing basis in his project analyst role, offering excellent support to the Operations team. In meetings, Julian's concise, factual explanations can be well understood by attendees.

Outstanding Performance Award New Zealand
Carey Marsh, Consent Field Officer, Auckland

Carey joined the team shortly after the company began its NZ operations and has been a highly consistent performer. Carey seeks continuous improvement in the end customer experience and works closely with property managers and Chorus. Carey unravels the uncertainty for customers and is very successful in obtaining consents from building owners for construction to proceed.

Delivery Partner Award New Zealand
Graham MacDonald, Felipe Gacitua, Adolfo Gacitua and Andrew Hamill of Cable and Data Technologies Limited

Felipe and Adolfo are always obliging of UCG's requests and are recipient of numerous positive customer feedback about their no-nonsense approach to completing installs including difficult ones. For example: "May I also give special thanks to Felipe Gacitua, Andrew Hamill and Adolfo Gacitua, the three techs who were onsite yesterday and performed the wiring and install. They were all professional, courteous and friendly people – a credit to Chorus."

Delivery Partner Award Australia
John Angelkovski of SAAJ Pty Ltd

John has been a trusted delivery partner of UCG for many years, and has a great relationship with management and the construction teams. John provides very high quality cabling and rectification of defects services, and has a very good customer service manner. UCG really appreciates John's willingness to travel to places as widespread as Canberra, Townsville and Cairns, which are a long way from his hometown of Sydney.

Delivery Partner Award Australia
L to R: Nathan James and Shaun Oates of GSD Industries Pty Ltd

Shaun and Nathan operate a two-person civil team. For such a small crew they are turned to for even the most challenging jobs because they always have a "can do" positive attitude, which we appreciate. Some of the sites require extensive excavations or tunnelling, and Shaun and Nathan get in and get the job done. There is a very good relationship between them and the UCG team.

IMMEDIATE SUBCONTRACTING OPPORTUNITIES OR EXPRESSIONS OF INTEREST WANTED

In Australia the nbn network in many of the nation's largest metropolitan city areas shall be constructed by utilising the existing broadband networks that were installed mainly in the 1990s for the purposes of delivering pay TV (now to be called the hybrid fibre coaxial (HFC) network). These HFC networks are an integral part of the nbn's new multi-technology mix and are expected to serve around 4 million premises connected to the nbn network. nbn intends to connect homes to HFC technology that were not connected in the original broadband network rollouts.

UCG is positioning itself to be part of the connection of MDUs and homes to the HFC network in the metropolitan regions of Adelaide, Melbourne, Sydney, Brisbane and the Gold Coast. UCG welcomes expressions of interest from firms who wish to provide subcontracting services, especially from civil companies, HFC or Pay TV cablers and/or nbn trained FTTB or FTTP cablers.

Significant subcontracting opportunities are currently available in the following areas and UCG is particularly interested in hearing from potential delivery partners:

Tasmania: civil works and cabling works

Wellington and lower South Island of New Zealand, especially Dunedin, Queenstown and surrounds: civil works, hauling and blowing of fibre, fibre splicers and fibre commission testing.

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.

Surveyors
Civil Crews
Aerial Installers
Cablers

Cairns
Townsville
Brisbane
Adelaide
Sydney
Wollongong
Canberra
Melbourne
Launceston
Hobart
Auckland
Wellington
Queenstown
Dunedin

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 7 3088 2740 or email work@ucg.com.au