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+ Identity Update

UCG's brand-new look revealed

Creating an interconnected world for all

TIME TRAVEL WITH UCG

Employee Awards 2nd Quarter 2016





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COVER

Elizabeth Jelley, Completions and Handover Team Leader, wears the new-look UCG uniform



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Rafael Luna
CEO



UCG's brand-new look unveiled

Well, the moment is fast approaching when UCG will have a new head office, and in this edition we officially reveal the new look of UCG.

Over the years our staff, delivery partners and clients have referred to the company as UCG rather than Universal Communications Group. We decided it was time to officially acknowledge that, and so we have rebranded ourselves as UCG. The official company name won't change, but rather our signage, business cards, uniforms, etc., will all feature the new logo. We showcase the new brand in depth in this edition on page 6.

The 2016 end of financial year is now in the past, and this means new challenges and opportunities as we work towards meeting our clients' rapid growth targets in both the Australian and New Zealand markets. I know you have all been working hard to finish the 2015/16 financial year on a high, with some very challenging targets set for May and June. I thank everyone for their efforts in delivering our clients' expectations in the professional manner UCG is known for.

The new financial year is shaping up as another one where change will reign supreme. Changing delivery technologies in Australia will provide both opportunities and challenges. A significant increase in expected volumes – not only from our new regions but also from our existing ones in New Zealand – will provide exciting opportunities for growth, but also challenges as we work towards growing our operations to meet demand. As always, we will evolve to reflect and meet

these changes and expectations.

I am happy to announce UCG is supporting a youth football team in Wollongong, a community where UCG has a longstanding history. Warilla Wanderers FC is a club I know well, having played there myself in my youth. I am proud to have UCG associated with the club, and particularly their youth development program. The youth team is doing very well this year and the boys are on track for a top four finish to the season, which is fantastic.

Below is a photo of the team of yesteryear and a current one taken during a game I recently attended. Can you spot me in the black-and-white photo? (Clue: I'm in the front row.)

Lastly, I'd like to thank everyone involved in producing @UCG. The effort required in producing a consistently high-quality and professional product does not happen by accident. Please enjoy another cracking edition, and let me know your thoughts on our new branding via the feedback email below. [📧](#)



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.

siteTRAX product update

By Darryl Gee, Software Development Manager



I am pleased to announce planning of our next version of siteTRAX has been approved by the Steering Committee, which consists of five of UCG's executive managers and two Board members.

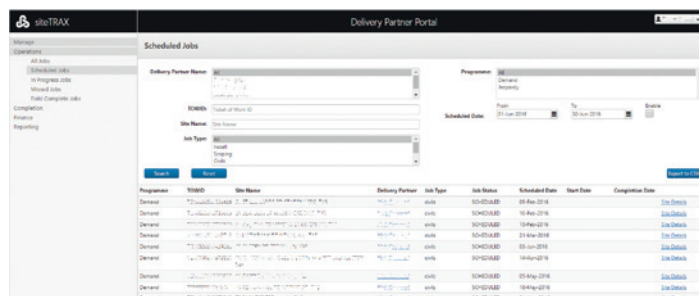
The primary goal of the new version of siteTRAX is to apply UCG corporate "best practices" universally across all business units and programs, to deliver higher volumes of site completion efficiently, effectively and in a safe and repeatable manner.

Design and development of the next version of siteTRAX has commenced. In building this new version of siteTRAX, Software Development will be taking a "modular" approach, focusing on identifying and defining our best practices and building a system that supports them.

Software Development will be incrementally delivering the modules. Using this approach, we will realise business improvement sooner rather than at the completion of the new version. You will see new modules integrated into the existing siteTRAX over time.

Contained in this module is a work flow and supporting function including reporting that includes all the best practices the finance team has developed. In the plan there are currently 23 distinct modules. Four of these modules have already been defined, and Software Development is in the process of implementing and delivering these modules.

The delivery partner portal is the first of these modules to be delivered and is currently undergoing testing.



The Software Development team has been extended with business analysts Dagmar Bellamy and Lisa Deadman, whose primary role is to work with the business units to define and document change. You will see them out and about within the business, working with the business units to identify, document and define the corporate best practices. They are currently working on defining the SOR, HSEQ and administration modules.

As a part of the new version of siteTRAX, many new improvements will be wrapped in to achieve UCG corporate "best practices". This will be siteTRAX Evolution, our next version of siteTRAX. [U](#)



Update on accreditations and training for nbn

By Rohan Anderson, Blue Sky Academy (BSA)

It was great to see so many of UCG's Delivery Partners at at the recent nbn accreditation information sessions we ran in partnership with UCG.

Not everyone on the project is required to undertake training. Those delivery partners of UCG with significant experience can undertake the online assessments on enAble for the relevant work activities, to determine whether or not you are a 'Direct Assessment' candidate. If you successfully complete the online assessments, you will be able to undertake a practical assessment. We will then send an assessor out to meet with you to complete the accreditation process.

Blue Sky Academy is now in the process of following up with each delivery partner to help determine the most appropriate pathway forward for your workforce through the accreditation process.

More exciting news is that the new HFC curriculum was finally released on July 4 with some significant changes. There are now four HFC roles, each of which has its own activity-based, technical skill accreditation requirements:

1. Telecommunications Linesworker – HFC: Works from the TAP in/down to the customer premises including lead-in drops installation work
2. Telecommunications Technician – HFC: Works from TAP up to the node.

3. Telecommunications Customer Service Technician – HFC: Works to install, activate and assure from the last connection point of the network to the customer premises (TAP to NTD).
4. Telecommunications Network Technician – HFC: Works from the TAP up to Optical Node, identifying and repairing faults, repairing and maintaining network power, commissioning, and certifying HFC network performance.

Of particular note are those last two roles. The Customer Service Technician role requires the completion of the ACMA Open Cabling Registration together with the Structured and Coaxial competencies. The Network Technician role was developed in response to the identification of higher skills needed within the HFC workforce, and is aligned with competencies under the ICT41215 Certificate IV in Telecommunications Engineering Technology.

Blue Sky Academy will be supply more information on this this new curriculum soon. Questions can be directed to myself on 0418 880 645 or via email randerson@blueskyacademy.edu.au. [U](#)

Business Development update

By Peter Zeegers, Business Development Manager



Since the last newsletter, the Business Development team has been focusing on opportunities on both sides of the Tasman.

In New Zealand there are further opportunities associated with the roll-out of the Ultra-Fast Broadband (UFB) network as we look at new customers in new areas. If all goes well, we expect to sign up new customers and be up and running in the second half of this year.

In Australia the major opportunities revolve around the continued deployment of the National Broadband Network (NBN) and related services. nbn has been very active advancing into the next phase of its technology deployment strategy – the HFC network. HFC stands for hybrid fibre coax and has been in place in most mainland capital cities since the mid-90s, delivering both cable TV and broadband data services. There are two main HFC networks (owned by Telstra and Optus respectively), and nbn will acquire and upgrade these networks to deliver even higher speed broadband.

With Telstra's network, nbn has appointed Telstra to provide design services and manage the nbn-appointed construction contractors to connect all

premises currently passed by the network. UCG has already been engaged by Telstra to assist in the design of MDUs for connection to HFC. nbn has recently announced six large construction delivery partners and UCG is now talking with several of them to provide construction services. Other opportunities exist with the ongoing operations and maintenance activities (i.e. connections and service calls) to premises already connected to the NBN.

nbn also plans to connect premises to the Optus HFC network, and the work UCG is doing in northern Brisbane is related to this opportunity. UCG expects to be a key player in the ongoing delivery of this network's services once the current pilot projects are completed.

UCG has also been working with nbn's new property development teams, providing proposals for the fibre TV service offering for new apartment and housing developments. [📄](#)

Position profile: Field Manager

When UCG entered the New Zealand market place in July 2014 the company preserved the job title of Field Supervisor, which it continues to use in Australia to this day.



When we first started interviewing candidates we had to explain that the role was the same as what the telecommunications industry in New Zealand referred to as Field Manager. Fast forward to the present day and UCG has now adopted the titles of Senior Field Manager and Field Manager for the relevant team members. No change of responsibilities come with the change of title, and UCG now markets its Field Managers the same as our competitors.

A Field Manager's primary purpose is to provide a support function to the delivery partners in the field and to work with them so that the client and UCG's standards of work are met. Effectively the Field Manager is the conduit between the company and the delivery partners completing survey, construction and provisioning field work activities. The end result of quality and timely delivery of these work activities is not always a simple achievement. The Field Manager is there to provide expertise and a gateway into team UCG's consolidated expertise so that the delivery partners are supported in achieving these

common goals. Each delivery partner crew has a delegated supervisor, and the Field Manager in particular works closely with that person, so that UCG and the delivery partner's combined leadership results in a satisfactory outcome.

Besides providing expertise to help overcome the technical challenge of completing a ticket of work, the Field Manager supports UCG's HSEQ Advisors to ensure a workplace where health, safety, the environment and quality of workmanship are maintained at the highest levels. UCG has accreditation in health and safety (AS4801), environment (ISO 14001) and quality (ISO 9001), which is a reflection of the company's absolute commitment to ensuring that our workers go home safely at night to their families, that we don't damage the world we live in and that we do things to very high standards. Yes, the Field Manager wears a HSEQ hat as well. The role involves a wide range of responsibility – did we mention providing customer service such as explaining to property owners what the design means for their property or if they are unhappy with what has transpired? But wait, there's more. It's also the Field Manager's role to induct our delivery partners' workforce to assess competency and to assess competency for high-risk activities.

The UCG Field Manager is efficient, thanks to UCG's in-house job management system in conjunction with an additional cloud-based workflow application. This provides them with the ability to verify a worker's accreditations in real time at the construction site, and monitor the progress of job sites against the due dates. The construction process can, from time to time, involve introducing changes to the original design based on unforeseen factors. It is part of the Field Manager's role to manage variations by ensuring that all parties understand and agree to the scope of work and that this scope is what we are both paying and being paid to complete.

At UCG we are very proud our Field Managers in New Zealand include men and women. It's a great career option! [📄](#)

IDENTITY CRISIS OVER... WE ARE "UCG"!



By Corey McCarthy,
Group Human
Resources Manager

UCG CEO Ralf Luna is pleased to announce the rebranding of Universal Communications Group to "UCG", including modification to the company's long-term logo.

When asked why the time had arrived to rebrand, Ralf explained that while the company's brand and logo of the last 10 years had served it very well, he and the UCG Board recognised a vast majority of the industry, including clients, employees and delivery partners, refer to the company simply as "UCG". Ralf added that it was best to link what the industry actually knows and remembers the company as to what we chose for its recognised and promoted brand.

Importantly, in the case of UCG, the company has a long history in the telecommunications industry and is recognised for its adherence to delivering high standards of delivery in the Australian and, more recently, the New Zealand markets. A simpler logo aligned to how the industry knows and perceives our company will better serve the next phase of our growth, and is better aligned to the modern telecommunications industry of today.

Ralf elaborated that now was the right time to freshen up the brand because the company was expanding significantly into new territories

throughout the North and South Islands of New Zealand, as well as Victoria, South Australia and Queensland, and was about to move into its new Australian head office location in Brisbane.

WHY IS UCG'S BRAND IMPORTANT?

Branding is one of the most important aspects of any business – large, medium or small – and this principle does not just apply to retail companies. A brand is equally important for companies like UCG, whose majority of sales come through business-to-business ("B2B") relationships. An effective brand strategy gives a major edge in increasingly competitive markets and can enhance sales and market penetration.

WHAT EXACTLY DOES "BRANDING" MEAN, AND HOW DOES IT AFFECT A SMALL TO MEDIUM SIZED BUSINESS SUCH AS UCG?

Simply put, a brand is a promise to a company's stakeholders. It tells them what they can expect from the company's products and services, and it differentiates the company's offering from its competitors. A company's brand is derived from what it is,

what it wants to be and what people perceive it to be. The latter is probably the most important because, as the common saying among UCG's senior management goes, perception is reality. Because UCG is predominantly a business that provides services as opposed to products, it is the people who work for UCG – employees and delivery partners – who have the opportunity to uphold or damage UCG's brand. We all have a part to play in how our stakeholders perceive UCG as we have a very big influence on the quality of delivery of our services and how the UCG brand is perceived in the marketplace.

UCG'S BRAND PROPOSITION

At UCG we pride ourselves on providing innovative solutions for our clients and delivery partners in the delivery of telecommunications solutions to the industry. We are thankful our clients turn to us when they face a new challenge or bottleneck, and provide UCG with the opportunity to work collaboratively with them. Some companies' success is founded on being innovative alone, however, the UCG



brand transcends this type of organisation, as we have also formed a brand that is recognised as an experienced and dependable company that works as partner with our clients to achieve our shared goals. Companies can't be all things to all people, but UCG has a reputation and capability that is multi-dimensional, and the brand is intrinsically connected to this proposition. From another perspective, the identity and offering of UCG evolves as the industry and its clients' requirements change, irrespective of the technology deployed.

BRAND STRATEGY AND EQUITY

Over the years there have been a few iterations of the UCG brand. One constant that has withstood the test of time are the three rings that have become synonymous with our company. We have sought to maintain the rings while refreshing them with a more modern look and feel. We are moving into a brand-new building in an innovation precinct that is also in line with our company's values and future direction.

We are building on the strong brand equity that has grown over the years since our 1995 inception, with a clean new look that says 'tomorrow'.

WHERE TO FROM HERE?

The foundation of a company's brand is its logo. Its website, packaging and promotional materials must integrate the company's logo and communicate a company's brand. UCG's new brand and logo will permeate the whole business. Our external and internal websites, e-learning website, siteTRAX, policy and procedures, letterhead, uniforms, building and vehicle signage, coffee cups and stationery will all adopt the new UCG logo. The way our employees answer the telephone calls will promote the name "UCG".

Moving forward, the company's uniforms for both employees and delivery partners will adopt the new logos. This will be phased in over time as new persons commence with the company or when existing uniforms need to be replenished due to wear and tear. The UCG and client logos will need to gain the client's

agreement on the new uniform design. We are also going to introduce new vehicle magnets for employee and delivery partner vehicles.

NEW MEETING ROOMS NAMED

While not directly related to the UCG brand, we are also pleased to announce the new meeting room names at 2-4 Ross Clunies Court. Many great nominations for the meeting room names were received, and the beaches of South-East Queensland have triumphed.

Boardroom	Surfers Paradise
Meeting room #2	Noosa
Meeting room #3	Mooloolaba
Meeting room #4	Coolum
Meeting room #5	Peregian Beach
Meeting room #6	Kirra
Meeting room #7	Burleigh Heads
Multi-purpose room	Sanctuary Cove
Training room	Snapper Rocks

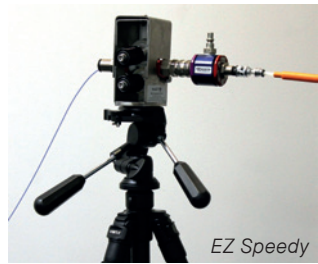


Technology update

By Roger McArthur
Chief Technology Officer

BLOWN FIBRE TOOLS

Finally, we have been given the OK to now use the EZ Speedy fibre blowing tool on 12f and up. This tool allows for the use on 48f feeds, which has previously required very expensive specialised blowing equipment. This now gives our



delivery partners the ability to install to larger sites using a much cheaper solution. Unfortunately the 2f product used by Chorus does not work on this tool, but in other markets using the Emtelle 2f product the tool also works well. If you are interested in finding out more please contact Maser Communications (NZ) Ltd via email at info@maser.co.nz, or phone Keri Craike on (+64) 9 414 9749.

SKYPE FOR BUSINESS

We tested a major upgrade to our phone systems in early July, with general release to the whole company scheduled for August. This will improve voice quality for the New Zealand office in Auckland and also improve interaction with mobile devices, as the server will then be up to speed with the latest apps available for iOS and Android. This will also align with the upgrade to New Zealand UCG WAN that should improve the connectivity for all offices in New Zealand. This will make UCG's WAN topology the same for both countries.

NEW OFFICE TECH

Excitement is brewing among UCG staff in Brisbane with the company's new head office rapidly taking shape. The move-in date is scheduled for August 22, and plans are well underway to ensure a fantastic environment for UCG staff in the new building. Much more will be revealed closer to the move-in date. The training room (no, not the boardroom!) and the larger meeting rooms (yes, more than one!) will make use of interactive whiteboards. These can be used for conference calls and to share hand annotations on presentations locally and remotely with your fingers or an electronic "marker". Staff will be able to save the mark ups to file, email or print. Once proven in

the new office, this new technology may be rolled out to other UCG offices to assist with remote collaborative working and training.

RFoG

Australian Unity's Willandra Village in Sydney is UCG's first site for RFoG (RF over glass) deployment, but not under nbn. This exciting project is directly with Australian Unity to help them deal with an old and failing TV distribution system. Rex Buckley, supported by James Wakelam and other staff and delivery partners in the UCG Sydney team, are at the pointy end of delivery, and the first units were connected to the new fibre distribution network in early July. At the time of writing, the project was on schedule to be completed by the end of July.

IS THAT A SUPERVISOR IN YOUR POCKET?

In looking at the small site processes in New Zealand, one of the issues flagged was the number of sites "stopped" waiting for design issues to be resolved and causing delays in starting activity onsite or resolving design issues with site owners. In addition to this, UCG will be looking to double its delivery partner network over the next six to 12 months, which will impact on the associated training and support required to ensure success. To address this, we have been trialling a remote support system called Rescue Lens from LogMe In Rescue. Rescue Lens allows a technician in the field to seek expert assistance as needed. It allows the expert support person to see what the technician sees, and annotate those images to make clear potential solutions to the problem being raised. The intent is to provide more immediate field support where and when it is required, and to support new delivery partners to ensure quality is maintained as they become more confident in the UCG systems, processes and the products being delivered to our clients.

I will be trialling one other product that allows for easier chat sessions in addition to the phone and video. Hopefully we will be able to assess the utility of these products and, subject to business approvals, will look to roll them out across all UCG business activities over the coming months. Watch this space! [U](#)



Time travel with UCG



By Grant McGough,
GM Operations NZ

The new financial year brings with it a new set of targets, opportunities and perhaps some resolutions.

If we travel back in time to the beginning of the financial year just gone, we would find a smaller but no less busy team at UCG NZ. Our provisioning team was newly formed and ready for action and talk was about taking on Class 1 MDUs. The South Island wasn't on the horizon, however, expanding into the Hutt Valley was.

We were receiving about 200 work packets, building

about 100 MDUs and connecting about 400 customers per month. I'm very proud of and grateful to our staff, delivery partners and client, who have all helped us grow to around 1100 work packets, 350 MDUs and 1200 connection per month.

So, travelling forward in time to the end of this financial year, what will June 2017 look like?

Volume will be dramatically higher. The broadband market has reached a tipping point and fibre is the "need to have access to" product. In a year's time we are completing MDUs at the same rate as we are completing connections today - around 300 per week.

As for connections, we will have two-and-a-half years of build behind us in Auckland and Wellington as well as a year in the South Island, and we will be building in significant new regions. This is generating an unprecedented volume of new connections and, at 6000 connections per

month, we are a major player by anyone's measure.

All this work requires a significant field force, which we have built partly by helping our existing partners grow, partly by recruiting new partners from both here and abroad, and partly by helping existing partners become significantly more productive.

Our siteTRAX User Group and Technical Forum, made up of delivery partners and staff, feed their real-world experience into our continuous improvement program. This keeps our systems and processes optimised for what really happens out there in customer land. As for health and safety, it's so ingrained in our culture it has almost stopped being a subject in its own right.

As futures go, this one is pretty achievable. It just requires us to ask, "what needs to be true for this to occur?" Then UCG, our delivery partners and our client just need to go out and make it so.

Happy new year! [U](#)



An interconnected world

By Susan Minnekeer, General Manager, MDU & SDU Programs

The communications network sector has changed significantly in the past 10 years as a result of disruptive technologies such as mobile phones, smartphones and tablets, security, health care and digital TV. Communication networks are now required to meet consumer demands to deliver data over the internet at high speeds for multiple purposes, including telephony, entertainment, business, security, resource/meter monitoring, and aged and health care services.

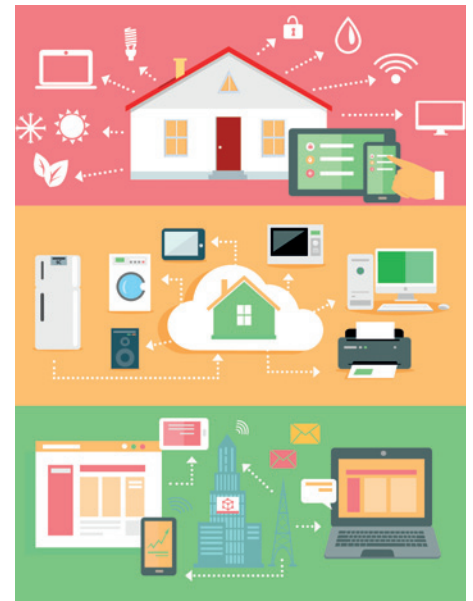
In Australia, our communication networks comprise multiple technologies such as fibre to the premise (FTTP), fibre to the basement (FTTB), fibre to the node (FTTN), copper, hybrid fibre coaxial (HFC), fixed wireless, microwave, radio frequency (RF), satellite and mobile networks (3G and 4G). The table below shows the NBN projections as at 2016 in terms of the different technologies that will be deployed across Australia.

Technology	No. of end premises connected at end of rollout in 2020 (millions)	End of rollout - % of total
FTTP	2.4	20%
FTTN/B	4.5	38%
HFC	4.0	34%
Fixed wireless	0.6	5%
Satellite (LTSS)	0.4	3%
Total Australia	11.9	100%

The differences between the technologies can be explained by understanding the speed by which the data can be delivered to each end user (download speed) as follows:

- FTTP (fibre to the premise) up to 1Gbps – 1 in 5 homes – HD movie downloaded in 30 seconds
- FTTN (fibre to the node) up to 100Mbps – 2 in 5 homes – HD movie downloaded in 5 minutes
- HFC (hybrid fibre coaxial) up to 100Mbps – 100 times faster than ADSL
- ADSL (asymmetric digital subscriber line) between 1-8Mbps
- ADSL (asymmetric digital subscriber line) 2+ up to 20Mbps

UCG has a long and proud history of successfully delivering all technologies for our clients in Australia since 1995 and in New Zealand since 2014. At UCG we have the depth and breadth of experience and resources to survey, design and construct all technologies including the street network, lead-in up to and into each premise. UCG also has the skills, expertise and experience to provide the value-added solutions for communities ranging across strata, gated, retirement villages, commercial, shopping precincts, hospitals, airports, universities and schools, councils, housing



developments and individual homes.

UCG's value proposition is to understand each of our clients and their community's needs, challenges, their budget, vision and mission, leverage our strategic alliances and deliver a communications network that creates value for their desired 'interconnected' world – with the overarching goal being a better lifestyle and living standard for the individuals who reside, work and visit their respective homes and communities. [U](#)

HSEQ update



By Alex Valente, HSEQ Co-ordinator

Our aim is to always deliver incident-free projects, and many of UCG's projects involve a substantial amount of civil and aerial works, with the main concern being working at heights near live power assets and underground assets. With the right training and planning, it isn't an impossible task to be incident-free. Statistics show asset strikes are the most frequent incidents for the business. Dial Before You Dig (DBYD) has put a presentation together to help us understand duty of care and explain its services. This has been uploaded to e-learning for inductions to all staff in Australia and New Zealand.

KNOWING YOUR DUTY OF CARE

All individuals have a duty of care to observe when working in the vicinity of underground assets. A vital component of that duty of care is to use the

DBYD service before any digging or excavation commences. For NZ sites visit before-u-dig.co.nz.

WHO HAS WH&S DUTIES IN RELATION TO EXCAVATION WORK?

A person conducting a business or undertaking who has management or control of a workplace where excavation work is being carried out must take all reasonable steps to obtain current underground essential services information relating to the part of a workplace where the excavation work is being carried out and areas adjacent to it before directing or allowing the excavation to commence. This information must be provided to any person engaged to carry out excavation work. When observing this duty of care, the following must also be considered:

- It is the excavator's responsibility to visually expose the underground pipes and cables manually, i.e. by using potholing techniques.
- Location plans provide an indication of the presence of underground assets only. They do not pinpoint the exact location, and this is why manual exposure is required.
- Protect infrastructure when working around it.

- Utilities may hold individuals and companies liable for all damage caused to their network if it can be shown that negligent or careless behaviour caused the damage.

GROUND DISTURBANCE PERMIT (GDP)

A GDP does not waive or reduce the contractual responsibility and statutory obligations of the organisation to ensure its works are carried out in a safe manner that will not damage services, existing properties, the environment or people. The GDP must be immediately available on site before works commence and the daily risk assessment completed. Authorisation of the permit is to be undertaken using the following authorisation hierarchy:

- First choice: signed by the UCG supervisor if on site/authorised by phone if not on site.
- Second choice: signed by the contractor supervisor if on site or authorised by phone if not on site.
- Third and last choice (not the first): signed by the senior contractor representative (team leader) in charge of the site.

Think "safety first" at all times and remember that perfect is good enough! [U](#)

Partner PROFILE

In this issue of @UCG we meet two of UCG’s trusted delivery partners – Olivieri Industries and TNCommunications Ltd.

Olivieri Industries

Based in Sydney Olympic Park, Olivieri Industries currently provides surveying services for UCG in the Sydney Metro region as well as Toowoomba, Ipswich and Brisbane Metro.

Director Peter Olivieri (pictured right) started the business in 2009, after spending two years (on and off) running his family’s pub in country New South Wales.

“I obtained the Advanced Diploma of Building Design in 2006 and worked for two architectural practices over a two-year period,” Peter says.

“In 2009 I started Olivieri Industries and for two years I worked as a cable technician. Since starting with UCG in 2014 I have been solely focused on the NBN rollout.”


Describing the NBN as a ‘once in a lifetime’ infrastructure project, Peter believes the experience and networking will be invaluable for him and his business moving forward.

Peter was first introduced to UCG by a friend who is currently employed with the company.

“My friend convinced me that working on the rollout would be a great opportunity. He wasn’t wrong, and I’m extremely grateful for the advice,” Peter says.

“So far my relationship with UCG has been very productive. nbn estimates completion to be in 2020, so I’m planning to be involved with the project until then, at least.”

Peter says he appreciates how UCG always strives to streamline its processes, and notes the survey/design process continues to improve and become more efficient, which is a positive for all concerned.

“In my experience, UCG and its staff are always prepared to take constructive feedback from contractors and implement changes that will improve efficiency wherever possible,” Peter concludes. 



TNCommunications Ltd



The TNCommunications Ltd team

TNCommunications Ltd’s Nikko Buenaventura says partnering with UCG on the Chorus project presented an opportunity to be involved in a long-term project.

“We wanted to find a new challenge and the UCG’s MDU project is exactly that. We found UCG to be a company we could really grow and expand with,” Nikko explains.


Starting out as a small team, TNCommunications Ltd now has 26 full-time technicians working all over Auckland, with offices in East Tamaki and the North Shore.

The team is currently performing general MDU work and is expanding its workforce to be

able to help out in the MDU construction and installations outside of Auckland.

“UCG is a great company and we would like to continue to work with them in the many years to come,” Nikko says.

“There have been many changes recently to adapt to the volume of Class 1 and 2s coming in, and UCG has been very efficient in dealing with this. This, in effect, has maintained our excellent relationship with the UCG team.

“I couldn’t think of how they could improve this other than maintaining their very high level of efficiency and professionalism.” 

Employee Awards 2nd Quarter 2016



Australian Outstanding Achievement Award
Lizzy Squire, SMC Team Leader

Lizzy has been recognised as an outstanding team leader by members of her SMC team. Lizzy is regarded as being extremely approachable and willing to work closely with team members to overcome their challenges, obstacles and changing responsibilities. Several new members of Lizzy's team made special mention of the quality induction and training she provided.



Australian Outstanding Achievement Award
Rob Anderson, Manager Bespoke and FTTB

Rob has been recognised for true commitment and accountability for all the projects he is involved in. A number of Rob's team members have recognised him for his leadership, particularly his ability to manage change and competing deadlines, and his willingness to encourage, motivate and show recognition for good performance from his team.



New Zealand Outstanding Achievement Award
Michael Pan, Operations Coordinator

Michael has been recognised for several aspects of his work, including helping the provisioning team, which has been made possible by his previous provisioning experience. Michael makes everyone really comfortable within his own and nearby teams, and he goes out of his way to be friendly to anyone who walks through UCG's doors. Michael is regarded by his peers as a hardworking, self-motivated individual who gets volumes of work completed.



New Zealand Outstanding Achievement Award
Ash Sims, Design Manager

Ash gets bombarded with work from all departments, and time and time again he happily stops his own work to assist others. Often one of the first to arrive and last to leave, Ash is fully dedicated to his role and is the lynchpin to the design team's success. Ash is a true role model for perseverance and he is focused on ensuring his department reaches its set targets.

Delivery Partner Awards



Delivery Partner Award Australia
Troy Townsend, Optic Electric Pty Ltd

Troy has a team of seven working for UCG, undertaking FTTB works across NSW and South-East Queensland. As a direct result of Troy's leadership, extensive electrical and telecommunications knowledge, Optic Electric has established itself as technically excellent and reliable, repeatedly meeting the expectations of both UCG and our client. Troy's and Optic Electric's ongoing performance has been extremely important for UCG and nbn in allowing them to meet the demanding targets for FTTB across both areas.



Delivery Partner Award Australia
James Boland and Jon Tennick, Bolten Services Pty Ltd

James and Jon started their business, Bolten Services, in early 2016 to provide UCG SDU services. They impressed UCG from the very start, meeting with management to ask all the right questions on how best to set themselves up, and to learn everything that is required to perform sub-contract work for UCG. James' and Jon's eagerness to perform high-quality work has translated to excellent results in the field. Bolten Services has quickly expanded from one civil crew to a small business that can carry out civil, aerial and internal works on the Demand Project in SDU, offering an end-to-end solution for the tickets of work that they receive. They even enjoying the challenge of the more difficult jobs. Bolten Services is an example of a small start-up company achieving great things.



Delivery Partner Award New Zealand
Ali Hamidi and Chanaka Ariyaratna, Clearvision Communications Ltd.

Ali and Chanaka travelled from Auckland to Wellington to cable the Old Bank Arcade, one of Wellington's premier boutique retail complexes. This was a particularly challenging complex MDU, which involved four heritage buildings joined together. The owners of the site had stipulated there was to be no visible cabling or capping, and none of the historic features of the site were to be affected by the install. The work was done in a highly professional manner with little disruption to the tenants or their customers. Mid-construction, our client completed an audit and the team passed the full H&S audit with flying colours. The job was completed on time with no defects - a sterling example of the fine work that is done by Clearvision.

SHITBOX RALLY 2016

The Shitbox Rally is a fundraising event held by the Cancer Council to raise money for cancer research. The challenge is for participants to achieve the unthinkable: to drive cars worth \$1000 across Australia via some of its most arduous roads. This year, the rally took place from May 7-13, and saw contestants drive from Mackay in mid-north Queensland to Hobart in Tasmania's south – more than 3500km!

One of UCG's Brisbane-based employees, Kevin Dewson, had a personal connection with the event through his close family friend Sarah Holzworth. Upon Kevin's suggestion, UCG proudly sponsored Sarah's participation in the 2016 Australian Shitbox Rally, recognising that just about everyone has known someone who has battled cancer. New Zealand also has an annual Shitbox Rally, so if any employee or delivery partner knows of anyone participating in the next event beginning February 2017, let UCG know at talk-to-us@ucg.com.au and we will endeavour to sponsor them.

Sarah Holzworth's youngest son, Chris, drove a Lada Niva in the Adelaide to Perth (via Uluru) Shitbox Rally but it broke an axle near the Tjukayirla Roadhouse, and there it stayed. The following December, Chris himself was diagnosed with cancer, had major surgery in March and then drove the Perth to Darwin rally in an old Pulsar. The following year, Chris drove the Canberra to Townsville rally between rounds of chemotherapy. Together, Sarah and Chris entered the Mystery Box Rally (baby brother of the Shitbox Rally) for November 2015, however, Chris tragically died a month before the rally began. Before he died, Chris jokingly said it'd be really great if they could hit \$10,000 in 2016.

In his honour, Sarah participated in the 2016 Shitbox Rally. After many raffles, sausage sizzles and the support of corporate and private sponsors, Sarah raised nearly \$11,000 and was voted the "Spirit of the Rally" – the highest accolade of the awards ceremony. Next year, Sarah has her sights on the challenge of Adelaide to Townsville along the Oodnadatta Track.

Throughout New Zealand UCG needs to significantly increase its Delivery Partner workforce, and long-term surveying and construction work exists. We want to hear from any person or company who may be able to partner with us. Together, we can create jobs and allow additional people to be part of the build of New Zealand's ultrafast broadband network. This is a real opportunity for companies with a strong HSEQ track record to become a market leader and to sustain long-term work.



GREAT OPPORTUNITIES NOW EXIST FOR UCG'S CURRENT DELIVERY PARTNERS BASED IN AUSTRALIA TO EXPAND OPERATIONS INTO NEW ZEALAND

**Contact UCG's friendly Delivery Partner Onboarding teams to lodge your inquiry today
We want to expand our workforce and 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**