

+ Hat-trick win for UCG

UCG ranks 18th in
BRW Fast 100 2016



**Tech Update:
Focus on FTTx**

**Clint & Tristan's
Excellent Adventure**



INSIDE

- 03** CEO'S MESSAGE
- 04** UCG NEWS
- 06** POSITION PROFILE
- 07** BUSINESS DEVELOPMENT
- 08** TECHNOLOGY UPDATE
- 10** HSEQ UPDATE
- 11** UCG STAFF
- 12** PARTNERS
- 13** AWARDS
- 14** CHRISTMAS PARTY
- 16** DELIVERY PARTNER OPPORTUNITIES



COVER

UCG ranks 18th in the BRW Fast 100 2016



OFFICE LOCATIONS:

AUSTRALIA

Adelaide

27 Maria Street
Thebarton SA 5031
Ph: +61 (08) 7111 0164

Brisbane

Level 2, 2-4 Clunies Ross Court
Eight Mile Plains Qld 4113
Ph: + 61 1300 855 041

Cairns

Shed 2, 11-13 Bollard Street
Portsmith Cairns Qld 4870

Canberra

3/57 Tennant Street
Fyshwick ACT 2069
Ph: + 61 (02) 8599 8824

Hobart

86 Charles Street
Moonah Tas 7009
Ph: + 61 (03) 6165 1501

Launceston

2/16-18 Goodman Court
Invermay Tas 7248
Ph: + 61 (03) 6165 1508

Sydney

Unit 10/277 Lane Cove Road
Macquarie Park NSW 2113
Ph: + 61 (02) 8007 5804

Tullamarine

Unit 6, 189B South Centre Road
Tullamarine Vic 3043

Wollongong

Unit 1/29-35 Princes Highway
Unanderra NSW 2526
Ph: + 61 (02) 8007 5803

NEW ZEALAND

Auckland

274 Church Street
Onehunga Auckland 1061
Ph: +64 9887 8910
Toll free: +64 0800 961 223

Dunedin

24A McNab Street
Kenmore Dunedin 9011

Queenstown

190A Glenda Drive
Frankton Queenstown 9300

Wellington

5/4 Glover Street
Wellington 6035
Ph: +64 4473 8038



Rafael Luna
CEO



Hat-trick win tops big year for UCG

We have started a new year that promises to be a busy one for all. I trust you all had a good break and had time to enjoy a well-deserved rest and share the festive season with your families (and also that the new year celebrations didn't leave you too woolly headed the morning after).

Reflecting on 2016, much of Australia and New Zealand's media point to it being a difficult one. I think for UCG it was no different, with changes to the industry and UCG operations resulting in challenges we had to face during the year.

However, there was also a lot of good to come out of 2016. Moving into new regions across both markets, new contracts, new scope and a record financial

performance is something we should all be proud of.


Additionally, towards the end of the year we moved into a new head office and, of course, we also capped the year off with again being awarded the 18th fastest growing company in the Australian Financial Review Fast 100 Awards. This is the third time we have made the list, having gone from 34th fastest to 18th fastest, and now again the 18th fastest. While the award is given on revenue growth, the reality is that revenue growth only comes with increased activities delivered successfully. To

be able to continue the level of growth we have achieved over the last few years is testament to all in the company, from the management team to

our field and support staff – and, of course, our dedicated team of delivery partners.

I thank you all for your efforts during what has been an outstanding extended period of growth.

2017 will be a year of consolidation and I foresee that over the next few months we will be fine tuning our systems and processes to provide a stable and sustainable platform for continued growth. SiteTRAX Evolution will be delivered this year and will provide an even better system to enable the upcoming growth.

I look forward to working with you all again this year, and know our continued joint efforts will ensure future success for all of us. 

Service Partners of the Year

UCG has many great service providers that support our business, and for 2016 the following service providers have been recognised for their exemplary service:

- Lauren Baines of Corporate Traveller Brisbane
- Peter and Debbie Jamieson, contract cleaners for head office Brisbane
- Rohan Anderson, Asia Pacific Manager, Milcom Institute.



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



The software development team is working hard on siteTRAX Evolution.

PROGRAMME MANAGEMENT PORTAL - INTERACTS SAMPLE (QA APPROVED)

Artifact Sample File Name: After Initial Cable Multipoint to Premises, Before Battery Setup, After Initial Cable Multipoint to Premises, Before Teaming off

Job Type	Artifact Sample File Type	QA Approved Date	Programme Status	Programme Status Date	Attachment
Plan	After Initial Cable Multipoint to Premises	31-Dec-2016	Review	21-Dec-2016	After Initial Cable Multipoint to Premises
Draw	After Initial Cable Multipoint to Premises	31-Dec-2016	Review	21-Dec-2016	After Initial Cable Multipoint to Premises
Draw	Before Teaming off	31-Dec-2016	Review	21-Dec-2016	Before Teaming off
Draw	Before Battery Setup	31-Dec-2016	Review	21-Dec-2016	Before Battery Setup
Draw	During Teaming off	31-Dec-2016	Review	21-Dec-2016	During Teaming off

Early in the new year you will be able to see the Evolution product on a sandbox server. The modules currently being manufactured are:

- business management module;
- sites and jobs module;
- SOR module;
- administration module;
- HSEQ module;
- commercial module.

Each of the modules contains advanced functionality that will greatly improve the efficiency and effectiveness of UCG operations, management and communication as well as providing a springboard for even more advanced functionality.

For example, the sites and jobs module expands upon the one-stop shop introduced in the siteTRAX One SDU program. As well as providing site and jobs details, it also includes such features as "linked sites". Linked sites enables operations teams to associate two sites/

work packages together irrespective of the source of the work package. For example, if one work package in one program of works involves installing services in unit 6 of an MDU, and then at a later date another work package arrives for the same site but this time it is for unit 12, these can be linked. This provides both operational and field personnel foreknowledge of previous work, including all artefacts and designs. This will enable easier identification of services in the field.

The SORs module builds also builds upon the SORs functionality introduced in siteTRAX One SDU. It introduces flexible artefact collection based upon the SORs added to the job. When "designing" the program of works and adding the SORs, the program designer may elect for any given SOR to define the collection of any number of artefacts and additionally define samples of the artefacts for the field personnel. This will make it easier for the field personnel to know what UCG expects in the artefacts while onsite and improve the quality of UCG's service to its customers. 📍



Sites and jobs

Artefact sampling

Community Spirit

At UCG we have numerous team members that are involved in activities outside of work that are great for community spirit and/or support. Ross Fitzpatrick, Provisioning Field Manager in Wellington, routinely donates blood to support those requiring medical treatment in the local region. Well done, Ross! 📍



CLINT & TRISTAN'S ~~BILL & TED'S~~ EXCELLENT ADVENTURE



By Clint Luna, GM-MTM Delivery

Earlier this year UCG was awarded the HDA panel contract with Telstra to survey and design MDUs on the HFC network.

Previously, UCG had only ever done designs in conjunction with construction, so we were faced with the task of changing our mindset and creating a design-only powerhouse. With no construction revenue as backup, being successful in this project would need a steep change in the productivity and efficiency of the team. Every step of the process would need to be examined with the aim of making it easier and faster for each team member to do their job. **WOAH!**

Taking a trip back in time to the beginning of the project, our team of designers were only managing to submit 50 sites a week, with errors and rework slowing things down. **BOGUS!**

Luckily, Erik "The Professor" Debono was working on a secret design tool to eliminate errors and speed things up. The tool, called "Glacier", would step a designer through each design with built-in error checking, conduit capacity validation, RF level calculation, automatic BOM/BOQ export and device validation. **EXCELLENT!**

With the quality on track, the designers then needed some help to speed things up. We met with Jarrod "Rufus" Case from Outresource, who took us on an adventure to the Philippines where we set up a team to prepare our survey packs. Our team of six would prepare packs in CAD with everything needed for our survey teams to hit the ground running. This meant survey and design productivity back at the design team was greatly increased. **PARTY ON DUDES!**

By now, the design team were having daily huddles under the productivity dashboard with team leader Nick "Guitar Solo" O'Brien, and were competing for the title of the Design Beast of the Week. The top performer in volume and quality would be rewarded, and "The Professor" made sure the top issues were discussed each week. The senior designers would be rostered to help the juniors so they could both help each other. **BE EXCELLENT TO EACH OTHER!**

Returning to the present day, the design team is submitting around 200 sites a week with a 95 per cent pass rate. This is a 400 per cent increase in output since the beginning with only one additional full-time designer and a significantly improved pass rate. The last few months have truly been a most excellent adventure and we are really proud of all the members of the team for turning this project into a success. **MOST TRIUMPHANT!**



Position Profile: Senior Designer and SME

Erik Debono, Senior Designer and SME, Survey and Design

I was hired as a HFC designer in April 2016 and, although I brought no communications experience with me, I had more than 15 years' of AutoCAD experience along with approximately five years' experience with quality assurance for a company involved in the electrical mining industry. Fast forward eight months and my title has changed to Senior Designer & SME, Survey and Design. My role now includes tracking the design quality of work across the Telstra HFC, FTTB, FTTP and NBN FTTP programs, design standard implementation, creating and running design and survey toolboxes, the training of all new design employees, including the mobile designers and employees we have in the Philippines, and BOMBOQ tool development.

In order to pick up the design rules associated with the Telstra HFC program as quickly as possible, I set about creating various procedures detailing the steps required to design a site from start to finish. Through continual pestering of senior designers, I was able to understand enough to put together a complete procedure for my role. This helped me immensely when trying to learn the requirements of my job. The procedures have evolved over time and are being used today by new employees.

My biggest achievement so far involves my work in the creation and development of BOMBOQ generating tools, which are currently being used by UCG as standard in some departments. At the beginning of the Telstra HFC program, I identified the need to quickly and accurately quantify materials and labour for each design we completed, so I set about creating an Excel calculator that could achieve this. Fellow HFC designer James Denison had just started creating something that quantified device accessories based on what devices you ordered for your site, so we incorporated that into the calculator. Over time, through the input of Nicholas O'Brien and the designers within the Telstra HFC team, I added more and more features until we were using the calculator on a full-time basis. Today, this calculator is called UCG GLACIER. I created UCG GLACIER to aid in the quantifying of bill of materials and bill of quantities for HFC projects across Australia.

UCG GLACIER started off as the THIC (Telstra HFC Item Calculator), when it was identified that there was a need to quickly and precisely quantify items for the Telstra HFC project. The THIC later evolved into the ICE (Item Calculator Evolved) after showcasing it to senior management, who noted some of the steps used in the THIC could be combined. ICE was built from the ground up, which resulted in a more stable, user friendly tool. After ICE's implementation, it was found it could be improved upon further by combining the best parts of both the THIC and



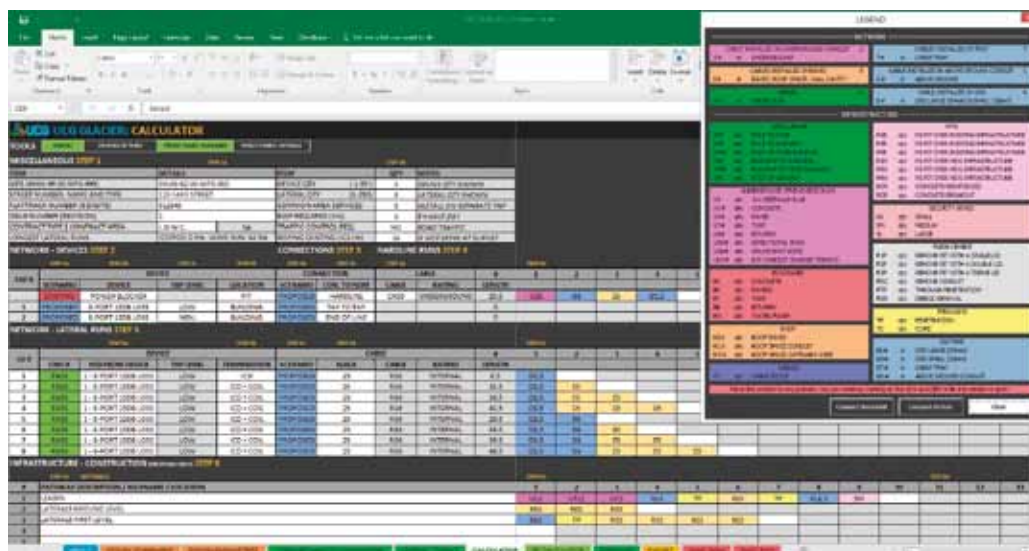
My biggest achievement so far involves my work in the creation and development of BOMBOQ generating tools, which are currently being used by UCG as standard in some departments.

the ICE to produce an even better process experience. And so, UCG GLACIER (THICK ICE) was created. UCG GLACIER aids the user in a number of ways by automatically checking to see if their proposed design works, giving them the ability to calculate RF Levels on basic network designs, exporting a .csv file so the BOQ can be imported into Simpro (removing the manual process of performing the task) and quantifying BOM and BOQ items for their design, which produces a client standard workbook for submission.

Having UCG GLACIER meant Quotetrax, a long-used UCG BOMBOQ generating tool used in conjunction with AutoCAD, was no longer required. This also meant that UCG no longer had to pay for full versions of AutoCAD as Quotetrax didn't work on AutoCAD LT, the basic version of AutoCAD. This resulted in a saving of almost \$2000 per licence per year. The Telstra HFC, FTTB and FTTP programs consist of around 30 designers who all now use AutoCAD LT in conjunction with one of my tools. This resulted in a significant saving for the company, which is something I'm very proud of.

Due to the success of UCG GLACIER, it was decided to apply the same model to the Telstra FTTB program. I set out to create an FTTB version of UCG GLACIER, which resulted in the creation of UCG GLASS (FTTB). Future tools are already in the process of being created and include UCG GLASS (FTTP) and UCG BEAM (FTTX).

I still have a lot to learn and am excited about what the future holds for me at UCG where I know I can help to further improve the processes we have in place for achieving success.



THE ROLE OF A DESIGNER

The role of a designer is to not only design optical fibre and/or HFC networks from the ground up but also quality check designs done by our delivery partners and mobile designers. All designs begin at the survey stage where a designer determines whether or not the surveyor's proposal is the best and most cost effective way forward. The designer quality checks the survey to confirm all required information has been provided, draws up the determined design in AutoCAD using a design checklist and compiles all deliverables related to their program, which includes the pricing of required construction works, the quantifying of materials required and the compilation of required ducting path information. 📍



Gearing up for the Commonwealth Games

By Peter Zeegers, Business Development Manager

The last several weeks have seen business development focusing on some non-traditional areas of opportunity – the 2018 Gold Coast Commonwealth Games.

The Gold Coast 2018 Commonwealth Games will be held from 4 to 15 April, 2018. This global sporting event will see approximately 6500 athletes and officials from 71 countries compete over 11 days in 17 sports before a cumulative television audience of 1 billion people and over a million spectators.

In December, UCG was awarded a contract to build a wide area fibre optic network for the Gold Coast City Council. In November, the council issued a tender for the design, supply and construction of a wide area optical fibre cable network running along the 14km Southport to Broadbeach light rail corridor.

The scope of works involves all civil works associated with supplying new underground conduits along with supplying, installing and commissioning the cable. The project also includes constructing five spurs off the

backbone cable into local government premises along the route. The council is building the network, in part, to have communications links ready for the Commonwealth Games.

On nbn-related works in December, nbn awarded a generic minor works contract to UCG. The scope of the agreement covers the typical un-forecasted works we undertake for nbn, such as bespoke or complex sites.

This is the second nbn minor works contract awarded to UCG in 2016, the first covering new development MDUs. We expect also to undertake what nbn term “legacy works” – that is, brownfield MDU sites remaining after the mainstream network build is completed. The scope of work covers design and construction, and replaces current contracts that expired at the end of December.

As a result of this agreement, we expect our bespoke and complex works to continue to be a significant part of our business activity. [U](#)

CITY OF
GOLDCOAST.



Milcom Institute Update

Having been officially appointed by nbn as an Approved Training Provider in October, it's been a busy couple of months for Milcom. We have been working with UCG delivery partners on HFC training requirements in addition to assisting with other training requirements such as power awareness and working at heights. We have also just received approval from nbn to complete a number of practical assessments for UCG delivery partners, which we are currently in the process of scheduling.

Quite a lot has been happening with HFC training from nbn's perspective. HFC courses under Project Athena were recently put on hold by nbn, pending discussions on training course content with Telstra. A number of changes to the training delivery model emerged from these discussions, and HFC training officially resumed under Project Athena in early December.

In terms of changes, it was mandated that all nbn Approved Training Providers must now utilise the CM3000 when delivering the ICTBWN305 Use optical and radio frequency measuring instruments unit, to

be in line with nbn contractor requirements (interestingly enough, this requirement was just removed from the HFC Customer Service Technician course and replaced with a JDSU meter). Nbn also provided a range of new technical specifications to be incorporated into HFC training, including HFC Testing Installation Requirements. Please contact Milcom if you would like to find out more about these changes.

We are now scheduling courses for the new year. HFC Linesworker courses will be running in Brisbane and Sydney from 16 January. Nbn and its major construction partners like UCG are increasingly focussed on ensuring workers on the nbn hold the relevant nbn accreditations, so Milcom is available to assist and ultimately ensure your workforce is not suspended from work due to lack of accreditations.

Please contact Cassandra on 0488 041 472 or via email to cassandra.brownsdon@milcom.edu.au for more information on HFC or fibre or for any other training requirements such as OH&S you may have. We perform a wide range of cost effective training, and where we do not deliver



L-R: Cassandra Brownsdon, Rohan Anderson

the particular training you seek, we can make a good suggestion for you, because whatever is a good result for a delivery partner of UCG is a good result for Milcom! [U](#)



Focus on FTTx

By Ralf Luna
CEO

Over the past few months we have been restructuring the Australian business to better reflect the future of our industry. Broadly, the business has been structured into two main streams – HFC-related works and FTTx. FTTx is the area I want to concentrate on in this article.

WHAT IS FTTX?

I suppose the best way to explain it is that FTTx is fibre to the anything. That is, to the basement, to the premise, to the curb, to the node or anything future or present fibre related. This new structure, which has been implemented in the Australian business, allows for better utilisation of resources and provides a management team that is focused on delivering all aspects of fibre works across the country.

From a contractual perspective, we now have a

clear way forward with our client by way of two mechanisms: the A417, which provides for works into greenfields MDUs, and a new agreement that also allows UCG to deliver design and construct services for a variety of activities across the country.

These activities include complex, FTTB and FTTP, which are among some of the services available to UCG delivery.

THE NEW FTTX TEAM

This is an exciting time for UCG as we now have a clear way forward for the continued delivery of these services well into the future and the new team as well. In the short term, I have taken the GM responsibility for delivery of this program, replacing Susan Minnekeer, who, as you know, has moved on to a new job away from UCG.

To manage the field-based works a state-based management structure has been implemented to provide a more direct focus on our client's requirements in the regions. This includes Project Managers Steve Kelleher in QLD, Paul Coombes in NSW, Adrian Millington in VIC and Mark Thomasson in TAS. Julian Ingle is the program manager and is directly responsible for managing all of the centralised operational processes, from commercial to completions and design. This new structure is in place now and provides an excellent platform for growth that is scalable and can deliver uniform levels of quality and performance across the country.

I look forward to working with the team and growing the FTTx business over the coming year.



By Paul Trotman,
GM Operations, NZ

Chorus Update

I hope everyone had a great festive season and that 2017 is treating you all well so far.

Looking back, it may feel like stating the obvious, but it has to be said that 2016 was massive year for UCG New Zealand.

We entered the South Island early on in 2016 and this, along with organic growth in Auckland and Wellington, saw a whole lot of new people joining our family. Our NZ staff has grown by more than 50 per cent compared to this time last year, and collectively we increased our operational output by well over this amount. It was an outstanding effort and something everyone involved should feel proud of.

This year we will continue to provide an awesome service to Chorus, and look to develop new business opportunities with them. Chorus is driving for more fibre connections across the country, and we will play our part in supporting that goal, both through providing a world-class service, and by seeking new demand for fibre.

On a personal level, I have thoroughly enjoyed my first 100 days with UCG, far more than I expected (and I had high expectations!). It's



been a great ride, and I have loved getting to know the people in our office and out in the field. We are a diverse bunch of people with one thing in common, and that is a passion for what we do and a great loyalty to UCG. Hitting record numbers in both provisioning and MDUs built in November was a real highlight, and I thank everyone for the hard work that went into achieving this.

For the record, in November we provisioned, with the help of our delivery partners, 1763 properties (which was a 2 per cent increase on the previous record set in the previous month of October) with just 3.4 per cent of jobs rescheduled. On the MDU construction side of things, in November we reached 640 completed builds where the previous high of 525 was set in August of last year.



Tech Project Update

By Jarrod Case
Chief Information Officer

UCG shall now take delivery of part 2 of its 'Private Cloud' project, delivering now to Australia a dedicated enterprise cloud platform for its critical business operations, hosted in its Brisbane Data Centre, NEXTDC.

The platform consists of Cisco's enterprise server platform UCS (Unified Compute System) and Nimble Storage – Adaptive Flash Arrays, of which delivers the company's next two-year forecast compute growth capacity.

New Zealand had the same equipment delivered earlier in 2016.

As time is of the essence with our clients, technology interruptions have a significant impact on not only our business, but our delivery partners' ability to perform in the field.

This builds out the existing infrastructure between our data centres to enable the company's plans for high availability in a cross-continent configuration with its critical business platforms.

Our physical infrastructure has subsequently been



re-designed to greater than a 99.9 per cent uptime rating per year, allowing only hours for equipment caused faults, and preparing the business for hot-hot redundancy in the event there was a significant enough disaster or Act of God, pressing us

forwards in a competitive market.

This project is expected to be finalised by end of January 2017, where the team will commence work on key application level redundancy programs such as siteTRAX, Skype for Business, A.N.D. and ERP. [🔗](#)



All about the schedule

By Roger McArthur
Chief Technology Officer

UCG is rightly proud of its systems and its delivery to clients. To maximise utility of systems like siteTRAX, the quality of information feeding it drives the quality of the usefulness of the system to help us deliver volume on time to our clients.

While UCG has done this well in the past, some things have been forgotten along the way. This short article is based on a project I have been working on in the final quarter of 2016 with our New Zealand team. The learnings will be applied to all of UCG to help benefit the whole business.

So, what is a schedule? We all have caught planes, buses, go to work. All of these activities assume we know in advance when something is to happen that we will rely on to get an outcome. If the flights are delayed and we miss linking flights, we get frustrated and upset. If the bus we are catching leaves just a few minutes early... well, we have all been there. UCG's clients, end users and stakeholders, e.g. building managers, all rely on UCG being on time. This applies to ALL UCG projects.

So, what do our systems do to assist UCG deliver on time? UCG uses two systems that work together to define a schedule of work for UCG's delivery partners (DPs) to ensure an outcome by a set date. These systems are SimPRO and siteTRAX.

SimPRO is used to create jobs, quotes, create work orders, and work schedules for UCG's DPs. DP billing is also managed through simPRO.

siteTRAX is UCG's in-house-developed work management system. It is used to



manage the day-to-day workflow, and provide visibility to office- and field-based UCG staff and DPs of the work scheduled, and also to drive compliance for OHS and quality.

Above is the dashboard for Dieter Smith, a field manager in Auckland (current Acting Complex Manager) who looks after complex site builds. This was for Tuesday, 13 December, and shows jobs allocated to Dieter as field manager that have been scheduled to DPs for that day. This screenshot was taken at the end of the day and shows most sites have been visited during the day, with the OHS forms completed and uploaded. Unfortunately, the number of red sites (NOT ON SITE) for many other field managers is a much higher proportion. This is a work in progress, and this is rapidly changing for the New Zealand business.

This requires close working between schedulers in head office and the field managers to ensure the schedule remains accurate and on track – necessary to provide stability and accuracy in our forecasts to our clients of project delivery.

These exciting changes being applied to the New Zealand business will be applied to the Australian business as well. Our software development team is taking the learnings from the New Zealand business and has started the application of the scheduling learnings from New Zealand to the Australian business.

This takes UCG on a step forward in ensuring timely, quality delivery for clients. I am looking forward to working with both the New Zealand and Australian teams while we bed these changes in during the first part of 2017. [🔗](#)



HSEQ Update

By Don Zakroczymski, Group Health, Safety, Environment and Quality Manager

Welcome to the first HSEQ article for 2017, and a suitable segue of introducing myself as the Group HSEQ Manager for UCG. I report to the company CEO and find myself responsible for the HSEQ function in both Australia and New Zealand. My background includes over 30 years' experience in health and safety at both practitioner and management level across a variety of industries, stemming from large public sector organisations (17 years), construction (10 years) and telco (five years). Recently, I worked with nbn as the HSE Specialist – Supplier Performance, where I was responsible for the HSE performance management of the major contractors engaged in building the NBN throughout Australia. My duties included preparation of tenders and contracts, evaluations, selection, onboarding and ongoing HSE performance of these contractors.

My goals for UCG are to standardise delivery partner onboarding, develop opportunities for collaboration between our delivery partners, UCG and clients, mentor and coach our field supervisors/managers and give them the tools to do the same with our delivery partners, and, above all, simplify processes and paperwork wherever possible.

I am also pleased to highlight that UCG has introduced three new regional HSEQ Advisor positions, with Garry Price and Allister Rose having both started their roles in Dunedin and Wellington respectively. The company is currently recruiting a HSEQ Advisor to be based in Melbourne.

I look forward to receiving feedback from readers on topics you would like me to discuss in future articles. Please feel free to drop me a line at don.zakroczymski@ucg.com.au.

TRAFFIC AND PEDESTRIAN MANAGEMENT

The nature of our business is such that at some stage we will be required to work on public roads, alongside pedestrian verges such as footpaths. While we must complete these works, it is imperative we do so in a safe manner and not place any member of the public at risk.

The following points will assist you in achieving a safe working environment for both workers and members of the public:

- Persons must hold the traffic management qualification (minimum qualifications are detailed below). Position your vehicle/s so they do not interfere with the flow of traffic. Always park legally.
- Conduct a pre-start risk assessment using UCG-SM-F001. Consider such things as long grass, holes, hidden rubbish, tree limbs, loose gravel, stones, steep embankments, uneven ground, moisture on the ground, bends or



dips in the road, sight distance, parked cars, lighting and atmospheric conditions.

- Adopt a holistic approach to the area to be controlled. Check for the presence of anything that could affect the volume of pedestrian traffic on the site, such as licensed premises, retirement homes, railway stations etc., and implement control measures such as physical barriers and additional signage as required.
- The risk assessment completed by the supervisor should identify any specific training requirements for the workforce.
- Ensure all site personnel are utilising the identified mandatory PPE for activities to be undertaken (this will usually be identified in the relevant Safe Work Method Statement for the job).
- The site supervisor needs to ensure a Traffic Management Plan (also known as a Traffic Guidance Plan or TGP) has been prepared and provided for the worksite. All workers will need to familiarise themselves with this plan prior to commencing.
- Set up barriers, signage as prescribed in the TGP and check on a regular basis to ensure signs have not fallen over or been moved.
- If it is necessary to redirect pedestrian traffic, make all efforts to avoid leading them onto a roadway.
- If you are working alongside other operators of mobile plant and equipment, use a spotter to control movement across the site.

- Always keep an eye out for members of the public or visitors who may not follow the signs and assist them accordingly.


On occasions, there may be requirement to create a road opening or a small trench. In these cases, UCG recommends using a third-party traffic management company to assist in directing traffic flow around the site. NEVER undertake any activity for which you have not been trained or authorised, such as directing traffic. Above all, if you are unsure of what you are meant to be doing, stop and ask your supervisor or a UCG representative.

UCG has prepared a traffic manual with generic plans for each state and territory. Delivery partners will need to have these onsite at all times. For more information please contact your local UCG HSEQ Advisor.

Note UCG's minimum requirements for traffic management qualifications are:

In Australia, all surveyors and a minimum of one person per cabling or civils crew must hold the qualification RI1WHS302D Implement Traffic Management Plan.

In New Zealand, all surveyors and a minimum of one person per cabling or civils crew must hold the Code of Practice Temporary Traffic Management qualification:

- STMS 1 for low volume and level one roads
- STMS 2-3 Practising for level two roads and motorways – to implement an approved Traffic Management Plan. 

The Ditch Switch



Albertus Engelbrecht, Commercial and Program Manager – HFC (Australia)

WHY DID YOU DECIDE TO LEAVE NEW ZEALAND FOR AUSTRALIA?

As a family we always had a desire to see what life was like 'across the ditch'. We love the sun and my wife loves the long white beaches and great surf spots! Another factor that played a vital part in our decision was the more affordable housing in Brisbane.

WHAT DO YOU MISS THE MOST ABOUT NEW ZEALAND?

Family and friends. My wife spent 19 years and myself 10 years in NZ, which made the decision harder.

WHAT DO YOU MISS THE LEAST ABOUT NEW ZEALAND?

The rain and cold weather.

WHAT'S BEEN THE BIGGEST ADJUSTMENT YOU'VE HAD TO MAKE?

Not being close to the grandparents – aka our babysitters! Probably being more aware of possible dangerous creatures. One afternoon, the kids were at a park in Forest Lake when my wife spotted this massive spider (possibly a huntsman) right next to where they were playing... "Welcome to Australia!"

HOW DOES THE WORK ENVIRONMENT DIFFER AT UCG IN AUSTRALIA FROM NEW ZEALAND?

The work environment completely changed from my first experience in the old Brisbane office. It definitely has more of a family feeling now, which was the same environment we experienced in New Zealand.

WHO HAS THE BEST SENSE OF HUMOUR, AUSSIES OR KIWIS?

Sixty percent of Aucklanders are born outside of NZ, so I am not sure if I have ever experienced Kiwi humour, so "yeah...nah...; sweet as bro; she'll be right". 🇺🇲

Scott Barnes, Senior Field Manager Complex MDUs (Wellington, New Zealand)

WHY DID YOU DECIDE TO LEAVE AUSTRALIA FOR NEW ZEALAND?

With the winding up of the nbn contract occurring in Tasmania, the opportunity arose to work for UCG in New Zealand. I felt this was a chance to expand my knowledge in the telecommunications industry. Someone also told me the weather was much better in NZ. If only I could remember who! Within a week of arriving we had an earthquake, tsunami warning/evacuation, torrential rain, a flood and 140km/h winds. Oh yes, and two days of sunshine!

WHAT DO YOU MISS THE MOST ABOUT AUSTRALIA?

You need alcohol in Australia to make the room spin. Over here, Mother Nature does it for you. (It's more fun with alcohol!)

WHAT DO YOU MISS THE LEAST ABOUT AUSTRALIA?

I don't really know. I haven't been here long enough.

WHAT'S BEEN THE BIGGEST ADJUSTMENT YOU'VE HAD TO MAKE?

Putting up with the smirks from delivery partners and colleagues when trying to pronounce some of the suburbs or street names, and remembering how they were spelt to put it in the GPS. Plus, the blank faces from delivery partners when trying to explain something technical and realise you have been using nbn terminology.

HOW DOES THE WORK ENVIRONMENT DIFFER AT UCG IN NEW ZEALAND FROM AUSTRALIA?

I can't say I have really noticed. The UCG values remain the same.

WHO HAS THE BEST SENSE OF HUMOUR, AUSSIES OR KIWIS?"

I think it's about the same. By the way Aussies, in the three weeks I have been here I haven't seen a single sheep! 🇺🇲



By Carey Marsh
Delivery Partner
Resources Manager

Delivery partner opportunities in New Zealand

This year is promising to be a busy one already! Chorus forecasts, along with marketing pushes by all the broadband providers, means the volume of work is expected to increase dramatically in early 2017. The pending implementation of UFB2 and the rural broadband initiative will also create further opportunities for the fibre build and maintenance industry to grow.

Chorus and UCG are working hard to develop new training opportunities and to promote fibre as a career path to electrical trade training participants. Because it is relatively new as a career path, the more traditional electrical trades of electrical engineering and copper telecoms routes are often chosen by graduates. Many are surprised to learn of the growth and applications of fibre optics. As the world becomes more automated via the "Internet of Things", opportunities for fibre technicians to build and maintain these networks can only expand.

Opportunities for existing companies to develop their operations outside their current business model will also increase. To service this expected growth, we

need delivery partners in all regional locations and all construction related fields.

To be most efficient, productive and profitable, it is best that you can deploy teams that can cover all aspects of build and connect – from survey to light civil work (and in some cases 'heavy' civil for reinstatements) to build and connect (provisioning). The pending changes to the land access laws mean homeowners can more easily gain consent to have a fibre network installed. Those companies that have the ability to slot out using concrete saws to install ruggedised cable down shared driveways and right of ways will also have an advantage in gaining more work and controlling their productivity.

Health and safety is paramount, so before you can start, your team does need to have completed a range of Work Type Competencies (WTCs) relating to the electrical industry. Also, First Aid and Safe Traffic Management System (STMS Lvl 1) and Traffic Control (TC1) certifications are needed – STMS in each region you operate in, and 1 x TC for each build team.

Contact the delivery partner team at UCG on work@ucg.co.nz to find out more about opportunities to grow your business by working with us. 🇺🇲

Partner PROFILE

In this issue of @UCG we meet two of UCG's trusted delivery partners – AMD Aerials and Otago Communications.

AMD Aerials

*Daniel Shepherd
Business owner*



AMD Aerials is a small family-owned and run business that started off in satellite communications in remote indigenous communities before moving into NBN and other projects. Starting off as three people, throughout the past four years AMD Aerials has grown to a company with more than 25 staff, adapting from FTTP to HFC in Victoria and blown fibre technology in New Zealand.

Business owner Daniel Shepherd says at AMD, the staff pride themselves on being able to learn and adapt to new projects, and were therefore drawn to

new and exciting challenges in NBN and Chorus.

Run from Sydney, AMD is working on FTTP MDU builds and HFC in NSW, HFC MDU's in Victoria for NBN/Telstra and projects in New Zealand's beautiful South Island for Chorus. They've built strong relationships within UCG, NBN and Chorus so there is a bright

and exciting future ahead between AMD and UCG.

"We were drawn to working for UCG because it's a highly respected company," Daniel says.

"We have the pleasure of working with some of the most knowledgeable and experienced Field Supervisors in the industry.

"We have forged strong relationships in Wollongong and Victoria and the team in New Zealand has made the transition to working in New Zealand an enjoyable and exciting new chapter for AMD."

"AMD has always had a 'can do' attitude that has led us to where we are today – working with UCG as a strong delivery partner in both Australia and New Zealand," Daniel says.

"UCG has also placed a stronger emphasis on building stronger relationships with their contractors to ensure that we all work cohesively as a strong delivery partner within both the NBN and Chorus projects."

Daniel says being a family owned business, with his wife Yvette and sons Michael and Joshua on board, working together has built a strong family bond, where they see their employees as part of their extended family.

"Yvette and I pride ourselves on the business we have created and the opportunities we have given to all our staff members," he says.

"We work with great teams in NSW, Victoria and New Zealand and our area managers do a fantastic job.

"It makes going to work easy."

Otago Communications

*Kerryn Woods,
Director/Cabler/Provisioner, Otago Communications Limited*

Otago Communications Director Kerryn Woods started his career in the NGA Chorus field in June 2014 as an employee for Downer, where he had previously undertaken installation of SKY TV, audio video systems, structured cabling and other similar cabling jobs.

After working for Downer for six months, Kerryn decided to pursue experience in more structured cabling with different companies, initially completing school network upgrade programs and then the Wireless Upgrade at University of Otago.

"During this time, I was missing the one-on-one interaction with customers, and noticed that Downer was taking on owner-operators for the NGA field," Kerryn says.

"I quickly responded, set up a new company, purchased the relevant equipment and began in the middle of 2015."

When the company announced it was exiting NGA, Kerryn decided to leave the project early to take a break for the first time in 18 months.

"My previous field manager at Downer, who left for UCG six months prior, contacted me and suggested I come work for them," Kerryn says.

"So, I delayed the holiday and started provisioning work in the Dunedin Area. I approached other colleagues who were not interested in starting up as owner-operators and offered them employment."

Kerryn was soon joined by two of his Downer colleagues, and has since taken on four other staff members.

Between the seven of them, they have more than 75 years of experience in the telecommunications or similar fields.

Otago Communications has moved from the provisioning field and started to build MDUs for UCG. The company is also seeking work with the new SDU provider, enabling it to have a multi-skilled team.

Kerryn still cites end user interaction as his favourite



part of the job. As for the most challenging?

"Finding pathways for running cabling which are both cost effective and acceptable to all parties," he says.

"I enjoy the dedicated team we now have and the wide range of knowledge each person has. The UCG field managers at the local office are supportive, offer advice, are relaxed and approachable. This is a completely different approach from what I experienced with previous employers. Even UCG calling us a Delivery Partner is morale-boosting."

Delivery Partner Awards Final Quarter 2016



L-R: Dean Clark, Ben Arthur

Australia Able to Cable Your Services

Nick Carne, UCG's National HFC Manager, was very appreciative of the efforts of Charles Airo-Farulla, owner of Able to Cable Your Services, to send Dean Clark and Ben Arthur from Queensland to Sydney in order to assist UCG in the setup and completion of the first Lendlease HFC sites, including training for the local Sydney resources. The Lendlease HFC projects in NSW and Queensland are going to be a vital part of UCG's business in 2017, and Dean and Ben helped showcase the ability of our delivery partners. Lendlease was also impressed with Able to Cable Your Services' experience, ability and work ethic.



L-R: Anton Buenaventura, Etienne Lues, Raminder Singh

New Zealand TN Communications Ltd

TN Communications have been building sites for UCG in Auckland for as long as we have been there. Anton Buenaventura was the leader of their first UCG team they on-boarded with us, and he has consistently driven their teams to deliver. TN Communications deliver an average of 20 sites per week, which is phenomenal when measured against DPs of a comparable size and capability. When Anton meets with customers onsite, he sets the expectation there and then, resulting in less consents declined and a greater number of sites available for build. TN Communications, with the help of Anton's commitment and professionalism, have been key to UCG achieving record build numbers completed over the past few months.



L-R: June Manzo, Kayn Miller

SPOTYA Award Cellwatch Limited

June Manzo, a technician from UCG NZ delivery partner Cellwatch Limited, has been awarded a monthly 'SPOTYA' award as part of Chorus' Service Partner recognition program. SPOTYA actually stands for Service Person of the Year Award, and Chorus have a monthly award too. Nominated by UCG Senior Provisioning Field Manager Reggie Naidoo, the award is recognition of June's excellent customer service and his efforts to improve the provisioning installation experience for end users. The award is excellent motivation for UCG's delivery partners to continue their high work standards and customer service in the field and to continue to provide quality outcomes for our client.



L-R: Elena Bychkova, Corey McCarthy



L-R: Erik Debono, Julian Ingle



Donovan Chisholm

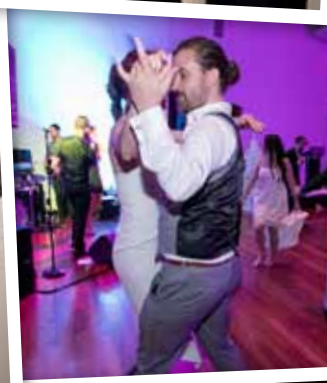
The major awards for 2016 were presented at the recent UCG Christmas parties in Australia and New Zealand, with many finalists recognised for their terrific contributions through the year. These included:

- New Zealand employee of the year was Donovan Chisholm, Senior Field Manager Auckland
- Australian employee of the year was Erik Debono, Senior Designer and SME, Survey and Design
- New Zealand leader of the year was Elena Bychkova, Consents Manager
- Australian leader of the year was Julian Ingle, Program Manager FTTx

2016: A Year Of Excellence

The employees and Board of UCG, along with their partners, enjoyed memorable Christmas parties at the Hilton in Auckland on 27 November and at Moda Events in Brisbane on 17 December.







IMMEDIATE OPPORTUNITIES TO WORK WITH UNIVERSAL COMMUNICATIONS GROUP!

Universal Communications Group designs and project manages the build of the national ultra-fast broadband networks in Australia and New Zealand. We specialise in connecting multi dwelling units and single dwelling units to the broadband street network, and rely on professional delivery partners to survey job sites and construct the works. UCG offers a competitive schedule of rates for the work on offer to each of our delivery partners.

The geographic areas pictured have many opportunities available right now or in the relative near future, and we are looking for relevant tradespeople and professionals to subcontract to UCG.



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