



**OUR STORY.**  
**YOUR FUTURE.**



## Ultra Fast Broadband isn't just making lives faster, smarter and better. It's shaping the country we call home.

We have entered a new chapter in the story of UCG NZ — partnering with Chorus to build on the great work we've already completed as part of stage one (UFB1). As we transition over to stage two (UFB2), we'll be continuing to build new teams to set new benchmarks for delivery, quality, speed and efficiency.

### **And that's where you come in.**

We're a company that's going places. To build on our momentum, we look to partner with the best in the business. Although only 3 years old, we're now the second largest fibre telecommunications service provider in New Zealand. We have got the energy, the resources and capability to keep growing.

### **Why UCG? Why now?**

To get the UFB2 rollout happening on such a large scale, Chorus has consolidated areas and workflows across many regions to bring fibre to 200,000 more customers, in 169 more towns. Put simply, in addition to the great work we're doing on UFB1, that means more opportunities for all of us now, and well into the future.

We look forward to creating the next exciting chapter in our story and look forward to those who will join us on that journey.

### **Ralf Luna**

Chief Executive Officer



# Chorus

## A message from our customer

Our industry is, and has always been, ever changing. We're about to create the next chapter of the ultra-fast broadband story with UFB 2.

We have an ambition to get more New Zealanders connected to fibre, and we want them to have a great experience while we're at it.

Chorus has enjoyed working with UCG. We've seen them give their employees and field force the management support, on-the-job development and work opportunities that have enabled their people to be successful. We believe that, together with their innovative, can-do spirit, you'll be part of an even brighter collective future.

**From the Chorus team**

# Our Story

## A short history of looking ahead.

Back in 1995, UCG started as a small Australian company. But our ambitions were always large. Today, with over 350 employees and around 1000 delivery partners across New Zealand, Australia and the Philippines, we're still setting new benchmarks for our innovation, experience and expertise.

And we're not done yet.

### Keeping Kiwis connected.

We entered the New Zealand market in 2014 in partnership with Chorus, specialising in design and construction for multi-dwelling units (for example, apartment buildings) to connect them up to ultra-fast broadband in Auckland, Wellington and the lower South Island.

In 2017, Chorus awarded us the UFB 2 Connection Contract across 200+ provincial towns. We are now connecting Single Dwelling Units as well as Right of Ways to fibre across the country

We are the only service provider for fibre connections working the length and breadth of New Zealand, connecting customers to the UFB & UFB 2 networks.

### Ready to shape the future?

UCG has become renowned as the innovator within the market, and the go-to company for tackling challenges that our competitors are unable to solve. Given the scope of the work ahead of us, we will be continually looking for employees and front-line Fibre and Civil Technicians to take us even further as Delivery Partners. We're offering great opportunities across both North and South Islands.





## #BetterConnections Story

**#BetterConnections** is our company's motto. It is our driving force. It ties into our company's purpose of:

"Increasing the prosperity of New Zealand in the global economy by better connecting us to each other and the rest of the world".

**#BetterConnections** means creating:

- Better fibre connections and experiences for our end customers.
- Better business and strategic connections with our client, Chorus.
- Better relationship connections with and between our Delivery Partners and employees.
- Better community connections with the people around us.

Every day we challenge ourselves, and question how can we make **#BetterConnections** for our end customers and New Zealand.

When Chorus tell New Zealanders to "Ask for Better", we are here to deliver!



# Our People

**UCG is a company of diversity.**

Our people, from our Delivery Partners to staff in the office are from a range of backgrounds and cultures and have skills and experience developed all over the world.

You will be joining a company where diversity is seen as a competitive advantage and a key part in delivering our **#BetterConnections** mission and purpose.

We are a team of hard working, passionate people that share a common vision – to deliver **#BetterConnections** to New Zealanders. This vision provides our people with a purpose and understanding which we all share in. All our people have a part to play in delivering **#BetterConnections** for our end customers and leaving a legacy which we can all be proud of.

# Our values

## Safety is the foundation of what we do.

### **Spirit**

We are hungry to succeed and passionate to achieve, we embrace the unknown, fearlessly taking on new challenges, confident in our ability to deliver results.

### **Pride**

We delight in delivering premium quality in all we do and offer.

### **Determination**

Ambitious and aggressive, driven and determined, enthusiastic and energetic, we cultivate the opportunity to compete. We thrive on challenges, viewing them as an invitation to success.

### **Commitment**

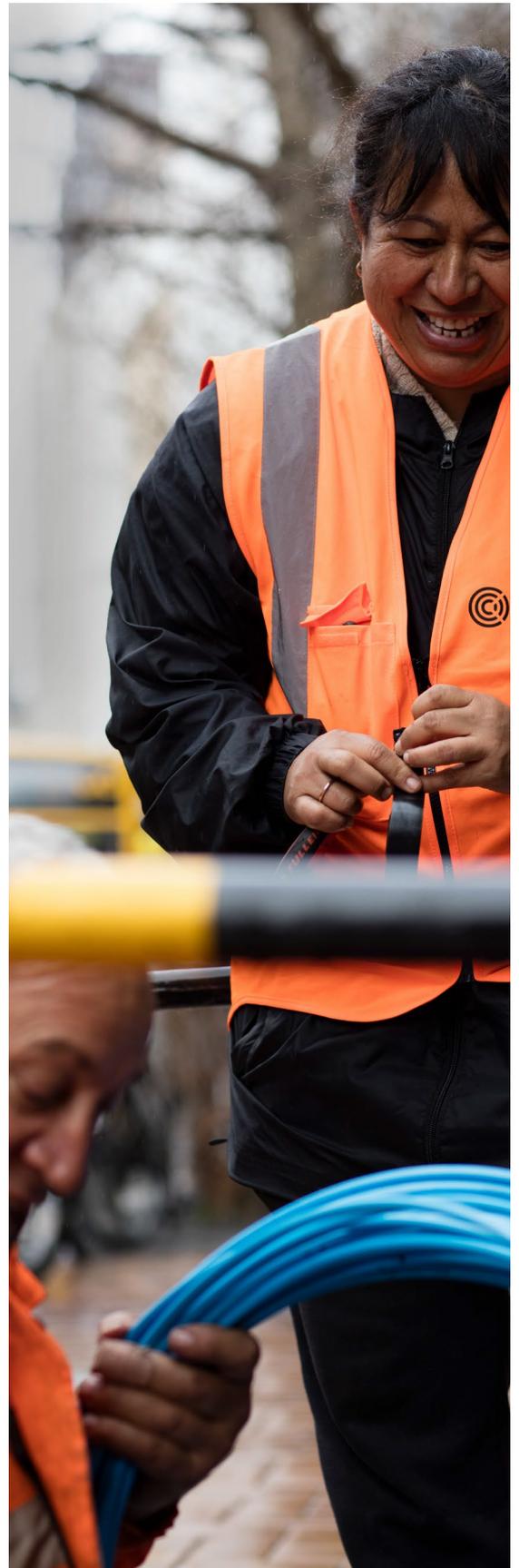
Like a family, we are united by an unspoken pledge, bound by our convictions. We prize dedication, and are moved to help each other and our customers.

### **Passion**

We wholeheartedly believe in our company; its goals and objectives are our mission, and we enthusiastically embrace them and relentlessly pursue them.

### **Integrity**

Professional. Reliable. Trustworthy. Honest.



# Our Customers

UCG has a range of customers that we are here to support and provide a world class service to. These are the primary ones:



## Our Customer – Chorus

We share a common goal with Chorus – we strive to deliver **#BetterConnections** for our end customers and to 'ask for better' – better broadband, better customer service, better connections for New Zealanders.



## Our Customer's Customer – Retail & Internet Service Providers



## Our Customer's Customer's Customer

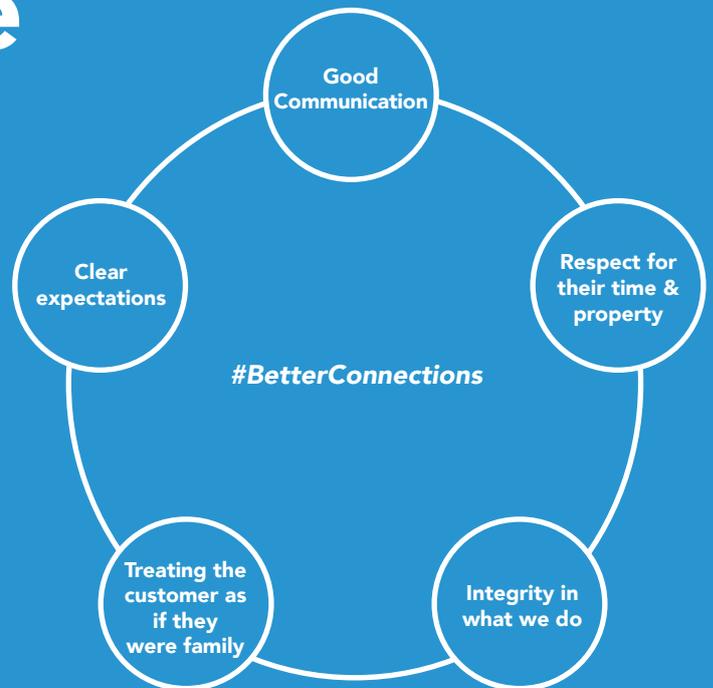
The end user who has requested the fibre installation and who we are providing a world class service to.

# The Customer Experience

UCG has one customer (Chorus) and many stakeholders, including Retail & Internet Service Providers, the end customer, councils, line companies and the community.

We have one consistent theme that drives our approach to customer experience excellence:

**'Say what you are going to do and do what you say'**



## Our Process

UCG are a company of many individual teams, all interlinked and working together to provide a world class experience for our customers. Each team has a key role to deliver at a high level, 'passing the ball'

onto the next team to continue the process with the ultimate goal of delivering a **#BetterConnection** for the end customer. Every team is integral to this purpose – we can't succeed without the other.



### DESIGN

- Survey
- Prove
- Design
- Quote

### CONSENT

- Building owner engagement and approval
- Legal

### BUILD

- Land access
- Materials
- Delivery Partner management
- Quality
- Safety and the environment

### RECORD

- As builts
- Test results
- Photos
- Netmap

### CONNECT

- Delivery Partner management
- Customer experience
- **#BetterConnections**

# UCG's Safety Approach

UCG's commitment to safety is founded on our family values and ethics. Our safety culture, which goes well beyond any legislative requirements, was born at the kitchen table in 1995 when Ralf, our CEO, started the business with his wife Natalie and other valued employees.

Our New Zealand Safety management systems have been developed in Australia over the last 20 years, where we have achieved and maintained company accreditations across AS4801 – Health and Safety Management; ISO 9001 – Quality Management and ISO 14001 – Environmental Management.

Working for the Federally funded National Broadband Network (nbn) in Australia has required further accreditation beyond these.

## **The Australian Government Building and Construction WHS Accreditation Scheme ("the Scheme")**

Only contractors who are accredited under the Scheme can enter into head contracts for work that is funded directly or indirectly by the Australian Government. UCG has achieved this and has maintained this accreditation for over 5 years.

## **The Federal Safety Commissioner (FSC)**

The Federal Safety Commissioner works with industry and government stakeholders towards achieving the highest possible occupational health and safety standards on Australian building and construction projects. The Scheme sets a high benchmark and many applicants

need several months and many attempts to reach the WHS standards required for accreditation. UCG achieved this on its first attempt, and have achieved a 6 year accreditation.

UCG's New Zealand Safety Systems have taken the Australian model as a foundation and further enhanced it with the requirements of NZ Legislation and of Chorus, Lines Companies and Road Controlling Authorities.

Our management systems and these accreditations are important to us as provide another vehicle to help ensure that our people and the community around us get home every day to their families in a safe and healthy way.



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