



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.