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Leading the way

An update from Management

June 2025 | Issue 09



THE FIBRE FORCE

Meet Nano's Real-Life Superheroes in the Field

In the world of fibre installation, heroes don't wear capes. They wear high-visibility vests, carry drills, and know how to manoeuvre a cable around a Victorian cornice without even nicking the paint. At Nano Fibre UK, especially within our BRSK installation teams, these **everyday legends are quietly transforming streets and skylines one seamless, blink-and-you 'll-miss-it installation at a time**.

But what if we told you that these engineers have **superpowers**? They possess not just technical skills (and there are plenty of those) but also remarkable traits that make them unstoppable in the field: **strategic thinking**, **ninja-like precision**, and a level of **customer care** that would bring joy to even the most discerning grandparent.

We decided to delve deeper into the world of superheroes, specifically their secret powers. What makes them feel completely unstoppable on the job? What **hidden instincts or remarkable abilities allow them to transform chaos into perfectly executed installations**? We explored these critical questions (caped individuals completely optional), and the answers were impressive. Behind every neatly routed cable lies a story of **quick thinking, perseverance, and a bit of everyday magic** and now you're about to hear these stories straight from the finest in the field.

Stay strong. Stay sharp. Stay super.

WILHELM & DIRK

Powered by fibre. Driven by heroes.

Something is brewing in the neighbourhoods we serve, and no, it's not just the morning coffee or the threat of British drizzle. It's fibre. Glorious, high-speed, future-ready fibre. But more importantly, it's the field heroes who bring it to life with quiet confidence and some seriously underrated superpowers.

Armed with drills, determination, and a whole lot of grit, Nano Fibre's BRSK install team is on a mission. We caught up with three installation superheroes, **Mark**, **Bilal**, and **Jack**, to find out what drives them, what keeps them motivated, and what they'd look like in a comic book. Spoiler alert: it involves cable invisibility, impromptu pole acrobatics, and a van that's cleaner than most kitchens.

Because let's face it, while the headlines shout about gigabit speeds and national infrastructure, it's these everyday legends who make it happen. They scale poles, soothe anxious customers, crawl through lofts barely fit for a cat, and somehow do it all with a smile (and sometimes a full biscuit tin). So grab your cape, or at least your cup of tea, and meet the real-life heroes behind the rollout.

Mark – The Route Ruler (aka MDU Master)

If fibre installs had a GPS setting for Genius, Mark would be the one programming it.

Superpower: Route planning with uncanny speed and precision. *"I can rock up to any property and instantly map out the best way to run the cable,"* he says matter-of-factly. Mark's strategic thinking, honed through years of hands-on experience, is not just fast. It's always five steps ahead of the pole, bordering on telepathic. He's not just fast. He's strategic and always five steps ahead of the pole.

Super alias: MDU Master. This title is not just a cool name; Mark earned it. He used to handle the complete build of Multiple Dwelling Units (MDUs), which are residential buildings with multiple separate housing units. This involved tackling complex layouts and tight deadlines. These days, when other teams run into MDU mishaps, Mark's name is still the one that pops up in operations meetings.

Where he shines: *"As soon as I step outside a customer's house, I know I'll get it in one way or another."* That confidence is backed by extraordinary skill, as evident in the time he pulled off a flawless 64-metre sash line installation over a busy main road. Trucks flying past? No problem.

Pride point: The externals. Mark takes real pride in ensuring his installations are clean, tidy, and practically invisible.

He'll take the longer, more challenging route to ensure the cable is tucked neatly away. His commitment to cleanliness and attention to detail is awe-inspiring. And yes, that infamous van of his?

Organised within an inch of its life, labels, bins, the whole lot. Let's say Mark doesn't do messy. His van is organised like a military-grade toolkit, and he installs? He is so precise that he uses a spirit level for fun.

Day-saver moment: Crawlspaces. Loft spaces. Tight gaps that would send most people running? Mark's squeezing through like a determined fibre ferret, getting the job done where others tap out. *"I've done installs that meant worming through spaces sideways just to make it work."*

What people don't always see: *"All the behind-the-scenes stuff. When I push the team, it's not nagging. It's because I want them to succeed. If they do well, we all do well."*

Core value: Kindness. Whether it's working with customers or mentoring engineers, Mark leads with patience and positivity. His kindness is not just a value; it's a leadership style that inspires others to follow. *"A little kindness can change someone's day and maybe help them get the job done better, too."*

Mark's not just leading installs. He's setting the standard. With a map in his mind and a tape measure in his soul, he's the kind of leader who makes tough jobs look tidy and straightforward work feel epic. Behind the van doors and beyond the clipboard, there's a real pride in getting it right every single time. His leadership is not just about getting the job done but about setting a high standard for the team to follow.

Bilal – The Cable Ninja

Meet Bilal, the Cable Ninja. His approach to cable installations is unique- you won't hear him coming, and you probably won't see the cable either. His style is silent, seamless, and sharp as a katana.

Bilal's superpower lies in his stealth installs with next-level finesse. 'Like a ninja,' he says with a quiet smile. His cable routes are nearly invisible, carefully planned to avoid disrupting freshly renovated homes and their often very nervous owners. It's not just about hiding cable. It's about honouring people's homes.

Origin story: With a background as an operations manager in the Middle East and over a decade of experience in the field, Bilal brings a wealth of knowledge, discipline, attention to detail, and a calm mindset that's rare in any industry. He's only been with Nano Fibre for 21 months, but his impact is already felt.

Where he shines: *"When I arrive and the customer says, 'I've moved everything for you!' I feel like a celebrity,"* he laughs. No wardrobes to shift, no dogs on guard. It's perfect.

Signature move: Troubleshooting. *"I'm like a detective,"* he explains. Engineers often call him in a panic, and Bilal can usually solve problems over the phone. If not, he's on-site, tracking down the root cause like it's hiding behind enemy lines. Nothing gets past him.

Installer instinct: From the moment he steps out of the van, he's already planning the route. *"Before I even knock, I know where the cable will go, how to make it invisible, and where to place the device."*

Pride point: Neatness. Every job is executed with surgical precision. *"A clean install isn't just pretty. It prevents future issues and makes maintenance easier."*

Day-saver moment: Bilal doesn't stop when the clock says so. *"I never think, 'I've done four jobs, I'm done.' I work until everything is finished for the customer and the team."*

What people don't always see: *"My knowledge. I've spent years in this industry. People may not realise it, but that experience matters."*

Core value: Customer satisfaction, without fail. *"The customer is the boss. I always take them out at the end, show them the job, and ask if they're happy. That smile is my reward."* Bilal's unwavering commitment to customer satisfaction ensures that every job is not only completed but also leaves a lasting impression of quality and care.

Quiet, calculated, and calm under pressure, Bilal brings an almost meditative mastery to the job. Whether he's soothing customers or solving mysterious faults with a detective-like instinct, he proves that great installations aren't just about tools; they're about heart, humility, and razor-sharp focus.

Jack – Captain Jack (The Positivity Powerhouse)

If energy could be bottled, Jack's would power half the grid. But instead, he channels it into installs and, more importantly, into his team.

Superpower: Unshakable positivity and team leadership. *"I always tell the team, once you get started, it's never as bad as you think. You'll finish it, and it'll be behind you before you know it."*

Where he thrives: Every job. *"We don't have a specialist in our area yet, so we are the specialists. Not getting an install in just isn't an option."*

Signature move: Jack's leadership shines when the number of engineers is low. *"We've had days with sickness and shortages, but still managed 5, 6, even 7 installs. That's the team pulling together and proving what we're made of."* Overcoming such challenges is a testament to Jack's leadership and the team's resilience, and it's a reassuring sign of our collective strength.

Installer instinct: Jack's ability to plan like a field general is a key to his success. *"I try to be two steps ahead, planning the day before, adjusting on the fly. If something goes sideways, we adapt fast."* His adaptability, especially in the face of unexpected challenges, is a quality we can all learn from.

Pride point: His team's consistency and camaraderie. *"They give 100% well, 99%. I'll let that coffee break slide,"* he jokes. *"But seriously, seeing them thrive brings me real pride."* Jack's role in fostering this consistency and camaraderie is a testament to his leadership and a model for others in the organisation.

Day-saver moment: Jack, despite his remarkable achievements, doesn't seek the spotlight. *"I don't blow my own trumpet. I do the job I signed up for, one I love."* His humility, even in the face of his significant contributions, is a trait we can all aspire to.

What people don't always see: *"I can't be everywhere at once. A lot happens behind the scenes to make the day run smoothly."*

Core value: Positivity and connection. *"I build relationships with customers from all walks of life*. I think it's the Scouse in me—we're good at that! And seeing the impact of these relationships on our work makes me proud of our team."

With boundless energy and an unwavering team-first mindset, Jack doesn't just supervise. He uplifts. Whether he's leading by example or rallying the troops for a full day of installs, his secret weapon is simple: positivity. And in a world of cables and callouts, that might be the strongest superpower of them all.

Braaibroodjies, Banter & Braai-side Shenanigans

A South African Team Weekend to Remember

When passionate people gather in true South African style, unforgettable moments are bound to follow. The recent get-together in Cape Town was more than just a team event. It was a vibrant celebration of connection, culture, and a healthy dose of thrilling competition. The weekend brought laughter, camaraderie, and memories that will live on long after the coals have cooled.



TEAM RED

TEAM BLUE



A legendary gathering unfolded as the South African team came together—fuelled by fierce competition, laughter, and perfectly toasted braaibroodjies. The main event? The ultimate culinary clash: the Braaibroodjie Showdown. This humble South African staple became a battlefield for flavour, flair, and a fair amount of friendly chaos. It was a testament to our team's dedication and passion.

Every challenge was an opportunity for our teams to showcase their creativity. Quiz rounds brought opportunities for sabotage and cheeky upgrades, sparking everything from tutus-as-headgear to theatrical tugs-of-war over costume props. Two standout teams stole the spotlight: Grillin' Gorillas and Ridiculously. While Reddiculously secured the coveted "Best Taste" title, Grillin' Gorillas earned top honours for spirit, humour, and unmatched enthusiasm on the braai battlefield.
The creations that earned bragging rights:

Grillin' Gorillas Braaibroodjie

- Sourdough bread
- Bacon
- Mozzarella cheese
- Salt & pepper
- Fresh rocket
- Garlic
- Mrs Ball's Original Chutney

Ridiculously Braaibroodjie

- Mayonnaise
- Mozzarella & Gouda cheese
- Gherkins
- Peppadews
- Tomato
- Caramelised onions (slow-cooked in balsamic & chutney)
- Biltong pieces
- Italian herb spice

The weekend began with team members flying and road-tripping in from across the country. Activities kicked off with a collaborative co-working session—powered, naturally, by pizza. That evening, Wilhelm, CEO of Nano Fibre, delivered a heartfelt message of appreciation to the Scheduling Team, followed by a meaningful farewell gift as the team transitioned to the next chapter with BRSK.

Dinner featured a traditional spit braai, as few things capture South African hospitality like fire-roasted fare and full plates. The gathering concluded with a scenic lunch at the V&A Waterfront, complete with burgers and an array of milkshakes, with Table Mountain providing the perfect backdrop.

It was a weekend rich in connection, culture, and camaraderie, unmistakably and proudly South African.





This is not a barbecue. It is a braai. It's what happens when fire meets national pride, tongs become a rite of passage, and no one dares touch the meat unless formally invited by the appointed Braai Master. This isn't just cooking. It's a deeply rooted cultural institution, preferably supervised with a beer in hand.



This is a Spitsbraai. South African for "meat meets ceremony." It spins. It sizzles. It feeds a small army. Not quite a braai, not quite a barbecue, and more than just a roast. It's a tradition of gathering around good food, open flames, and even better stories—slow-cooked meat, serious technique, and zero debates over who holds the tongs.