Strength to strength. Shoulder to shoulder. End to end.

Global offices
Today’s offices provide far more than places to house people and systems: they form the complex and vital infrastructure that helps people and businesses to thrive.

Facing rising market uncertainty around the world, businesses are looking for unprecedented cost assurance from their property solutions. At the same time, they need highly integrated and flexible work environments that help them stay agile and responsive to an increasingly fast-paced world.

At ISG, we believe the office environment should be as smart and dynamic as today’s most competitive organisations. After decades working alongside developers, designers and end users to build, fit out and refurbish new office buildings and workplaces, we have an unrivalled portfolio and depth of expertise. More than that, we have made it our business to know business. Our distinctive and robust offices offer responds directly to you, our customer.
At ISG, our vision is to be the world’s most dynamic construction services company, delivering places that help people and businesses thrive. For our customers, this means absolute delivery assurance from a forward-looking team determined to never stop learning. Responsible for delivering some of the world’s most high-profile offices and work environments, we boast an unrivalled portfolio and enduring customer relationships. Today we stand at the leading edge of the sector, delivering ISG’s sound processes and proven methods from within an agile, client-focused and tech-driven culture.

Technology – from engineering-led construction to smart buildings – lies at the heart of everything we do. We believe all work environments are technology environments, and this belief informs our approach to both our work with tools like Building Information Modelling (BIM) and the solutions we develop for our customers. We work with developers, designers and end users to create smarter, more integrated work environments, and supplement our depth of expertise with in-house technology and engineering specialists.

“Today’s fast-paced world demands more than a safe pair of hands. Delivering the places of tomorrow requires the ability to think big, collaborate widely and meaningfully, and build in real capacity for change. For this reason, everything we do at ISG, from our work with our customers to our relationships with our own people, is focused on delivering smarter and more resilient places of tomorrow.”

Paul Cossell, CEO
Delivering fully integrated, tech-led workspaces

A smarter building means smarter business decisions: increased productivity, brand awareness and staff well-being, as well as reduced building costs and improved sustainability. Our technology solutions consultancy helps in providing a single, integrated network which communicates with all of your building services and data systems. Employing technology solutions during the early design stage is a guaranteed way of making your smart building as efficient as possible.

Digital asset thinking

We believe the end product only tells half of the story. The journey with ISG is just as critical as the destination. We employ the latest industry-leading technology to ensure your project delivery is as smooth as possible. It’s just one of the ways we are truly dynamic. Our in-house experts in Building Information Modelling (BIM) can chart the entire life cycle of our office schemes, helping to identify long-term building use issues. We can employ 3D modelling techniques for site surveys, and when we are on site, we can adopt our own mobile project management app, called Construct, which has been proved to save considerable time and money. On one project in London, the app produced a daily administration saving of one-and-a-half hours per employee on average, equating to £1m of non-productive time.

Ground-breaking tech to save you time and money

Smart buildings for the offices sector

Top: Office floor and ceiling void services
Bottom: Perspective wireframe slice through BIM

General Electric, Kuala Lumpur, Malaysia
Tech-led delivery

For decades we have delivered fit out, construction and refurbishment projects on time, on budget and to an exceptional level of quality. We achieve this success for our customers with sound processes and proven delivery methods, driven by our fast-paced and agile culture.

We have delivered over 40 projects for a world-leading technology company and have become its trusted partner for international delivery. Work with this client has helped to cement our reputation as tech leaders in the construction industry, and create new methods of workplace delivery.
Providing award-winning, efficient and sustainable office space

Our in-house expertise ensures our office projects regularly achieve some of the highest possible sustainability credentials. Our fit out of property developer Land Securities’ new headquarters in London achieved BREEAM ‘Outstanding’, a WELL Building Standard Silver rating, a full project Forest Stewardship Council (FSC) certification, and a reduction in baseline embodied carbon of 11%. The project was also awarded the internationally recognised ‘Best of BREEAM 2017 for Fit Out and Refurbishment’. To achieve BREEAM ‘Outstanding’, the team worked collaboratively with the client and professional design team to introduce innovation where possible to meet the rigorous assessment criteria.

Outstanding credentials

Breaking new ground for Siemens

We have delivered industry-leading, multi-award-winning sustainable projects for the offices sector. The Crystal, located at London’s Royal Victoria Dock, is a sustainable cities initiative by global technology provider Siemens. The Crystal won a national British Council for Offices (BCO) award for innovation, and Most Sustainable Building at the Local Authority Building Control (LABC) London Awards. The building was also awarded a BREEAM rating of ‘Outstanding’ and a LEED Platinum sustainability score. The building operates exclusively on electricity, and uses solar power to generate its own energy. A 60,000 litre rainwater tank means that only 10% of the building’s water is sourced from the public main.

Delivering the most sustainable building

The Crystal – Siemens, London, UK

Land Securities, London, UK
“Our customers compete on their ability to adapt and respond to change. As a result, we have structured our own businesses to be as dynamic and responsive as theirs. Our customers can expect to benefit directly from our highly specialised sector knowledge, filtered through our ideas-driven culture.”

Matt Blowers, Managing Director, UK Fit Out, UK Construction South, UK Hospitality

Shoulder-to-shoulder approach

Just as important to us as dynamic delivery is the delivery dynamic – the relationships we form with our customers over the life of a project and beyond. In working closely with a wide variety of businesses and consultants, we have learned that for many companies, adapting and responding to changing markets and workforce demands is not always about large-scale transformative projects. Our dedicated Agility teams, specialising in sub-50,000 sq ft fit out services, are a direct reflection of that understanding. We provide anytime projects and everyday service to meet businesses’ ongoing, small and sudden property needs.

In addition to working across project types, we work across borders, providing construction solutions to our customers when and where they need them. Today, our office delivery experts are located throughout the UK, across Europe, the Middle East, Asia and the United States. In our locations, we have built up exceptional local teams and supply chains that share our values and customer focus. Our global breadth gives our customers continuity of service and quality, as well as the peace of mind that comes from working with a trusted partner.
Making Westpac feel at home in Singapore

We helped the Australian banking firm Westpac in setting up a new office environment in Singapore. Our design-led consultancy service helped to create a taste of home for the company, with a design narrative which weaves its way through the Australian outback to the country’s blue oceans and sandy beaches. The company’s office spans over two floors of Asia Square Tower 2, one of the most high-profile commercial buildings in Singapore’s financial district.

A new home in Asia

The fit out company of choice

ISG leads the way at ADGM Square

Our work at Abu Dhabi Global Market (ADGM) Square has seen us become the fit out company of choice for businesses located in the heart of the city’s business district. We have worked on 10 projects at ADGM Square for a number of top international companies. Wherever we are located around the world, we establish a world-class workforce and local supply chains with a wealth of knowledge.
Against the clock for BlackRock

BlackRock Asset Management gave us a particularly challenging assignment to deliver two new office spaces in Hong Kong within three months. One of the key challenges was to complete the main distribution frame room within six weeks for the client to perform testing and commissioning work before completing the rest of the project. The client also set a high standard on the requirement for acoustics.

Two offices in three months
Overtime commitment to Lloyd’s in Malaysia

Despite the tight programme, we fitted out an office for Lloyd’s Register within Kuala Lumpur’s striking Naza Tower at Platinum Park in only seven weeks during the Chinese New Year period. The office provided a flexible, agile solution for the wide-ranging company.

Anytime, anywhere projects

We have delivered technology-led offices throughout Germany for Microsoft, including in Berlin’s Unter den Linden area, close to the Brandenburger Tor, which was officially opened by Microsoft CEO, Steve Ballmer. We quickly followed up by completing two further schemes with Microsoft, in Frankfurt and Stuttgart. In London we fitted out another Microsoft project for the Skype brand, within a Grade II listed building in Waterhouse Square. We take the time to fully embed ourselves in the global companies we work with, and build long, committed relationships.

Partnering with Microsoft on its international portfolio
End-to-end service

At ISG, our roots are in fit out – and as a result, we always work with the end user in mind. When we deliver offices and workplaces, we look for opportunities to enrich the experiences of our customers to the benefit of the people who will be working there every day. In addition to providing certainty around delivery timescale, we endeavour to work with as much respect and as little interruption as possible when in a live environment.

Today we also offer a robust and proven construction offer with a portfolio that spans sectors and geographies. For our customers, this end-to-end service means we can extend the same attention to the end user from the very beginning of a project, while providing continuity and consistency across the full project spectrum.

“We have specialist teams for each stage of the office life cycle and for all budgets. We build, refurbish and fit out for developers, landlords, owner-occupiers and tenants across our four global hubs.”

Steve Ramsden, Managing Director, Middle East
Old meets new

Our years spent working alongside businesses and consultants to address complex building and space challenges means we understand not only what constitutes great delivery, but also what makes a great delivery dynamic. In London, we completed a huge state-of-the-art refurbishment in four buildings known collectively as Aldwych Quarter, transforming the 1920s-built former home of the BBC World Service into prime office real estate. In Scotland, we worked in a live environment to provide structural alterations to the former Royal Exchange House in Glasgow, adding two additional floors on the six-storey structure. Open communication and collaboration meant these schemes were delivered on time, underpinning our dedication to building strong relationships and creating an enriching customer journey.
Team effort at award-winning project

Every company claims it has the best people, but we know it for certain. Quite simply, the industry’s most skilled and experienced people in delivering major office projects choose to work at ISG. They have grappled with scale, they have navigated complexity, and they have delivered with pride again and again. Our £21m headquarters for The Phoenix Partnership, a Yorkshire-based company which provides clinical software to the health sector, was a genuine team effort with design, construction, safety and sustainability teams working closely together. The project was signed off with no reportable accidents, environmental incidents or defects. It received two Royal Society for the Prevention of Accidents (RoSPA) gold awards, and in 2015, the site was visited by the serving British Prime Minister, David Cameron.

Great spaces delivered by award-winning teams

Smart, efficient working in London landmark

Fast-track fit outs in iconic locations

We have delivered three fast-track fit out projects in the iconic ‘Walkie Talkie’ in central London. The building, officially known as 20 Fenchurch Street, was occupied, with tenants accessing the building at all times. This required managing the access of materials into the building and only performing noisy works outside working hours. Despite the logistical challenges, we managed to perform complicated structural alterations within the building, including removing slab and installing new internal staircases. We got the job done with the minimum of fuss.
Re-energising London’s iconic buildings

Our expert teams are adept at major structural refurbishment schemes, particularly in built-up areas like London where new build opportunities are scarce. We are regularly called on to bring old, listed buildings into the 21st century with improved facilities and services. We remodelled and refurbished the Grade II listed art deco building, The Adelphi, which dates from 1938. The project received exemplary Considerate Constructors Scheme (CCS) scores and was praised for its community engagement, environmental performance and health and safety. We have also reinvigorated Dixon House, a former East India Docks warehouse near the busy Fenchurch Street station, into prime office space, while maintaining its 120-year-old façade.

Bringing heritage buildings into a new era

Retrofitting old buildings for long-serving client Aberdeen Asset Management

There are few issues we haven’t tackled, few lessons we haven’t learned, and few tough conversations we haven’t had. When we were met with having to increase the leasable floor plan of an outdated office location at Bedfont Lakes, UK, for the building owner Aberdeen Asset Management, we worked diligently to meet our client’s needs. We extended the floor plate from 100,000 sq ft to 130,000 sq ft by relocating four new staircases and removing structural columns. The offices space was then occupied by BP, and ISG performed the fit out. We nurture a culture that asks questions and challenges the status quo. In simple terms, we work harder to deliver better.
About ISG

For nearly three decades, ISG has been providing construction solutions to some of the world’s most successful and enduring businesses, cities and institutions. From London to Dubai, and Singapore to Houston, our customers trust us to deliver – and our repeat business and numerous industry accolades prove it.

Yet today’s fast-paced world demands more than a safe pair of hands. Delivering the places of tomorrow requires the ability to think big, collaborate widely and meaningfully, and build in real capacity for change.
In 2016 we launched our new purpose-driven brand and set out our ambitious five-year strategic plan to become the world’s most dynamic construction services company.

**Our vision**, **brand and strategic plan**

To be the world’s most dynamic construction services company, delivering places that help people and businesses thrive.

Our core values are the guiding principles that determine our actions and behaviours at ISG.

**Our brand proposition** sets out how we aim to achieve our vision and is our framework for decision-making.

Our differentiators explain what makes us uniquely ISG, they are the core attributes of our brand.

Our corporate goals are our roadmap to becoming an efficient, tech-led, customer-focused company that attracts the most-talented people in the industry.

**Our vision** is ISG’s reason for being. It gives us a sense of purpose and it is why we come to work every day.

**Our differentiators**

1. We understand places are only as successful as the people and systems in them.
2. We are a safe pair of hands with a difference.
3. We believe the delivery dynamic is as important as dynamic delivery.
4. We always care for each other, our customers and our communities.
5. We go where your business goes.

**Our vision**

Our vision is ISG’s reason for being. It gives us a sense of purpose and it is why we come to work every day.

**Our core values**

- Dream smart
  - Provide the best customer experience in our industry, before, during and after project delivery.
- Speak frankly
  - Achieve optimal operational efficiency.
- Always care
  - Offer an unbeatable employment experience, recruiting and developing the best talent in our sector.
- Never stop learning
  - Drive revolutionary change in the construction industry.

**Our brand proposition**

- Provide unbeatable customer experiences
- Nurture a culture that rewards great ideas
- Deliver transformational places for people and businesses

**Our corporate goals**

- Achieve optimal operational efficiency.
- Provide an unbeatable employment experience, recruiting and developing the best talent in our sector.
- Drive revolutionary change in the construction industry.
- Provide the best customer experience in our industry, before, during and after project delivery.
At ISG, we provide a comprehensive construction service offer to our clients around the world, working across sectors and geographies.
If you are looking for a smart, dynamic company that provides a full range of construction services for the offices sector, contact our specialist team.

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