Everywhere.
Anywhere.
Always there.

Global retail
Retail today is moving faster than ever.

The demand for omni-channel experiences, the need for increasingly sophisticated customer data, and the changing nature of distribution are putting retailers, designers, operators and developers under new pressures to deliver smarter, more responsive retail environments quickly and efficiently.

That’s why at ISG we put agility at the heart of everything we do. As retail fit out and construction experts, we have built a team notable not only for its breadth of skills and global reach, but also for its flexibility, tech savvy, and deep understanding of the retail industry. Our people share a common focus on our delivery dynamic with you, our customer, and endeavour to be there, whenever and wherever you need us.
At ISG, our retail team has brought dynamic delivery to multiple continents and numerous sectors, from high street shops and distribution warehouses to restaurants and banks. Although our portfolio and global presence is unrivalled, we have never lost sight of our deep and long-standing dedication to our customers. In fact, in many cases the enduring relationships we have with some of the world’s best brands have driven us into new geographies. In other words, we have gone where needed to deliver a consistent and high-quality service.

In addition to the vital relationships we have with our customers, we have built up exceptional local teams and supply chains that share our values and customer focus. Our global breadth gives our customers a consistent level of service and quality, as well as the peace of mind that comes from working with a trusted partner.

“We’re everywhere you need us.”

“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
Around the world with Hackett

Our partnership with the high-end British menswear brand Hackett has seen us roll out over 40 projects across Europe and Asia in the last four years. This includes the landmark three-storey Regent Street store in London – formerly the site of a Ferrari showroom – and the company’s first Paris store on the Boulevard des Capucines. We take the time to fully immerse ourselves in our retail clients’ brand to help develop their company vision across different territories. With Hackett, this involved delivering its patented classic, rich and high-quality look, from the hardwood flooring, to the stone feature walls, traditional cornices and wall coverings.

Popular UK chain hits the French high street

We delivered Pret A Manger’s first location in France. The company’s Paris debut – located in a retail unit in La Défense – started six weeks ahead of schedule, resulting in our team having to engage the supply chain much earlier in the build process. Our team in France delivered the project within 15 weeks and was rewarded with two further Pret stores in Paris, followed by three more in the UK.
Luxury brand enjoys retail transformation

We work around the clock in live, busy shopping centres to deliver exemplary, exquisite retail spaces for some of the world’s most famous brands. We have worked with Estée Lauder Companies Inc. to deliver two flagship stores for its luxury cosmetics brand, La Mer. The design of the 800 sq ft store in the popular New Town Plaza shopping mall in Sha Tin, Hong Kong, echoed the brand's ocean theme and involved installing a giant fish tank. Brands return to us because we can routinely deliver in logistically complex environments and minimise disturbance to their business and customers.

Made to measure

The exemplary Dior store in Kuala Lumpur’s seven-storey Starhill Gallery was radically transformed by our Asia team, who extended the floor space to make it the largest Dior store in Malaysia. Located on the ground floor, it is a memorable retail experience, completed with the help of over 200 shop drawings and full-scale mock-ups of the store being constructed off site. Our Asia team draws on the local supply chain to deliver landmark retail projects across Malaysia, Singapore, Hong Kong, China and beyond.
Understanding your local market
Top US clothing brands like Hollister and Superdry trust our European fit out team to deliver outlets across the continent. We worked in Marbella’s busy La Cañada retail park for Hollister, and have delivered for the clothing brand Superdry in Germany. We use our local, expert teams to work within established retail environments and help deliver projects quickly and professionally.

Delivering the goods across Europe
We’re anywhere you need us.

At ISG, our roots are in fit out – and as a result, we always work with the end user in mind. We search for ways to enrich the experiences not only of our customers, but also of their customers, and in many cases, their customers’ customers. For this reason, we put the same time and attention into large roll-outs as we do the installation of ATMs. We work hard to assemble project teams made up of the right people in the right places. Our teams can be deployed to anywhere in the world from our four global hubs in Europe, the Middle East, Asia and the United States. We maintain a thriving shop-fitting business that demonstrates our ongoing dedication to projects of all types and sizes.

Big or small, global or local, we know retail. Our years and depth of experience have afforded us an understanding of the issues you face every day, and as a company, we make it our mission to never stop learning and sharing knowledge. From the shrewd scheduling of works to the importance of an uninterrupted shopper experience, we work with you to solve problems, challenge commonly held beliefs, and deliver high-quality construction that helps retail environments stay competitive.

“We understand that to stay ahead of the competition you are constantly looking for ways in which to set trends and delight your customers. No matter how big or small, we make sure that our teams are ready to respond to your needs. We work around you – your business hours, your customers, your deadlines, your marketplace – to deliver personal, engaging retail experiences. Our vast construction experience, and our dedication to detail, means you can rely on us at every stage.”

Kevin Dengate, Managing Director, UK Retail
Ready, steady, build

No matter the challenge, our retail teams are efficient, resilient, and ready to meet our clients’ demands. Our fast-tracked Oxfordshire construction project for the UK retail giant Tesco was a pioneering BIM-based project which involved designing and building a two-level, 90,000 sq ft supermarket, a 600-space car park, a ‘Click and Collect’ facility and a fully serviced petrol station. We worked quickly, building through the winter months to deliver the project by April. The new flagship store was so well received that Tesco used it in its TV advertising campaign.

Constructing retail, parking and petrol for Tesco

Delivering the country’s premier shopping centres

Westquay, for example, includes 100 stores over three levels, working at heights of 35 metres. At Brent Cross, we constructed two additional floors and refurbished the escalators and retail units, all in a live environment. We conducted crane lifts through the night, and removed the west court atrium over a live shopping environment. The centre was handed over on deadline, within budget and with zero defects.

Top of the shops

Brent Cross and Queensgate shopping centres are two of the large-scale shopping malls where we have undertaken extensive works for developers in the UK. We are also the go-to contractor for fitting out major shopping complexes at places like the Bullring in Birmingham, Liverpool ONE and Westfield. These major projects require construction teams with a vast experience in mitigating challenges and quick decision-making.
High street banking
ISG has been a framework partner for the banking industry for over 15 years. We deliver technology-driven, high-specification, industry-leading international fit outs for the world’s largest banks. Our strong track record in this area provides us with an unrivalled business acumen and strong experience in the issues concerning clients working in this sector – namely site security, consumer-facing design and access to data. From ATMs to integrated systems, we have in-house digital specialists who put technology first and create smart, innovative banking environments, like installing a ‘Digital Zone’ into one of our banking environments, which provides iPads to customers wishing to access the company’s online applications.

Arrive in style
We have worked in some of the world’s busiest airport lounges, including London’s Heathrow Terminal 5, where we have provided retail space for luxury clients like Louis Vuitton, Mont Blanc and Cartier. We also fitted out the Flying Emporium store at Kuala Lumpur International Airport. Often these projects are delivered out of hours and with strict security and logistical challenges. Despite the challenges, we ensure a smooth working environment and a finished product which is both memorable and inviting.

Looking your best at the airport

Trusted by the world’s leading financial institutions
Fit out at full throttle

Our range of retail outlets includes car showrooms for some of the motor industry’s leading brands – including the likes of Porsche and Citroën in Shanghai, Fiat in Frankfurt, and Mercedes-Benz in Russia. Our multifaceted work for Porsche’s new China HQ, for example, involved designing and project managing the delivery of offices, workshops and retail spaces. The collaboration resulted in a framework agreement to handle 50% of China’s 4S centres every year, as well as a substantial part of the project management commissions on these centres.
We’re always there when you need us.

Retail is a fast-paced industry that thrives on its ability to respond quickly and meaningfully to its customers. At ISG, we set out to do the same for our customers. Across our business, we nurture an energetic and agile culture that rewards great ideas, fosters mutual trust and encourages care for our customers and communities. As a result, we are capable of not only delivering what you need when you need it, but also doing so with a genuine desire to deliver it better than expected.

For our customers, no problem or project is too small, and no request too great. The depth of our capability and supply chain has expanded in large part in response to the needs of our customers for a range of services and skills. Our goal is not just to deliver projects but also to align ourselves with your current and future needs. We measure our success in terms of our ability to respond quickly and solve your problems effectively.

“At ISG, we believe that all environments are technology environments. We work closely with our consultancy and supplier colleagues to deliver an unbeatable customer experience and a superior product. We are a local and global specialist. No matter the value or scale of the project, we promise consistency, efficiency and brand protection.”

Gary Allin, Managing Director, Singapore
Our first project for the supermarket chain, Asda (a subsidiary of American retailers Walmart), was in 1993. We have since delivered hundreds of projects with Asda covering a range of construction services. When Asda acquired the Netto chain of supermarkets, we were required to rapidly convert 67 stores, with eight projects under construction at one time. Through maximising efficiencies and value engineering, we saved the store £28m. Our work with Asda has seen us cultivate closer ties to some of the UK’s other leading supermarket chains, including Morrisons, Lidl, Waitrose and Marks & Spencer.

Nurturing long-lasting relationships

Best foot forward

Our work at the flagship Size? shoe store in Milan was borne out of our long-standing framework relationship with JD Sports, which owns the Size? brand. Our European team had four weeks to turn a former retail space into the style and messaging for the Size? brand. No matter where our clients are located, they can rely on our global ISG retail teams to deliver a consistent brand message which transcends layouts, buildings and geographies.
Our journey with John Lewis

Problem-solving is part of the job for all of our construction teams. When faced with delivering the largest John Lewis store outside London – located in the heart of Birmingham city centre and above New Street station – the need to plan strategically and effectively became paramount, especially when faced with a fixed, non-negotiable deadline. This flagship retail project for ISG was met with restricted vehicle access, limited storage capabilities and exceptionally busy public areas. We created a complex delivery programme to meet the project requirements and transform the building’s empty shell into a high-tech retail environment in only 33 weeks.

Overcoming logistical challenges
British fashion in a Parisian setting
We have a proven track record in delivering exquisite, stylish retail environments in listed buildings. Our Paul Smith store on the iconic Rue de Grenelle in Paris involved fitting out two levels in a protected building, installing new mechanical and electrical facilities as well as a bespoke terrazzo flooring – the first for any Paul Smith store anywhere in the world. With the building fully occupied and with a school located nearby, the majority of the works were carried out after 8pm. Despite the challenges, the project team delivered the job in only seven weeks – just in time for the Christmas shopping season.

Experience movie-star glamour at Charlotte Tilbury
We were privileged to work with the internationally renowned make-up artist Charlotte Tilbury on her second stand-alone UK store, located in Westfield’s White City shopping centre in London. Given the very personal nature of the Charlotte Tilbury brand, we worked closely with the client to manage all design changes, and ensure a smooth delivery in a very busy retail environment. We utilised our highly capable mechanical and electrical teams to install vibrant lighting and technology throughout the site, such as illuminated light-boxes and digital screens. The resulting store is visually striking, and an illuminating testament to the smart, agile, customer-first nature of our retail teams.

Supporting your business expansion

Updating listed buildings while Paris sleeps
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 vision is ISG’s reason for being. It gives us a sense of purpose and it is why we come to work every day.

Dream smart
Speak frankly
Always care
Never stop learning

Provide the best customer experience in our industry, before, during and after project delivery.
Achieve optimal operational efficiency.
Offer an unbeatable employment experience, recruiting and developing the best talent in our sector.
Drive revolutionary change in the construction industry.

delivery dynamic

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

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

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

We understand places are only as successful as the people and systems in them.
We are a safe pair of hands with a difference.
We believe the delivery dynamic is as important as dynamic delivery.
We always care for each other, our customers and our communities.
We go where your business goes.
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 construction services company that will be everywhere, anywhere and always there for you, contact our retail team.

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