

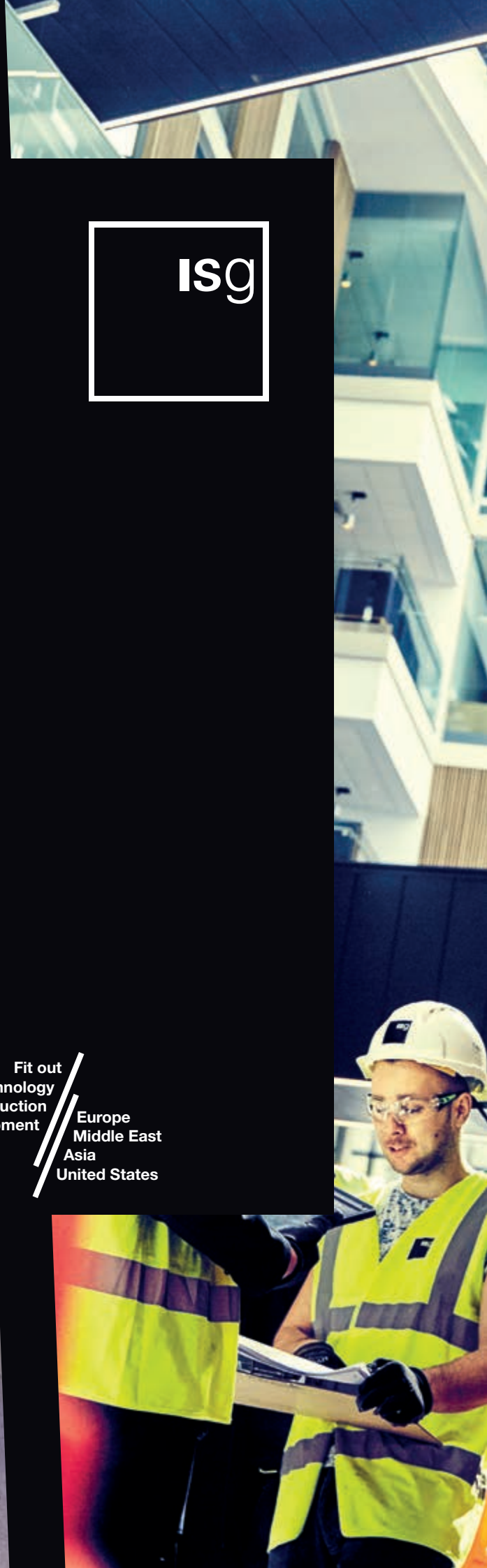
Mission. Integration. Activation.

Global technology, science and health



Fit out
Technology
Construction
Development

Europe
Middle East
Asia
United States



Welcome to ISG's global technology, science and health brochure. We are one of the industry's most sought-after providers of highly technical, engineering-led construction projects. This brochure is a showcase of our work in this sector across our four key service lines of fit out, construction, technology and development. Our global customers rely on ISG's expertise in this field to provide mission-critical datacentres, world-leading healthcare facilities, smart buildings and research and development innovation hubs.

For technology-rich or science-driven organisations, resilience, flexibility and future-proofing are paramount.

Remaining competitive means relying on datacentres, laboratories, and other health, science and technology environments to enable mission-critical and often highly sensitive activities. At ISG, we know the effective delivery of these complex places is vital to ensure you attract the best people and equip them with the right tools to fulfil your mission.

We believe science, technology and health environments should be as smart and agile as the organisations that occupy them. After decades working alongside consultants, clients and end users to deliver new builds and refurbishments in these sectors, we have developed the right skills, expertise and dynamic delivery models to create the smartest and most resilient places of tomorrow. From datacentres and laboratories to clean rooms and processing facilities, our experience directly reflects your critical infrastructure and business requirements.



Mission motivation.

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 technology, science and health environments, we boast an unrivalled portfolio and enduring customer relationships. Today we stand at the leading edge of these sectors, delivering ISG's sound processes and proven methods from within an agile, client-focused and tech-driven culture.

We make it our mission to understand your mission. Our capability includes world-class engineering-led construction, development and technology solutions. For over 30 years, we have focused first and foremost on the end user, often working in live and complex environments co-ordinated to cause minimal disruption. We not only deliver to your deadline, but guarantee that your mission-critical business functions are operational. We aren't satisfied with our work until your organisation is actively engaged in yours.

University of Cambridge datacentre, Cambridge, UK

"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



Strong portfolio of critical infrastructure delivery from our global specialists

We have teams of highly engineered, mission-critical, tech-led specialists located around the world. Commtech Asia is part of ISG and provides independent commissioning management and associated services to all industries reliant on mechanical and electrical building services systems for business operations. We have an established business strategically located across the Asia-Pacific region and the Middle East.

We provide a tech-led, specialist commissioning service



Responding to rapid changes in the datacentre market

Datacentre modularisation

Our technology solutions team is always looking at ways to improve building design and utilise the latest construction techniques. With 'smart city' advances and the Internet of Things putting huge demands on the requirement for data storage, technology companies are increasingly aware of the need to build adaptable datacentres to meet the fast, ever-changing demands of the market. We have installed large-scale datacentres for companies around the world, providing everything from large new build facilities to modular deployments. The datacentres provide our customers with guaranteed resilience.



University of Cambridge datacentre, Cambridge, UK



Spire St Anthony's Hospital, Cheam, UK

Leading the way in healthcare technologies

Best-in-world health facilities

With the continual development of new technology, we recognise the demand for technical solutions is increasing all the time. With our enviable track record for engineering services, we are the go-to contractor for highly technical fit out requirements. We have extensive experience in future-proofing your business with the latest technology, from high-end ophthalmology equipment in the use of laser eye surgery at Optegra, London, to robotic operating machines at Spire St Anthony's Hospital, in Cheam, Surrey.

Ground-breaking stem cell research in London hospital

Working in live hospitals

Our experience working within live hospitals means we recognise the importance of minimising disruption to employees, patients and visitors. We have faced the challenge of delivering a high-tech medical research and development facility within an occupied building that had an aged mechanical and electrical infrastructure. The mixed-use environment for the government-funded Cell and Gene Therapy Catapult at London's Guy's Hospital was described by the client as a world-beating laboratory space in the commercial development of cutting-edge cell therapy technologies.



Cell and Gene Therapy Catapult, London, UK

Trusted framework partner for the NHS

Addenbrooke's Hospital, Cambridge, UK



Agile, responsive solutions in challenging environments

We provide a number of construction projects as part of NHS frameworks, including for the Cambridge University Hospitals NHS Foundation Trust. We have worked on numerous projects at Addenbrooke's Hospital in Cambridge, ranging from upgrades to services to a complete refurbishment of their trauma unit. In the UK, our NHS clients choose ISG because of our quick, responsive and knowledgeable teams, who provide first-hand experience of working in live, critical environments without causing a disturbance to patients or staff. We also know how to turn their established environments into smarter, efficient and more resilient spaces.



Re-energising research space

We have a strong track record in refurbishing established real estate into adaptable, ground-breaking, technology-led environments. We converted established real estate into a cell and gene therapy laboratory

for a leading pharmaceutical company. The conversion was carefully designed to meet the company’s specific laboratory requirements, emphasising the need for continuing workspace flexibility in an industry accustomed to change.

Transforming established buildings into state-of-the-art environments



Confidential client, UK

Providing research lab and office space for HSL

Health Services Laboratories (HSL), London, UK



Diagnostics and beyond

We understand the demands of balancing an innovative laboratory space with a functional yet accommodating office environment, and the impact this has on the advancement of your business. Given our strong track record in providing specialist research equipment in the analysis of DNA, world-class pathology and diagnostic services

provider, Health Services Laboratories (HSL), called upon ISG to fit out its flagship laboratory in central London, known as the Halo. We provided an open-plan environment to encourage teams to work collaboratively and efficiently. The 11-storey facility was designed with a focus on long-term flexibility to ensure it could accommodate changes in process and continued growth.





“We work with clients, consultants and businesses who are forward-thinking, innovative and collaborative, and to meet their needs, we believe we must be just as nimble, smart and engaged. That’s why we’ve built a team of the best and brightest and nurtured a culture that supports cutting-edge technology and great ideas.”

Danny Blakeston, Managing Director, Engineering Services



Integration innovation.

The fast pace and competitive nature of today’s markets, places new demands on organisations, whether they are competing for funding, trying to do more with less, or aiming to maximise their investments. Our end-to-end engineering-led construction and technology solutions consultancy serves a broad range of sectors, from medical centres performing cutting-edge research to sophisticated datacentres for global businesses. We have built an unparalleled depth of skills around the world that respond directly to the specific needs of organisations like yours.

In addition to our skill set, we have also cultivated a dynamic approach to delivery that enables us to bring highly engineered environments to life more efficiently and effectively. We employ an integrated delivery model that draws on the fast-paced and agile culture that defines ISG. The model aligns teams and a highly engaged supply chain around core objectives and creates an environment of shared thinking, risk and accountability. Popular with our customers, this unconventional approach facilitates maximum efficiency, zero defects, and a productive and collaborative work environment.



Health Services Laboratories
(HSL), London, UK



Our technology team bridges the gap between construction, IT and facilities management

Mission critical

Our engineering-led construction teams create and deliver datacentre solutions all over the world. We understand the ever-increasing pace of today's business world, and the demands this makes on an organisation's IT strategy. As a result, we have developed a thorough understanding of datacentre design and solutions, commissioning services and assured performance as well as the operational costs. These are critical areas of concern

that organisations have when making the decision to undertake any type of datacentre-related project. Since 2013, we have been working with a global technology company as its complete delivery partner. We have delivered across three sites in the EMEA region for this client, delivering multifaceted end-to-end construction and consultancy services. Our technology solutions consultancy was created in response to this growing demand for technology-driven environments.



Technology solutions

Our technology solutions consultancy is revolutionising the traditional technology delivery model, making our customers' work environments smarter and more resilient through IT-converged technology. We believe technology can no longer afford to be an add-on to the built environment – it must be integral to the fabric of the place. Our technology solutions team works at the intersection of technology, construction and business, creating buildable solutions from strategy and design through to delivery and operation.

Trusted by the world's largest tech companies

Confidential client





Building teams around the world

We have a proven track record of delivering highly engineered environments anywhere in the world, and can be relied upon to set up in any location in which we are needed. Our capacity to build large-scale, powerful datacentre campuses has seen our teams settle in northern Europe to make use of cooler climates and natural resources. We draw upon local supply chains to guarantee employment opportunities and stimulate local economies. Our work across the EMEA region with a global internet company has seen 60% of staff based locally, far surpassing local employment regulations. We make sure that our supply chain upholds ISG's strong, industry-recognised reputation in health and safety, no matter where we are in the world.

**We employ local
resource and
engage with the
community**



Confidential client



Royal Hallamshire Hospital, Sheffield, UK

The holistic approach

We understand the responsibility and accountability our hospital customers have to those who use their services. Both clinical and non-clinical spaces are increasingly required to provide a five-star feel to match the standards set by the private health sector. We draw on our long-standing hospitality experience to provide high-quality hospital environments. Maximising natural daylight, emphasising external views, and promoting a calming experience is not only aesthetically pleasing, but is said to help speed up recovery times. From our operating theatres at Royal Hallamshire Hospital in Sheffield, to CT scanning rooms at St Thomas’ Hospital, London, we make patient care our top priority.

Understanding how smart environments speed up the recovery process

Building landmark polyclinics

When our construction teams are called upon to deliver new design and build health projects, we can provide our customers with a complete turnkey package. For example, we demolished a derelict public house in Ilford to build The Loxford Practice; a state-of-the-art NHS facility which would go on to win a

London Planning Award for Best Built Project – Community Scale Scheme. The award was presented by the former Mayor of London, Boris Johnson. Our end-to-end construction schemes provide consistency for our customers, who benefit from clear communications, trusted partnerships and shared building knowledge.

The Loxford Practice, Ilford, UK



Award-winning design and build projects





Activation assurance.

We know we can build buildings – we’ve been doing it for years. In fact, our long-standing reputation for delivery assurance means we have the perspective to know success for our clients is about far more than just functional buildings and systems. That’s why across ISG we put technology at the heart of everything we do. From BIM to unrivalled in-house technology, commissioning and mechanical and electrical engineering expertise, ISG is committed to creating smarter and more integrated environments for all our customers across every sector we touch.

This approach springs from our firm belief that all environments are technology environments, and all organisations are technology organisations. This belief is especially relevant to our customers in the technology, science and health sectors. Across these projects, we strive for activation assurance: the promise that the building and its technology will be agile, enabling, and effectively integrated on day one and well into the future.



Michael Uren Biomedical Engineering Research Hub,
Imperial College London, London, UK

“Around the world, technology, science and health facilities are under growing pressure to keep pace with ever-changing technology and significant levels of scrutiny, responsibility and accountability. Our delivery teams are well versed in these industry forces and work closely with our clients and consultants to reduce risk, deliver exceptional quality and build in agility.”



Paul Sharp, Divisional Director, Engineering Services



The University of Sheffield Advanced Manufacturing Research Centre, Sheffield, UK



The Linkwood Distillery, Elgin, Scotland, UK

Driving industry forward

Our specialised, technology-driven production teams deliver the most advanced facilities, warehouses and manufacturing plants. Our projects in this sector have required us to deliver a range of different construction skills, from traditional copper craftsmanship at places like the Linkwood distillery in Elgin, Scotland, to cutting-edge technologies for the energy sector and the world’s leading brands. We have the local resource, the established supply chains, the industry knowledge and delivery experience to keep your company ahead of the competition.

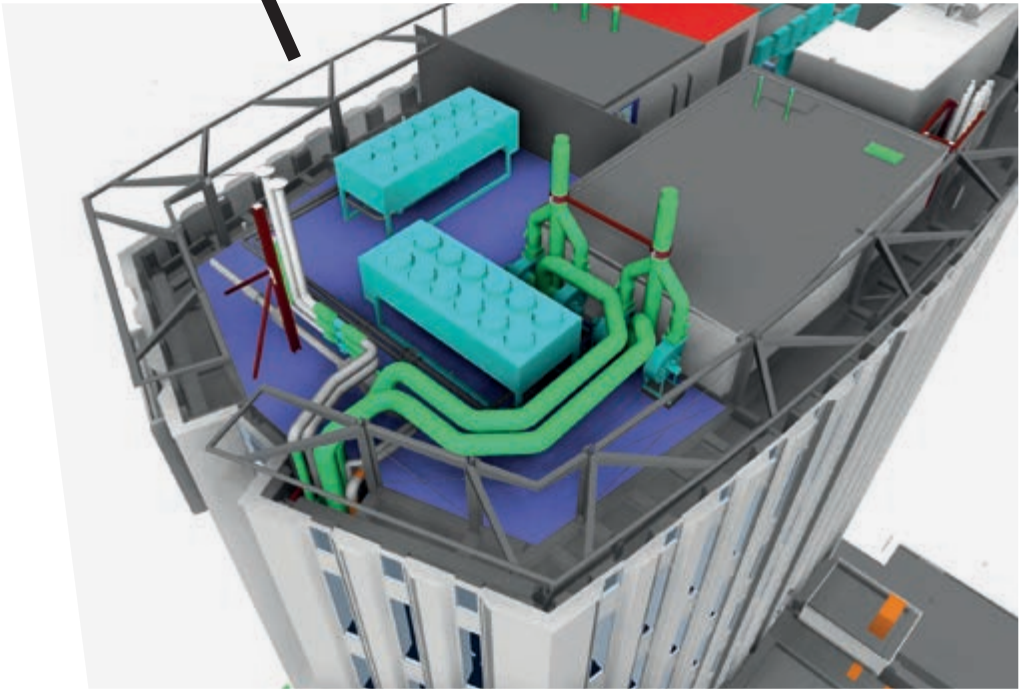
Our manufacturing team provides traditional craftsmanship and cutting-edge tech

3D modelling and the BIM revolution

We support our clients and consultants in making earlier and better decisions about the full life cycle of their properties. Our dedicated Building Information Modelling (BIM) teams provide up-to-date building data, making it possible for our clients to reduce operational overheads, improve their carbon

footprint and delivery times, and reduce the initial cost of construction. Our BIM capability provides smart solutions for our customers and is built on transparency, efficiency and adaptability. At One Mabledon Place, London, we used BIM technology to deliver mechanical and electrical laboratory services into constrained spatial parameters previously built for commercial office space.

In-house BIM team provides turnkey solutions



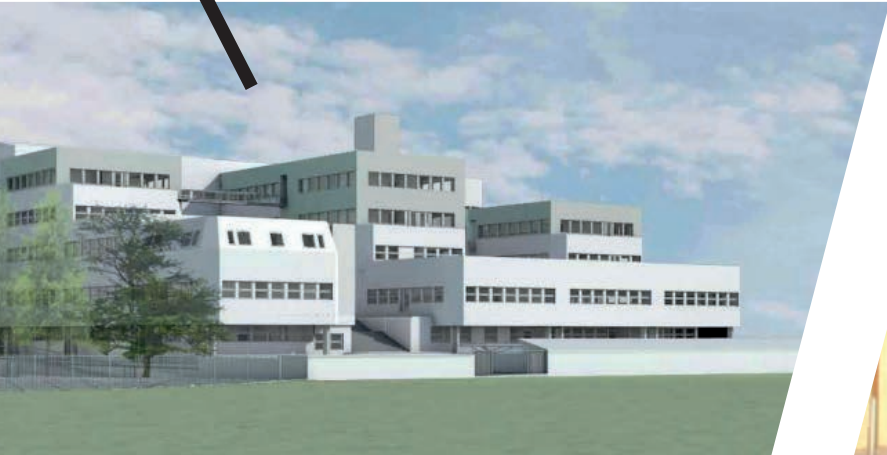
Rooftop plant – Health Services Laboratories (HSL), London, UK

Tomorrow people

We understand the challenges currently facing higher education providers, and their need to deliver world-class facilities to attract the best students and academics. That’s why universities like Cambridge and Oxford have utilised our innovative, tech-driven, engineering-led construction teams. Repeat customers like Imperial College London trust us to deliver

their top biomechanical and chemistry facilities, including large-scale works at their new White City campus. We have also helped King’s College London to deliver their centre for stem cells and regenerative medicine. It is our cross-sector and cross-service knowledge which drives our smart solutions to help our customers overcome their construction challenges.

Our higher education offer builds for the future



Top: Visualisation of the University of Oxford chemistry teaching laboratories, Oxford, UK
Bottom: Visualisation of The Department of Chemistry, Imperial College London, London, UK



Aurora Cambridge Innovation Centre, Cambridge, UK

Providing space for climate change research

Sustainable futures

We have helped to encourage entrepreneurial activity at a world-leading academic and research facility, funded by the UK government through the Natural Environment Research Council (NERC) with support from the University of Cambridge. Aurora Cambridge is a state-of-the-art innovation hub located within British Antarctic Survey’s headquarters, designed to inspire breakthrough technologies for challenging environments. We refurbished existing areas of the headquarters as well as constructing and fitting out a two-storey extension with a hexagonal glazed cladding system modelled on the design of a molecular structure. The project displays our full delivery remit of new build, refurbishment and fit out work.

Big ideas for big pharma

We work with some of the leading names in the pharmaceutical industry to provide crucial research environments and office spaces. We never lose sight of our clients’ business needs and work in tandem to design and build not only world-class facilities but also truly enviable workspaces. Our refurbishment of the Roche UK headquarters is testament to how we can transform dated real estate into a fully equipped auditorium and a contemporary office space.

Developing commercial spaces for the pharmaceutical industry



Roche, Welwyn Garden City, UK

Life science research at the Natural History Museum



Natural History Museum, London, UK

Making history

Our research and development acumen covers the pressing need for complex research and protection methods, with containment suites designed to cater for some of the world’s leading public institutions. Our work at the Natural History Museum in London stretches back to 2011 and includes providing a state-of-the-art large vertebrates preparation and quarantine facility. We have also fitted out the museum’s specialist molecular collections facility, ancient DNA laboratory and provided a new archive and quarantine facility.



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.



Our vision, brand and strategic plan

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

- 1 Intelligent buildings that improve operations
- 2 A preconstruction process that enhances delivery
- 3 A customer journey built around your business
- 4 Nowhere safer than our building sites
- 5 Consistent global service wherever you are

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.


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

Dream smart

Speak frankly

Always care

Never stop learning

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

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

Services

Fit out

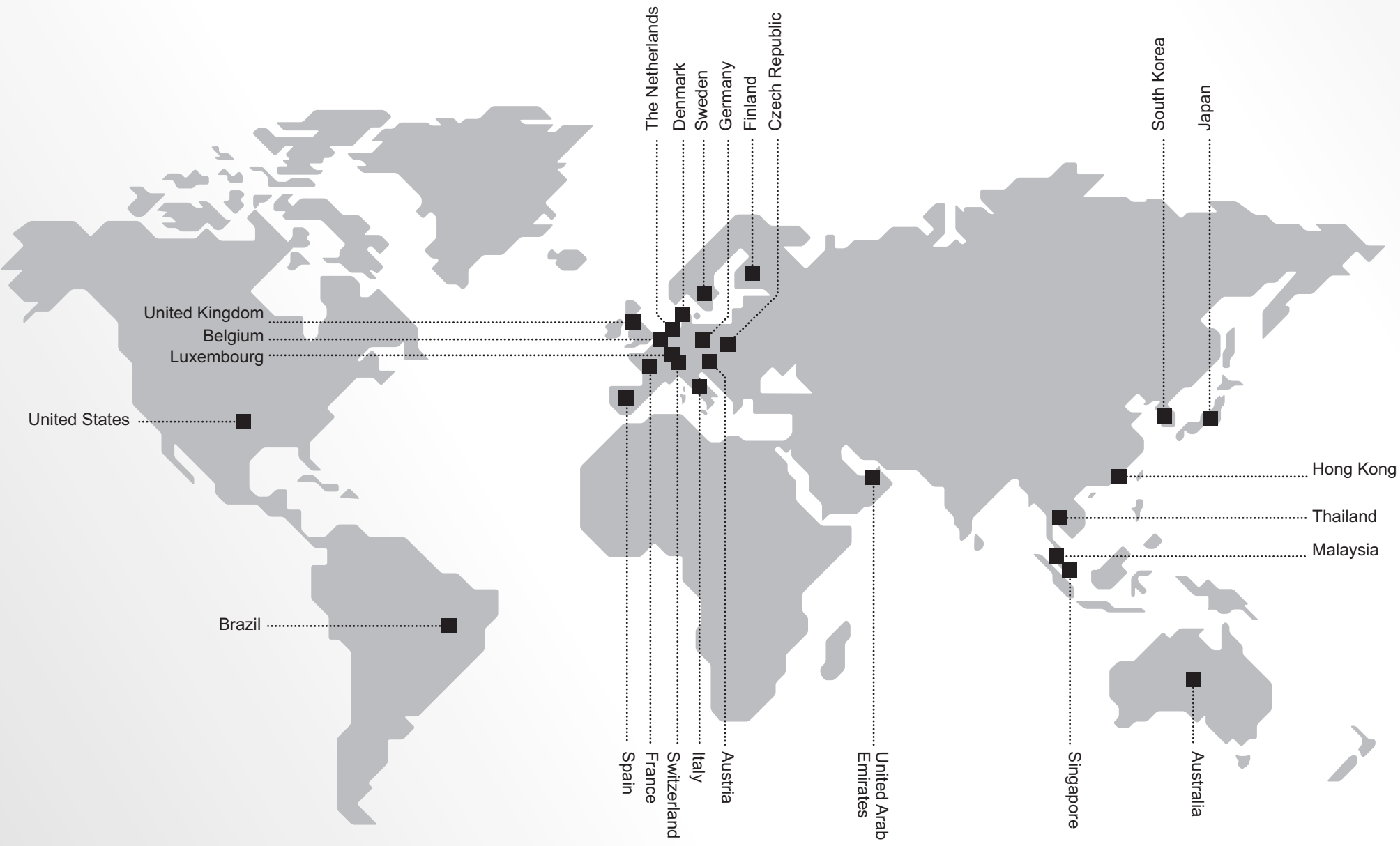
Technology

Construction

Development

Local experts with a global reach

At ISG, we provide a comprehensive construction service offer to our clients around the world, working across sectors and geographies.



Offices

Technology, science and health

Retail

Hospitality, leisure and living

Education and public sector

Sectors



If you are looking for an engineering-led, tech-driven construction team who makes your mission its mission, and provides integration innovation and activation assurance, contact our specialist team.

tech@isgplc.com

isgplc.com



Find @isgplc on LinkedIn, Twitter, Instagram,
Facebook and YouTube

isgplc.com

ISG1992 (07/2017)

