

Great experiences are not just for guests

Global hotels and hospitality

isg

Fit out
Technology
Construction
Development
Europe
Middle East
Asia
United States



Welcome to ISG's global hotels and hospitality brochure. We are proud of our extensive and diverse range of capability and experience in this challenging sector. We have put together this brochure to showcase how we approach each project with an unwavering commitment to go above and beyond in delivering without disturbance to your customers.

Around the world, today's hotel and hospitality guests seek the best in service and quality.

As developers, operators and designers of hotel and hospitality environments, you aim to respond to these increasingly discerning customers with meaningful and memorable experiences that build loyalty and enrich lives.

At ISG, we offer the same level of care that you provide for your guests. In fact, we think great experiences for your customers start with the relationships we cultivate with you, our customers. We make every effort to understand how your business operates. We build highly customised and specialised teams to deliver to your specific goals. We leverage our experience to the benefit of yours.



Trump Turnberry Hotel
The Golf Club
The Golf Course
The Golf Shop
18th

The Lobby Bar
The Trump Restaurant
The John Craig Suite
The Business Centre
The Tom Morris Suite
The Clubhouse Restaurant
The Carrick Room
The Kyle Room
The Alhambra Room
The SPA
The Shop

Our hotels and hospitality experience is about more than hotels.

At ISG, we know hospitality. Our portfolio spans geographies and project types, and includes some of the world's most recognisable hotels and leisure brands. We endeavour to understand the issues you face every day, from the need for shrewd scheduling of works to the importance of an uninterrupted guest experience. We know how to turn design concepts into reality, delivering high-quality construction that helps you and your clients stay competitive.

Just as importantly, we know more than hospitality. ISG brings together construction, technology, development and fit out solutions to offer you a coherent service from start to finish, whether we are building new or renovating an existing structure. We boast an unrivalled depth of diverse skills, ranging from preservation of historic listed premises to state-of-the-art new buildings in dense urban settings, to ensure your project teams are staffed with the right people at the right times. We work across sectors, blending lessons and insights from retail, workplace and beyond to the benefit of everything we do.

Kempinski Hotel, Dubai, UAE

“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





Hôtel Splendide Royal, Paris, France

Stylish spaces for future generations

Old meets new at luxury Paris boutique hotel

We are highly experienced at transforming old, often protected buildings into modern hotel environments. Given the nature of the hotels and hospitality sector, these buildings are often located in well-travelled and highly populated areas, making them major logistical and security challenges. Our creation of 12 luxury suites at the Hôtel Splendide Royal on Paris' famous rue du Cirque

– only five minutes from the Élysée Palace – required major structural and electrical upgrades to transform the former 1897 townhouse into an elegant setting for all the family. The ambitious project is now a five-star retreat in one of Paris' busiest areas, and a highly regarded addition to the Roberto Naldi Collection of boutique hotels.

Adapting your environment to meet demands

From warehouse to award-winning luxury

We are often asked to investigate how to increase the lettable floor space for our hotels and hospitality clients. We understand that this is a vital part of improving your company's bottom line. Our work at a private members' club in London was deemed so transformational that it picked up two National Association of Shopfitters Design Partnership awards. We radically altered the internal space in two buildings – one a listed former warehouse – to create 68 bedrooms, a club lounge, library, gymnasium and spa, a 1,000 sq ft winter garden, private dining areas and meeting rooms, all finished to a luxury standard.

Devonshire Club, London, UK





Restoring Scotland's heritage

The Hamilton Grand, formerly The Grand Hotel, is a century-old Scottish estate overlooking the North Sea, West Sands Beach and the Old Course at St Andrews. The iconic, Grade B listed building of red sandstone was the epitome of Scottish luxury when it first opened. ISG's expert refurbishment team was employed to restore the exterior of the building as well as parts of its interior. By building a whole new layout, we created 26 new luxury apartments, supported by residents' facilities including a private lounge, internal courtyard, a bar and a restaurant in the basement. Not only have we helped to preserve a piece of Scottish history, we have also helped to ensure it is fit for the modern age.



**Bringing Scotland's
listed buildings
into the 21st
century**

The Hamilton Grand, St Andrews, Scotland, UK



Rubble, rock and roll

Our fit out capabilities are often called upon during the build process. Our mock-up of a five-star guestroom at the unfinished Marina 101 Tower in Dubai was turned around in just six weeks to help clients and guests visualise the completed environment. The building is the largest residential tower in the world, and home to the first Hard Rock Hotel in the Middle East. Our team worked around the main contractor as they continued to build the 101-storey structure, utilising specialist materials sourced from around the world and a high number of bespoke designs, all within a very short lead-in time. We responded quickly and worked flexibly to deliver on time for our client.

**Between a
Hard Rock and
a hard place
in Dubai**

The Hard Rock Hotel, Dubai, UAE



Image credit:
Francisco Anzola/Wikipedia



The Zetter Townhouse, London, UK

**London hotel celebrates
its heritage**

The Zetter Townhouse is made up of two unique hotel offerings in east and west London. The original Georgian buildings were formerly used as commercial office spaces before ISG completely stripped back the environment and reconfigured the internal space, working hard to retain the unique character of the buildings and the splendour of its listed façades. These projects highlight how profound changes can be implemented in spite of the heritage, logistical and technical challenges. We installed new gas, electrical and water mains, created new lift shafts and reinforced the roof level to support new mechanical and electrical equipment.

**Georgian offices to
boutique townhouse**





“Our hotel capability is truly global. We have experience in every phase of the build process from construction through to fit out, from services upgrade to refurbishment. We have four global hubs in Europe, the Middle East, Asia and the United States, and our teams can be deployed to anywhere in the world. No matter the value or scale of the project, we promise consistency, efficiency and a crucial working knowledge of your new environment.”

Steve Ramsden, Managing Director, Middle East



Your delivery experience is about more than delivery.

At ISG, our vision is to be the world's most dynamic construction services company, delivering places that help people and businesses thrive. For you, our customer, this ambition means you get absolute delivery assurance from an agile, fast-paced and forward-looking construction services company.

Technology – from complex engineering services to specialist IT consulting – lies at the heart of everything we do, which informs better methods of construction and smarter, more integrated solutions.

Just as important is the delivery dynamic – how we work with you and our trusted supply chain throughout our projects. We understand hotels' needs for uninterrupted business, and so we work closely with you to ensure the hospitality environment is as productive as possible during construction. We believe these relationships, built on trust and mutual understanding, contribute to smarter programming, new thinking, and ultimately more successful places.

Asia’s smart hotel

We know how to plan strategically to minimise the effects of a significant technical upgrade. Our improvement to the systems at Le Meridien in Kuala Lumpur has seen the hotel enjoy considerable connectivity advancements. It was delivered within a live environment utilising a phased handover scheme. We refreshed 419 rooms with the brand’s contemporary new design, helping

to improve levels of natural daylight as well as introducing translucent partitions into the bathrooms. Corridors and lift lobbies were refreshed as well as the mechanical and electrical infrastructure. We also provided a new 100-person restaurant on level eight combining inside and outside banqueting, and the stunning Club Lounge on level 33 complete with an interactive kitchen area.

Installing intelligent systems into established estates

Le Meridien, Kuala Lumpur, Malaysia



Cameron House, Loch Lomond, Scotland, UK

Framework opportunities ensure trust and commitment

Building partnerships with De Vere

Being a framework contractor for leading global hotel brands like De Vere is testament to our commitment to quality, customer care and understanding business requirements. Our hotels and hospitality teams around the world can advise on market trends and respond quickly to new opportunities. We have delivered consistent and varied work for De Vere, including a luxurious five-star hotel in Scotland called Cameron House. Located on the banks of Loch Lomond, we converted the basement area to create six new bedrooms, and split internal spaces to create new function rooms.



Delivering consistency for InterContinental

International companies need to feel assured that their vision and values remain consistent around the world. They need a contractor who will not only deliver a good product but also protect their brand. Luxury hotel company InterContinental is located in more than 60 countries and we have helped them with both fit out and new build opportunities in various territories. We fitted out London's InterContinental Westminster Hotel in just 39 weeks, complete with 256 bedrooms and 44 suites, as well as the five-star hotel's American-themed Blue Boar Smokehouse & Bar. Meanwhile, in the Middle East, we fitted out a two-level residential suite at the InterContinental Hotel in Dubai Festival City consisting of an internal staircase, marble flooring, a gym, large meeting rooms and plush carpet.

Brand guarantee at global hotspots for top hotel chain

InterContinental Westminster Hotel, London, UK



Community engagement in Asia

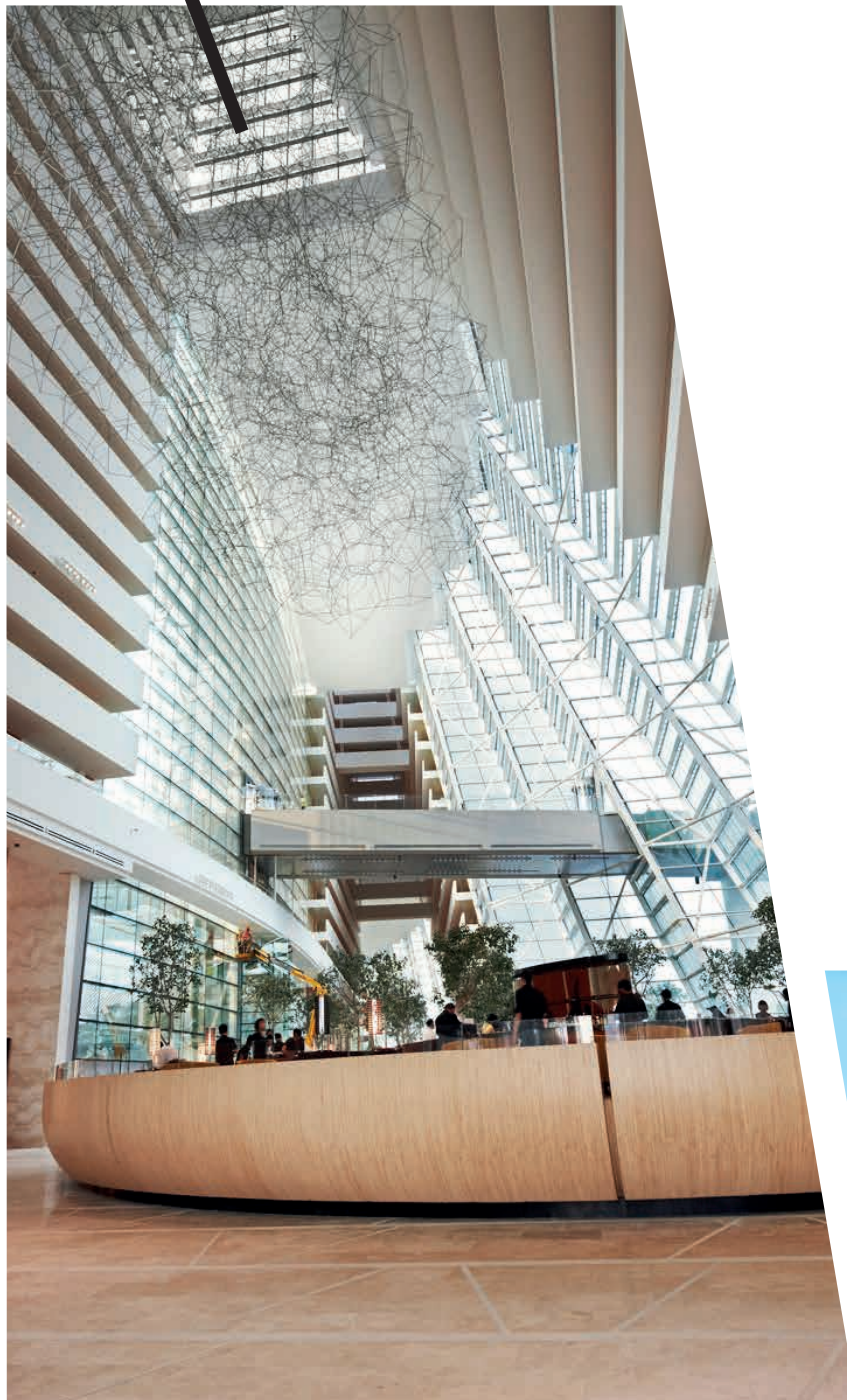
Starwood projects draw on local resource

We employ local trades throughout the world to help us deliver large-scale refurbishment work. We are trusted to provide hotel projects across Asia for the Starwood Hotel Group, which merged with Marriott International in 2016, making it one of the world's largest hotel groups. This includes work at the Four Points by Sheraton Puchong – delivering a reception, restaurant, lift lobbies, ballroom, gym, office space and more – and Le Meridien hotel in Kuala Lumpur. The latter refurbishment spanned 26 floors and seven room types, as well as involving phased upgrades to the club lounge and presidential suite, restaurant, kitchen and bar.



Le Meridien, Kuala Lumpur, Malaysia

Transforming Singapore's most iconic structure



The sky's the limit

The Marina Bay Sands hotel in Singapore combines three ultra-modern skyscrapers with a rooftop infinity pool and Sky Park. It is perhaps the city's most instantly identifiable landmark. We created the 130-seat VIP Club Lounge on level 55 of Tower 2 in only 14 weeks. This major structural challenge was situated 200 metres above ground level and involved installing 10 tonnes of steel to form framing for a new kitchen ceiling as well as a steel access deck to the Sky Park – all of which was delivered within a live environment. We worked around the clock to deliver the remarkable atrium space, linking the three towers and providing a main gateway into the casino, over which we provided 36 VIP rooms. Within the Marina Bay resort, we also delivered a five-level Island Maison store for our long-standing luxury retail client Louis Vuitton located in Crystal Pavilion North – a stand-alone 'floating' glass structure. Our work at Marina Bay is a testament to our exemplary engineering skills and our experience in responding to varied, multifaceted construction schemes.

The Marina Bay Sands Hotel, Singapore



David Lloyd Clubs, UK

From bargain basement to luxury leisure

Giving tired spaces a healthy boost

Developers and landlords ask for our services to transform tired real estate into rejuvenating places. Installing leisure facilities in existing buildings can be a technical and logistical challenge, from creating new floor levels to support swimming pools to providing high-level spa and gymnasium space. We work regularly with a leading health club provider in the UK to provide gym spaces, refurbishments and upgrades in established buildings.



The guest experience is about more than the guestroom.

Today's best hotel and hospitality environments reflect an understanding that the guest experience starts long before, and ends long after, the guest enters a hotel room. At ISG, we have delivered a multitude of recreational, retail and leisure spaces. These inviting and multi-purpose common amenities give our clients a competitive edge in a crowded marketplace.

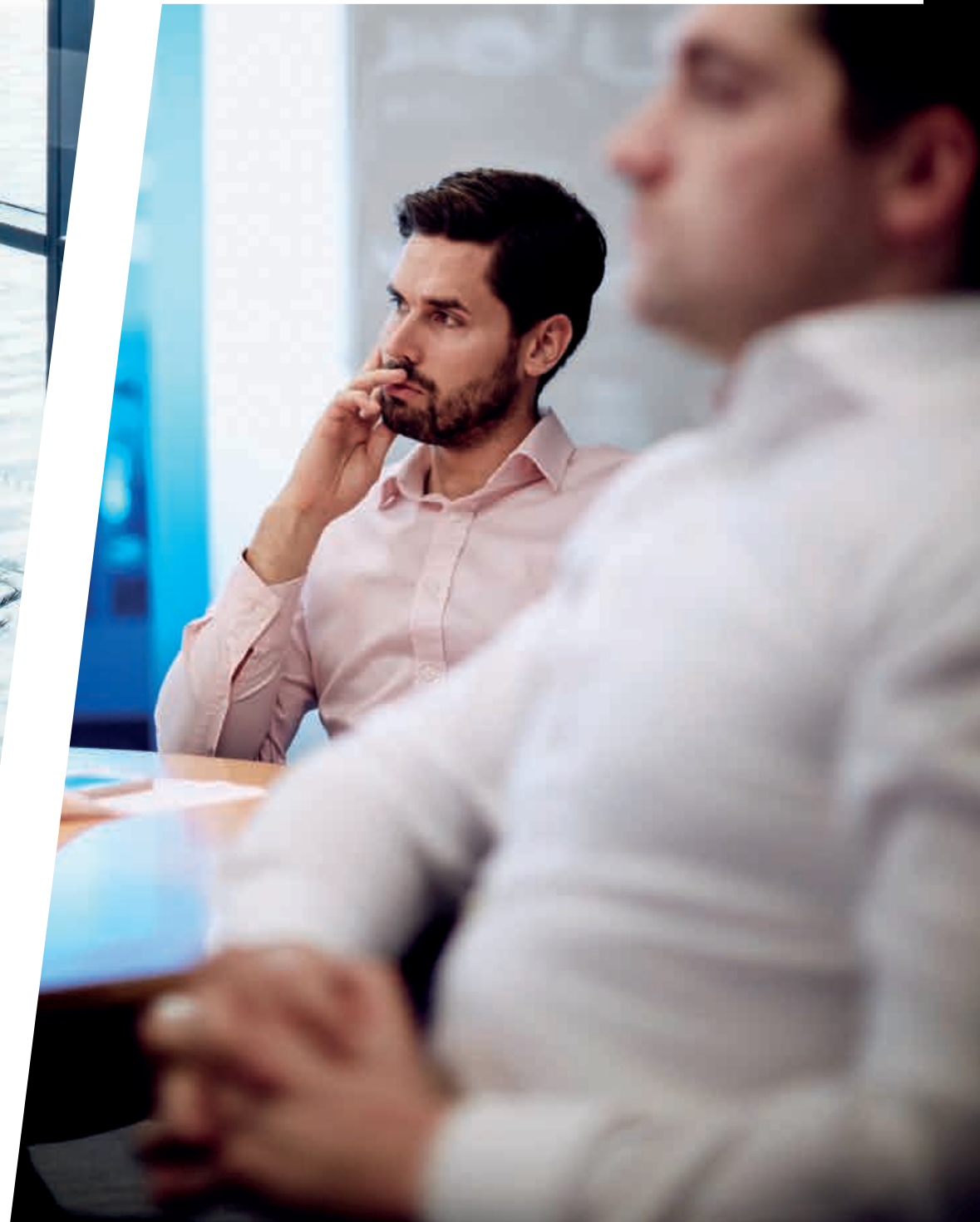
Providing great guest experiences is also about consistency and continuity. We work with you to ensure a seamless construction process that will minimise disruption, preserve reputation and have little to no impact on the quality of guest experiences. Our roots as a fit out company mean we always have the end user in mind when planning and carrying out construction works. We see beyond completion dates to the hospitality environment's role in shaping experiences, brands and cities.



“ISG delivers the most remarkable refurbishment, new build and fit out works for the hotel sector. Whether it is phasing works to minimise disruption to guests, building temporary structures, or working around the protection of listed buildings, every logistical challenge is met with a professional, collaborative and can-do attitude to ensure your project is delivered successfully, and safely.”

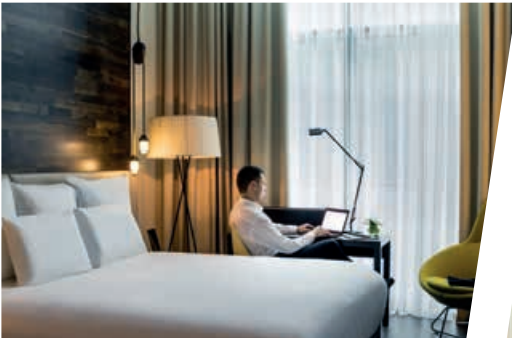


Andy McLinden, Managing Director, UK Construction North & Scotland



Iconic Liverpool multi-purpose destination

Cities looking for radical redevelopment need a contractor with a wealth of experience in a variety of new build and fit out projects. We were trusted by Liverpool City Council to design and build the four-star Pullman Liverpool Hotel – Pullman’s first new build hotel in the UK – situated at the ACC Liverpool events campus. The hotel links to, and was delivered as part of, the £66m Exhibition Centre Liverpool development project on the city’s waterfront. Accompanying our projects on the ACC Liverpool campus are the BT Convention Centre and the Echo Arena. The Pullman Liverpool Hotel is a highly efficient, intelligent hotel system which not only sets us apart as providers of tech-led spaces, but also shows how we design hotels to fit with their environment.



Pullman Liverpool Hotel, Liverpool, UK

Core city
developments

67 Pall Mall is a luxury destination like no other

We understand the challenges of working in established premises to provide timeless luxury like nothing else. When faced with transforming the Grade II listed former home of Hambros Bank in London's fashionable west end, our expert refurbishment teams worked closely with the client to create a space which not only included all of the technical advances expected in a modern working environment, but also strived to be sympathetic to its surroundings. Sensitive restoration and alterations were needed to convert the three-storey clubhouse into a private members' club and wine library. 67 Pall Mall now features areas for dining, private functions and wine storage, and features some of the rarest wines in the world.



67 Pall Mall, London, UK



Providing for private members



Air Canada lounge, Heathrow Airport, UK

We hope you have a pleasant flight

Up, up and away

The demand for more terminal space to accommodate increasing numbers of passengers is driving the need for more food, beverage and hospitality options at airports. We are the experts in working on sites with restricted access and live environments where there is no margin for error. Our airport work includes high-class lounge, dining and business facilities, kitchens and washrooms across two buildings at Heathrow Terminal 2B for America's United Airlines. We have also provided our airport expertise to Air Canada.

Unwind in style

We provide high-quality spas and gymnasiums within luxury hotels all around the world. For example, our work in the five-star Shangri-La Hotel in Kuala Lumpur, Malaysia, required a major overhaul of the existing space to provide a 3,100 sq ft gym, a yoga room, changing and consultant areas, swimming pool, sauna, Jacuzzi and bathrooms, as well as new lighting, air conditioning and audio visual equipment. The project was delivered in only nine weeks and in time for the Christmas peak holiday season without disruption to the client, who remained in occupation throughout the works.

**Providing luxury
spa facilities in
Malaysia**



Shangri-La Hotel, Kuala Lumpur, Malaysia



The Savoy Grill, London, UK

**Enjoy award-
winning cuisine
in ISG projects**

The world's best restaurants

Like the hotels and hospitality sector, the luxury food and beverage market relies on creating memorable experiences. We work with the world's top chefs, who not only demand flexible, state-of-the-art catering environments, but also exemplary standards of service and interior design. Our work with Gordon Ramsay includes Pétrus in Belgravia, Bread Street Kitchen in St Paul's, and major refurbishment work at the Savoy Grill while retaining original features – like the favourite chairs of former famous diners like Winston Churchill and Marilyn Monroe.



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

Dream smart

Speak frankly

Always care

Never stop learning

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.

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 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.

Services

Fit out

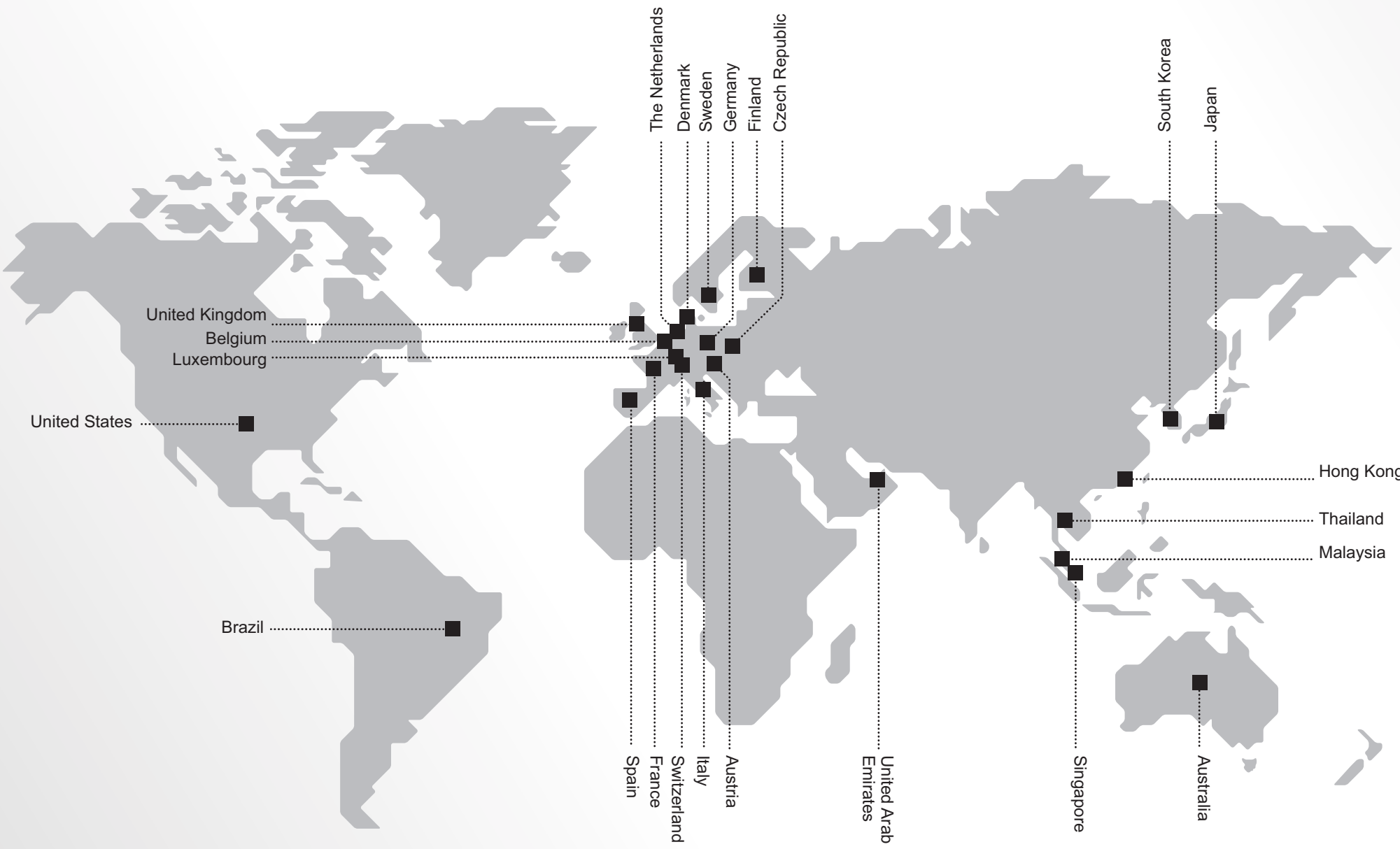
Technology

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

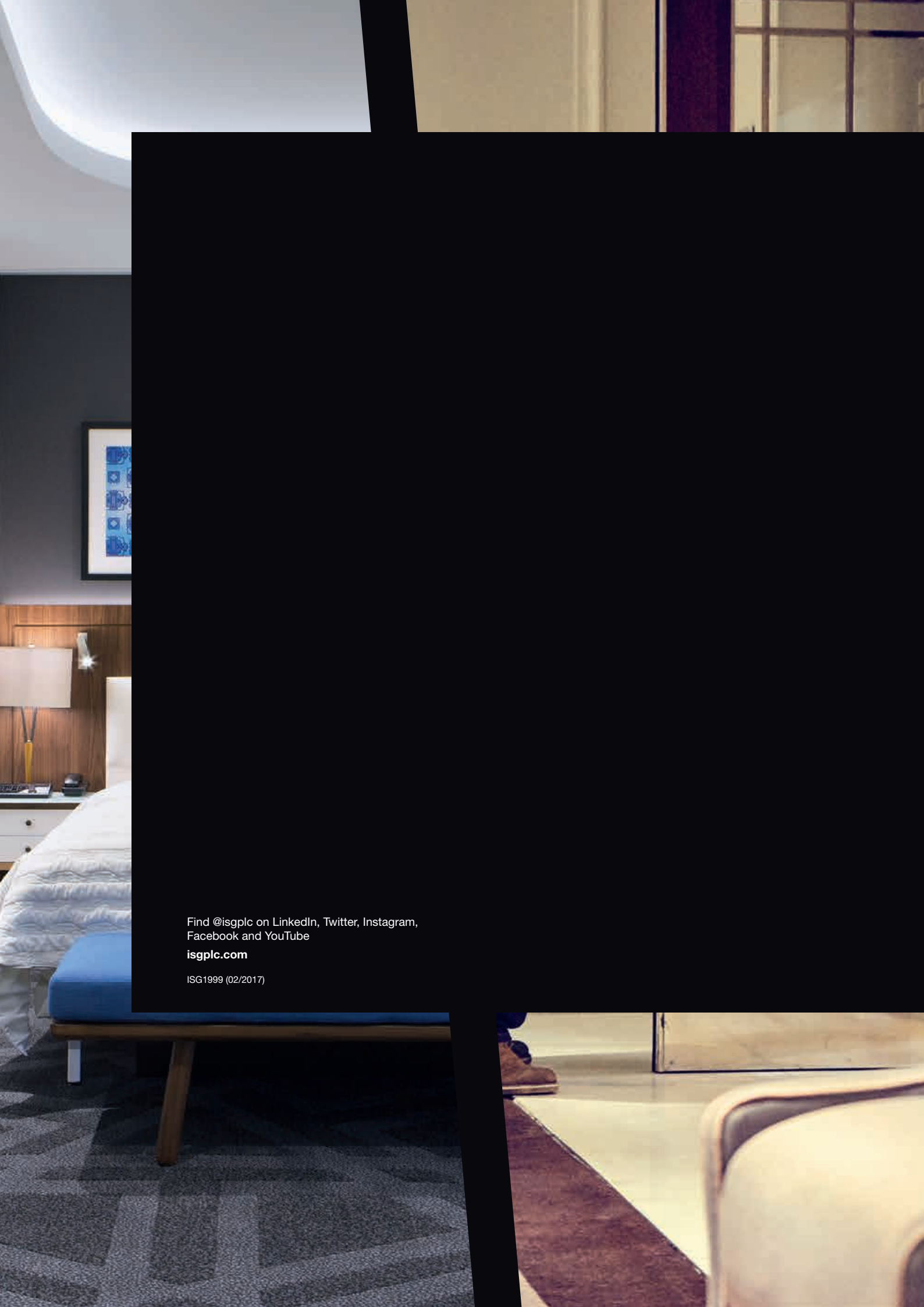
Sectors



If you are looking for a construction services company that values you as a customer as much as you value your guests, contact our hotels and hospitality team.

hospitalityleisure@isgplc.com

isgplc.com

A modern bedroom interior featuring a white bed with a textured duvet, a blue ottoman, and a grey and white patterned rug. A bedside table with a lamp and a framed picture are visible in the background.

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Facebook and YouTube

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