



ISG

the vine

#TeamISG's global magazine

June 2018

Turning over a new leaf

Restoration of the jewel in the
Royal Botanic Gardens' crown

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On the road with UK Retail

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Editor's letter

Helen Smith

Editor of The Vine



Dear colleagues

Welcome to the Q2 2018 edition of The Vine, and it's a bumper issue, packed full of project and people news, insights, interviews and more from across #TeamISG.

Our cover features the Grade I listed Temperate House, at London's Royal Botanic Gardens, Kew, which has been sympathetically and painstakingly restored by our UK Construction South team. It officially reopened to the public in May, with naturalist, Sir David Attenborough, describing it as "a breathtakingly beautiful space".

In 'Our road to 2021', where we look at how we are working to meet our four corporate goals, we've updates on the employee engagement survey, which was completed by over 1,600 people from across ISG, and on the more recent internal communications survey, which asked which communications you love, and where you'd like to see change. The Vine is a key element of our internal communications, and the feedback has been both interesting and useful. Thank you to everyone who took the time to fill in the survey.

We've also an article from Paul McBurney, who has been appointed as our new continental Europe distribution centre lead for Amazon, one of ISG's most strategically important clients. And 'The real (estate) deal' features ISG's global property team.

Our features cover our sponsorship of the BCO Annual Conference in Berlin, which this year had a focus on next generation, diversity and inclusion, and 'Dreaming smart – with ISG Smart Series' explains our 'Discuss, think, share' thought-leadership seminars. You can also read about the 15 nominees chosen for the 2018 Futures Group, and learn about the fast-paced world of retail fit out, in 'On the road with UK Retail'.

As I said, a bumper issue, and I hope you enjoy reading it.

Helen Smith
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Contributors



Jane Falconer

Group HR Director

Jane's journey to ISG started after completing her master's degree, when, having spent four years as a student, it seemed a natural step that her first job would be in a brewery. She then spent 15 years working in a variety of HR roles for Diageo, an organisation producing and marketing beers, wines and spirits, before taking that brave first step into construction and engineering. However, it took a further few years via a global freight forwarding business, before she joined ISG as group HR director, just over a year ago.

Jane has a breadth of international HR experience, and is passionate about helping people develop and grow, so that they can make a real difference to the people and communities around them.

Outside work, spending time with family and friends is really important to Jane – with her husband Russ, when he's not on the golf course, and being organised by her two teenage daughters. Keeping fit also gets a look in a few times a week, as does enjoying the odd glass or two in her local pub.

Lenka Diaz

Head of Global Property

Lenka left the beautiful hills of the Czech Republic some 15 years ago, to complete her studies and gain exposure to other cultures and languages.

After gaining a first-class degree in real estate management from Kingston University, and establishing a solid career in property and asset management in London, she left it all to join ISG and Engineering Services Europe (ESE) in the Nordics, following her now husband, Cesar. In this role, Lenka improved staff accommodation processes and set new standards in property portfolio management for all ESE locations.

Lenka is a keen dancer, so keen that she and Cesar set up their own dance classes on one ESE project, to spice up the long winters for the locals and our secondees.

Building on the international experience, Lenka took the opportunity to establish ISG's global property department in 2017, and has since pulled together all ISG's residential and commercial property leaseholds under one centralised management.

A lover of the outdoors, whether horse riding or mushroom picking, Lenka is now preparing for another adventure – becoming a mum in the country of tulips.



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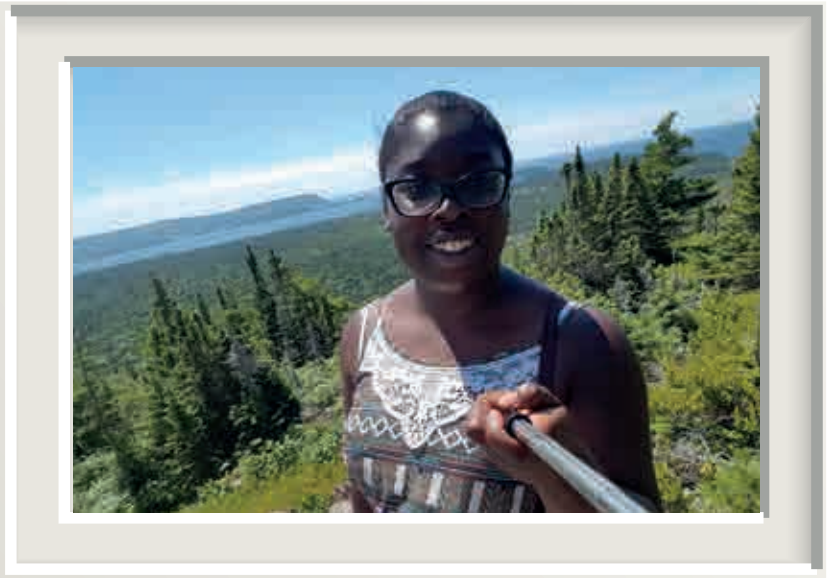
Louise Donkor

Marketing Communications Executive

After completing a BA Hons degree in French and English, and an MA in marketing, at the University of Chester, Louise came back home to London in late 2015, when she joined ISG.

Louise uses a combination of her academic skills and creative flair to inject life into corporate communications and campaigns. Looking after the UK Retail, UK Hospitality, Middle East and Realys business units gives her plenty of opportunity to create compelling content that gets people engaged.

Louise is a theatre addict and prides herself on going to see a play at least once a month. She is also a bargain hunter, and known to her friends as a 'coupon queen', always looking for great restaurant and theatre deals.



The Leaders

Welcome to the latest issue of The Vine – our global magazine for everybody at ISG.



Paul Cossell
Chief Executive Officer

Since the last edition of The Vine, we've seen some record numbers here at ISG. As we approach the halfway point of the year, I'm delighted to share that April saw us achieve our highest ever monthly sales. The impact on our forward order book is equally impressive, with a record high of £1.4bn. I'd like to say a huge thank you for your hard work in helping us take our growth to the next level.

While the financials are healthy and we're on track with our targets for the year, we still have work to do. One area where there is room for improvement is our margin, which is slightly below target. You can play your part in helping us improve here, while contributing to our continued sustainability and efficiency drive, by getting involved in our 'Think' campaign. The latest campaign focuses on travel, and we are challenging our people to reduce

“I'm delighted to share that April saw us achieve our highest ever monthly sales.”

business travel by 50%. There are easy ways to do this, making more efficient use of our time and having a positive impact on work-life balance.

Another top priority for us involves attracting and developing talented people to enable us to deliver on the ever-increasing number of projects we're winning. I ask for your continued support in this area, particularly in terms of reaching out to those in your networks with big-project experience.

Looking at the wealth of talent that we have here at ISG, taking steps to grow and develop our own people is a focus, and nowhere is this more evident than our Futures Group. The Futures Group gives real-life business issues and opportunities to some of our brightest emerging talent. We recently welcomed our latest intake, including our first

non-UK team member – and I'd like to take a moment to congratulate our successful applicants. The final day of the programme, where the team presents to the Board, is a highlight in my year.

The results of our recent internal communications survey have given us a better idea of what works for you, and what doesn't. We received some positive feedback, which shows how far we've come in our commitment to improving internal communications across the business. We also understand that there is still work to be done to improve how we communicate internally, and your feedback will help us prioritise how we invest in this area during the business planning process later this year.

Which brings me neatly back to The Vine. The roll-out of the General Data Protection Regulation (GDPR) in the EU means a change in approach to distribution. Please do let us know how you'd prefer to receive internal communications via the feedback form on Workspace.

As I write, our focus as a Board is on long-term strategy as we prepare for 2019 business planning. Thank you, as always, for your continued support.



Mark Stockton
Chief Financial Officer

Continuing to invest in people, technology, our offices and systems will deliver improvements to our net profitability in 2019 and beyond.

Last quarter I reported on record results for 2017, and I am pleased to report that 2018 is shaping up to be another successful year. Looking further ahead, we are about to kick off our 2019 business planning, where we will seek to leverage the significant cash investments we are making to drive higher net profit margins. These investments are running at record levels this year and you can read about one example of how this cash is being used, to deliver working environment improvements to a number of our offices around the world (see pages 8-9). This level of investment is made possible by our recent positive trading performance and by savings generated from the cost-efficiency programme, which has recently launched the 'Think' campaign (see page 6). In addition to profit, the management of risk is always a priority, and effective governance is key to ensuring ISG is operating compliantly around the world. The recent roll-out of our anti-bribery e-learning training course (also page 6) is a good indicator of the importance we assign to our legal responsibilities, and we have also recently appointed a data protection officer (Rodney Julius) to ensure we remain compliant and adopt 'privacy by design' when managing data.

We are driving revolutionary change in the construction industry.

We are continually finding innovative ways to drive revolutionary change in the construction industry, and most recently, Cavan Woods and the health and safety team showcased ground-breaking tech at the Global Construction Summit for a leading technology customer. ISG will be trialling a novel way to communicate with people on site by giving site operatives a unique QR code sticker for their helmets. When arriving on site, CCTV cameras will recognise who they are and personalised safety messages will be displayed. The QR codes will also be used for near miss and hazard reporting, where operatives can scan a QR code and automatically download the near miss and hazard report card straight to their phones, enabling them to report any issues instantly. As we continue to successfully deliver on site, major repeat clients are looking to work with us again and bring us repeat business. Our growth is currently still limited by recruiting the right kind of people, and as project sizes and new geographies increase, the type of people we are looking for has changed. I ask all of you to search your networks, speak to those with big-project experience, and help attract the very best talent to join #TeamISG.

We're looking forward to developing new and improved approaches to communications, for launch in 2019.

When the marketing and communications team and I first came up with The Vine, the business was in a different place. Our internal comms were siloed, and that made it difficult to find out what we were all doing collectively to build the international ISG brand. I'm pleased to say that we've come a long way since then. Almost two years since the first issue, we've asked you about your views on The Vine and more generally about how you want us to communicate with you. The results are fascinating (and positive!) and I am looking forward to working with the relevant teams to develop new and improved approaches to communications for launch in 2019. Your feedback means that it is likely we will no longer be printing The Vine come 2019. From this issue, we have also ceased sending The Vine to anyone's home address, in compliance with the new General Data Protection Regulation (GDPR). As I write this, I'd like to thank everyone who has played their part in the record monthly sales we achieved in April – the first time we have tipped over the £300m mark in a single month. Our ability to position the brand and win work has never been better.

An update on the employee engagement survey



By **Jane Falconer**
Group HR Director

In October 2017, over 1,600 people from #TeamISG across the globe completed our employee engagement survey. We asked you to be bold, to tell us what we were doing right, and what we could be doing better.

The results from the survey were positive, with 85% of our people saying they were proud to work for ISG. But there were three main areas of focus where you said ISG could improve – your manager, your team and your well-being. We are fully committed to acting on the feedback that you shared, and we are working closely with each business unit to better understand the survey insights, focusing on actions that will drive positive change and helping us achieve our corporate goal of offering an unbeatable employment experience, recruiting and developing the best talent in our sector.

Based on your feedback and the identified areas of improvement, we acknowledged that:

1. The role of the line manager is crucial to achieving high levels of employee engagement and satisfaction, so we need to focus on the skills and behaviours of our managers. The global PDR process carried out earlier this year helps us to better understand the individual needs of our people, and we are developing plans to build on the capabilities of managers at all levels.

2. Strong and supportive teams foster productivity and that teamworking is an area of focus.

We are already seeing more collaboration across teams and more occasions for people to come together to share knowledge and information.

3. The balance between work and home life is vitally important and needs to be aligned.

This is an area of focus for most business areas and a topic of discussion at many focus groups, as we try to understand in greater detail what this means to everyone and what will make a difference.

We've already made some significant progress to drive improvements and increase employee engagement:

Well-being
Since the survey, we have been working with business units to ensure we have a joined-up approach to well-being, while also sharing some of the great work that has been done around mental health awareness and lifestyle choices. Our team in Singapore has launched healthy-eating campaigns, ergonomic sessions have taken place in Dubai, and in London, the Aldgate House café will be including nutritional information on home-made products and promoting healthier snacks and cakes. The Dubai office also hosted a family day, and wellness workshops were held in Chorley, Huntingdon, Manchester and London.

Giving something back
71% of our people said they believe ISG should be doing more to give back to the community, and we've

01

Our road to 2021

already made some fantastic progress. Commtech Asia has been awarded a 'Caring Company' Award after inspiring employees to focus on caring for the community and environment. In Dubai, ISG donated automated water taps to the Al Noor Training Centre for the disabled, and the UK continues to support its charity partner, Macmillan Cancer Support, and has recently participated in the Cancer Construction Coalition Campaign raising over £22,000, bringing the current fundraising total to over £90,000. We've also recently announced a skills-based volunteer partnership with The Prince's Trust, where our people can share their expertise and volunteer their time with the UK's vulnerable youth.

My team
To keep our people informed and engaged, town hall sessions are taking place across the business, along with regular catch-ups and structured team meetings. In some business units, employee forums and committees have been established as a vehicle to

improve communications. Workspace is also now accessible in France, giving employees access to information, resources and communications about the wider business.

My manager and personal growth
Attracting and retaining employees is a key focus for the business and why ISG's Talent strategy is so important. The PDR process provides opportunities for great conversations to take place about careers and personal growth. Talent will provide the framework for us to leverage the skills, capabilities and aspirations of our people.

We've made some significant progress this year, and we know there is still more work to do. To ensure we're continuously checking in and finding ways to improve as an organisation, we will be asking for your feedback again in September, and giving you the chance to help shape the future of ISG. Stay tuned to Workspace for more information soon.

Across the eight factors of engagement, common themes emerged from each business unit and action plans are being developed to make improvements. The graphic below illustrates the areas of focus to come out of the survey, and highlights where we will be taking steps to drive positive change.

Areas to improve	Business units*																											
		Commntech Asia	Engineering Services	France	Germany	Hong Kong	Malaysia	Middle East	Singapore	Spain	Realts	Tecton	UK Construction North – NE	UK Construction North – NW	UK Construction Scotland	UK Construction South	UK Construction West	UK Fit Out	UK Retail – Bristol	UK Retail – Chorley	UK Retail – Huntingdon	UK Retail – Whitstable	Finance Shared Services	Group Finance	Group HR	Group IT	Group Marketing & Communications	Proposals
Fair deal						✗				✗	✗		✗						✗			✗				✗	✗	
Giving something back		✗					✗	✗	✗			✗									✗							
Leadership					✗							✗					✗									✗		
My company				✗					✗																	✗		
My manager			✗	✗	✗			✗		✗	✗		✗	✗	✗		✗			✗			✗		✗		✗	
My team			✗	✗			✗	✗					✗	✗	✗	✗		✗	✗				✗	✗		✗		
Personal growth					✗	✗	✗					✗								✗	✗	✗			✗	✗	✗	
Well-being		✗		✗			✗	✗	✗	✗	✗			✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗			✗	

*Key areas of focus for Brazil are being managed locally.

Strategic account management: ISG invests in its Amazon SAM team

By **Paul McBurney**
Continental Europe
Distribution Centre Lead

Paul McBurney has been appointed as our new continental Europe distribution centre lead for Amazon, one of ISG's most strategically important clients. Here he tells us about his expectations for his new role, working with the third most valuable company in the world.

I joined ISG as operations director for UK Construction South in 2016, and have a background in the operational delivery of large global projects. With my experience of enhancing supply chains and developing client relationships, I have now been asked to take responsibility for supporting our businesses in France, Germany and Spain, initially, as we prepare for the large-scale opportunities we are nurturing with Amazon across continental Europe.

Our long-term goal with strategic accounts is to develop strong, mutually beneficial, intertwined relationships. We know through UK Retail's ongoing relationship with Amazon, and the strategic account management SAM programme, that Amazon has a significant pipeline of distribution centres across Europe. Having delivered such excellent work for Amazon in the UK, we want to support our client in its expansion, making sure that our regional teams are prepared and ready for when these projects land.

The business is prepared to invest in this key client, in advance of any work being allocated in these territories, so that we are ready for when it does, with all of the infrastructure in place. In doing so, we'll be able to deliver a consistent, collaborative service to Amazon, no different from the level of service and excellence it continues to receive in the UK.

Similarly, ISG is willing to invest in its own people. I'm a prime

example of that, with my new role as the continental Europe distribution centre lead. ISG has sought out capabilities from within the business and promoted internally, offering new geographic remits. In return, I will deliver for both ISG and Amazon. We are one ISG after all, and SAM will help us break down the geographic

barriers, putting collaboration and the needs of our client first. I will be working alongside Mark Green, ISG's UK distribution centre lead, and Chris McDermott, who has the global account overview, to help ensure we are winning the right projects, delivering a great product for the client, and forging deeper relationships.



Challenge #2 Think before you... travel

By **Jess Lion**
Group Financial Controller

Earlier this year, we challenged our employees to think before you print. And in an effort to achieve our corporate goal of achieving optimal operational efficiency, we're excited to present our next challenge: think before you travel.

In the UK alone, we spent over £3.7m on travel in 2017 – that's 13% of our profit on business mileage, flights, hotels, taxis and trains. We drove 6.87 million miles, which took 172,000 hours, emitted 2,033 tonnes of greenhouse gas emissions, and spent over 7,000 nights in hotels.

We know travel is important in our line of work, but there are both innovative and easy ways to reduce or eliminate unnecessary journeys,

making more efficient use of our time and having a positive impact on our work-life balance.

ISG is challenging our people to reduce business travel by 50% in 2018. We've already invested in technologies such as Office 365 and Skype to help us become more collaborative and travel smart.

If we reduce our travel by even 25% in the UK, the Board will donate £1,000 to our UK charity partner, Macmillan Cancer Support.

Need some inspiration on how you can travel smart? Follow the travel hierarchy below when planning meetings and look out on Workspace for more information.

Don't be afraid to challenge the need for travel – talk to your manager and get the balance back.



An important note on ISG's anti-bribery policy

By **Nick Heard**
Company Secretary

In line with our value to 'always care', ISG is committed to ensuring we are an ethical and fair business. Earlier this year, we asked all employees across the UK to complete our anti-bribery e-learning course, and we're pleased to announce that the course received a 100% completion rate.

The course was also recently rolled out in Asia and the Middle East, and we are well on the way to achieving 100% completion from our people in these areas too. Translated versions of the course will be rolled out in France, Germany, Spain and Brazil shortly.

It is vital that all of our people adhere to the Group policies that we have put in place relating to anti-bribery and the giving or receiving of gifts or hospitality. As the e-learning training highlights, there are, potentially, severe ramifications for both our company and individual employees, for non-compliance with the UK's Anti Bribery Act and other anti-bribery laws in countries in which ISG operates. Please play your part by doing the right thing and adhering to our policies at all times.



As part of the ongoing improvements, we will be carrying out regular reviews of our anti-bribery and gifts and hospitality policies. Andrew Etall, our business assurance manager, will also be tasked with carrying out regular reviews with regard to policy on approval of gifts or hospitality.

ISG has also launched a partnership with Safecall, an externally facilitated whistleblowing hotline. The hotline is now live, and posters to advertise the service along with local telephone numbers are in the process of being displayed in all our offices and sites. If you have any concerns regarding bribery or corruption, or the giving or receiving of gifts or hospitality, that are not in accordance with Group policy, or any other matter, please make use of this new Safecall hotline, which can be used anonymously if you prefer.

A copy of ISG's anti-bribery and gifts and hospitality policies can be viewed on Workspace, under the governance and compliance section. If you have any questions regarding these policies, please feel free to get in touch with me.

ISG is talking. Are you listening?

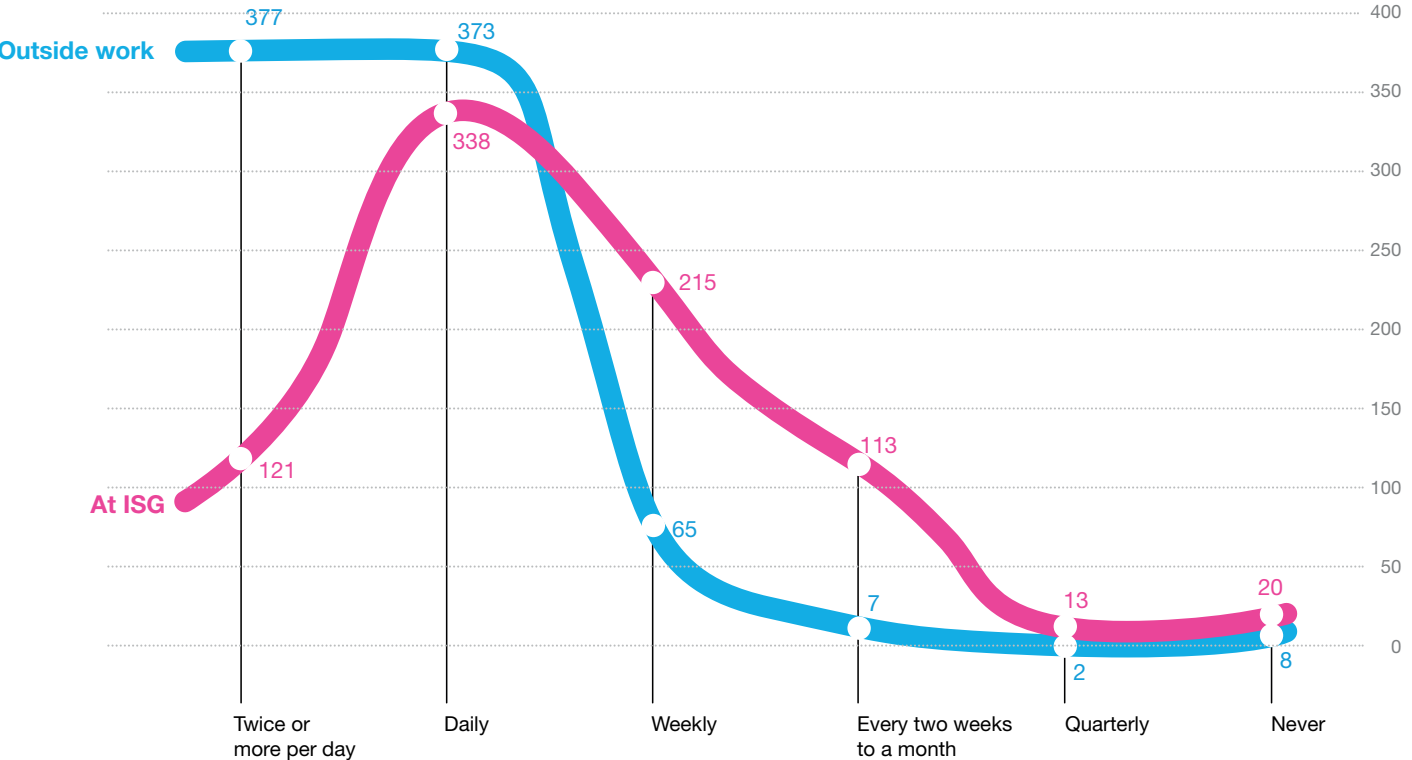


By **Richard Hubbard**
Chief Marketing Officer

Eight editions of The Vine, a new global intranet, end-of-year comms events and a monthly update from our CEO, Paul Cossell – these are just some of the ways we're communicating with #TeamISG around the globe, keeping you informed about the company, our projects and our people. But we also know that each of us consumes news and content differently, and we wanted to find out what works for you.

In our commitment to drive effective internal communications, we asked you to fill in a short survey to let us know which communications you love, and where you want to see change. The results are in, and we're delighted to share that nearly 1,000 of our people responded, providing us with suggestions and comments to improve our internal comms.

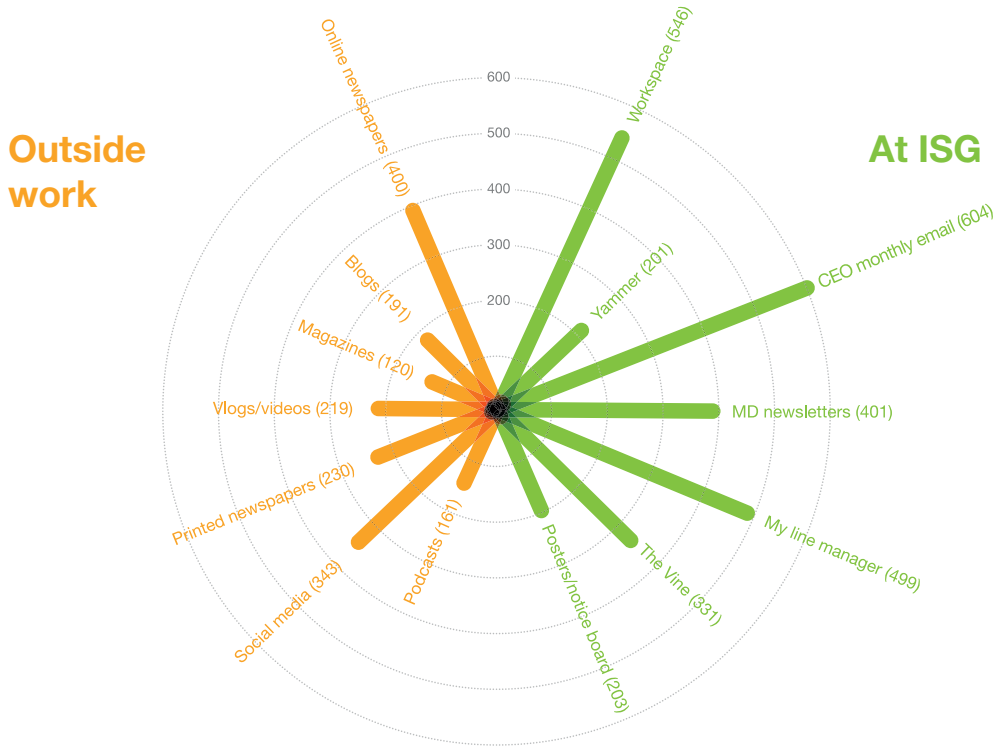
The results: Your consumption of news and content



You prefer to engage with news



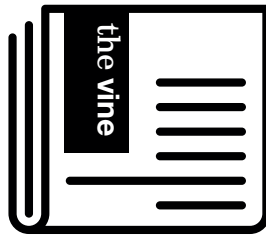
Your favourite news channels



You like to read news about




You want to receive The Vine



So, what's next?
We asked what you thought about our internal comms, and as promised, we're going to do something about it. As part of business planning for 2019, we're exploring innovative and valuable ways to communicate with you. A personalised Workspace view, podcasts, ISG TV and push notifications, with a mobile-first approach, are just some of the options being considered to ensure we are more connected, collaborative and united than ever before.

The real (estate) deal

 By **Lenka Diaz**
Head of Global Property

The global property team oversees the management of both employee housing for people working for ISG abroad, as well as each of our offices globally. From the first stages of researching elite accommodation and offices, through to applying up-to-date knowledge and best practice, the team responds quickly and effectively to the needs of ISG, providing a co-ordinated approach to the management of our global real estate portfolio. Here, Lenka Diaz, head of global property, reveals what goes on behind the scenes with ISG's global property team.

Office space spanning more than 300,000 sq ft in 24 countries and giving each of our 2,800 #TeamISG people a place to thrive – ISG's global property team has set out on a mission to drive financial sustainability, while providing a great working environment for all employees across the business.

In 2017 alone, our team saved the business over £2m by lease restructuring, relocating offices and undertaking other cost-saving initiatives, and has put forward ambitious goals for 2018. Over the next six months, we will look to:

- continue to optimise our property leases in line with ISG's needs, while complying with relevant legislation
- deliver a complete cost visibility of all ISG's leaseholds
- review project offices
- generate further cost savings.

Commercial property

All commercial property requirements are managed internally by Sophia Nesro, commercial property manager. This gives the business a competitive edge on transactions, as well as the assurance to truly act in the business' best interests. Each year, Sophia delivers savings by conducting transactions internally, while also handling all landlord and tenant communications for business units across the globe, so they can focus on their work, without worrying about their space.

Some of the commercial projects led by the global property team include:

London, UK

As ISG continues to grow, the business needed to commit to more space at ISG's London headquarters. The team had to react quickly, and we negotiated a competitive deal to take space on the seventh floor of Aldgate House, while simultaneously restructuring the leases for the sixth floor, and our Gracechurch Street office.

Paris, France

The Paris team moved from its old office to a new space in a central location, at 14 rue Auber, next to the iconic Printemps department store. The office space was designed with a similar feel to Aldgate House in London, complemented with frostings of Parisian landmarks. This office is an example of maintaining an office standard across the globe.

Manchester, UK

Our former Manchester office was outdated in both its physical character and its surroundings. The team proposed the move to MediaCityUK, sourced the property, and saw the move through to completion. Moving to MediaCityUK enabled ISG's Manchester office to be in the city's innovation hub and gave the office the opportunity to align with ISG's brand. The office itself is modern and includes a quirky pay-per-minute café on the ground floor, as well as a Premier Inn directly above.

Singapore

Taking us further across the globe, the team is working with the new managing director of Southeast Asia, Steve Ramsden, to find a new office in Singapore, which will complement the new business strategy for Southeast Asia. The team is searching for a

modern office that has greater access to existing and potential clients, as well as a similar office style to Aldgate House in London, maintaining our unified and global approach to our office standards.

Rio de Janeiro, Brazil

The local business was going through a significant change in management and strategy, and this was a great opportunity to assist the managing director, Nadia Calfat. An office in a central location was secured for the team in Brazil, and the fantastic new space gives the business room to grow and develop its order book in 2018.

ISG's global property team (left to right) Sophia Nesro, Lenka Diaz and Paul Grommel



ISG's global property team has set out on a mission to drive financial sustainability, while providing a great working environment for all employees across the business.



Residential property

The residential team, led by Paul Grommel, residential property manager, is always looking to keep ISG people who are working abroad happy in their new space. Simultaneously, Paul is always looking out for ISG's best interests, ensuring our properties fall within budget, are reliable, and support our sustainability strategy.

Residential property at ISG has taken significant strides, launching an employee survey, reducing waste, cost-budgeting for future projects, and more.

Employee accommodation survey

To ensure we're always improving and maintaining high standards of living, an employee survey was shared at one of ISG's largest projects in Europe. Overall, the feedback was positive, and over 80% of employees were satisfied

or extremely satisfied with their accommodation and the services provided by the team. There were areas to improve, which will be addressed soon.

Waste reduction

Part of the property team's responsibility is to reduce our carbon footprint. We are looking at all areas to try and reduce waste, and have made some key changes, including renting furniture instead of buying, reusing items in other projects, and donating leftover items to people in need.

Market research

Whenever there is a new project to be won, figures are needed to provide an accurate and competitive bid, and property costs can play a key role in the overall budget. We do full market research for each new potential project,

providing information of suitable locations, price ranges, and any additional charges that could come up.

Working with teams across ISG

Residential property, and the overall global property team, wouldn't be able to do the work we do without the rest of the business. With projects all over the world, it's always a team effort, working alongside HR, global mobility, local office managers and IT. By sharing information and working closely to the teams we can make sure all employees are looked after, while strengthening relationships internally.

Inspired by the world of global property? If so, get in touch with me, Sophia or Paul directly, and watch out for the global property Workspace page coming soon.



Sophia Nesro
Commercial Property Manager

How long have you been with #TeamISG? One-and-a-half years.

What made you get into property? I was looking for careers that were practical and diverse when I was at university. Small-scale property investment also helped my family progress economically, and I was inspired by that as I grew older.

What's the biggest change you've seen since joining the global property team? Better collaborative working and understanding across departments, as property gains the recognition it deserves as an integral part of a successful business and working life.



Paul Grommel
Residential Property Manager

How long have you been with #TeamISG? Three-and-a-half years.

What made you get into property? From a young age, I always looked at houses differently from other kids. I wanted to see the space inside and consider what you could do with it. As I grew up, I started flipping houses as a contractor, and later realised my skills fell in selling property.

What's the biggest change you've seen since joining the global property team? Savings on property spend thanks to new processes, and people's awareness of our department's role and how it makes their lives more comfortable.

02

Project news

A sporting success in France

ISG in France has fitted out a new feature store for Adidas, in France's busiest shopping centre '4 Temps', on the outskirts of Paris.

We fitted out the new store from shell and core, including a concrete feature tunnel at the entrance, resin floors and bespoke joinery, as well as

installing new mechanical, electrical and plumbing installations.

A fast-track programme ensured the store was open before the start of the FIFA World Cup in June, to meet the anticipated World Cup-related demand for sportswear, including shoes, clothes and accessories.

Paris, France

From four to one in Malaysia



Our Malaysia team will simultaneously fit out 11 floors of the Augustus Tower

ISG in Malaysia has been appointed by global trading and logistics firm, Sime Darby Berhad, to fit out its new 134,000 sq ft office at the Augustus Tower, in the up-and-coming township of Ara Damansara.

We will create an agile working environment, including open-plan and cellular offices, main concierge areas, meeting suites and break-out areas. We will also deliver high-specification installations, including a feature column and

wall, differing ceiling interfaces, multiple veneer wall finishes, a staircase and a complicated terrazzo floor.

Fitting out 11 floors simultaneously over an accelerated 14-week programme, we are set to deliver the project in July, bringing 1,400 Sime Darby people from its four core businesses under one roof, forming its new global services centre.

Ara Damansara, Malaysia

£33m student accommodation win bolsters books

UK Construction North has added a £33m student accommodation project in Sheffield to its books.

The project, for European student accommodation specialist provider, Valeo, sees us transform an underused site close to the city's two universities. This is Valeo's first project in the UK, and once complete, the tiered building will provide 586 high-specification student rooms and an impressive range of communal facilities.

Works commenced with our team demolishing an existing garage structure, and we are now constructing the 14-storey, concrete frame building. The façade will feature traditional masonry with brick feature panels, and there is a stunning, level nine, roof terrace area, with far-reaching views of Sheffield.

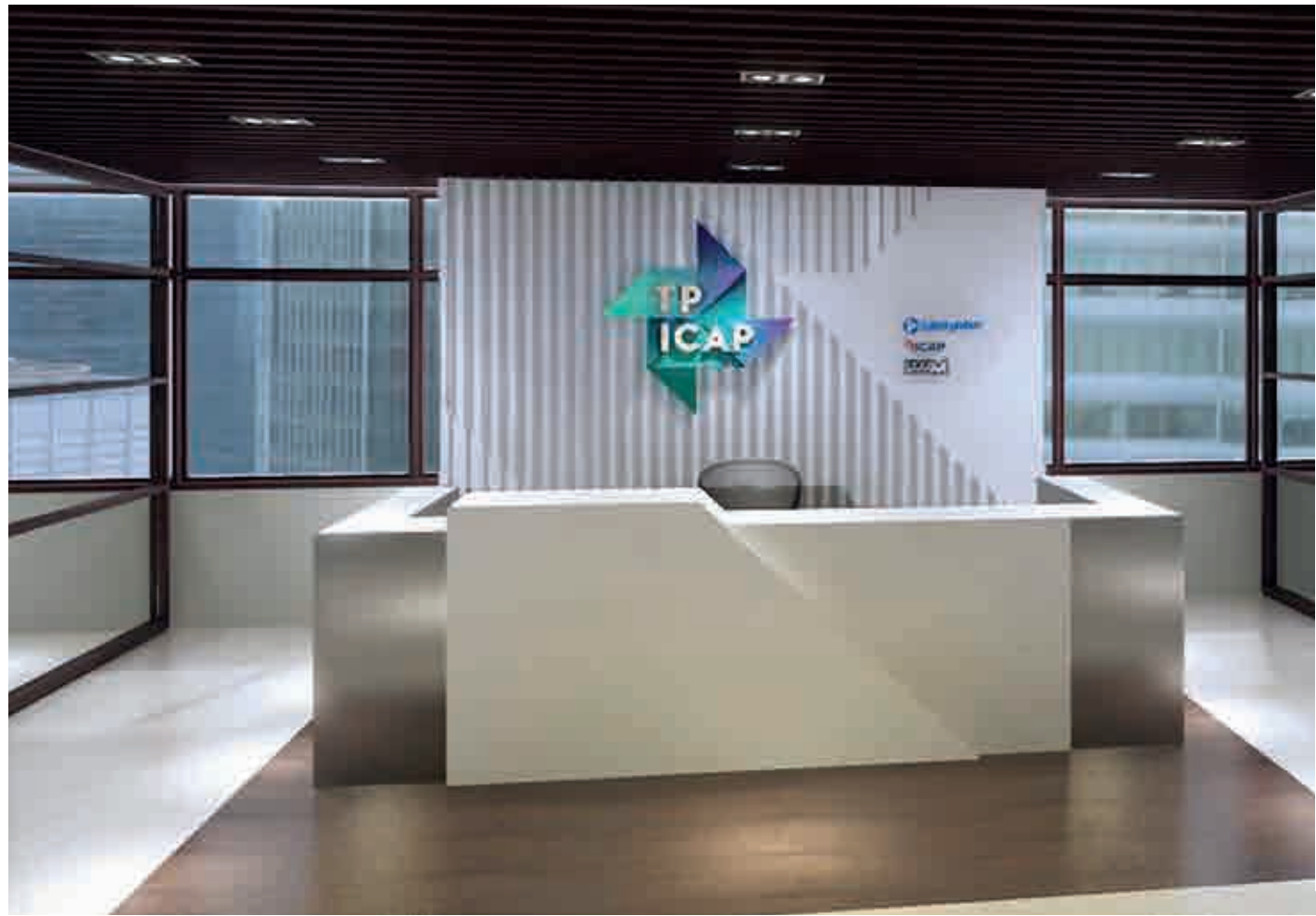
The accommodation is configured around four-, five- and six-bed clusters, as well as a number of studio apartments – all with en-suite facilities. Students will benefit from the latest technologies, including super-fast WiFi in all rooms.



The scheme includes the creation of car-parking spaces for seven retail units, which will occupy the ground floor of the building, and is due to complete in summer 2019.

Sheffield, UK

Image: The multi-tiered building in Sheffield reaches 14 storeys at its highest elevation, and includes a stunning, level nine, roof terrace area



Enhancing the office flow in Singapore

Client: TP ICAP
Location: Singapore
Sector: Offices
Service: Fit out
Business unit: Singapore
Value: Confidential

Our Singapore business has been awarded a project by global professional intermediaries' company, TP ICAP, to fit out its new office space in Singapore Land Tower. Spanning 33,000 sq ft across four floors, we will deliver a fit out of the lift lobby, reception, corridors, general office areas and break-out spaces. Following the fit out, we will also deliver 6,800 sq ft of reinstatement works for TP ICAP's existing offices in Singapore Land Tower and Great World City. The 16-week scheme will be delivered within a live office environment, and includes multiple phased handovers and office migrations.

Skyscraper works shift up a gear

Work on the 42-floor skyscraper, Manhattan Loft Gardens, is picking up pace. The project is entering its next phase, with the approval of the bedroom mock-ups, and the granting of permission for the works on the 110 bedrooms and front-of-house areas.

Combining world-class architecture, hospitality and art, Manhattan Loft Gardens will offer guests everything on their doorsteps.



Manhattan Loft Gardens, London

UK Hospitality has been praised by client, Manhattan Loft Corporation, for its proactive attitude, high-quality work and general housekeeping.

The project is due for completion in early 2019.

London, UK

A packaged service offering in Hong Kong

ISG and Commtech Asia have been entrusted by global design consultancy, Arcadis, to jointly deliver its new office relocation in Kwun Tong.

ISG will provide construction services, and Commtech Asia testing and commissioning management services, including LEED CXA requirements. Working together in this way provides a significant client benefit through a packaged service offering.

The appointment builds on our long-term partnership with Arcadis, through successful projects and repeat work delivered for strategic



Arcadis, Hong Kong

account client, HSBC, in Hong Kong and across the world.

The three-floor, 50,000 sq ft fit out and alterations and additions project commenced in April, and includes the fit out of collaborative workspace and associated mechanical, electrical and plumbing works, as well as structural alterations to construct a three-floor feature staircase.

Hong Kong

Spanish team lights up Madrid



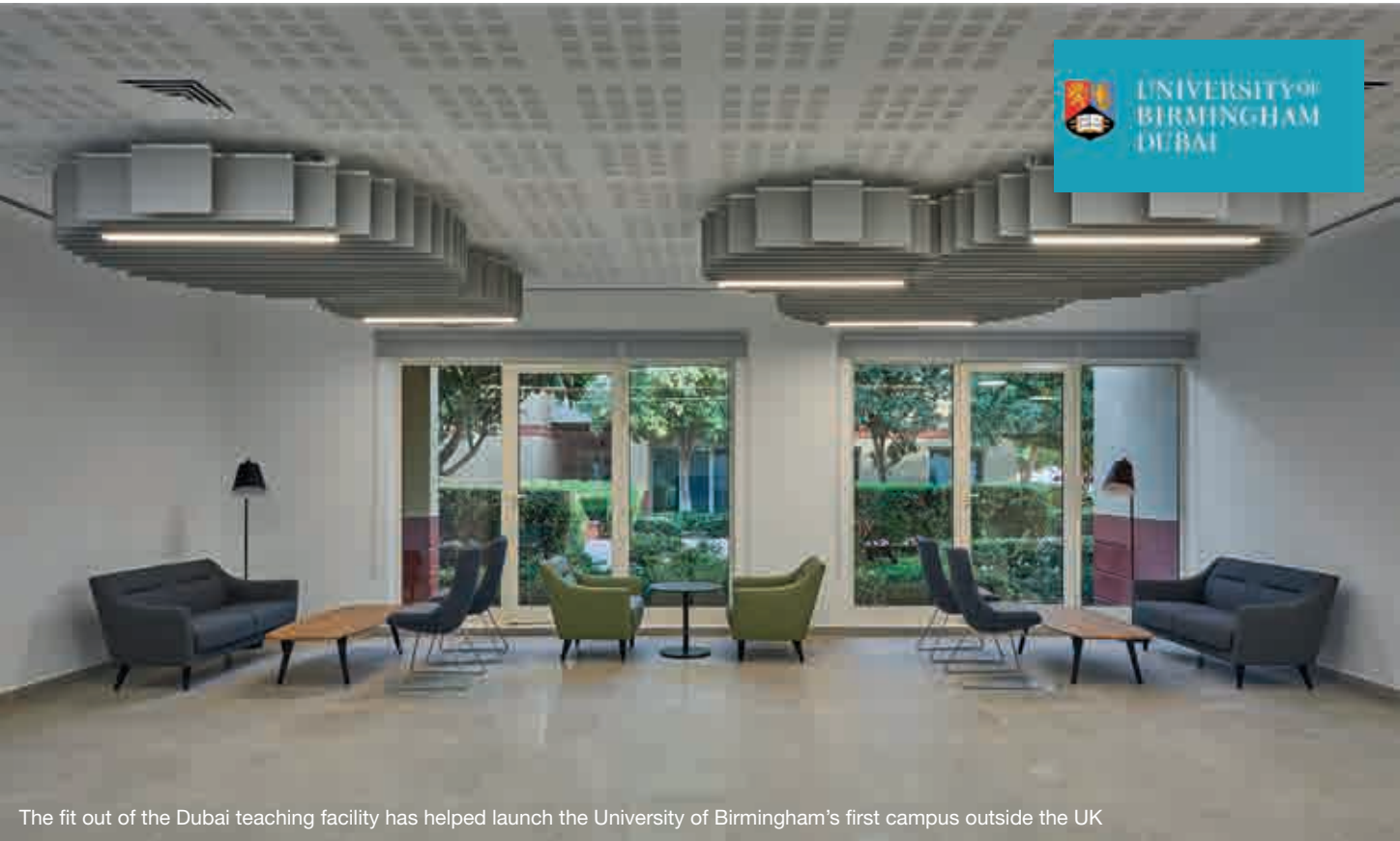
EDP, Madrid

ISG in Spain is delivering a phased office fit out in Madrid for Energías de Portugal (EDP).

EDP is a global energy company which is a leader in value creation, innovation and sustainability. The energy provider is the first Iberian company to own significant generating and distribution assets on both sides of the Spain and Portugal border.

The project sees our Spanish team significantly modernise EDP's new offices, creating open-plan workspace, meeting rooms and break-out areas.

Madrid, Spain



The fit out of the Dubai teaching facility has helped launch the University of Birmingham's first campus outside the UK

University of Birmingham takes Dubai

ISG's Middle East business has helped launch the University of Birmingham's first campus outside the UK, with the completion of the fit out of a state-of-the-art teaching facility in Dubai.

We were appointed to deliver the first phase of the new Dubai campus over a 12-week programme, to accommodate

an open day that would entice the first student intake for autumn 2018.

Encompassing 28,000 sq ft of space, we delivered a range of advanced facilities, including a 180-seat lecture theatre, a fully equipped science teaching laboratory, and a state-of-the-art computer laboratory. The scheme included the provision of digitally-connected teaching spaces, tutorial rooms and seminar facilities,

with our team installing the very latest digital infrastructure to support future growth.

The new campus will initially accommodate several hundred students, with the University planning a second expansion phase to increase capacity.

Dubai, UAE

As easy as RBC

Client: Royal Bank of Canada
Location: Zurich, Switzerland
Sector: Offices
Service: Fit out
Business unit: Germany
Value: Confidential

ISG has delivered a project for the Royal Bank of Canada (RBC) in Zurich, Switzerland. Our team oversaw the fit out works of RBC's new offices, including modifications to walls, the construction of a server room, and the installation of glazed partitions in the break-out areas and workspace. A bespoke reception desk was installed, with further joinery used to create copy areas.



A fashionable fit out

Client: Boden
Location: London, UK
Sector: Retail
Service: Fit out
Business unit: UK Retail
Value: Confidential


Fashion retailer, Boden, made its debut in London's Westfield White City Shopping Centre, thanks to ISG. Our UK Retail team completed the store fit out in early May, with it opening soon after. The 3,764 sq ft store is located in the new section of Westfield, and includes joinery supplied by our Whitstable-based joinery team.



Paving the way for drug development and discovery

Engineering Services has helped pave the way for revolutionary research into drug development and discovery, converting existing office and laboratory space into new world-class laboratory facilities, for the US biotechnology company, Astex Therapeutics.

The £2.3m refurbishment project, in the heart of Cambridge's growing intellectual hub, will support leading-edge analytical chemistry research, house a drug metabolism and pharmacokinetic (DMPK) space, and provide environments where tissue cultures will be grown.



Astex Therapeutics, Cambridge

More work for WeWork

Client: WeWork
Location: Munich, Germany
Sector: Offices
Service: Fit out
Business unit: Germany
Value: €5.6m

Our team in Germany has commenced work on a €5.6m office fit out for co-working office space provider, WeWork. Showcasing our pan-European approach, the project follows our successful fit outs for WeWork in Paris, France.



Agility secures £16.6m legal appointment



Agility has secured a £16.6m office fit out for global law firm, Hogan Lovells, at its UK headquarters in Holborn.

The law firm is co-headquartered in London, UK, and Washington, DC, USA, and has around 2,500 lawyers working in more than 40 offices across the US, Europe and Asia.

Agility will deliver a 12-floor fit out with the client in occupation. The floors will be handed over in 13 sectional phases, with the project due for completion in February 2019.

A logistics strategy has been developed to move furniture and materials to temporary off-site storage, with employees temporarily relocating to other parts of Hogan Lovells' London estate, ensuring business continuity during the fit out.

London, UK

Seek and you shall find

Client: SEEK Asia
Location: Kuala Lumpur, Malaysia
Sector: Offices
Service: Fit out
Business unit: Malaysia
Value: Confidential

Our team in Malaysia has delivered a 61,000 sq ft fit out of SEEK Asia's new headquarters at AIA Cap Square Tower in Kuala Lumpur. Spanning four floors, the offices were designed to encourage collaboration among staff, aligning to SEEK Asia's purpose of helping people to live more fulfilling and productive working lives. Completed within a tight 12-week programme, the team faced numerous logistical and operational challenges, but responded with efficient procurement to accelerate the delivery of materials, and overcome all obstacles.



Realys makes RBS mutually beneficial for all

Realys is going from strength to strength in its flourishing relationship with RBS, and is soon to be BS 11000-certified for its collaborative business relationship capabilities.

Realys is recognised as the key driver behind the BS 11000 accreditation, which sees all 11 strategic project partners, including UK Retail, Realys and RBS, mutually benefitting from all facets of project activity and, ultimately, the bottom line.

With nearly 1,000 projects due on site in 2018, Realys is storming ahead of the PMO (Project Management Office) and consultancy competition, ensuring consistency in the delivery model, with collaboration at the heart of its success.

The collaborative working framework means RBS and the strategic partners benefit from:

- timely project handover on the agreed date
- the project being delivered right first time



- a swift, accurate final account settlement
- a destination account where everyone wants to work
- longevity of the relationship.

In addition, as part of the collaborative process, RBS has committed to a sustainable margin for all.

UK

ACE-ing it in Brazil

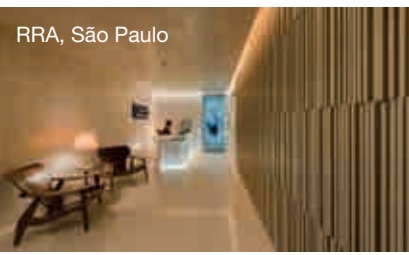
Our Brazil business, ACE Engenharia*, has completed a 600 sq m fit out of the new offices in São Paulo of global management consultancy, Russell Reynolds Associates (RRA).

Undertaken on a design and build basis, we were involved from project

conception, working closely with our client and its suppliers, as well as the architects and design team.

As well as carrying out a general office fit out, feature areas included the hall and reception areas, where we installed continuous floor-to-ceiling Silestone panelling. The weight of the material provided an installation challenge, but to solve it, we created an additional metal structure to fix the Silestone to the ceiling.

The strict programme to ensure our client moved in on time was challenging, but by careful project



management and close liaison with all stakeholders, our team in Brazil aced it, in just 42 days.

São Paulo, Brazil

*ISG is the majority owner of ACE Engenharia – a São Paulo and Rio de Janeiro-based fit out and refurbishment business.

It's a wrap at the BBC



The 150,000 sq ft BBC Cymru Wales headquarters will accommodate 1,200 BBC Wales staff

Our UK Construction West team is celebrating handing over the new BBC Cymru Wales headquarters to BBC director general, Lord Hall. The project, at Plot 3, Central Square, Cardiff, was completed on time.

The £65m scheme, for developer Rightacres, will provide the BBC with a new home in a key location – opposite Cardiff Central Railway Station. The 150,000 sq ft building is set over five floors and a basement, and includes office, studio and production space for over 1,200 BBC Wales staff.

The state-of-the-art BBC Cymru Wales headquarters is the most advanced regional hub in the broadcaster's portfolio, and the first BBC facility in the UK to use live IP technology. The striking building is the centrepiece for the wider redevelopment of the Cardiff gateway, and the anchor for the whole Central Square development.

Cardiff, UK

Going for Gold in Hong Kong

Client: Century Land Investment Limited
Location: The Quayside, Kowloon East CBD, Hong Kong
Sector: Offices
Service: Commissioning management
Business unit: Commtech Asia
Value: HKD3.6m

Commtech Asia has been appointed to deliver testing, commissioning management and environmental commissioning services for a live office project in Hong Kong. With a 900,000 sq ft floor area, the stunning architecture will offer a Grade A landmark development along the harbourfront of Kowloon East CBD. With features including a sky garden, rainwater recycling system and solar-powered hot water system, The Quayside is set to achieve LEED Platinum certification, BEAM Plus Provisional Platinum accreditation, and WELL Precertification, Gold level.



Acoustics are key for Spotify

Client: Spotify
Location: London, UK
Sector: Offices
Service: Fit out
Business unit: UK Fit Out
Value: £15m

UK Fit Out has been awarded a £15m project for the world's leading music, podcast and video streaming service provider, Spotify, at its UK headquarters in London. Located in the Adelphi Building, which was previously refurbished by UK Construction South, the fit out will provide a dynamic and creative workplace that embodies the Swedish entertainment company's core values. A key feature will be the live performance area in the atrium. The project will have a major acoustics focus, and we have developed a plan which harnesses acoustics to the live performance area, and prevents acoustic break-out to the office floors and meeting rooms.



A land of opportunities

Client: Hongkong Land
Location: Singapore
Sector: Offices
Service: Fit out
Business unit: Singapore
Value: Confidential

ISG in Singapore has completed an office fit out for a respected commercial property developer in Asia – Hongkong Land – at level 22, South Tower, One Raffles Quay. Our team delivered a fast-track fit out, creating open and collaborative work zones, 14 private office suites and a variety of meeting and conference facilities, and installed critical mechanical, electrical and plumbing works for a new server room. Completed in April, the office will showcase the developer's property portfolio to investors and tenants, providing us with a great opportunity to reach the same audience.



Scotland wows in the hospitality sector

UK Construction Scotland continues to wow in the hospitality sector, with two new wins that will see an additional 417 new hotel rooms built in Edinburgh, as demand continues to outstrip supply.

The projects will see us transform two underused sites in the capital, including the complete overhaul of a former BHS store at 64 Princes Street. The team will deliver a 137-bed Premier Inn, two new restaurants and a 40,000 sq ft retail store, with work scheduled for completion in spring 2020.

Spanning two linked buildings on Princes Street and Rose Street, the £20.5m, two-year scheme will see us demolish the existing Rose Street property and erect a hybrid concrete and steel frame building, extended one storey higher. A further floor will also be added to the Princes Street building, which will be physically linked to the Rose Street site via a new bridge. The site transformation will be completed with replacement windows on the Princes Street façade.



A few streets away, work has begun on the multimillion pound redevelopment of Erskine House on Queen Street, creating a 280-'cabin' hotel for Starwood Capital in partnership with YOTEL.

We will extensively reconfigure the former office building, including the refurbishment of a large, double-height, glazed atrium to

create an impressive screening room and events space, with a destination bar fronting Queen Street. Facilities will include a fully equipped luxury gym and spa, and YOTEL's renowned Club Lounge concept, with flexible meeting and co-working space. The hotel is due to open in early 2019.

Edinburgh, UK

A double win with Deloitte

Client: Deloitte
Location: London, UK
Sector: Offices
Service: Fit out
Business unit: UK Fit Out
Value: £5.8m

Following a number of successful projects for Deloitte across the UK, Agility has been appointed to two projects in London. The first is for Cat B fit out works at Deloitte's Little New Street office, creating a new gym on the ground floor and basement level, and reconfiguring level one to be used as a new IT training facility. And the second, at 3 New Street Square, is for the fit out of the level five film studio suites, as well as new meeting room space and well-being facilities on level one. The projects will take place simultaneously.



Creating an inspiring learning ethos



Our UK Construction West team in the Midlands has created an inspiring learning environment at Solihull Alternative Provision Academy.

Converting an existing office building into an alternative provision school required a complete redesign of the accommodation, creating group-learning spaces, one-to-one rooms, chill-out areas, a gym, ancillary facilities and an all-weather activity pitch.

Appointed through the Education and Skills Funding Agency (ESFA), the team handed over 80% of the space in April, enabling the new academy to open for the summer term.

Our team then worked closely and collaboratively with the school, hosting a high number of site tours for the students of the remaining areas, before handing over the final 20% of space at the end of May.

Solihull, UK

Back to life, back to Realty



Our Engineering Services team continues to strengthen its relationship with long-standing client, Digital Realty Trust, after delivering a £33m datacentre in Crawley, UK, and reaching steelwork completion on a new datacentre in Dublin, Ireland.

With the existing datacentre, DUB 14, reaching maximum capacity, the new two-storey datacentre in Dublin is the second of four phases

of development on Digital Realty's Profile Park Campus.

Consisting of two 3MW data halls, the high-specification datacentre includes both evaporative and indirect adiabatic air-cooling systems, and advanced resilient power solutions.

Due for completion in November, the next project milestones include the installation of indirect air-cooling units in June, a few weeks before the fitting of the critical generators.

Dublin, Ireland

Flying high with Pegasus wins



UK Construction South has won two projects with luxury retirement housing provider, Pegasus Life, in London.

The first project, in Belsize Park, Hampstead, sees the team construct the envelope for an existing concrete frame structure with base build in place, and carry out a full Cat B fit out, as well as external landscaping.

The fit out covers the 59 one- and two-bed apartments, spa, restaurant and communal residents' areas.

The second project, In Westminster, is for the construction of a £34m new build development, creating 39 one- and two-bed apartments spread across two buildings, as well as a lounge, gym, sauna, steam room, treatment room and hair and beauty salon.

Belsize Park is due to complete late 2018, and Westminster late 2019.

London, UK

A delicious delivery in Spain

ISG's team in Spain has delivered a sweet office fit out at Natra's new headquarters in Madrid.

One of the leading chocolate production companies in Europe, Natra has six specialised production centres across Spain, Belgium, France and Canada, as well as a commercial presence in the United States and across Asia.



From early on, the relationship between ISG and Natra was excellent. Our strong reputation of delivering high-quality office fit outs made the client feel safe when deciding who to develop its project, and resulted in our team being awarded a 10/10 Net Promoter Score in a post-completion customer experience survey.

Madrid, Spain

On a roll in Switzerland

ISG has completed an office fit out for computer storage company, Dell EMC, in Zurich, Switzerland.

The 2,450 sq m project took over six months to complete, and included erecting new partitioning directly on top of the existing raised floor, installing a cooling system over the chilled beam ceilings, and introducing acoustic panels to the scheme, made entirely from recycled plastic PET bottles.

Our projects in Switzerland are managed from our recently opened



Driving forward in Paris

Our team in France has delivered the fit out of Uber's new France headquarters, in the Phive building in the heart of Paris' Marais district. The two-floor, 2,600 sq m project for the transportation network company included structural works, the creation of a staircase to link the floors, and a high-end office fit out, including break-out areas, conference rooms, informal meeting spaces and a cafeteria. The 10-week programme was tight, but the team drove forward and delivered on time.

Paris, France



Two successful datacentre projects lead to another

Client: AirTrunk
Location: Sydney, Australia
Sector: Technology, science and health
Service: Commissioning management
Business unit: Commtech Asia
Value: Confidential

Asia-Pacific technology company and datacentre services provider, AirTrunk, has appointed Commtech Asia for a third project in Australia. It follows the successful delivery of projects at two of its hyperscale datacentres, in Sydney and Melbourne. The Commtech Asia team will deliver commissioning management services at the second phase of the Sydney facility, which is on another greenfield site located adjacent to the current datacentre. The facility is required to meet Tier 3 specifications as defined by the Uptime Institute.



All aboard the Urban Express

Client: SSP Group
Location: London, UK
Sector: Retail
Service: Fit out
Business unit: UK Retail
Value: Confidential

Food travel experts, SSP Group, appointed UK Retail to fit out a brand-new retail concept, Urban Express. The store, which is inside London Bridge train station, offers premium, UK, branded products, including food, drink, books and much more. The team installed a self-service area, and exposed brick and terrazzo flooring throughout the store.



Continuing our pan-European journey with Amazon

We are continuing our pan-European journey with key strategic account client, Amazon, with a new project in Munich, Germany.

The win follows successful projects in Austria, Germany, Luxembourg, the Netherlands and the UK, and current projects in Luxembourg, the UK and Berlin, Germany.

The 9,000 sq m office fit out spans four floors, and is located at the Oskar-von-Miller-Ring, in the heart of the Bavarian capital. Work for the American electronic ecommerce and cloud computing giant began in April.

Munich, Germany



An ACE office fit out in Brazil

Client: Tullett Prebon Brazil
Location: São Paulo, Brazil
Sector: Offices
Service: Refurbishment / Fit out
Business unit: Brazil
Value: Confidential

ACE Engenharia has delivered a 600 sq m project for Tullett Prebon (TP) in São Paulo, Brazil. TP is part of the TP ICAP group, and is one of the world's leading interdealer brokers, with a presence in 23 countries. Awarded on a design and build basis, and with the aim to transform the new offices to mirror TP's global office standards, the remodelling project including all elements of the construction works, including civil works and MEP installations. Through careful design management and cost-effective solutions, we stayed within our client's budget, and delivered a high-quality fit out in just 65 days.

An amazing fit out for Amazon



UK Fit Out's major projects team has delivered the new London headquarters for American commerce and cloud computing company, Amazon.

The project, in Shoreditch, saw the team complete a shell and core to Cat B fit out on the ground and first floors, and Cat A to Cat B fit out on levels three to 15. The works included a new reception, café, open working spaces and meeting-room suites.

The team implemented an alternative programme which allowed Amazon to move in two months earlier than the tender programme.

Divisional director, Steve Makris, spoke about working with such a key global client. "Working with one of the biggest brands in the world is always exciting. The team worked extremely hard to produce a high-quality project for this strategic account client."

London, UK



Looking LUSH in Westfield

UK Retail has completed a 220 sq m fit out for cosmetics retailer, Lush, in the new section of London's Westfield White City Shopping Centre. The team had to be mindful of Lush's dedication to sustainability and an ethical build process.

Lush was extremely pleased with the new store, commenting: "We are

tremendously impressed with the finish by ISG."

This praise was further cemented by a 92% satisfaction score and a 10/10 Net Promoter Score in a post-completion customer experience survey.

London, UK

Complex tendering process pays off in Spain

We have been awarded a 1,200 sq m fit out for electrical equipment company, ABB, in Barcelona, Spain. It follows a year of complex tendering.

The tender process was split into several bidding processes. A number of revisions were developed with a range of pricing options, as well as new ideas for the complicated air-conditioning system, before we were awarded the scheme.

The €1.3m project is for the fit out of offices and laboratories in ABB's new Spanish headquarters, and will be delivered in just 13 weeks.

Barcelona, Spain

£22m project in Norwich 'hops out'



Engineering Services UK's MD Lee Hutchinson (right) with representatives from Orbit and Norwich City Council

Our St Anne's Quarter development for long-standing client, Orbit Group, went back to its beginnings in April, to celebrate topping out, or 'hopping out', in style.

Representatives from Engineering Services and Norwich City Council joined housing developer, Orbit, to mark the historic development in the heart of Norwich city centre reaching its highest point of construction.

The event saw some of the more traditional topping-out deeds replaced by the pouring of locally brewed and specially named 'Redwell's St Anne's Quarter'

ale, from the highest block. The 'hopping out' celebrated the journey from the development's origins as a brewery to now, at its construction pinnacle.

In the first phase of the £80m St Anne's Quarter scheme, 437 new homes will be developed, consisting largely of studio, one- and two-bedroom apartments and houses for affordable and private rent, shared ownership and outright sale. Our two-year, £22m contract will see the delivery of 190 flats.

Norwich, UK

Making a splash in Birmingham

Client: Serco Leisure
Location: Birmingham, UK
Sector: Hospitality and leisure
Service: New build
Business unit: UK Construction West
Value: £7.7m

UK Construction West is celebrating the handover of its third leisure centre in Birmingham for Serco Leisure. Part of the Serco leisure framework for Birmingham City Council and part funded by Sport England, the Northfield centre opened its doors in May, and follows the completion of centres in Erdington and Stechford. Built on the site of the former baths built in 1937, some of the old stones were reused in the new build. The striking centre includes a 25m pool, teaching pool, gym and community room.



Spain delivers for Sage

Client: Sage
Location: Barcelona, Spain
Sector: Offices
Service: Fit out
Business unit: Spain
Value: Confidential

ISG in Spain has completed its latest high-quality fit out for multinational software company and repeat client, Sage. The 1,500 sq m office in Barcelona bears all the creative hallmarks of our last project in Madrid. We delivered open-plan workspace, eight meeting rooms, an 18-seat boardroom and a number of break-out areas, and added a new kitchen and cafeteria.



ISG’s winning streak continues

After enjoying significant awards’ success in 2017, with over 50 accolades across ISG, our winning streak has continued in 2018. We’ve had high-profile wins, multiple projects shortlisted as finalists, and a number of awards’ entries are still being worked on.

Here’s a round-up of our recent successes:

BCO brilliance
It was an award-winning April for ISG, as The British Council for Offices (BCO) once again recognised our work in the office fit out market, with seven projects shortlisted as finalists, and two scooping regional awards.

Our first 2018 BCO win was at the Scottish BCO Awards in Glasgow, where our Standard Life Aberdeen PLC project received the Corporate Workplace Award.

The 110,000 sq ft scheme saw UK Construction Scotland transform the interior of No 6, St Andrews Square in Edinburgh, with a Cat B fit out over 33 weeks. The state-of-the-art offices are now home to over 1,000 Standard Life Aberdeen PLC and Aberdeen Standard Investments’ employees.



No 6, St Andrews Square, Edinburgh for Standard Life Aberdeen PLC – winner of a BCO Corporate Workplace Award

Our award-winning UK Construction Scotland team at the Scottish BCO Awards (left to right): Rob Coleman, Alistair Lyon and Paul Beaton



ASOS, Watford – winner of a BCO Best Fit Out of Workplace Award



The Crown Estate, Westminster, London – shortlisted for a BCO Best Fit Out of Workplace Award

Our second BCO success was at the BCO Midlands and Central England Awards in Birmingham, where Agility won Best Fit Out of Workplace for its £15.8m, fast-track project to create a new contact centre in Watford, for British online fashion and beauty retailer, ASOS. The award is the first for Agility since ISG launched the business in 2016.

The 70,000 sq ft, multi-phased project included a full strip-out and refurbishment of two offices, alongside significant structural modifications to an atrium linking the two buildings, creating open-plan office space and ancillary accommodation for ASOS’ 600-strong team.

Also shortlisted as BCO Awards’ finalists in the category of Best Fit Out of Workplace were our UK Construction Scotland project for Deloitte, and our UK Fit Out projects for Landsec and The Crown Estate in London. Finalists in the Best Refurbished / Recycled Workplace were UK Construction South’s projects for The Blackstone Group at 20 Old Bailey, and the Adelphi Building, in London.

Our regional awards’ winners will compete in their categories at a national level, and also bid to win the property sector’s respected BCO ‘Best of the Best’ Award. The National Awards Dinner will be held on 2 October at the Grosvenor House, AJW Marriott Hotel, in London, with ISG as the main sponsor.

CCS celebrations
Also in April were the Considerate Constructors Scheme (CCS) National Site Awards, where the UK’s most considerate sites were revealed. We took home a total of nine awards – one Gold, four Silver and four Bronze.

Awards were given to our UK Construction and UK Fit Out businesses, with UK Construction North winning a Gold Award, as well as being named as runner-up for the Most Considerate Site Award, for Thornaby Fire Station in Stockton for Cleveland Fire Authority.

The CCS site monitor described the blue light project as being “in a league of its own” with regard to community engagement, with many apprenticeships and work experience placements resulting from a fruitful relationship with two local colleges. The assessor also noted meticulous attention to safety being an intrinsic part of operations.

Thornaby Fire Station remains our highest CCS-scoring project ever across all business units, achieving an exceptional score of 46/50 in August 2017.



ISG’s Alan Deighton (centre) celebrating receiving the Most Considerate Site Runner-Up Award for our Gold Award-winning Thornaby Fire Station project



Temple Learning Academy, Leeds

INDEX Architecture & Design Awards
Our Middle East team was crowned Fit Out Contractor of the Year at the INDEX Architecture & Design Awards (IADA) in Dubai at the end of Q1.

We have been operating in the Middle East since 2009, and employ just over 100 people of 13 different nationalities.

The award recognises the team’s outstanding work in the previous 12 months, fitting out 299,500 sq ft of corporate office space, 100,500 sq ft of technology, science and healthcare facilities, and 204,500 sq ft of hospitality and leisure venues.

Held at the Dubai World Trade Centre, IADA celebrates exceptional creativity and innovation in design projects, leading architecture, products and professionals, and has 15 high-profile categories.

Our refurbishment of the iconic Zayed Sports City Stadium in Abu Dhabi was just one of the influential projects behind our success, a project which demonstrates the team’s ability to deliver mission-critical projects on time, despite numerous logistical and operational challenges.



ISG’s Steve Ramsden (left) and Dima Qumsieh are presented with the Fit Out Contractor of the Year Award at IADA in Dubai



Apex Plaza, Reading



Bukit Jalil National Stadium, Kuala Lumpur

Thames Valley Property Awards
It was UK Construction West’s turn to celebrate in May, when its £3m Apex Plaza project in Reading was announced as In-Town Office of the Year at the Thames Valley Property Awards.

Nominated by our client, Legal & General, the 30-week project saw us deliver a new two-storey glass entrance to the atrium of the mainly offices building, refurbish the main reception, fit out the space to Cat A standard and create additional reception seating and touch-down space for visitors and building users.

A link bridge and staircase to the adjacent Reading train station were refurbished, and three new retail units created to shell and core.

World Stadium Congress Awards
ISG’s team in Malaysia was celebrating in May, when the Bukit Jalil National Stadium was named

CIOB / RICS regional awards
It’s two awards and counting for UK Construction North’s £10m Temple Learning Academy project in Leeds, which transformed a disused leisure centre into a thriving school.

At the CIOB-endorsed Committed to Construction in Humber & West Yorkshire Awards (CCIHWWY 18) in March, the Academy received the accolade of Project of the Year Over £5m.

Then in May, the Academy was named as the winner in the Community Benefit category at the Royal Institution of Chartered Surveyors (RICS) Yorkshire and Humber Awards.

The part new build, part refurbishment project created an all-through school for 1,020 pupils aged 4-16 and was awarded via the last iteration of the UK government’s Education and Skills Funding Agency (ESFA) construction framework.

The exceptional project has also been shortlisted as a finalist for Building Project of the Year in the Yorkshire & Humber Regional Construction Awards, with the winner to be announced on 12 July.

Stadium of the Year at the World Congress Awards 2018, held at the Amsterdam Arena.

Our team delivered a 100,000 sq ft fit out across three stadia within the Kuala Lumpur Sports City compound in 2017, for Malaysian Resources Corporation Berhad (MRCB), including the Bukit Jalil National Stadium.

The project included the fit out of 23 VIP suites with lounge and dining areas, two royal boxes, an entrance foyer, public circulation areas, restrooms, lounge areas, and press and media rooms, over 400 locker facilities, and the installation of over 2,500 items of signage.

We would like to offer our congratulations to the delivery teams who made these schemes happen, and to everybody involved in supporting the projects and the submissions.

Turning over a *new leaf*

Restoration of the jewel in the *Royal Botanic Gardens' crown*



By **Julie Wright**
Marketing Communications
Manager

In May 2018, ISG's UK Construction South team completed the unique restoration of the largest remaining Victorian glasshouse in the world, the Grade I listed *Temperate House, Kew, in London*.

Handing over the restored Temperate House to the Royal Botanic Gardens, a magnificent opening event followed, which featured the nation's favourite naturalist, Sir David Attenborough, who described the space as "breathtakingly beautiful".

Marketing communications manager, Julie Wright, reviews our iconic project.

The background

For those unfamiliar with this striking structure, the Temperate House, dating from 1863, is the largest remaining Victorian glasshouse in the world. It houses Kew's important collection of temperate-zone plants, including some of the world's rarest, most useful, interesting and beautiful species.

In 2012, the Temperate House was placed on the Heritage at Risk Register, which identifies important buildings in danger of being lost to decay. Major restoration work was needed to save the Grade I listed structure. In 2013, it closed its doors for a highly ambitious, five-year regeneration

project, seeking to return the building, the jewel in the Royal Botanic Gardens' crown, to its former glory.

ISG was appointed in 2014, to work on the £41m restoration project. The project was supported by the Heritage Lottery Fund, Defra, generous funding from many private donors, foundations and trusts, as well as donations from Kew's many members and visitors.

Prior to our start on site, Kew's expert glasshouse team spent time preparing large mature plants for removal, as well as preparing a collection of newly propagated plants. These were temporarily housed in glasshouses 'behind the scenes', to be grown, ready to form a rejuvenated collection on completion of the restoration.

The project has restored the entire building, including the repair and replacement of the ventilation and irrigation support systems integral to the workings of such a large glasshouse, and provided much-improved facilities and accessibility for visitors and staff.

ISG's extensive restoration and conservation experience has ensured that this iconic building is both protected for future generations and has been adapted to suit current requirements. Our approach also considered the legacy of the project on the community, and we supported Kew's engagement initiatives, alongside managing the challenges of working in a live public environment.

Overcoming the challenges

Renovating the world's largest surviving Victorian glass structure is a daunting task, but when that structure is Grade I listed, located on one of London's four UNESCO world heritage sites, and has only one vehicular access route, it becomes clear just how daunting, and how significant the extent of the challenge faced by our team. As a working attraction open to the public seven days a week, restrictions were also inevitable.

Time had taken its toll on the glasshouse. Plants were pushing against the glass roof. The cool and moist atmosphere required

for the rare flora had caused delicately carved timber to rot. Outside, gutters had become damaged, leading to corrosion of the intricate Victorian metalwork. Inside, problems were compounded by an inadequate, inefficient heating and ventilation system, and the limited number of opening windows – controlled by a hydraulic winder mechanism.

The ambitious renovation included a host of improvements designed to protect the building fabric for another 50 years, and the building is now served by a power supply from a biomass energy centre.

Improved amenities for staff and visitors have been provided, including a kitchen and toilets. Heating and ventilation systems have been completely overhauled, with a

sophisticated new building management system installed, and fully openable windows now controlled by automated actuators. And while the glasshouse was formerly home to about 500 plants, new soil beds and pathway routes mean that the refurbished building can now accommodate 20 times that number.

The challenge was significant. The glasshouse is surrounded by trees that could be easily damaged by construction work. And inside, while most plants could be removed and re-bedded, nine trees which were too large to move remained, each one protected by its own personal scaffold tower, equipped with temporary heating and ventilation and a 'climatic'-sensor system.

Startling statistics

Safely accessing the entire structure proved a monumental challenge, which called for an ingenious scaffold system. Linked, but structurally independent to avoid transferring any load onto the existing building, an internal birdcage and external scaffold system provided access to every single pane of glass and supported an enormous tented structure that enveloped the building – covering a space large enough to accommodate three Boeing 747 aeroplanes. To put this into context – enough scaffolding was used to complete a full circuit of the M25 – over 120 miles in total!

Working with traditional Victorian materials, we had to source skilled workers for the restoration, such as heritage joiners, lime plasterers and experts in lead work. The primary aim was to conserve the building, and so the team kept as much of the original material as possible.

But perhaps one of the project’s most impressive stats is that every single piece of glass was replaced, totalling 15,000 individual panes, the

Safely accessing the entire structure proved a monumental challenge, which called for an ingenious scaffold system.



combined weight of which was a staggering 57 tonnes.

69,000 parts had to be dismantled, logged, cleaned and stored during the project. Technology and innovation played an important role in the delivery, from the data logging of the individual components to the state-of-the-art coatings used to protect the metal frame for years to come.

Steven McGee, managing director of UK Construction South & Hospitality, commented: “Our successful restoration of the Temperate House has been achieved through meticulous attention to detail, framed by a dynamic programme that has flexed with every single construction challenge revealed beneath the many layers of paint on this 150-year-old structure.”

Following a site visit by Building magazine, the feature writer summed it up well with this closing comment: “For obvious reasons, Kew considers its incomparable wealth of plants to be the star of the show. But it is the care and ingenuity revealed in the restoration of precious built assets, like the Temperate House, that enable the show to go on.”



Building our future workforce

Sustainability played a key role in the project, in terms of the restoration itself, and also in the employment, learning and social value opportunities we provided.

Bally Gill swapped the food aisles of Marks and Spencer for a career in construction via the K10 apprenticeship scheme, which we also supported on this project. K10 is a London-based construction skills network which aims to place apprentices in the industry.

Bally completed his apprenticeship on the Kew project before gaining full-time employment with ISG as a trainee quantity surveyor. He said: “Working with ISG was a really great experience for me. I started by doing a business administration apprenticeship, and after two months of being on site, I was assisting the quantity surveyors on a regular basis.”

“How ISG pulled it all together, and managed to keep everyone on side, was really successful and well done.”

Andrew Williams
Director of Estates and Capital Development
Royal Botanic Gardens, Kew

Oliver Young completed ISG’s graduate programme on this project, joining the programme after being awarded a degree in Construction Engineering Management at the University of Portsmouth. Following the graduate scheme, Oliver continued to impress in his new role of assistant construction manager on the project, and was later promoted to the role of construction manager in April 2018.



Image 1: The Temperate House is twice the size of the Royal Botanic Gardens’ other glasshouse, The Palm House, and is home to plants from Africa, Asia, Australia, New Zealand, the Americas, and the Pacific Islands

Image 2: An area of Temperate House post restoration. We sourced skilled workers for the project, including heritage joiners, lime plasterers and experts in lead work

Image 3: An area of the Temperate House pre restoration. Time had taken its toll on the glasshouse including the corrosion of the intricate Victorian metalwork

Image 4: Kew’s collection of living plants is the largest and most diverse in the world, growing outside in the Royal Botanic Gardens and inside the glasshouses

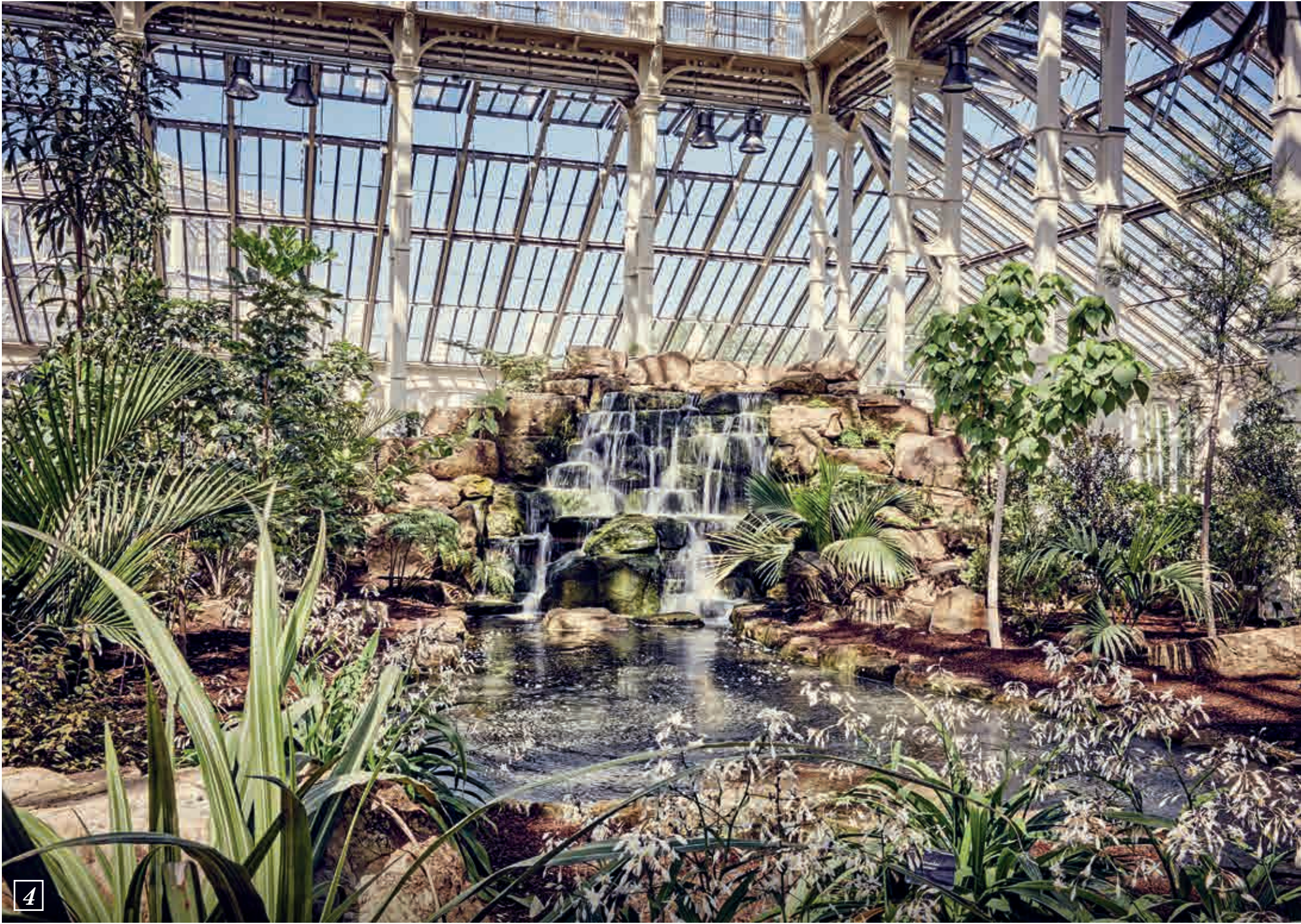


Image 5: Building work began on the Temperate House in 1860, with the building opening to the public in 1863

Image 6: The glasshouse was formerly home to about 500 plants, but new soil beds and pathway routes mean that it can now accommodate 20 times that number

Stepping into another world

As visitors walk through the doors of the glasshouse, they step inside another world; a beautiful one but also a world revealing an urgent message, that plants are the foundation of all life on earth, and they are in trouble. With the global challenges of climate change, biodiversity loss and food security, these incredible plant collections are helping to highlight Kew’s role in safeguarding rare and threatened plants from extinction.

To help tell this story, some of the world’s rarest plants will be on display, including a team favourite,

Encephalartos woodii, a type of plant called a ‘cycad’, which dominated the planet 300 million years ago. Over the years, the age of the cycad came to an end and we have been left with only one – a single male specimen – the loneliest bachelor on Earth. The plant even has its own YouTube video, which has now been viewed over 1.6 million times!

Andrew Williams, director of estates and capital development at Royal Botanic Gardens, Kew, said: “This has been a mammoth undertaking for Kew, and it has been an absolute joy to watch the transformation of this magnificent building, steeped in history and heritage. But this is not just an architectural masterpiece; inside the Temperate House is a visually inspiring and educational world that reveals the extraordinary life of plants, their

relevance to us all and how plants can help us overcome some of the major global challenges we face.”

On working with ISG, Andrew added: “The team really bought into how Kew worked, which isn’t easy, as we are a world heritage site and a Grade I listed landscape. How ISG pulled it all together, and managed to keep everyone on side, was really successful and well done.”

To sum it up, our project manager, John Hatton, a tropical plants enthusiast himself, explained what it meant to work on such an iconic project: “Personally it has been an absolute dream. To come into this environment, and work with a great team to bring this structure back to its original glory, it has been a wonderful, wonderful experience.”

03

People news

A sporty celebration in Hong Kong

Our two Hong Kong-based businesses – ISG and Commtech Asia – came together for their joint annual dinner, held on 25 May at City Garden Hotel in Hong Kong.

With a sportswear theme, it was a night full of laughter and fun, which

included sporty team-building games, a prize draw and awards for the best dressed teams.

A great time was had by all!

Hong Kong



It was a fun-filled evening, at ISG and Commtech Asia's joint annual dinner in Hong Kong



Engineering Services' Tom Smith

Tom goes the distance

Engineering Services' commercial director, Tom Smith, gave his all on 22 April, taking part in the London marathon and finishing the 26.2-mile course in an impressive four hours, 15 minutes and 48 seconds.

Running in memory of his late brother-in-law, Tom raised over £10,000 for the Brain Tumour Charity in the process – an incredible effort!

London, UK



'Best Dressed Award' winners: The 'tai chi' finance team led by Honey Lau



'Best Dressed Award' winners: The 'karate' finance team led by Albert Chan, with Tim Threlkeld, managing director of ISG in Hong Kong



Time for some fun and games!

We are family

Family comes first for our team in the Middle East.

As a way of acknowledging the work and dedication of our people and their families, a fun-filled evening was organised at the Sheraton Hotel in Dubai in April, for our people and their loved ones. And the stops were pulled out!

Kids feasted on cotton candy, threw themselves down inflatable slides and were transformed into their favourite cartoon characters or animals with face painting galore.

Team-building games were available for the grown-ups, including tug of war, and a game of 'soak the directors'!

Middle East managing director, Steve Ramsden, said: "It was really wonderful to see so many ISG team members and their families come together and enjoy a relaxed day out. I hope everyone enjoyed it and spent some quality time with their loved ones, and got to know their colleagues a bit better."

Dubai, UAE



ISG's family day in Dubai was held at the Sheraton Hotel

Singapore team spreads joy through kindness

Seven volunteers from ISG in Singapore attended the Singapore Kindness Carnival on 19 May, held at the OCBG Square in celebration of Kindness Day SG.

The team was split up to man two activity booths. At the origami booth, our volunteers taught event attendees how to fold paper gerbera daisies – a symbol of happiness – and assemble daisy windmills. And at the games booth, the team took charge of a giant game of 'Twister', with kindness affirmations written in each circle of the mat.

Also taking part in 'Cycle for Kindness', which required participants to cycle for one minute to light up one bulb, the team lit up 60 of the 1,620 bulbs through collective effort.

In the 2017 employee engagement survey, respondents from Singapore expressed an interest in giving back to the local community, and this event provided an opportunity to do

just that, while embodying ISG's core value to 'always care'.

Singapore



Learning how to fold yellow paper gerbera daisies – a symbol of happiness



Spreading joy through kindness (left to right) are Michelle Sy, Azryl Ali, Edma Agena, Cesar Cruz, Honeylette Isagan, Maisie Dumdum and Hazel Agosila

Hard to talk about C _ _ _ R?

In 2017, ISG's UK charity partner, Macmillan Cancer Support, received just 76 calls from men each day, compared to 176 from women, on the Macmillan Support Line.

Although these numbers are rising, statistics show that men are still 22% more likely to get cancer than women, 49% of men diagnosed with cancer have reported experiencing anxiety during treatment, and 25% felt depressed when they were diagnosed.

In April, ISG joined forces with Mace, Benchmarx Kitchens and Joinery, CEF, Selco Builders Warehouse, telent Technology Services, Topps Tiles, Travis Perkins and Wolseley, for the Cancer Coalition, encouraging men in the construction, home improvement and electrical sectors to 'just say the word' and ask for help when they're affected by cancer.

For two weeks, our UK sites and offices hosted incredible events to not only raise awareness about cancer, but also raise vital funds for the Macmillan Support Line. And we're delighted to announce that thanks to everyone's efforts, we raised an incredible £22,697!

Over the two-week campaign, #TeamISG:

- ran a marathon relay in Bristol, Chorley, Huntingdon and Whitstable
- golfed with our subcontractors at The Belfry near Birmingham
- took part in a pub quiz hosted by UK Construction South
- cycled, rowed, ran and walked 895km across our offices
- hosted bake sales, raffles, sporting sweepstakes and sponsored walks in Bradford, London and Scotland
- held a charity day at the Folgate House project in London
- dressed in green in Birmingham and at our Chimes project in London
- held a raffle and tuck shop in Bradford
- organised a sponsored walk, raffle and baking competition in Scotland.

Together, during this campaign, the coalition partners have raised over £100,000 for Macmillan, ensuring more people get access to Macmillan's vital services, while changing men's perception of cancer and encouraging more people to **#JustSayTheWord**.

UK

Laying the foundations for growth in Manchester

The team working on the £8m refurbishment of Moss Side Leisure Centre* in Manchester is helping to lay the foundations for a new community venture.

The foundations are for a polytunnel that the not-for-profit Hulme Community Garden Centre (HCGC) hopes will ensure it is self-sustaining in the future, allowing it to continue its work with society's most vulnerable people.

UK Construction North's Steve Dorotiak and Rudi Dippenaar were joined by subcontractors Beamus, with the team providing both the manpower and concrete for the scheme.

HCGC's Helen Kelly said: "Thanks to the support of ISG and its subcontractors, our project is well ahead of schedule. It would have taken us months to do the work ourselves, and almost £1,000. We are now well on the way to working with both the community and all levels

of restaurants, providing delicious produce and delivering real change for our community."

The polytunnel will be used to grow microgreens – edible flowers and herbs – to sell to restaurants across the city.

Manchester, UK

*ISG is on site with the Moss Side Leisure Centre project, which will transform a 1970s building and includes an infill extension to increase the total fitness area by 40%. Covering three floors and 59,300 sq ft, the centre is expected to reopen in autumn 2018 and was awarded through the North West Construction Hub (NWCH) by Manchester City Council.



Laying the foundations for growth in Manchester (left to right) are Beamus' Michal Jelacic, HCGC's Tim Knight, ISG's Steve Dorotiak and HCGC's Helen Kelly



Marathon relay, Bristol



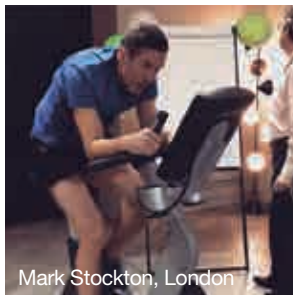
Glasgow



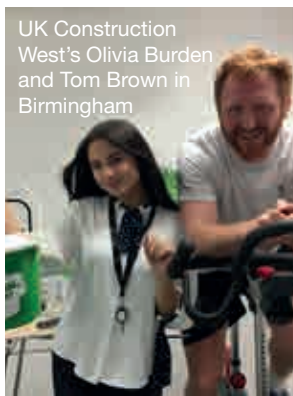
Scotland



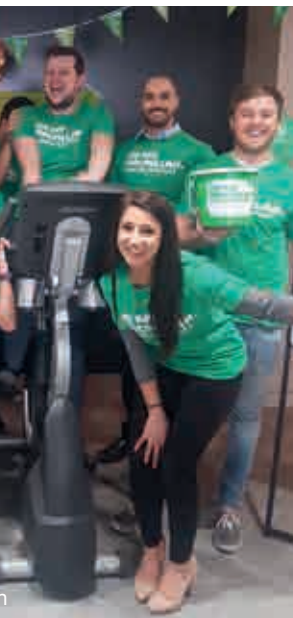
Matthew Sidwell and Meurig Thomas, Bristol



Mark Stockton, London



UK Construction West's Olivia Burden and Tom Brown in Birmingham



Static bike challenge, Aldgate House, London

First impressions

The Vine caught up with four new starters about their first impressions of ISG.



Andrew Etall

Title: Business Assurance Manager
Business unit: Group Finance
Joined ISG: February 2018

Welcome Andrew! What did you do before joining?

Prior to joining ISG I was at British supermarket, Sainsbury’s, and before this I spent 11 years with Welcome Break, the motorway services provider, as its business assurance manager.

Why did you join ISG?

I was looking for a new challenge. Business assurance is a new area for ISG, and the opportunity to set it up from scratch really appealed. The ISG vision and values really stood out for me; I like the openness and straight-talking, combined with the passion and commitment to the culture within the business.

And how’s it been so far?

My first three months have been a whirlwind! I’ve met over 60 people across different business functions, both in the UK and overseas. Everyone’s been very welcoming. People are happy to share their goals,

explain their challenges and discuss what needs to be done to optimise the business.

What is key to success in a business assurance role?

Business assurance is being a trusted advisor, insight generator, problem solver and assurance provider. How well you communicate with people determines success. An organised approach and an understanding of finance helps, but it’s more about focusing on people, knowledge and behaviours.

“What do I like about ISG? The culture, people, vision and the fact it’s on a journey!”



Mio Lee

Title: Senior Marketing Communications Executive, North Asia
Business unit: Group Marketing & Communications
Joined ISG: May 2018

Hi Mio! What is your background?

I’m from Hong Kong, and have been working in marketing roles for engineering companies for the last couple of years, carrying out a wide range of duties including bilingual press release writing, developing marketing materials and event management.

What did you know about ISG?

I knew ISG was different to other companies in the industry. Before joining I found different digital footprints across social media, meaning it was really easy to read the latest updates and find out more about ISG. This told me that ISG is always moving forward and keeping in touch with its global customers.

What challenges have you faced?

The main challenge is that I’m the only person looking after the marketing and communications side of things in Hong Kong. I’ve got to work independently,

while being in constant contact with the other Asia marcomms people, and the wider global marcomms team. But everyone has been really supportive and it’s really easy to work together, despite being in different countries.

How are you enjoying things?

My first month has been intense and fruitful! It’s great working closely with the Asia marcomms team and, while I’ve been busy, I’m really enjoying my time here.

“I like the working environment here, everyone at ISG is united in achieving the same goal and I am glad to be part of the team.”



Ross Wood

Title: Head of Sustainability
Business unit: UK Construction
Joined ISG: April 2018

Hi Ross, welcome to #TeamISG! Tell us a bit about your background.

I worked at Mace, heading up sustainability for the construction delivery team. Before Mace, I worked for another contractor / developer in London. I also spent a couple of years working in the Middle East, after starting my career at Skanska in Scotland.

What attracted you to ISG?

ISG came across as forward-thinking, and I was drawn in by the opportunity to help shape the sustainability offering ISG has for its clients.

What skills are key in your role?

Key to this role is engagement. Being able to engage and influence at all levels is an important element of driving any sustainability strategy.

What are you working on?

I’m currently working my way around the regions, learning how

we deliver sustainability across UK Construction. On top of this I’m supporting the teams already embedded in the regions with all things sustainability and social value.

What do you like about ISG?

I like how welcoming ISG has been. Everyone is keen to hear your opinion, whether it’s first impressions or how to solve a particular problem. In previous jobs I’ve been thrown in at the deep end from day one, so what’s been great is the space I’ve been given to identify where I can bring value.

“By the way everyone talks, it feels like I have joined ISG at an exciting time.”



Mehdi Belarbi

Title: Operations Director
Business unit: France
Joined ISG: December 2017

Hi Mehdi! Where are you from?

I grew up in Tunisia, went to university in France and have dual citizenship between the two countries. My background is in civil engineering, and after I graduated I worked for Bouygues Construction in Paris, London and Vancouver – all over the world! I started as a site engineer and progressed to the production department, taking roles as project director and then production director.

Why did you join #TeamISG?

I worked in London for more than four years and got to know the UK construction industry, and also visited some ISG sites. ISG has a strong reputation for delivering complex projects. When I moved back to Paris in 2017, I wanted to join a global company – and ISG was my top choice.

What’s your typical day like?

My days are very busy! I’m in regular contact with the estimating

department about tenders, and meet frequently with production teams and potential clients. Much of my day-to-day focus involves our fit out projects – we’re currently working on some exciting office projects for French law firm, Gide, as well as Uber, P&G, Regus and Biogen.

And finally... what’s your next travel destination?

I love travelling! I’m heading to Russia in June and South Africa in the autumn. In between I have a few getaway weekends planned, so exciting times ahead.

“I’m excited, because we’re building a stronger future for ISG in France.”

WOWing students in the North West



By **Lucy Barton**
Social Value Coordinator

Now in its second year, our World of Work Experience (WOWEX) programme has welcomed its latest cohort of students for a taste of life in the construction industry.

The 11-strong group spent five days at our new offices in MediaCityUK in Manchester, following the process of tendering for a project, to final pitch, with a visit to a live construction site as part of the programme.

WOWEX aims to combat negative impressions of the sector and highlights the full spectrum of career opportunities available. Aged 17-19 years, none of the Connell Sixth Form College (CSFC) students initially thought construction was the career for them, but by the end of the week more than 70% had changed their minds.

Vicky Hutchinson, national frameworks social responsibility manager, said: “These sessions are incredibly important for the

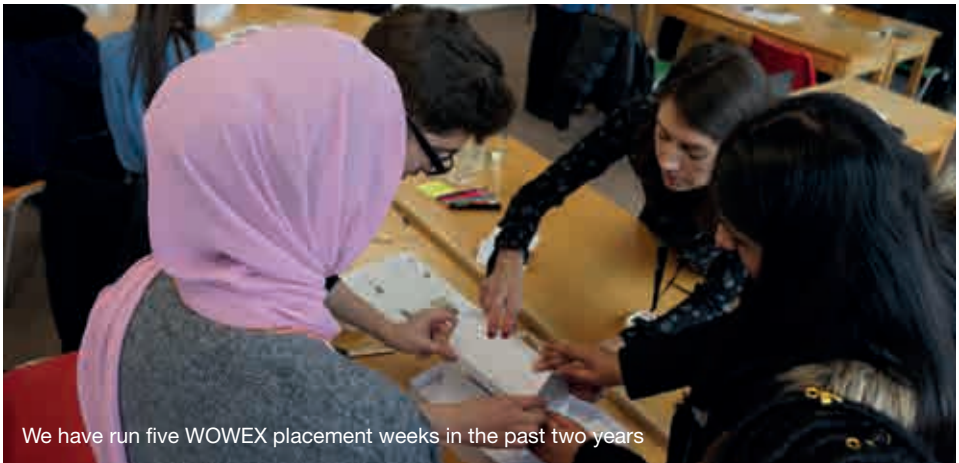
future of our industry. We have run five sessions in the past two years, with the aim of ensuring that college students can see construction for what it is, a sector of talented individuals from a range of disciplines, coming together to deliver places that help people and businesses thrive.”

At the end of the week, all of the students “knew more about careers within construction” and said that “the idea of working in construction was more appealing now than it was before WOWEX.”

The whole of ISG’s Manchester team got behind the event, with presentations and support from the HR, finance, marketing and communications, business development and site teams.

Anitaben Patel, CSFC business teacher, said: “The students all spoke really highly of the programme, and thoroughly enjoyed their time at ISG. You have helped them to think more clearly about their future aspirations, which is great.”

The WOWEX group placement comprises a week-long series of



activities, including a site visit, a series of presentations from business development, planning, surveying and project management professionals, and an introduction to the real-world tools and techniques used in 21st century main contracting.

ISG has developed WOWEX materials for the wider industry which are available through the Construction Industry Training Board (CITB) website. The hope is that hundreds of students will benefit from them in the future.

Gillian Brewin, CITB strategic partnerships manager, commented:

“We are committed to getting more young people interested in construction and attracting the best talent into the sector, and the WOWEX project will do just that. ISG has shown great leadership in helping to solve the industry’s future skills’ needs. I look forward to seeing the project’s positive impact on the industry.”

If you want to find out more about WOWEX or run a session in your region, please contact Vicky Hutchinson at Dr.Vicky.Hutchinson@isgplc.com.

Manchester, UK

Rising to the challenge in Singapore



Pictured (left to right) are the Commtech Asia team of Kripasankaran Ven, Cristina Paguio, Steve Andrews, Melodie Baltazar and Jason Tan

A team of five from Commtech Asia rose to the challenge on 26 April, taking part in the J.P. Morgan Corporate Challenge in Singapore.

The Corporate Challenge series has been held for 42 consecutive years, this year in 13 cities from seven countries across five continents. It was the fifteenth event in Singapore.

The series provides a platform for promoting health and fitness

within the workplace, fostering goodwill and camaraderie among employees, and shows a commitment to the community through donations to local not-for-profit organisations.

Joining a crowd of over 14,000 people from nearly 400 companies, our team successfully completed the 3.5-mile course (5.6km) in under an hour.

Singapore

Westminster celebrates women in construction

With women making up only 11% of the industry’s workforce, there is increasing pressure to make construction a more inclusive and diverse place to work.

In a 2017 survey carried out by the Considerate Constructors Scheme, 22% of respondents said the lack of women was due to a lack of female role models, and 20% cited the negative image of the industry.

ISG is proud to be a progressive and diverse employer, exceeding the industry average, with 25% of our workforce being women. Through a variety of initiatives, we are making great strides to encourage women to join our ranks.

Image: On site at Westminster City Hall (left to right) are sustainability advisor Kelly Dickinson, project administrator Ola Seleon, BIM coordinator Ivana Tudja, BIW coordinator Cherry Sherlock-Tanner and design manager Martina Malagutti



Our UK Fit Out project at London’s Westminster City Hall* is an excellent example of a team where women are filling a variety of key positions, including within the disciplines of Building Information Modelling (BIM), document coordination (BIW), design management, project administration and sustainability.

Ivana Tudja, BIM coordinator, commented on her role: “As a tech-led business, ISG is focused on looking for new digital solutions which can improve existing processes. I saw a great opportunity for myself here – I get to focus on BIM but also looking at things from a different perspective, continuously focusing on innovation and making sure that we are always ahead of the industry.”

London, UK

*UK Fit Out is delivering a 19-storey refurbishment of Westminster City Hall, completing levels one to 10 to Cat A for letting to the market, with floors 11 to 19 occupied by Westminster City Council. The building has been designed to achieve a BREEAM ‘Excellent’ environmental rating and an EPC rating of B, and the revamp will improve the building’s efficiency and running costs.

EDUCATION WILL UNLOCK OUR INDUSTRY’S FULL POTENTIAL

ISG is helping to change the perception of the construction industry through education, and has co-developed a new route into construction – the Level 3 Professional Construction Practice (PCP) diploma.

With a UK launch event planned at the House of Commons in September, assistant marketing communications manager, Chelsey Nicholls, caught up with Cardiff-based operations manager, Howard Davies, who has been leading on the development of the qualification on behalf of ISG.

The skills shortage within the built environment sector has been an ever-present challenge for many years. According to a report by the Royal Institution of Chartered Surveyors in November 2017, almost two-thirds of surveyors questioned said a lack of skilled workers is a key factor limiting building activity. This issue is debated often and reports compiled, yet the industry continues to grapple with this strategic issue, with the main efforts being put into the promotion of traditional apprenticeship routes to encourage young people into the sector.

Recognising that there is a distinct knowledge gap for students at the Level 3 standard in understanding

contemporary construction practice, we have partnered with the Welsh Joint Education Committee (WJEC) to develop the Level 3 Professional Construction Practice (PCP) diploma, which is worth up to 56 fully transferable UCAS* points – the equivalent of an A-level.

Chelsey: So Howard, tell me about the course.

Howard: The course showcases the new and emerging technologies in contemporary construction practice, and is designed to provide learners with a comprehensive framework of knowledge, understanding and the promotion of applied skills, which the industry now relies on. It aims to give rise to an understanding of the diverse roles within the industry and yield transferable skills. The qualification will support learners’ progression from Level 2 General Certificate of Secondary Education (GCSE) courses, typically studied at ages 15-16, particularly in subjects such as business studies, construction, design technology, engineering, mathematics and science.

Chelsey: Why do you think we need to change the way construction is viewed by society?

Howard: We need to change the conversation about construction so that it becomes the aspirational

“CHANGE THE CONVERSATION, AND WE OPEN UP OUR INDUSTRY TO A MUCH WIDER AND MORE DIVERSE TALENT POOL, AND REAP THE REWARDS FOR GENERATIONS TO COME.”



Howard Davies
Operations Manager
UK Construction West

career choice of the brightest and best in our education system. This is an education piece for schools, colleges, and most importantly, parents and guardians. Our industry is filled with a wealth of talent and expertise – but a disproportionate ratio of our leaders arrived in the industry because a parent or family member worked in the sector. Senior leaders who arrived without any prior industry knowledge represent a far smaller percentage than in most other industries, because incorrectly, the perception is that construction is not an elite career choice. Change the conversation, and we open up our industry to a much wider and more diverse talent pool, and reap the rewards for generations to come.



In a separate initiative, ISG is helping to change the perception of the construction industry with its World of Work Experience (WOWEX) placement weeks in Manchester, UK

Chelsey: How do you think the qualification will help change the conversation around construction and help us bridge the current skills gap?

Howard: The qualification helps us to tackle the skills gap which is left due to the omission of a gateway qualification between the UK’s Level 2 (GCSE) and Higher

Education (HE), and more adequately equips students for the next stage of their learning. University lecturers that I spoke to told me many of their students arrive having never set foot on a building site, and with very little construction knowledge as a base point.

We need to erase the negative and outdated stereotypes that plague our industry, and I hope that by creating a qualification that requires skills in innovation, leadership and entrepreneurship, we will attract the highest calibre of diverse talent that we need to drive the sector forward, and deliver the transformational change we see in other sectors, such as manufacturing.

Chelsey: It’s great to see we’re working closely with the WJEC to develop the course. How has it come across so far with educational providers?

Howard: Working closely with the WJEC has meant that the course is tailored to the learning outcomes required at Level 3. We have worked hard with several institutions, including Neath Port Talbot College, to ensure teachers will feel confident delivering content which showcases the latest in industry know-how, and remains relevant for years to come. Several universities have already recognised the qualification for degree entry, including the University of Salford’s acclaimed built environment school, and Wrexham Glyndwr University.

We are inviting colleges across the UK to work with ISG and WJEC to become part of the ISG Learning Alliance. Offering a package of support, we will be working with colleges to train tutors and engage young people to begin studying the PCP diploma from September 2019.

“THE CIOB IS DELIGHTED TO SUPPORT THE NEW PCP DIPLOMA. THIS QUALIFICATION WILL HELP ATTRACT MUCH-NEEDED NEW TALENT INTO THE INDUSTRY, WHICH IS CURRENTLY EXPERIENCING SKILLS GAPS.”

Rosalind Thorpe, Head of Education, Chartered Institute of Building (CIOB)

Chelsey: Can anyone take the course?

Howard: The course is designed for those who have completed Level 2 qualifications. It’s been fully approved by the Welsh examination board, and we are working closely with colleges to ensure they feel equipped and supported to teach the course.

Chelsey: What’s the perception like in the industry?

Howard: For a long time, the conversation within the construction industry has focused around how we need to do more to attract high-calibre individuals. However, the fact remains, more people are leaving the industry than entering. But with the full endorsement of the Construction Industry Training Board (CITB), we are confident this is a course that teaches the relevant skills and industry know-how. It’s difficult to predict at this stage the long-term impact the qualification will have on the industry, however, by changing perceptions with teachers, students and parents alike, I am certain we have created a legacy which will lead to talented young professionals entering the industry for generations to come. How exciting is that?

Chelsey: So, what’s next?

Howard: We still have a long way to go with changing the conversation

around construction. We are under no illusion about the journey we’re embarking on, and there are no shortcuts and quick fixes to get a sustainable pipeline of high-quality candidates entering our industry. By creating a qualification that is both accessible and paints a true picture of our industry, we are taking control of our destiny and the future prosperity of this vital sector, and I have a passion to see this succeed.

The Level 3 Professional Construction Practice diploma

The Level 3 Professional Construction Practice diploma is worth 56 UCAS* points, the equivalent of an A-level.

The course is split into four units:

1. Designing the Built Environment
2. Creating the Built Environment
3. Value and Use the Built Environment
4. Building Information Modelling (BIM)

*The Universities and Colleges Admissions Service

Hong Kong receives ‘Manpower Developer’ award



The award was presented at a ceremony on 4 May. Pictured (left to right) are Honey Lau, Mark Osborne, Tim Threlkeld, Hades Chung, Aubrey Lo and Albert Chan

Our Hong Kong business has been recognised as a ‘Manpower Developer’ in the ‘ERB Manpower Developer Award Scheme’ organised by the Employees Retraining Board (ERB).

The scheme recognises organisations which actively demonstrate remarkable commitment in training and development programmes, and promote lifelong learning.

The award was granted following a stringent assessment, including of our people development strategies, training programmes and corporate culture practices.

Tim Threlkeld, managing director of ISG in Hong Kong, commented: “Our people are our greatest asset and we hope that our commitment to ‘never stop learning’ will unlock the full potential of our people and service offering.”

Hong Kong

Taking the bronze in Yorkshire

Congratulations to UK Construction North’s Mark Gibson, who came third in this year’s World Coal Carrying Championships.

Held every Easter Bank Holiday Monday in Gawthorpe, a small village outside Leeds, the race sees men, women and children compete for the title of fastest coal carrier, with the men’s race seeing contenders carry a 50kg sack of coal over 1,012m.

The World Coal Carrying Championships was founded in 1963 after an argument in a local pub between a coal merchant and a fellow drinker over who was the fittest, and has never been cancelled since its first outing, regardless of the Yorkshire weather!

Our own Mark Gibson, site manager, is currently working on our Monmouth Leisure Centre project in South Wales for long-term customer, Alliance Leisure.

Congratulations to Mark, for taking the bronze position in this year’s race.

Leeds, UK



ISG’s Mark Gibson – the third fastest coal carrier in the world!

Partnering with The Prince’s Trust in the UK



By Jane Falconer
Group HR Director

We’re always looking for innovative and impactful ways to bring our four core values to life and to achieve our corporate goals, and we’re delighted to announce that ISG is partnering with The Prince’s Trust in the UK.

This partnership takes us a step forward in supporting our corporate goal of offering an unbeatable employment experience, and embraces our values to ‘always care’ and ‘never stop learning’.

What is The Prince’s Trust?
The Prince’s Trust is a UK-based charity, which believes that every young person should have the chance to embrace exciting opportunities. It helps 11 to 30-year-olds, who are unemployed or struggling at school, to transform their lives, and many of the young people it helps are in, or leaving, care, facing issues such as homelessness or mental health issues, or have been in trouble with the law.

The Trust has programmes designed to support young people, which could include supporting them to start a business, helping them into

employment for the first time, or re-engaging young people in schools who are at risk of exclusion.

Our partnership
Your feedback from the 2017 #TeamISG employee engagement survey told us that you’d like to see ISG doing more to give back in the communities where we work, and our partnership will help us do just that.

Instead of fundraising for the charity, our partnership will be focused on skill-based volunteering and sharing our people’s knowledge and expertise.

We will focus primarily on employability and science, technology, engineering and mathematics (STEM) skills, which are vital to the future success of young people and are more in demand than ever before. We will support the STEM Get Started programmes, inspiring young people and teaching them essential employability and soft skills, so

they may easily reach their own successful outcomes.

Partnering with The Prince’s Trust closely aligns with our values and corporate goals, and will positively influence our tenders, work winning, and social value impact.

To find out what volunteer opportunities are available with The Prince’s Trust, visit Workspace and complete the form on the volunteer portal.

UK



Joining up the journey

Pioneer business leader, Gary Allin, built his stairway to success through hard work, embracing challenges and focusing on exceptional service and quality. After 21 years of significant contribution in Asia, Gary is hanging up his ISG boots and returning to the UK. Azryl Ali, marketing communications executive, asked Gary about his inspiring journey.

By **Azryl Ali**
Marketing Communications
Executive, Southeast Asia

Azryl: So how did it all begin?

Gary: I never planned to work in the construction industry but my dad, a tradesman, advised me to get a construction trade - on the premise that I would never be out of work. I secured an apprenticeship with a renowned joinery firm, in Surrey, UK, and studied in the City & Guilds Institute of London, achieving a distinction in Advanced Technical and Craft in Timber Technology in 1986.

At 23, I took on an assistant manager role at a firm in Twickenham, managing a team that was considerably older than me, and more experienced. It was during a long weekend at a big refurbishment job in Covent Garden that I gained the team's trust. We were struggling to meet handover, and could not find enough trades in time, so I left the office, applied elbow grease, and worked alongside them.

Azryl: How did ISG come into it?

Gary: It was in 1997. Interior Services Group was investing in a firm called CityAxis in Malaysia and wanted to second people there to drive quality, technical standards and processes. I loved the idea of working overseas so I took the plunge, packed my bags, and moved. I was a joinery general manager, and we drove up quality standards, delivered more detailed scope and created a fully-fledged interior contracting business.

Azryl: So how did our Asia businesses take off?

Gary: Convinced that it was my calling by ISG's founder, David King,

and CityAxis' CEO, Alex Yeunh, I was promoted to business development director, and my focus shifted to building the brand in Malaysia. As the business grew and established a reputation for exceptional service and quality, we explored expansion, with Dubai and Singapore identified as potential areas to capitalise on. I packed my bags again, and my next stop was Singapore.

It all accelerated quickly as ISG had an ambitious growth plan. In 2002, CityAxis acquired a project management firm, CMI, and I led our set up in Hong Kong, China and Dubai - building our profile to include interior contracting, securing major projects along the way.

CityAxis rebranded to ISG Asia and was 100% acquired by ISG in 2006. I was appointed the group managing director for the ISG Asia businesses, including what was then, a 19-person business called Commtech. ISG gained a strong foothold in Asia over the years - with a workforce that grew to 450 in 2011 and a turnover of SGD250m. The rest, as they say, is history.

Azryl: Looking back through all the years, how do you feel about our Asia businesses today?

Gary: I am incredibly proud of what they are today. It's truly phenomenal how far we have come from what started out as just a joinery business; I feel privileged to have played a part, alongside many talented people. I leave with this incredible journey in my heart and look forward to watching them flourish from afar. Without a shadow of a doubt, ISG is only going upwards and on to greater heights. I am truly humbled to have been a part of it.



"I think the change from a public to private company has allowed the business to align itself not only to the younger community, but also to the way our customers behave - making us more agile, lean and relevant. The brand today is stronger than it has ever been and I will miss being part of it."

Gary Allin, Managing Director, Singapore

Azryl: What are some of the odds you overcame in the early years of your leadership?

Gary: I have worked with many smart and talented people and used to be reluctant to disclose my trade background when those around me had industry-related degrees. During a tender interview dry run, David King convinced me to present as if I was actually on the tools and working on the project. From that day on, I learned to embrace background and experience. With numerous projects across Asia, the language barrier was another challenge. However, you can overcome a language shortfall by treating everyone respectfully and learning the local cultural nuances. A little bit of humour goes a long way too.

Azryl: What do you think about ISG today?

Gary: I like that it retains some of the original values; David King was a stickler for quality, and I still see that today. I think the change from a public to private company has allowed the business to align itself not only to the younger community, but also to the way our customers behave - making

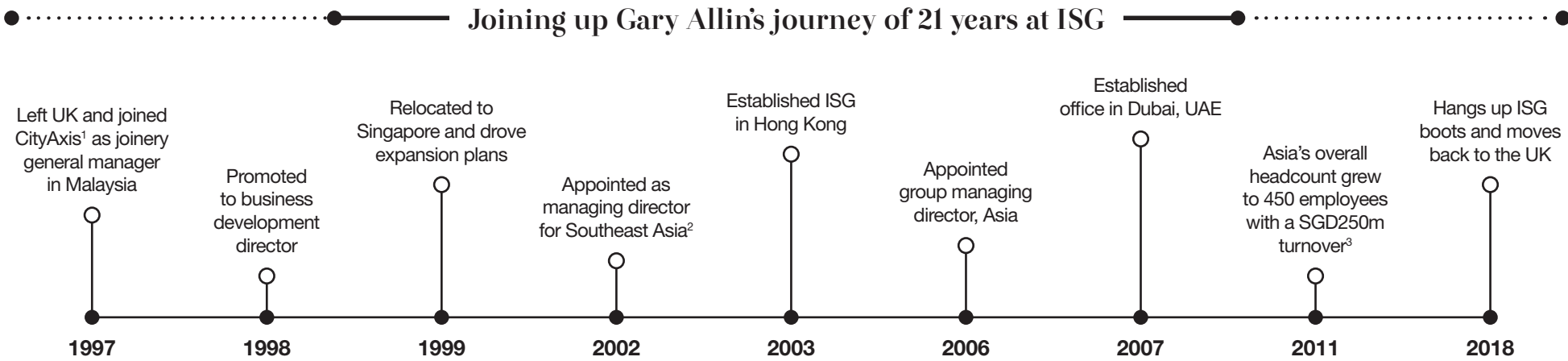
us more agile, lean and relevant. The brand today is stronger than it has ever been and I will miss being part of it.

Azryl: What advice can you offer?

Gary: For anyone who wants to grow within the business - don't sit back and wait for an opportunity to be handed to you - go out and make it happen. ISG provides the flexibility for people to embrace opportunities beyond their roles. So my advice is to get behind ISG's core values, especially 'dream smart' and 'never stop learning', and see where it takes you.

Azryl: So Gary... what's next?

Gary: I have been asked that question so many times! This is a turning point, and the decision to move on is mainly driven by my family. It gives me the opportunity to think about the future, which will probably involve the construction industry, but I am certainly in no rush to decide! I wish everyone at ISG the very best, and I am truly grateful for what has been a significant, exciting and pivotal 21 years.



¹CityAxis was part of Interior Services Group. ²Southeast Asia includes our Singapore and Malaysia business units. ³Asia's business units include ISG in Hong Kong, Malaysia, Singapore and Commtech Asia.

..... A DAY IN THE LIFE OF

Rich Yates

The world of cyber-security is changing and evolving at an unprecedented rate, and it's incredibly important for ISG to stay ahead of the curve. The Vine invited head of IT risk and governance, Rich Yates, to unveil the world of cyber-security and explain what we're doing about it.



"I joined the Royal Air Force (RAF) in 1979 as a trainee telecommunications technician, and as well as learning how to maintain communications' systems, I was trained how to keep the transmitted and received information secure."

Rich Yates, Head of IT Risk and Governance

The stats are shocking, 54% of emails are spam, one in 3,183 emails is a phishing attempt, and 91% of cyber-attacks start with a phishing email. You are also 11 times more likely to be an online scam victim than you are to be burgled.

Yet we've all been there. An email comes through about an urgent invoice that needs payment, or a company you often use enquires about your latest purchase and asks for confirmation of payment. We see the email, panic, and quickly click through to the email. Bam. Click-bait. We've all been victims of it, and it's happening more than ever before, even to ISG emails.

I joined ISG five years ago as an IT project manager in the Ipswich, UK, office, and although my job has changed over the years, my mornings remain very much the same. I do a quick scan of my work emails to see if anything needs actioning before I leave home, throw back some breakfast, and make the 45-minute drive to the office. Along the way, I listen to the Today programme on Radio 4 - I'm a big fan, especially when John Humphrys is interviewing some hapless politician - and once I'm in, I kick off the working day with a cup of tea at my desk. I then assess any security issues that have arisen, followed by the normal routine of meetings, and catching up with emails whenever possible.

Security has always played a key role in my career. I joined the Royal Air Force (RAF) in 1979 as a trainee telecommunications technician, and as well as learning how to maintain communications' systems, I was trained how to keep the transmitted and received information secure. After a couple of years' training, I was posted to an RAF base in Gloucestershire, where I maintained cryptographic equipment - they

were big transistor-driven beasts in those days. At the age of 19, it seemed like James Bond stuff, and I was excited to learn about the technology that underpins cryptography and information security.

In 1984 I was posted to West Berlin. I was the system manager for a computer system where the hardware occupied a large computer hall, but held less computing power than today's iPhone. This marked my first steps into the world of IT and information security. My last RAF posting was in 2010, which was to the European Union's Naval Force Headquarters, where I was the information systems planner for the EU's counter-piracy task force. Here, I ensured that secure communications' systems were available for the member states' warships, which operated off the Horn of Africa and the Somali coast, interdicting pirates as they attempted to hijack commercial vessels.

Fast-forward to today, and I've been the head of IT risk and governance

for the past year, responsible for IT governance and risk frameworks. Although I'm no longer chasing pirates of the nautical kind, I identify and manage the key risks that technology 'pirates' use to threaten ISG's IT operations. I also provide assurance to some of our major projects, am in the process of improving the Information Security Management System, and spend some of my time advising the IT teams, our data protection officer and the GDPR (General Data Protection Regulation) project team about information security. I also work with our business partners to support our winning work teams with responses to IT questions in PQQs.

I work alongside the IT operations director, Ian Tyler-Clarke, and his team to protect the confidentiality, integrity and availability of all our IT systems. Since we rolled out Office 365 across ISG, our ways of working have changed for the better. Office 365 gives our people the opportunity to work wherever and whenever, making us more connected and collaborative than ever before. But with its benefits come risks, and we are working on a suite of security enhancements to further safeguard the data you need to do your jobs.

I'm also part of the GDPR project team. GDPR is a powerful regulation that gives all of us many new rights to control who has and who uses our personal data. The project team is working hard to do the right thing for you, while making sure that ISG is compliant with the legislation. This can be complex, as different business units

do things differently. We've recruited a data protection officer, Rodney Julius. Please do contact Rodney if you have any data protection questions.

The pace of technological change is showing no sign of plateauing, and as well as the many benefits and opportunities this brings, hackers are constantly finding new ways to get an advantage. The biggest challenge I face in my role is to make sure we meet the needs of the business, providing improved services as quickly as possible, while also making sure they are safe and secure.

Once I've wrapped up a day of GDPR, security meetings and finding innovative ways to improve our IT security defences, I head home, and, if my ageing legs permit, go out for a run or a cycle. I find these sports a great way to relax. I also like to potter about in the garden, or in the colder months, pick up a sketchpad and start drawing. I've recently joined a weekly paint and sketch class, but alas, the results are not yet as good as I would wish. When time permits I also enjoy hill walking, so I spent Easter in Snowdonia and will be in Fort William this July, bagging some Munros.

The world of cyber-security fascinates me, and I'm always looking to put time into researching evolving threats and keeping up with new developments. If you're ever looking to discuss the world of information security, message me at rich.yates@isgplc.com, and if you receive a suspicious email, contact the IT Service Desk. And as a parting piece of advice... think before you click.



BERLIN

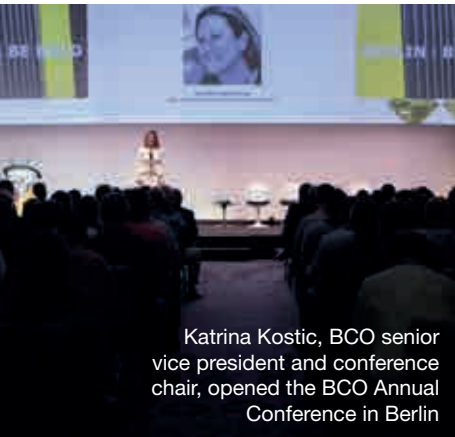
be bold

It's all change at the British Council for Offices (BCO) Annual Conference, this year held in Germany, as ISG takes over the most important offices event of the year.



By **Danielle Ruffell**
Marketing Communications
Manager

Regarded as one of the property sector's leading events – and the most important offices event of the year – the BCO Annual Conference attracts key players from all parts of the office industry, from all over the world. Each year the conference visits a different city – in 2015 it was Chicago, 2016 Amsterdam, 2017 London, and this year, Berlin. With a title of 'Berlin: Be Bold' and a focus on change, marketing communications manager, Danielle Ruffell, went along to find out more.



Established in 1990, the British Council for Offices (BCO) is Britain's leading forum for the discussion and debate of issues affecting the offices sector, and its members are all organisations involved in creating, acquiring or occupying office space, whether architects, lawyers, surveyors, financial institutions or public agencies.

The BCO's mission is to research, develop and communicate best practice, enabling its members to work together to create more effective office space. It delivers its aim by providing a forum for the discussion and debate of relevant issues, and this is exactly what it provided on 23-25 May 2018, with 'Berlin: Be Bold'.

The conference theme was on building communities for occupiers, with a focus on next generation, diversity and inclusion. The conference opened at AXICA Congress, a visually striking venue located next to the iconic Brandenburg Gate, and Katrina Kostic, BCO senior vice president and conference chair, opened the event.

"When thinking about the communities our office buildings help shape, it is important to remember that there is no generic occupier and there can be no generic office space. We must draw on insight from a variety of backgrounds and experiences if we want to create places that embrace and engage diversity in gender, age, and culture to good effect. That is why I chose 'Diversity and Inclusion' as the theme of this year's annual conference."

Katrina continued: "I want us to better understand the breadth of what a diverse workforce can look like in the future. That means diversity in all forms, from understanding the different ways

our brains are programmed, to looking at how the next generation – for whom we are currently designing and building offices – are interacting with each other and technology."

The conference was inclusive to all delegates, and specifically looked at the great talent within the BCO's NextGen membership (aimed at younger industry professionals) and the role its NextGen members play in shaping our future. With a total of 77 NextGen attendees, and 21% of the audience being women, the BCO delivered on its aim to attract a more diverse group than previous events.

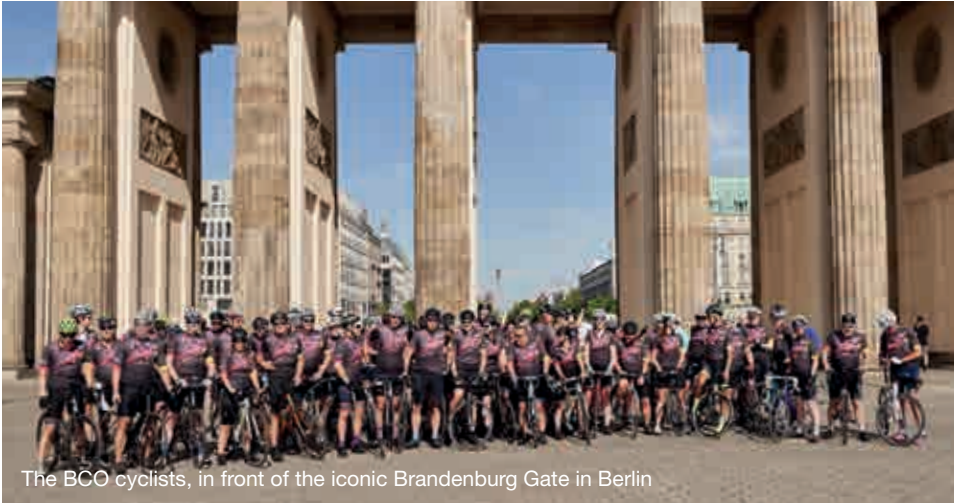
So, why change? Katrina further explained that the industry is standing on the vanguard of a technological revolution.

"To ensure we are delivering a built environment which can help realise

the benefits of this, we must be bold. In a time of transformational technological change, two of the main things which will ensure that humankind thrives in the workplace, are creativity and empathy.

"Now, more than ever, we need to understand the needs of a diverse workforce, to ensure that we are providing inclusive environments to foster creativity, connection, human fulfilment, and productivity."

As well as providing an opportunity to debate and discuss the latest issues, the conference delegates had the opportunity to enjoy tours to some fantastic office buildings across Germany's capital city, and network at the evening events. There was a full exercise schedule for interested parties, including daily pilates, running clubs and golf, and for those who chose to participate,



We embrace change, we challenge our capabilities with our tech-led approach, and we support our clients' journeys through change, not only in the UK, but around the globe. And it doesn't stop there. Being part of #TeamISG means being part of a fun, forward-thinking and dynamic place to work – and always embracing change.

the opportunity to arrive at the conference the hard way – by cycling 300 miles in just three days, from Copenhagen (which will be the host city for next year's conference on 5-7 June 2019).

ISG's Mark Valios, divisional design manager for UK Fit Out, took part in the ride, commenting: "The BCO cycling challenge was just that – a challenge! But what a great experience. As well as seeing some fantastic scenery along the way, it was a great opportunity to network and socialise with over 60 like-minded people from the industry. And the challenge really tied in with the BCO's 'Diversity and Inclusion' theme, as we rode as a single group, with an emphasis on completing the ride together, with stronger riders supporting others. Through sponsorship we also raised over £21,000 for this year's conference charity – Barnardo's.

All change
ISG has long been a sponsor of the BCO, but this was the first year we took on the role of main sponsor – of all the BCO Awards' events in the UK, as well as the BCO Conference.

This presented us with an exciting opportunity – to define our key messages to the audience, and communicate that we, too, embrace change.

Keen to expand the theme, ISG's group marketing and

communications team brainstormed with our offices sector and business development leads. We thought about what we could say about the next generation, our vision, our values, and what differentiates us from our competitors.

We embrace change, we challenge our capabilities with our tech-led approach, and we support our clients' journeys through change, not only in the UK, but around the globe. And it doesn't stop there. Being part of #TeamISG means being part of a fun, forward-thinking and dynamic place to work – and always embracing change.

From this concept, our creative team brought the dynamic vision of 'All change' to life. We previewed an animation across the UK at all five BCO Regional Awards' events, held throughout April and May.

We then built a digital teaser campaign across our social channels, for a full campaign launch on our website*, demonstrating our capability in office fit out, agility and construction – globally.

We also embraced the theme to be bold, and instead of a traditional gala dinner, hosted a conference street party on 24 May at WECC Berlin, a listed former warehouse, bringing the party to life and encouraging networking among the 700 attendees. We were represented by ISG hosts from across Europe,



highlighting our global reach, and the venue was dressed with ISG's brand and 'All change' graffiti, with the campaign video playing in both English and German. The party was a huge success.

Martin Wendsche, managing director of ISG in Germany, commented: "The conference and street party gave us the opportunity to meet with global influencers within the industry. The event was extremely well-organised, and it was great to meet with the wider ISG team in the German capital, and with so many architects and key decision-makers of the global fit out industry."

So, what's next? At ISG, we know the world is changing constantly, and the only way for us to adequately respond to our clients' needs is to put mechanisms in place to be smart and

agile, challenging our capabilities to prove to our clients we are forward-thinking, and responsive to changing needs. We're currently planning case study videos with office clients to understand how ISG has supported them through change, finding out what were the business drivers for change, and asking – how has this change impacted them?

We'll use the findings to ensure we remain adaptable and responsive, supporting our clients with anything they need us to do.

*Visit isgplc.com/allchange to view our 'All change' animation, and find out more about our campaign.

Change is coming,
watch this space.

"We must draw on insight from a variety of backgrounds and experiences if we want to create places that embrace and engage diversity in gender, age, and culture to good effect. That is why I chose 'Diversity and Inclusion' as the theme of this year's annual conference."

Katrina Kostic, Senior Vice President, BCO

Dreaming smart – with ISG Smart Series

By **Danielle Ruffell**
Marketing Communications
Manager

From discussing the heightened security risks our world is facing today, to addressing stay-awake issues in the industry, ISG has been positioning itself as a thought leader, hosting a number of key seminars, and with more planned.

One seminar in London in 2017 explored ‘Security and the built environment’, and was held in partnership with Cundall. Guest speakers spoke on issues affecting security systems in fit out projects, alongside guest speakers discussing cyber-attacks and safety.

Another 2017 seminar was hosted at one of our hotel projects – The Langham, London – and cemented our UK Hospitality team’s relaunch into the industry. The event was titled ‘Rest: assured’, as we set out to explore the stay-awake issues faced by those in the hospitality sector.

These seminars saw over 100 key industry clients and partners attend, which facilitated great feedback and thought-led discussion.

Why thought leadership?
Hosting thought-leadership discussions provides a new route to showcase ISG as more than just a construction contractor, and will play a key role in strengthening ISG’s brand. Furthermore, thought-leadership events are closely aligned to our values to ‘dream smart’ and ‘never stop learning’.

As a business, we encourage new thinking and bold ideas, and constantly strive to improve by seeking new knowledge and skills. Hosting this style of events provides the platform for some of the industry’s brightest individuals to share their bold ideas, and gives people the opportunity to learn more about what shapes the construction industry.

Thought-leadership events can also take place in multiple formats, including seminars, workshops and



webinars. We saw an opportunity to have the events approved by accredited governing body, Continued Professional Development (CPD), and worked closely with ISG’s head of academy, Guy Fairweather, to make this happen.

UK Fit Out & Continental Europe director, Matt Hurrell, commented: “Thought leadership is key to elevating our business into an organisation that helps evolve and move the industry on, to invoke change and improve and influence in parallel with our core values. ISG is an innovative business, with stand-out talent, and we are successful because we often challenge and offer another perspective in our solutions. Sharing the many views in our industry and inviting debate encourages clients and consultants to approach our business as peers, and seek our input and involvement, which brings opportunities to us.”

Introducing ISG Smart Series
Following the success of the events in 2017, it was clear there was a demand for this style of thought-led content. We created bespoke branding for the seminars, titled ‘ISG Smart Series’, and launched the series early in 2018.

Smart Series brings together leaders, experts and specialists from across the construction industry and beyond, and is a unique opportunity to explore the topics that really matter to our industry. Featuring expert panels of guest speakers tackling different themes at each event, Smart Series’ interactive events are designed to promote discussion, drive thought leadership and encourage knowledge-sharing, helping us deliver smarter and more resilient places of tomorrow.

Smart Series is now being recognised across the industry, not only by attendees, but also people volunteering to be keynote speakers. Clients have also put forward their offices as potential venues to host events.

On 24 April, we launched the inaugural Smart Series seminar, held at UBS’

Images:
We hosted the inaugural Smart Series seminar at one of our most significant offices projects to date – UBS’ central London headquarters – which we fitted out in 2016



central London headquarters – which we fitted out in 2016, and was the largest office fit out project we had ever delivered at that time. The topic of the event was ‘Creating offices for the future’, and experts from across the industry discussed how to deliver smart, sustainable and collaborative office spaces, for now and years to come.

Then, on 26 June, we hosted the next event in the series – ‘Offices: the debate’ – at our new office space on level seven of Aldgate House in London. The debate was compered by Matt Hurrell, and featured panellists from our client base including the BBC, CMS, Derwent, Hyperion, TP Bennett and Wells Fargo. There was an excellent turn-out of almost 100 attendees, and the discussions were lively and thought-provoking.

What does this mean for ISG?
Faiza Syed, senior client liaison manager, explains: “This type of event is a great forum to bring together clients and consultants, to develop, maintain and build new relationships. Businesses have started to put forward their rising stars to attend these seminars, as a way to network and increase their CPD hours. The events have also driven requests from clients to partner with us on future Smart Series events.”

After the event at UBS, Nick Armitage, client relations director at architectural company, HLW, followed up to say: “Thank you for the invitation to yesterday’s

“If there is an opportunity for us to participate in a future Smart Series event with ISG, we would love to get involved.”

Nick Armitage
Client Relations Director, HLW

seminar. Visiting the UBS building was a great experience, and hearing from UBS about the transition from construction to occupation, and getting the staff up and running in 15 minutes, was impressive! If there is an opportunity for us to participate in a future Smart Series event with ISG, we would love to get involved.”

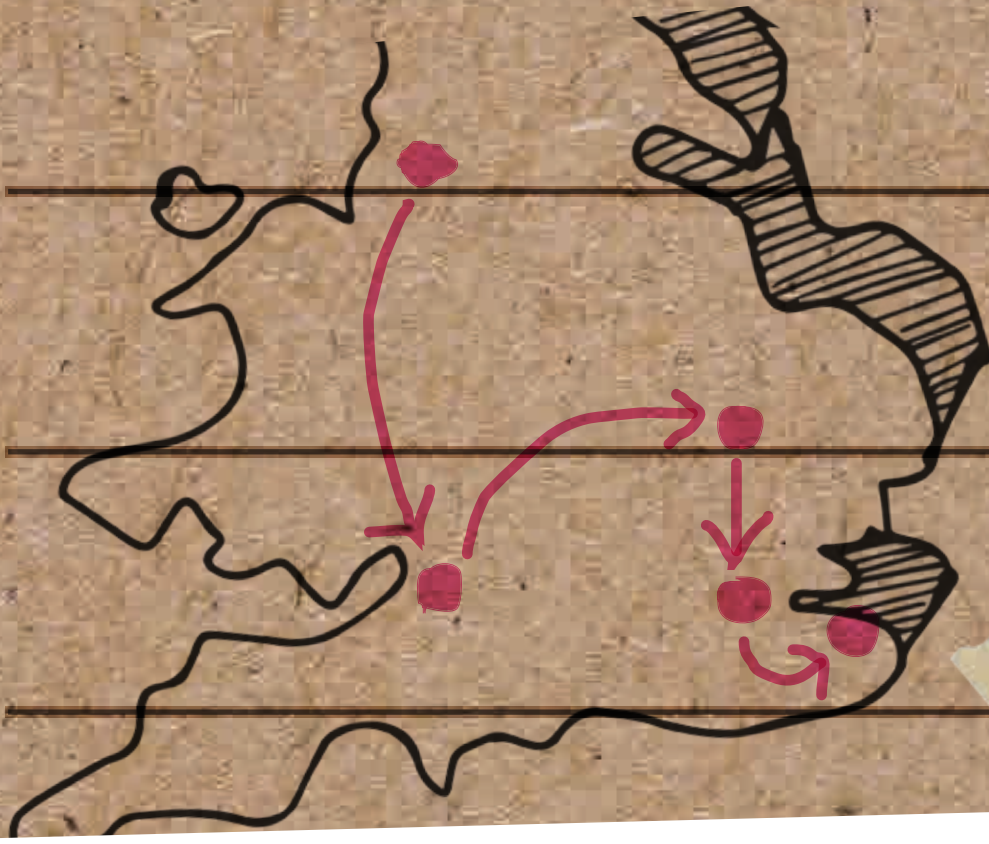
We have asked different people from across ISG to speak and lead the seminars, showing a diverse range of roles and individuals and demonstrating experience across multiple industry sectors.

What’s next?
We have a vision that Smart Series will evolve into a knowledge hub of content, workshops, seminars, ‘TED talks’, insights and pieces of rich external content, which we’re currently exploring how to host as an online thought-led hub.

If you’re interested in finding out more about ISG Smart Series, please get in touch with me, or with Faiza Syed.

TRAVEL JOURNAL

On the road with UK Retail



Delivering over 1,500 projects in 2017, UK Retail brings a new meaning to the term ‘fast-paced’. With a client base spanning high street retailers, banks, supermarkets, eateries and large distribution centres – no two days are the same.

Marketing communications executive, Louise Donkor, embarked on a road trip around the UK, to find out more about the projects, and the people who make it all possible.

ISG
Smart Series
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Day 1 - Chorley

Looking at the manicured lawns and the pristine red brick offices of the Ackhurst Business Park, it's clear ISG in Chorley is as meticulous about its own space as it is about its projects. UK Retail's northern office keeps extremely busy, with reams of work from its banking and food retail customers.

The office's main client is global financial corporation, the Royal Bank of Scotland (RBS), and the work, like for the other retail offices, takes the team all over the UK. In 2017, the Chorley office completed 226 RBS projects. UK Retail's strength lies in its ability to generate repeat business, and its multitude of frameworks reflects this. The RBS framework, lasting until 2020, will see UK Retail complete close to 250 projects this year.

The versatility of the business unit knows no bounds, especially when it comes to retail customer, The Co-operative Group, a retail business owned by individual members. Managing surveyor, Steve Ribchester, tells me: "Our relationship with The Co-op means we work on its supermarkets and funeral parlours. We've turned around stores in a week. Several of our projects for The Co-op take place in Scotland or on the south coast of England – working in retail definitely does wonders for your geography."

85% of UK Retail's projects are completed in under eight weeks

- Department of Work and Pensions
- Post Office
- Royal Bank of Scotland
- Superdrug
- The Co-operative Group

clients



The team in Chorley outside the office



Tenbury Wells' Tesco store pays homage to the town's mistletoe market



The attenuation pond at Amazon in Avonmouth

Day 2 - Bristol

I'm picked up from the station by Rachel Cross-Graham, an assistant surveyor on the Bristol office's Tesco account. She tells me a little more about the work the team does for Britain's biggest supermarket.

"We've worked with Tesco for 14 years, and last year we completed 59 projects for them. In the past we've delivered some amazing stores, like the superstore near Oxford that featured in some of the Christmas TV adverts, and a smaller store in Tenbury Wells that paid tribute to the area's history with the mistletoe and holly market."

Each of the UK Retail offices has a speciality, and Bristol's is new build construction. Ian Long, project director on the £86m Amazon project in Avonmouth, tells me more: "Building large-scale projects over a long period of time is challenging due to changing market forces, but it keeps us on our toes."

I asked Ian what he likes about working in UK Retail. "Working in this sector constantly challenges you, which I enjoy. You're never kept in any place for too long, and the technical aspects are always changing. To be successful in the retail industry, I think you need to be agile, with the ability to thrive under the pressure of tight deadlines and very demanding clients."

Bristol's new build capability means it delivers shopping centres too. The team delivered the eagerly awaited Tunsgate Quarter in Surrey, which opened in March this year, and the successful Parc Tawe Retail Park in Swansea, which also opened in March. The Grafton Centre in Cambridge and the Arndale Centre in Manchester are due to be completed in summer 2018.

The average length of service for a UK Retail employee is **six-and-a-half years** – one-and-a-half times longer than the UK average

clients

- Amazon
- B&Q
- Shopping centres (Arndale, Grafton, Parc Tawe)
- Tesco

Over half a million person-hours have gone into the Amazon Avonmouth project

Day 3 - Huntingdon



Huntingdon's warehouse was used as a mock-up store for luxury sunglasses brand, Magrabi

There aren't many people around when I reach Huntingdon, but it doesn't stop the flow of banter in the office. The team is close-knit, and the rapport is brilliant – a plus side of working in a smaller office.

Huntingdon is home to our ATM installations' team. The volume of its projects is unique, having completed over 2,500 ATMs since its inception in 2012. The work takes the team as far as the Shetland Islands in Scotland, and can take anything from two hours to six weeks to complete.

The Waitrose team is also based in the Huntingdon office. The team told me what it's like working on a framework for the British supermarket: "You definitely need to be flexible and think on your feet; we work to tight deadlines and there can be a lot of change. When a deadline approaches, we'll be working 24/7," says project coordinator, Caryl Jackaman.

The Huntingdon office also has a warehouse. Currently, it's used as a storage area for outgoing project items, but previously it served as a mock-up store for a luxury glasses boutique. It also stored items for the Lego store in London's Leicester Square, that consisted of replicas of Big Ben and a London Underground tube carriage!

The average value of a UK Retail project is **£250,000**

clients

- ATM Solutions
- Godiva
- HSBC
- Selfridges
- VEON
- Waitrose

Day 4 - London

It's back to London for a site visit to one of the Huntingdon office's main clients; Selfridges. We have been working with the luxury department store since 2010, and the projects have all been completed to outstanding quality. So far this year the team has been working on four projects for Selfridges, one of which is an executive suite for the department store's directors.

Account manager, Scott Goodman, showed me around. "The executive suite was probably my favourite Selfridges' project to deliver," he said. "The level of detail and specialist items made it such a special project to work on."

The team delivered the third-floor link, a small space that connects the Designer Studio and the Body Studio (both of which UK Retail delivered). "You do need a lot of patience to deliver retail projects," Scott tells me. "But the more you work with a client, the better you understand them, and the better you can deliver a project for them."

UK Retail also has a team based in ISG's headquarters in London, with London being where many of its customers' head offices are located.

clients

- Marks & Spencer
- Uniqlo



Selfridges' Body Studio was completed in 2015 by the Huntingdon team



The Whitstable office has its very own joinery workshop

clients

- Barclays
- Boden
- Cotton On
- EE
- Joseph
- Lloyds Bank
- LUSH
- Metro Bank
- Monsoon
- Nationwide
- Principal Hotel
- SSP Company
- Luxottica (Sunglass Hut)
- TAG Heuer
- Victoria's Secret

Day 5 - Whitstable

My last day of the road trip coincidentally landed me in the office closest to the seaside on a sunny Friday. Stuart Angel, account manager, fills me in on his time working for UK Retail in the Whitstable office: "I've been with the business since I was 16, so I've seen it all! In UK Retail, we're good at putting the customer first, which results in high-quality work and customer satisfaction."

"UK Retail is fast-paced, and the number of projects we deliver is staggering. Our banking and food retail customers contribute significantly to that. Our teams are great at sharing knowledge and processes between accounts, so we can all improve together." This was a sentiment shared by other employees in Whitstable like Cheryl Middleton, Shaun Pepler, Ryan Taylor, Tyrone Comins, Jason Wittwer and Phil Bristow.

After speaking with Stuart, I head to the other side of the St Augustine's Business Park where ISG's joinery factory is located. When I meet the team in the workshop, they are working on pieces for some of our banking clients. The workshop is getting an upgrade with some new pieces of equipment arriving, including a new sander, state-of-the-art CNC machine, heated press, automatic planner and a biomass boiler system.

Time flies when you're having fun, and after trying my hand at some joinery, it's already 4pm. Time for some fish and chips on the pier!

The smallest job UK Retail delivered in 2017 was some kitchen doors for South Coast worth **£442**, and the biggest was a distribution centre for Amazon in Warrington worth **£46.2m**

Meet
the 2018

Futures Group



By **Prarthna Thakore**
Communications Manager

The Futures Group is a year-long programme, involving a combination of taught workshops, mentoring and project work sponsored by senior leaders. Delegates work on business projects that have been identified as being strategically relevant and sufficiently multi-dimensional, and will see the group addressing challenges, exploring solutions, formulating plans and executing them into the business. Based around high-profile challenges, the projects resemble the

Shaping the business today by our leaders of tomorrow, ISG is delighted to welcome the next 15 delegates to the 2018 Futures Group. From over 30 nominees, this year’s cohort was selected based on their smarts, ambition and impact. A panel of four HR leaders reviewed the applications and determined which nominees stood out from their peer group.

type of work senior leaders undertake at ISG, ultimately developing the members’ skills as leaders and change agents, and broadening their career opportunities and progression at ISG.

The Futures Group is a fantastic opportunity to develop high-potential individuals at ISG, who can share bright ideas, bring fresh energy and offer valuable insight to the business.

To learn a little bit more about ISG’s future leaders, communications manager, Prarthna Thakore, caught up with the latest cohort to find out why they applied for the Futures Group, their proudest moments at ISG, their bucket list items and more.



Xavier Brun
Assistant Project Manager
France

What are your qualifications? I have a Masters in Project Management from the ESCT School in Vincennes, France, and a Masters in Construction and Management from Abertay University in Dundee, Scotland.

Why did you apply for the Futures Group? I want to improve and develop my expertise in building construction and management strategies. I’m keen to learn from my peers and help ISG achieve its vision.

What is something we might not know about you? I’m qualified to accompany teenagers with disabilities during their holidays.



Liam Dengate
Surveyor
UK Retail

Why did you apply for the Futures Group? I believe the programme is an opportunity to improve my management, leadership and people skills, which will help me progress into a more senior role at ISG.

What is something we might not know about you? I have competed in the world’s longest ski – twice!

What is your proudest moment at ISG? Finishing my part-time degree and becoming a fully qualified surveyor after five years of hard work and dedication.



Jack Pitt
Project Manager
Engineering Services UK

What are you hoping to gain from your experience with the Futures Group? The ability to implement new initiatives on both current and future projects within Engineering Services.

What is something we don’t know about you? I worked in Indonesia for two years building a British Embassy.

What is your proudest moment at ISG? Being part of the GROQ datacentre campus delivery team in the Netherlands.



Andrew Monington
Senior Surveyor
UK Construction West

What are you hoping to take away from the Futures Group? I’m hoping the programme will help me in realising my potential, and will give me the opportunity to learn and develop further by working with senior leaders in the business.

What is something we don’t know about you? I’ve scored a try playing Rugby Union in every country in the UK.

What is your proudest moment at ISG so far? Successfully completing the BBC Wales Broadcasting House in Cardiff on time and on budget.



Anna Paczulla-Demir
Proposals Manager
Proposals

What are your qualifications? I have a Masters in Fine Arts and Product Design.

Why did you apply for the Futures Group? I wanted to take part in a programme that challenges me and gives me the opportunity to test my abilities and increases my confidence, while working with people from across the business.

What’s one item on your bucket list? I would love to sail around the globe.



The 2018 Futures Group launch session, held on 6 June at Aldgate House, London



Aidan Prior
Surveyor
UK Retail

What are you hoping to take away from being part of the Futures Group? I want to learn more about how the business operates, along with the roles and responsibilities of senior management.

What is one item on your bucket list? I’d like to travel Route 66 in America.

What is your proudest moment at ISG? Achieving practical completion of Amazon Warrington. It was a great team effort, with a lot of hard work in the months before the completion date.



Mark Fox
Head of BIM
UK Retail

Why did you apply for the Futures Group? It seemed like a good opportunity to collaborate with like-minded colleagues, learn, and broaden my network within ISG.

What has been your proudest moment at ISG? Being asked to present at the End of Year Comms event for UK Retail.

If you didn’t pursue a career in BIM, what would have been plan B? I’ve always been fascinated by the design of cheese graters, and I think there is a lot of potential in this underdeveloped sector of product design!



Zahra Ghaffari
Project Engineer
UK Construction South

How long have you been at ISG? It will be four years in August.

Why did you apply for the Futures Group? I applied because I believe the Futures Group will help me further develop my managerial and interpersonal skills, and will encourage me to think differently and outside the box.

What has been your proudest moment at ISG? Achieving the National Outstanding Achievement Award in December 2015.



Josh Griffiths
Project Surveyor
UK Construction South

How long have you been at ISG? I joined five years ago on the industrial placement scheme.

Why did you apply for the Futures Group? I’ve seen some really positive changes at ISG over the past couple of years, and I wanted to be part of facilitating and shaping the future of our business.

If you didn’t get into your role as a project surveyor, what was plan B? My dad was a bricklayer, so I likely would have carried on the family business.



Lukasz Krol
Finance Manager
Group Finance

What are your professional qualifications? I have a few! Association of Chartered Certified Accountants, Diploma in International Financial Reporting, and I graduated from Law at the John Paul II Catholic University of Lublin in Poland.

Why did you apply for the Futures Group? I want to get to know more people from across ISG and be involved in projects that I normally might not have visibility of, working in the finance team.

What is something we might not know about you? I was in training to become a catholic priest in Africa, but I left seminary when I met my wife!



Michael Malone
Engineering Estimator
UK Fit Out

Why did you choose to apply for the Futures Group? ISG is a forward-thinking and dynamic organisation, and I’m always looking for ways to further my career here, so when the opportunity came up, I knew I wanted to apply.

If you didn’t get into engineering, what would have been your career choice? Likely something in the financial industry, possibly banking or stock trading.

What is something we might not know about you? My main hobby is Gaelic football.



Nick Sutherland
Senior Project Manager
UK Construction Scotland

What are your professional qualifications? I have an MSc in Construction Management and a BSc in Combined Studies.

What is your proudest moment at ISG? Handing over each and every project we work on.

If you didn’t get into construction, what would you have done? Been a pro snowboarder.



Jonathan Thomas
Quantity Surveyor
UK Construction West

What are you hoping to take away from being part of the Futures Group? I want to get some experience working on different projects that vary from my day-to-day tasks, and I hope to get some exposure to business challenges outside of my standard working week on site.

What is one item on your bucket list? Playing at a festival with all of my friends there, and maybe my son when he’s old enough!

What is your proudest moment at ISG? Every handover celebration after we complete a project.



Niel Twidle
Surveyor
UK Construction South

How long have you been at ISG? Almost four years.

Why did you apply for the Futures Group? It offers an unmissable opportunity to further develop my skills and expertise, and apply my learning to help ISG achieve its vision.

What’s something we don’t know about you? I represented the Arabian Gulf ice hockey team for under 14s.



Greg Williams
Finance Business Partner
Engineering Services Europe

What are you hoping to take away from the Futures Group? I believe the programme is an opportunity to gain experience and grow both individually and as part of a team, while gaining exposure to senior management from other business units.

If you didn’t get into finance, what was your plan B? I would have been an air traffic controller.

What is your proudest moment at ISG? Being promoted from finance analyst to finance business partner.

The Futures Group is a year-long programme, involving a combination of taught workshops, mentoring and project work sponsored by senior leaders.



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Facebook and YouTube
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