



# ISG Pearce Ltd

Experience, Approach and Capacity

June 2011

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## Introduction

With headquarters in Bristol and offices in Exeter and Cardiff, ISG Pearce, part of the international construction group ISG, is a leading South West and South Wales regional construction company whose core activity is the delivery of construction and refurbishment projects.

The company has expertise across several sectors including retail, industrial, leisure, commercial, residential, defence and health and offers clients specialist construction knowledge.

Founded in 1922, ISG Pearce has evolved from a family run firm through a management buyout to a thriving company, which in November 2007 became part of the £1bn construction group ISG plc. While the company retains much of its management ethos as a family-run firm, this move has further strengthened its position, reinforcing its financial stability.

ISG Pearce has expert customer-focused teams with specialist knowledge across numerous sectors. The company will always allocate the most appropriate teams to deliver the works to provide expertise to customers and draw upon our past project experience.

With a turnover of circa £260million, ISG Pearce employs more than 480 people and offers its clients expertise in construction and project management, logistics planning, procurement, cost-planning and architectural and design services. The company employs a strong in-house resource encompassing design and building services managers, architects, technical compliance advisors, an innovation team, an Environmental and Sustainability Manager, in-house BREEAM assessors and CDM co-ordinators.

We pride ourselves on a high level of customer satisfaction and aim to always fully understand the needs and requirements of our clients; a fact illustrated by the high number of repeat customers and framework clients we work for.



## Experience - Education

ISG Pearce has a wide range of experience of school construction projects and in the last three years alone has completed in excess of 20 projects in 'live' school sites, ranging from small refurbishments in primary schools to a £19m new secondary school.

By recognising that the education environments we are tasked with creating play a major role in preparing young people for further education, careers and citizenship, we approach our projects with an active, cooperative and collaborative approach.



## St John's School, Marlborough

Value: £19,600,000

Procurement: JCT 05 with Contractor's Design

Programme: 74 weeks

This design and build project involved the construction of a new school and sixth form, with the works including five blocks interlinked with walkways, a new entrance road and coach park, the re-profiling of the existing playing fields to Sport England standard and the supply of temporary buildings for the duration of the project.

At St John's School we installed a web-cam where progress of the works could be viewed 24/7 by the staff and pupils. At completion the footage was used by the school to create a time-lapse film demonstrating the construction of their new building. During the schemes construction we also carried out a number of escorted tours for 6th formers to view the new FE campus developing.



## Greenway School

Value: £1,400,000

Procurement: Design and Build

Programme: 41 weeks

Works to improve and update the 1950s buildings of this South Wales primary school took place over two phases, while the school remained fully operational. The works were targeted at regeneration and considerable consultation took place throughout the pre-development and construction stages to ensure community buy-in.

The project brief was to modernise the tired existing school to provide 21st century facilities offering flexible learning environments, while also providing community facilities for young mums. The client required a robust structure able to withstand the daily wear and tear of a school while also offering a high quality finished product to provide inspiring workspaces for their pupils.

The first phase comprised the refurbishment of the existing classrooms, corridors, toilets and main circulation areas and the creation of a new nursery to accommodate new pupils within the school. The second phase involved internal demolition works, extensive plastering, new flooring, complete re-wiring to the whole area and plumbing upgrades.



# Experience - Affordable Housing

A dedicated affordable housing division carries out approximately £25m worth of affordable housing projects for ISG Pearce annually.

The company is framework partner on several framework agreements with RSLs and housing associations and has experience delivering Code for Sustainable Homes and PassivHaus buildings.

We have consistently been at the forefront of creating vibrant new communities for many of the UK's best known housing associations.





## Braydon Court, Swindon

Value: £4.2 million

Procurement: JCT 2005 Design and Build

Programme: 38 weeks

The development of these 38 two, three and four bedroom houses for rent and shared ownership were aimed at injecting new life into the area. The mixed use residential development also comprised three new retail units, including a convenience store and post office; providing a range of additional facilities for the local community.

The scheme's delivery incorporated community benefits through the integration of the '4ward2work' initiative, which provided employment opportunities for local people. The ISG Pearce site team engaged with local residents by re-instating and enhancing some of the neighbours' gardens, which were in need of attention.

The houses offer residents energy efficient and secure homes, having achieved Code for Sustainable Homes Level 3 as well as being designed to the 'Secure by Design' standard.



## Sivell Place, Exeter

Value: £472,000

Procurement: Intermediate Building Contract with Contractor's Design

Programme: 32 weeks

This pioneering scheme saw the development of three apartments, which were the first social housing units in the UK to achieve the energy efficient PassivHaus standard. The finished apartments, within a newly constructed two-storey building, offer residents extremely energy efficient home, requiring minimal running costs.

Using high levels of insulation and airtightness combined with a whole-house ventilation system for efficient heat recovery, the PassivHaus system means the apartments stay warm without the need for central heating.

The new apartments also achieved Code for Sustainable Homes Level 4 and each apartment was designed to be as 'healthy' as possible, with ceramic tiles to prevent dust mites and the installation of radial electrical circuits to reduce electro-magnetic fields.



## Experience - Residential

As well as affordable housing experience, ISG Pearce also has experience delivering high-end residential developments and has constructed numerous new build apartments throughout the West Country for private ownership.

Our projects cover a broad spectrum of accommodation, all individually tailored to enhance the lifestyles of residents. This has totalled more than XXX bed spaces, utilising modular construction.



## Mardyke House, Bristol

Value: £2.4m

Procurement: JCT Standard Form with Contractor's Design

Programme: 45 weeks

This scheme involved the complete refurbishment of the existing commercial premises and the construction of a new steel framework extension to form 5 air conditioned office units and 24 luxury apartments.

Tenant car parking was also developed at the rear of the building.

The project was carried out on a restricted site, close to a busy commuter route in Bristol city centre.



## Redcliffe Village

Value: £5,100,000

Programme: 72 weeks

Procurement: JCT with amendments

ISG Pearce carried out the first two phases of this exclusive mixed use development in the heart of Bristol city centre on a tight site.

The scheme comprised the demolition and clearance of the existing buildings, alterations to party walls and an extensive archaeological dig prior to construction works.

This was followed by the design and construction of 71 one and two bed apartments including circulation areas over seven floors. Retail spaces were created at ground floor level and a basement car park was created with hard and soft landscaping.





## Experience - Accommodation

ISG Pearce has successfully delivered a number of accommodation schemes for students, children's homes and army garrisons throughout South Wales and the South West and understands the requirements of creating robust yet homely residences.

To date the company has completed the fast-track refurbishment of 5 student halls of residence for the University of Bath, yet has also embarked on a large scale project with the MOD to develop new officer accommodation at garrisons in Tidworth, Bulford, Warminster, Larkhill and Aldershot. This has totalled more than 2,800 bed spaces, utilising modular construction.



## John Kane's Children's Home, Cardiff

Value: £1,360,000

Programme: 35 weeks

Procurement: JCT Design and Build

This scheme, which achieved a BREEAM 'excellent' rating, involved the development of a traditional two-storey brick and blockwork structure to house a multi-use residential home for children and carers, with 10 ensuite bedrooms for residents and two staff bedrooms.

The client required a 'home from home' feel to the finished building, which allows the young residents independence through integration of a key-fob entry system, while also giving staff control through a central lock-down facility. The building houses kitchens, laundry facilities and educational areas for lessons on independent living.

The scheme required a robust design to accommodate the daily wear and tear of a children's home, yet has been finished to a high standard to provide pleasant living quarters.



## Norwood House Student Accommodation, University of Bath

Value: £3,200,000

Programme: 15 weeks

Procurement: GC Works

This project comprised the refurbishment and structural alteration of a 9-storey block to form fresher, brighter, more modern accommodation. The refurbishment works created 143 bedrooms, 20 communal shower rooms, 19 kitchens, a social space, offices and a prayer room.

Time was the key factor to the client as the project needed to be completed for the new university term. A considerable amount of unknown asbestos was uncovered during the strip-out phase, which had the potential to impact the programme, however with careful management and liaison with the sub-contractors the project was successfully completed on time.

As part of the project ISG Pearce contributed to the university's RAG firework display.



## Experience - Leisure

Among ISG Pearce's leisure experience is a number of hotels for clients ranging from the Hilton to Premier Inn through to leisure centres, high-end health centres and cinemas.

Most recently the company completed the construction of Newquay's new cinema – the first cinema in the town for 16 years.





## Esporta Gloucestershire

Value: £9.5m

Programme: 38 weeks

Procurement: JCT 2005 Design and Build

This project to build a new two-storey health and fitness centre on a brownfield site in Gloucester was completed to a high quality standard to reflect the premium brand image of Esporta.

The new facilities house gyms, studios, pool hall, crèche and restaurant with a single storey adjoining structure housing six tennis courts.

ISG Pearce worked in an 'open book' basis with the design team and supply chain to offer improvements and alternatives to achieve the programme and cost savings, without compromising the client's requirements.

The project management team from ISG Pearce organised two collaborative planning workshops in the pre-construction phases of the scheme to gain valuable input from all key stakeholders into the project as well as to build a cohesive and productive team.



## WTW Cinema, Newquay

Value: £2,091,000

Programme: 30 weeks

Procurement: JCT IFC 2005 with Contractors Design

ISG Pearce recently completed the construction of this 4-screen cinema in a tight site in the centre of Newquay, Cornwall. The opening, earlier this year, marks 16 years since the last cinema in the town closed.

The scheme, which includes the projection levels, internal blockwork and a beer store, complete with associated external works, houses an auditorium totalling 600 seats and will use state-of-the-art projection equipment.

During the tender negotiation period ISG Pearce proposed several areas of value engineering, which ensured the client's budget was achieved. This included alternative envelope materials and a redesigned drainage scheme.

The works were carried out on an extremely confined site in the town centre, neighbouring privately owned offices, residential units and other local businesses, as well as the main road into town. The site was so limited that the new structure filled the entire site footprint so we were required to have a remote site compound separate from the main site and arranged for workers and our supply chain partners to car-share to site. We also established facilities for dropping off and storing tools, so workers could use alternative travel to site. Just-in-time deliveries were also used to prevent unnecessary storage on the limited site.





## Experience - Offices

ISG Pearce's office experience spans large scale new build facilities and refurbishments for both developers and high-profile commercial clients as well as public sector customers including housing associations and the Swansea Land Registry.

The company recognises the part an office can play in a company's corporate image as well as the well-being and motivation of its staff and creates spaces which are inspiring and of high quality yet functional for the end-users requirements.



## Rolls-Royce, Common Services Building

Value: £7.8m

Programme: 32 weeks

Procurement: JCT 1998 with Contractor's Design

Facilitating Rolls-Royce's relocation, this project comprised the demolition of an existing factory prior to the construction of new offices to house various internal teams and a security lodge for the new campus.

The building comprises a steel frame, cladded envelope with extensive internal high specification finishes. These included the provision of a restaurant with catering facilities, private dining room, gymnasium, testing areas, training workshops and general offices.

The security lodge involved a large entrance lounge leading into a reception area. The reception desk was manufactured to a bespoke design to cater for demanding end user functions, while the 'back room' facilities incorporated the integration of high dependency security requirements linking and controlling the entire campus.

This was a complete 'turn-key' project.



## Lysander House, Cribbs Causeway

Value: £3.9m

Programme: 45 weeks

Procurement: JCT Design and Build 2005

Lysander House is a three-storey office development situated in a high profile position close to Bristol's Cribbs Causeway shopping complex and adjacent to a busy commuter road into the city. The scheme, completed by ISG Pearce in June 2009, was constructed for developers Terramond and achieved a BREEAM 'excellent' rating.

The 32,292 ft<sup>2</sup> office development was originally tendered on the basis of achieving a BREEAM 'very good' rating however the client later required this to be upgraded to an 'excellent' to secure funding. ISG Pearce worked with the client and design team to reassess the brief and analyse how to achieve the extra credits without degrading the base design, affecting planning permission or significantly increasing costs.

The scheme also comprised the associated external works, a retaining wall adjacent to the highway, car parking, landscaping and drainage.

During the detailed construction development ISG Pearce was able to achieve a 5 per cent increase in net lettable space within the original footprint.



## Experience - Industrial

ISG Pearce has created industrial production and storage facilities across all sectors including car and computer chip manufacturing, food production, distribution and clothes retail storage and has staff with specialist knowledge across these sectors.



## Project Orange, Bridgwater, Somerset

Value: £35,000,000 (further phases took total value to £45,000,000)

Programme: 78 weeks

Procurement: JCT 1998 Edition with Contractors Design

The design and build of this new juice packaging and distribution centre at Express Park, Bridgwater was carried out by ISG Pearce as part of a three phase project.

As the new structure was a production facility for the preparation of orange juice, extra care was given to ensure the integrity of the clean environment was maintained and, because orange juice is highly corrosive on concrete, special flooring integrated with sealed finishes ensured the long-term maintenance of the building.

A major part of this scheme was the integration of the Cleaning in Place (CIP) system and water re-circulation system, required for the high level of hygiene and cleanliness needed for handling food and drink.



## Clarks Project Westway, Street, Somerset

Value: £20,000,000

Programme: 69 weeks

Procurement: JCT 1998 Edition with Quants

ISG Pearce carried out the construction of this new national distribution facility and office accommodation for the international retailer, Clarks. The project involved a highly technical design to accommodate the large scale and scope of production to occur in the finished facility.

The steel framed structure is on mass concrete foundations with dock leveller pits of pre-cast concrete.

In order to achieve early enclosure of the building facing brickwork to 'quick wall' pre-cast concrete units was introduced at low level. Elsewhere the envelope is of fl at composite panels and curtain walling.

The aluminium roof sheets were rolled on site and at 150 metres were, at the time, the longest installed in Europe.





## Experience - Public

ISG Pearce is a framework partner with several local authorities in the South West, including Gloucestershire County Council, Construction Framework South West (CFSW) and Cardiff City Council and has over the years delivered numerous community facilities including libraries and community centres.



## Cathay's Library, Cardiff

Value: £750,000

Programme: 35 weeks

Procurement: JCT Intermediate 2005

This scheme involved the complete internal and external refurbishment and repair of a grade II listed library building in Cardiff.

The client, Cardiff City Council, wanted to restore the original building, while giving the community a library that would suit today's clientele with a modern feel. The scheme included dealing with extensive dry rot and the complete re-roofing of the building.

Externally ISG Pearce re-pointed the stone work, repaired parts of the building and re-modelled the front courtyard to give a more modern and aesthetically pleasing look.



## Barton Hill Settlement, Bristol

Value: £1.2m

Programme: 52 weeks

Procurement: JCT Standard Form with Contractor's Design

This scheme was part of a government-funded initiative aimed at inner city regeneration and particularly community projects.

The design and build scheme involved the creation of a low energy, low maintenance community building with a contemporary design, which would complement the local area and attract wide-ranging community use.

The structure is steel-framed on augured piles with brickwork and rendered blockwork panels and low maintenance composite cladding panels fixed to external quality timber stud construction. The building is ergonomically controlled by natural ventilation and extensive brise soleil with a design life of 60 years before the first major component replacement.

The building contains a crèche, computer facilities, offices, break-out areas and a roof-top café.



## Experience - Healthcare

ISG Pearce has successfully delivered a range of both new build and refurbishment healthcare projects across the UK in hospitals, dental surgeries and doctors' practices, drawing on our strengths of customer focus, strategic planning, health technical knowledge, dedicated supply chain and strong project management.

Many of our health schemes have been on operational sites which can be have high volume of public, patients, staff and traffic movement, requiring high levels of care.





## Cossham Hospital, Bristol

Value: £8.9m

Procurement: JCT Traditional with Quants

ISG Pearce is currently on site delivering the refurbishment and remodelling of this grade II listed hospital, in Bristol.

The scheme involves the refurbishment of the main building, a two-storey extension to the back of the hospital to provide modern facilities for scanners and X-rays and a single storey extension to the 'stable block' to accommodate a renal dialysis unit.

The distinctive building – a landmark within its area – incorporates a clock tower and frontage, which is being sensitively renovated to maintain the look and feel. The scheme will allow the hospital to double in scope of services.



## Elm Hayes Doctors' Surgery

Value: £1.7m

Programme: 47 weeks

Procurement: JCT 2005 Design and Build

This new facility comprises a doctors' surgery, pharmacy and community area with a large car park for staff and patients. The building comprises waiting rooms, reception, treatment rooms, offices, toilets, kitchen, board rooms and training facilities.

Major road works were undertaken prior to the construction starting to enable the development to get underway.

The two-storey building is constructed from a steel-frame with masonry walls and rendering. The elevation to the main waiting room and reception area is a glass atrium entrance, connected to the canopy.

The building comprises rain-water harvesting, water softening plant and PIR category 3 lighting, and meets the NEAT very good rating.



“ We are committed to providing employment opportunities for people throughout the South West region.

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## People

At ISG Pearce we recognise it's our people which are our greatest asset and we endeavour to nurture them throughout their careers with us. Evidence that we understand the importance of our people is found in our commitment to equality and diversity, training and development and employee relations.

For the last three years we have been among the top 100 best companies to work for and in 2009 reached 34 in the list ('The Sunday Times Best 100 Companies to Work For'). ISG Pearce is also fully committed to 'Investors in People' having achieved the standard since 2002.

As a major South West construction company we are committed to providing employment opportunities for people throughout the region.

We have also given numerous employment and training opportunities to local people either through favouring local supply chain partners where possible or by creating training and development opportunities for young or deprived people.



# Planet

As a contractor involved in the design, construction and refurbishment of a wide range of buildings, ISG Pearce recognises that our operations can impact on the environment and our aim is to reduce that wherever possible.

The company is accredited to ISO standard BS EN ISO 14001, which recognises its environmental management systems.

ISG Pearce was one of the first mainstream contractors to achieve 'chain of custody' certification by the Forest Stewardship Council and ensures all timber is from sustainable sources.

Prior to the introduction of the Site Waste Management Plan (SWMP) Regulations, ISG Pearce had been undertaking steps to analyse the impact of waste and was subsequently selected to work with DEFRA, DTI and Envirowise to develop the SWMP Builder Tool.



# Prosperity

ISG Pearce is dedicated to the Considerate Constructors' Scheme (CCS) and ensures all sites are registered with it. In 2010 the company won five national awards under CCS and puts the principles promoted by the scheme at the forefront.

The company is committed to ensuring conditions on site are of the highest standard. Critically however, the company places huge emphasis on ensuring the impact of the construction activity on the local community is minimal.

We communicate with the community surrounding our projects, keeping them informed of the progress and any significant events that may impact them, through newsletters and where necessary face-to-face meetings. We aim to always minimise any disruptions to the surrounding areas and will carefully plan deliveries, parking and access to the site.

ISG Pearce sites are always clean, tidy and well presented and we will often work with the local community to ensure they are visibly appropriate.

ISG Pearce regularly gets involved with community initiatives including talks to schools and community groups. Recently, such initiatives have included donating time and resources to supporting local charities; hosting competitions for local schools and the sponsorship of a young local aspiring sportsman.

# Health and safety

It is a core ISG Pearce value to achieve high standards in relation to health and safety across its operations. This commitment is set out in the company's Health and Safety Policy, which aims to avoid and significantly reduce risks to the health, safety and welfare of employees, visitors and sub-contractors.

The company is committed to continually improving health and safety and recognises that monitoring it is an essential aspect of maintaining and improving standards. Learning from previous experience through safety inspections and audits, accident investigations and performance reviews, enables the company to fully manage health and safety risks.

The company's approach to health and safety is through its safety management system, which is reinforced through certification to British Standards Institute (BSI) standard 18001.

ISG Pearce adheres to all relevant health and safety legislation and the company's Health and Safety Team keep up-to-date with changes in regulations and the introduction of new legislation to ensure they are implemented throughout the company and integrated into policy. This is achieved through membership of trade associations, health and safety executive reports, seminars, meeting regularly with senior industry safety officers and subscriptions to industry publications.

ISG Pearce continually achieves awards for its health and safety performance and in 2010 the ISG group achieved 25 gold RoSPA awards, which included 4 gold awards for ISG Pearce.

# Quality

To ensure quality standards are maintained, ISG Pearce has a robust quality management system, which is underpinned by accreditation to the international and European standard – BS ISO 9001:2000. This involves continuing certification and assessment by the British Standards Institute auditors at six monthly intervals.

ISG Pearce adopts a customer focused approach to quality, providing a finished product that exactly meets the customer's expectations.





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