

Portico rounds up 2022 – investing in people to drive business growth

3 years ago



Tailored guest services provider [Portico](#) won a total of 16 new contracts this year comprising over 100 locations throughout the UK, with the most recent contact including mobilisation of 75 sites across the UK and the welcoming of over 100 new employees.

The company additionally launched two new service lines: Portico Pulse, a comprehensive directory of more than 300 value-add pop-ups and experiences for clients' reception areas; and Portico Safe, a security offering designed to complement existing front-of-house services or become the singular point of welcome. In operation for just over a year, Portico Safe has been shortlisted for an OSPA Award in the outstanding customer service initiative.

Sustained business growth and expansion is a result of investing in the company's staff, including training, development and career opportunities, combined with the launch of Heartbeat, its new employee engagement app.

The specialist provider of high quality, tailored guest services, has delivered over 22,000 hours of training both virtually and face-to-face this year, equipping its team members with enhanced skills to benefit them personally and professionally.

The company continues to uphold learning and development as a 'promise' not an 'initiative' that is deep rooted in the company's DNA.

Portico makes a commitment and development promise to every colleague who joins the company, not only focusing on professional development, but also targeting wellness and personal skills and success.

Under its 'Five Portico Pathways', the company's L&D programme, each employee completes mandatory onboarding training specific to their role and then all pathways are open to them to choose a route that suits their ambitions. It has celebrated 89 internal promotions and its leadership team now represents an 50/50 split of men and women

The company's focus on colleague development and engagement was highlighted by winning The Learning Award for best professional development programme and the Princess Royal Training Award for 2022. Portico was also shortlisted at the PFM Partnership Awards, the IWFM Awards, and The Cateys.

Managing director Paul Jackson said: "I'm so proud of the Portico team's achievements this year. It's the dedication from all our colleagues that makes Portico a business we're all proud to be a part of. 2023 will be a year of further growth and development, pushing boundaries and evolving the role of guest services, while continuing to invest in the people, so that we can provide service with heart, to all our guests."