

Portico Celebrates 20 Years of Guest Services leadership

9 months ago



[Portico](#), a market leader in premium, tailored guest services, commemorates two decades of excellence and innovation this summer.

Portico started with a single City contract in 2004. Since then, it has grown its geographical reach extensively, and now creates bespoke guest experiences for over 230 locations across the UK and Ireland, including landmarks such as 22 Bishopsgate and 20 Fenchurch Street. Serving the professional services, commercial property, tech, media, retail, visitor attractions and the premium residential sector, Portico has gained countrywide recognition for its bespoke approach to guest services, which includes everything from overseeing reception, meeting and event spaces, cultivating dynamic and innovative workplace communities, to managing cycle parks.

Sustained growth and commitment to excellence

Over the past 20 years, Portico has experienced remarkable growth, expanding its workforce to over 1,000 employees in 40 cities across the UK and Ireland. Known for its positive working culture and commitment to equal opportunities in learning and development, the company boasts high employee retention, with 70% of current staff having worked at the company for longer than a year. Portico's L&D Portfolio was recently accredited by The Institute of Learning and Performance (LPI – the only professional body dedicated to workplace learning, recognising its forward-thinking approach and benchmark for excellence.

ESG as Second Nature

Portico last year unveiled a comprehensive ESG strategy called “Second Nature,” aimed at fostering inclusive workplace, nurturing talent, fostering progressive partnerships, and stepping up environmental

efforts. The strategy, built around four pillars, underscores Portico's commitment to providing a positive workspace for its people, a welcoming space for guests, and a flourishing partnership with clients, all while minimising its environmental impact.

Celebrating the milestone with 20 acts of kindness

Service with Heart has been Portico's motto since the beginning. To mark this significant milestone in its history, Portico is asking all team members to take part in 20 unique acts of kindness in line with its "people-first" ethos. Among these initiatives is the inaugural Senior Leadership charity day on July 12th, which aligns with the nationwide charity movement, Big Help Out. As part of this event, Portico's senior leadership team have rolled up its sleeves to paint the Head Office of Home-Start Lambeth, a local charity based in Brixton, which provides practical assistance to families in the Lambeth area facing challenging circumstances. Other examples include river clean-ups, educational volunteer sessions, charity coffee mornings, clothing donations, and even a charity piano recital. The company has also committed to various fundraising activities, including charity runs, with the aim of raising £20,000 to mark its 20th anniversary – a figure it is on track to treble.

Managing Director, Paul Jackson said of the commitment: "When Greg Mace, the founder of Portico, was planning the launch of a new guest services company in 2004, the team met in the café located in the Crypt of St Paul's Cathedral. Sitting beneath one of the world's greatest porticos, the name was an ideal match for their vision, which was to create supportive and warm personal experiences. People have always been at the heart of the Portico business, so it fits that we celebrate this legacy by giving back to those around us. This anniversary not only marks two decades of success but also underscores Portico's commitment to giving back to the community."

Vicki Napolitano, Director of Internal Client Services at Charles Russell Speechlys LPP – a long-standing client for Portico – said of the occasion: "Over the past two decades, working culture has evolved significantly. Yet at Charles Russell Speechlys, our commitment to delivering exceptional guest services to staff and clients remains unwavering. Throughout the many years I've collaborated with Portico, they have consistently risen to the occasion, surpassing our expectations for what's required of a guest management company, time and again. Their close collaboration with our hospitality team has been instrumental in hosting events, addressing external inquiries, and managing working floors by coordinating with internal service teams and facilities. Most importantly, Portico ensures a warm, professional welcome to everyone who walks through our doors."

Jackson added: "'Service with heart' encompasses in just three words, what we want people to take away from a Portico experience – representing everything that sets us apart as a transformative business within our industry. Everything we do, we do enthusiastically, sincerely and with pleasure. We are devoted to elevating the moment for everyone who interacts with us, showing them care and kindness. It is the combination of all of these things that makes all the difference and sets us apart. And that, is how we provide 'service with heart. We make service a joyful experience, that not only elevates and inspires each individual, but that also raises the bar for our industry as a whole."