



Leading international law firm

In March 2024, Portfolio was awarded a cleaning contract with one of the world's leading international law firms.

The initial three-year contract covered the firm's existing home at a prominent City of London office building, before expanding to support its transition to one of the most ambitious new developments in the city.

Portfolio manages 29,200 square metres of space with a team of 89 cleaning operatives and three supervisors, working across early morning and evening shifts to complement the building's core hours of 8am to 6pm.



People-first mobilisation

The transition was not your typical mobilisation. The client had worked with its previous cleaning provider for seven years, and while the move to Portfolio was welcomed, it represented a significant change for both the incumbent team and the client.

Our approach was to centre the process on people. Every team member received a personal welcome letter and message written in their native language, followed by a celebratory breakfast hosted jointly by Portfolio's leadership and the law firm. Welcome gifts, goodie bags, and a raffle marked the occasion and set the tone for the relationship to come.

The result was a 100 per cent TUPE transfer, with the team integrated smoothly from the

outset. We also introduced a "pound drop" initiative, depositing £1 into every cleaner's bank account ahead of mobilisation to reassure them that their details were secure.

Engagement with the client's FM team was equally thorough. A "show and tell" event invited the client to select uniforms, consumables, and sustainable products that reflected their own values. These practices established a collaborative relationship from day one.

Collaboration and coordination

Throughout the mobilisation, we maintained close coordination with the firm and the wider supply chain. We developed and shared a live mobilisation plan in Smartsheet with the client, and held joint weekly transition calls to align all parties. The relationship with other supply partners was equally important. Specialist kitchen deep cleans were completed in close collaboration with the

catering team, ensuring the kitchens at the new location were ready for use on schedule.

Delays in construction presented their own challenges. Planned sparkle cleans frequently had to be rescheduled around ongoing building activity, with our team completing critical work outside core hours to ensure legal teams could move in as planned.



Team and service development

From this foundation, our team quickly found its feet. Sandra, who had worked at the firm for 12 years, was promoted from supervisor to site manager, supported by structured training and mentorship that included the successful completion of IOSH Managing Safely.

When the team expanded ahead of the 2025 office move, we again promoted from within. Long-standing Portfolio colleague Sofia became account lead. She had recently completed our 'Own Your Future' development programme, which gave her the confidence and capability to lead through the next phase of the client journey.

Cleanliness standards remained consistent throughout, even as the team balanced resource across two sites during the transition period. At the same time, we trialled new technology – including Freddy, a cobotic vacuum cleaner introduced at the previous site – to prepare the team for wider deployment at the new office and build familiarity with the tools that would shape the service going forward.

Environmental and social commitments

Our ESG commitments are woven into the day-to-day operation of the contract. Since March 2024, the team has achieved a 250kg reduction in plastic use.

96 per cent of colleagues have been recruited from the local community, and social value recruitment is embedded as part of the day-to-day approach, working with partners such as Maximus and The Shaw Trust. To date, we have welcomed eight colleagues from

disadvantaged or underrepresented groups to the client's team.

The products used are sourced from suppliers with strong sustainability credentials, including B Corp-certified Cheeky Panda and re:mind, a certified social enterprise that donates 50 per cent of its profits to wildlife protection. Additionally, the introduction of BubbleFlush active toilet cleaner delivers effective, natural cleaning through cavitation rather than conventional chemicals.



New scale of operation

The expansion to the new location represented a step change in the complexity of the service.

The building spans 19 floors and includes 355 individual washrooms, 45 bespoke showers, a gym, and overnight rest rooms for legal teams working late on cases. Each washroom features a personal basin and toilet, requiring the kind of hotel-standard attention to detail that demands a well-trained, well-supported team.

Day cleaning teams work closely with the client to understand how different areas of the building are being used, adjusting activity in spaces like meeting rooms and coffee stations based on live occupancy data. AI auditing tools are now being trialled to support this with real-time visual dashboards, adding a further layer of insight to an already data-informed service.

Outcomes

This focus on tailored service has had a measurable impact on building users. In March 2025, the client gave Portfolio a Net Promoter Score of 10 – the highest possible rating. Our average audit score across 2025 stands at 98.21 per cent, and there have been no KPI failures.

Beyond the metrics, the relationship between Portfolio and the client has remained open and collaborative. Colleagues such as Sofia and Sandra are regular attendees at the firm's social events, from team dinners to virtual reality evenings.



A facilities management representative from the law firm, said:

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From day one, Portfolio brought fresh energy and professionalism to our partnership. Their onboarding process was seamless, their team well-prepared, and their leadership proactive and visible. Whether dealing with the complexities of our office move or adapting day-to-day services based on evolving needs, Portfolio has empowered its people and delivered a high-quality, collaborative partnership that acts as an extension of our facilities function.

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Looking ahead

We're continuing to work with the client to develop the service together.

A trial of Nordic Chem treatment is planned for premium carpet areas to reduce the frequency of periodic deep cleans. Robotics and sensor data are being used to optimise how labour is deployed across floors. And in collaboration with People Plus, we are ringfencing roles for socially responsible recruitment, ensuring the team continues to reflect the diversity of the communities it serves.

The partnership provides a service that blends responsiveness, technology and a deep care for people. From a seamless TUPE transfer to a complex building move, the Portfolio team has delivered with professionalism and pride, earning the trust of one of the most demanding clients in London.

When the contract began in 2024, Portfolio was committed to delivering a service that reflected the calibre of the client. We supported continuity from the outset by achieving a 100 per cent TUPE transfer, and the quality of our service has been driven by the expertise and commitment of our teams.