



la lucente spa®

COMPANY PROFILE
2024



A woman with long brown hair, wearing an orange high-visibility safety vest with reflective white dots, is looking through a glass pane. The glass has water droplets on it, and the background is blurred, showing some greenery and a building. The woman is holding a small white card with a logo on it.

At your service
since 1922

INDEX

1. About us
2. A 100-years of service
3. The Global Supplier
4. Our organisational structure
5. Global order management
6. References
7. Quality e Customer Satisfaction
8. Certifications&Rating
9. Ethics and compliance
10. Corporate Social Responsibility
11. Sustainability Award

1. LA LUCENTE SPA About us

La Lucente SpA is Italy's longest-established **global service and facility management** company, having been in business since 1922 and now reaching the prestigious milestone of a century of uninterrupted activity. It employs more than **2.000 people** in a territorial network with offices and branches operating throughout Italy, serving around 1,000 municipalities.

The expertise of La Lucente SpA has been at the service of businesses and the community, in accordance with a system of values that sets it apart on the national market: **respect for the environment, maximum attention to regulations protecting the health and safety of the public and operators, constant updating of skills and techniques used.**

Already a member of the main Italian trade associations **ANIP-Confindustria, IFMA, UNIFERR and ANID**, La Lucente SpA has embarked on a broader European path, becoming a member of the European consortium **ECS - European Customer Synergy**. This pan-European company, based in Brussels, provides integrated solutions and a full suite of facility management services, networking the most respected companies in the sector across the EU.



La Lucente SpA has received the **CRIBIS Prime Company** with the **highest level of business reliability rating as a counterparty to a B2B business transaction**. This important recognition is a confirmation of the company's level of economic-commercial soundness and a guarantee for all companies that have chosen La Lucente SpA as their Business Partner.



2. LA LUCENTE SPA A 100-year history that looks to the future

A look to the future, with corporate social responsibility representing the main driver of strategic development, and deep-rooted excellence: it is a story that comes from afar that of La Lucente SpA, which recently celebrated the 100th anniversary of the company's founding.

More than a century of **history**, **progress**, and **capacity for innovation**, with a view to **continuous improvement** and **corporate social responsibility**, renewing the long-established principles that have characterized the company's mission since 1922: to be **at the service of the community**, combining **excellence**, **business ethics**, **sustainability**, and **the ability to adapt to a rapidly evolving market**.



La Lucente Spa has been included in the **Register of Historical Trademarks of National Interest**, an institutional tool created by the Ministry of Economic Development to protect the industrial property of historical Italian companies (which have registered their trademark for at least 50 years) and **the excellence historically linked to the national territory**.

The prestigious award testifies to the dynamism and continuity of a company that has now established itself as an Italian benchmark in cleaning and facility management and is looking to the future with determination.

A person wearing a full-body green protective suit, including a hood and a respirator mask, is using a long-handled brush to clean the large, circular engine intake of a white commercial airplane. The airplane has a green stripe along its side. The scene is set on an airfield under a clear blue sky. The ground is paved and shows some wet patches. In the background, there are some airport service vehicles and equipment.

Solutions of
**Integrated Facility
Management**
for public
and private
companies

3. LA LUCENTE SPA Global Supplier

We are able to provide our customers with a team of **qualified professionals** to intercept and anticipate market developments, with a view to **global service and IFM (integrated facility management)**. The know-how we have acquired over a hundred years of uninterrupted activity has enabled us to build the loyalty of a varied clientele, always guaranteeing the best in terms of reliability and punctuality and to continuously expand our client portfolio, from the largest to the smallest, from the **public** to the **private** sector.



Our core business is facility management. We are the perfect partner for the management of your real estate assets in "Global Service"

Cleaning and sanitation

We carry out cleaning in the civil, industrial, health and food sectors, environmental reclamation, sanitisation and decontamination. The great experience gained over the decades and the considerable investments made in the most modern technologies and staff training allow us to provide highly specialised services.

Integrated services – Facility

We take care of the surveillance and security of buildings by offering reception and concierge services, landscaping, maintenance of technological installations, logistics, transport and portage.

Real Estate

We carry out maintenance and renovation of civil and industrial buildings, electrical, plumbing, telephone systems in compliance with current safety regulations on special places. We perform work on hydropolishing and hydrosandblasting of facades and painting of various kinds. All interventions are carried out in full compliance with the workplaces.

Environment

Urban and special, hazardous and nonhazardous waste collection, transportation, recovery and disposal services; asbestos removal, disposal and remediation; animal waste management, disinfection and rodent control, and bird removal

Healthcare

We provide environmental sanitation and hygiene services for hospital facilities. Our established experience enables us to ensure high quality standards in industrial/pharmaceutical environments as well.

Acrobatic rope cleaning

We offer acrobatic cleaning services at height carried out in suspension using safety ropes and harnesses: a professional system of washing and cleaning exterior/interior windows and facades, including taller and wider ones, of buildings, offices, cultural heritage, stores, schools, hospitals and warehouses.

Our numbers

46 million of revenue per year	2.000 employees	1.000 municipalities served
--	---------------------------	---------------------------------------

Our services



Cleaning, disinfection and specialized sanitization in the civil sector



Cleaning, disinfection and specialized sanitation of industrial sites and production departments



Hospital hygiene and sanitation



Management of integrated services in the airport environment



Management of tourist accommodation areas



Management of integrated services for cultural venues



Maintenance of green areas



Building, facility and road maintenance



Office and integrated reception, concierge, front office and back-office services



Environmental management and ecology



Sports facility management



Guarding and unarmed security



Logistics, portering and warehouse management



Pest control Maintenance and storage of buses and public transport vehicles



Acrobatic rope cleaning



Maintenance and storage of buses and public transport vehicles

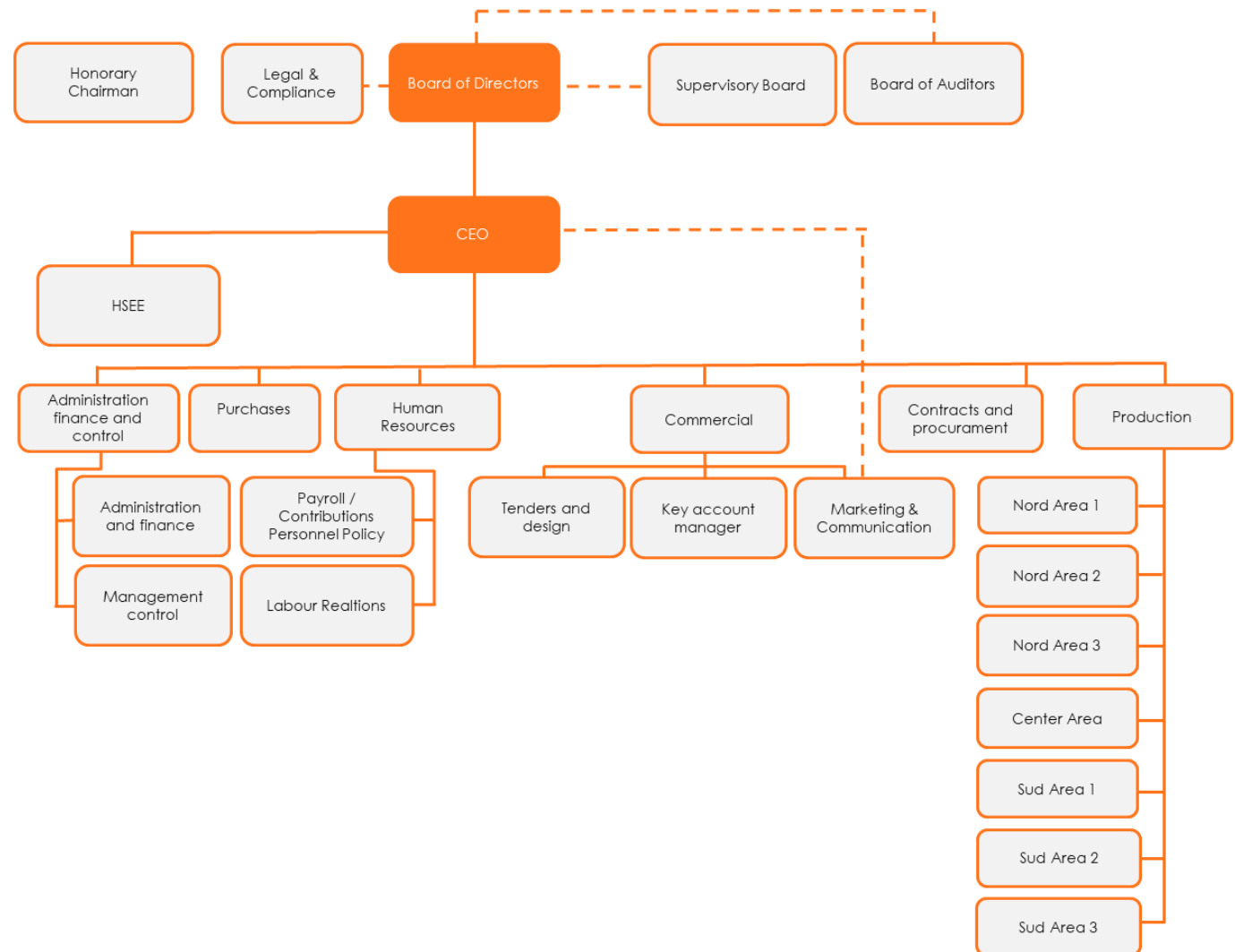
4. LA LUCENTE SPA Our organisational structure

The organizational structure of La Lucente SpA is designed to meet market demands on time, ensuring effective coordination at all levels.

The company's staff is highly qualified and composed of professionals specializing in the legal-administrative, technical-scientific and socioeconomic fields.

This staff, responsible for the study and design of activities assists technical management in order management and implementation of certified management systems.

Training of excellence, continuous updating in technological innovation, constant research of new environmentally friendly processes and systematic adaptation to the safety regulatory framework enable the development of integrated and customized projects aimed at supporting the client, becoming in fact part of his organization and his value chain.



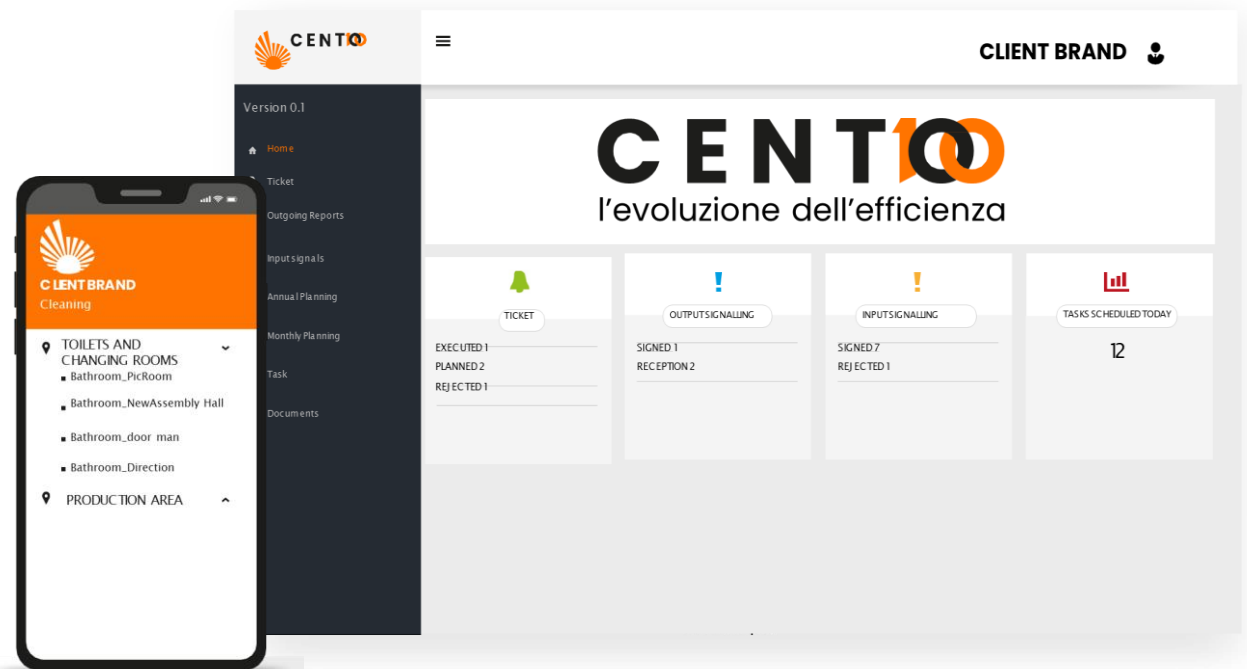
5. LA LUCENTE SPA Glocal order management

Our many years of experience led us to the definition of a specific organizational structure of **territorial coordination** for contract management, which represents the **connecting** and filtering **element** between the strategic functions of direction and control. This structure acts as a guarantor of the coordination of operational activities **in the territory covered by the service**, the effectiveness of interventions and the resolution of any emergencies that may occur.

With our principals, we stand as a **reliable partner**, thanks to our industry experience and **territorial structure** dedicated, which consists of a large number of staff and several offices located widely throughout the country.

La Lucente, with a view to continuous improvement of the services offered and the organization of work, has also created a **web platform**, called **CENTO**, specifically designed for the management of facility management jobs. This management information system, interfaced to the case with other software platforms, represents the fundamental tool for the management and internal control of the activities covered by the job order.

The software has been designed to manage the service and to **constantly monitor and update the entire order**, containing in a single database not only data and documents characterising the management, but also information on the characteristics of the premises within the various buildings involved in the contract.





Certified quality
and references

6. LA LUCENTE SPA References

Our customers are our best
best guarantee of quality

Industrial Sector



Pharmaceutical sector



Health sector



6. LA LUCENTE SPA References

Credit Institutions and Consulting Companies



Public Entities



Large Distribution



7. LA LUCENTE SPA References

Transportation



Private Group



Non-profit organisations



7. LA LUCENTE SPA Quality and Customer Satisfaction

The need to constantly monitor the quality of services provided is accompanied by the desire to fully meet the expectations and needs of our Clients. Our CX verification system is based on the principle of self-monitoring of employees in the course of their work and the control of the service delivery process, performed in parallel with the qualitative verification of the result achieved.

THE GOAL IS TO PURSUE CONTINUOUS IMPROVEMENT OF THE SERVICES OFFERED.



GOALS



ACTIONS NEEDED

Create the conditions to deliver a compliant service to the customer's expectations

Suitable education and training of service workers, adequacy of methodologies, technical equipment and workloads

Monitoring and measuring results of service, procedural effectiveness, and customer satisfaction

Design and update of the Control Plan and detailed planning on an annual scale with identification of the most suitable verification tools (checklists, questionnaires, measurement tools)

Record and analyze data ensuring maximum usability of reports to the Client

Analysis of survey checklists, reports and complaints, Customer Satisfaction survey questionnaires with periodic reports sent to the Customer

Continuously improve quality levels with preventive and corrective actions

Constant monitoring of the service levels achieved and identification of targeted, immediate and effective actions to resolve non-conformities

8. LA LUCENTE SPA Certifications & Rating



ISO 9001:2015 Quality management system

Certifies the organization's ability to consistently provide products and services that meet the customer's legal and regulatory requirements. It aims to improve customer satisfaction through the effective application of the system, ensuring compliance of the activities carried out with the requirements of the relevant standard.



ISO 14001:2015 Environmental Management System

Certifies the company's management system aimed at managing environmental aspects, meeting legislative compliance obligations and standards defined by voluntary standards, and addressing and assessing risks and opportunities.



ISO 45001:2018 Occupational Safety Management System

It certifies the high standards of health and safety of workers, in line with current regulations.



UNI EN 13549:2003 - Quality measurement

Certifies the gender equality management system of organizations that internally promote gender equality and diversity of personal and professional characteristics.



SA 8000:2014 Social responsibility

It certifies the company's willingness to implement a management system focused on sustainable development that ensures optimal working conditions, extending its requirements to suppliers and subcontractors as well.



ISO 37001:2016 Anti-corruption management system

It certifies the management system for the prevention of corruption, which fosters the growth of a corporate culture of transparency and integrity on the one hand and the development of effective measures to prevent and deal with corrupt phenomena on the other.



ISO 50001:2018 - Energy Management

Certifies the energy management system aimed at continuous improvement of energy efficiency, aiming at lower energy consumption and reduction of greenhouse gas emissions.



UNI EN 13549:2003 - Quality measurement

Certification standardizing the basic requirements and recommendations for quality measurement systems for cleaning and sanitation performance.



ISO EN 16636:2015 Pest Management and Control Services

Certification that defines requirements for pest management and control, as well as useful skills to protect public health, property and the environment.



SOA CTG OG1 - Civil and industrial buildings

Certificate of qualification for participation in tenders for the execution of public works contracts, concerning construction, maintenance or renovation through punctual construction interventions, dedicated to civil and industrial buildings.



EMAS Eco-Management and Audit Scheme by the UE

It attests to the organization's willingness to evaluate and improve its environmental performance and provide the public and other stakeholders with information about its environmental management.



Ecolabel UE Environmental excellence

European environmental excellence label on services. It distinguishes companies that promote a circular economy with a focus on the environment.



Ecovadis Sustainable Approval System

Monitoring system that enables companies to manage risks and embed eco-innovations in global logistics chains by improving their environmental and social practices.



ESG SYNESGY CRIBIS – Sustainability rating

Score developed by CRIBIS CRIF Ratings, a credit rating agency operating under the supervision of ESMA. Lucente achieved level B in the overall assessment: good level of adequacy with respect to ESG principles, in line with national and international best practices.

9. LA LUCENTE SPA Ethics and compliance



ORGANISATION, MANAGEMENT AND CONTROL MODEL PURSUANT TO LEGISLATIVE DECREE 231/2001.

La Lucente SpA has adopted an organizational, management and control model which complies with the provisions of Legislative Decree no. 231/2001, concerning "Regulations on the administrative liability of legal persons". This Model, consisting of a General Part, a Special Part, a Code of Ethics, a System of Penalties and specific Protocols, is a tool available to the company to operate correctly and transparently towards the community and its stakeholders.

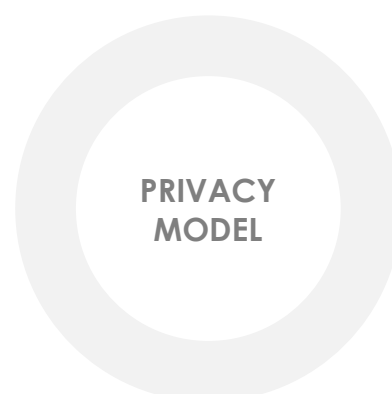
La Lucente S.p.A., aware of its role in society and in the reference market, is committed to conducting its activities in an ethical and responsible way, promoting policies that define those standards of fairness, correctness, transparency and sustainability, to which all employees, suppliers and stakeholders are required to comply. In accordance with these principles, La Lucente S.p.A. works to ensure the proper implementation and dissemination of its values in every business environment.



La Lucente SpA has adopted a **Code of Ethics** based on principles such as respect for the individual, full compliance with laws and regulations, attention to the environment and safety at work. The code is the fundamental tool for regulating and monitoring social and relational relations, with particular attention to the issues of conflicts of interest, relations with competitors, relations with suppliers and with public and private customers.



La Lucente S.p.A. has set up an external **Supervisory Board** in the form of a panel, made up of professionals with proven experience in the sector, responsible for monitoring the operation and application of the OMC and for updating it periodically. It also supervises compliance with the Ethical Code by the Recipients of the Code.



La Lucente SpA uses a **Privacy Model** that defines a clear internal discipline to ensure that the processing of data carried out as part of the work activity, is done in a manner consistent with the principles and provisions of the EU Regulation, in particular the criteria of **lawfulness, fairness** and **transparency**.



La Lucente SpA has been awarded a **three-star** (maximum score) **legality rating** by the Italian Competition Authority. This is a synthetic indicator of companies' compliance with high standards of legality.



La Lucente SpA has been included in the **White List of the Prefecture of Bari**, the list of suppliers, service providers and executors of works, verified by the Prefecture as not subject to attempted mafia infiltration. This is a further element of guarantee towards third parties, even in relations between private parties, which is part of a broader virtuous system of work, aimed at always operating in a punctual, transparent and sustainable manner alongside the company's public and private clients.

Sustainability

Social responsibility
at the service of
the FUTURE

#lalucenteforfuture



10. LA LUCENTE SPA Corporate Social Responsibility

The focus on **social responsibility** is a concrete choice for La Lucente SpA: a commitment aimed at continuous improvement, disseminating principles and objectives to employees, suppliers and stakeholders



The **Integrated Policy** documents the strategic choices with which La Lucente wants to deal in order to ensure the development of activities, paying particular attention to the quality of processes and services, prevention of corruption, hygiene and safety in the workplace, workers' health, environmental protection, respect for human rights, and the enhancement of gender equality to support women's empowerment and leadership in high-level organizational principals.

Therefore, Lucente has decided to adopt and develop an integrated Management System consistent with the standards: **UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 45001, UNI EN ISO 37001, SA 8000, UNI EN ISO 50001, UNI PdR 125.**

In addition, the company voluntarily publishes a **sustainability report/integrated report**: an act of transparency geared toward developing a sustainable and forward-looking business model in harmony with **ESG goals**.

Environmental awareness is a competitive strategy for La Lucente with several objectives:

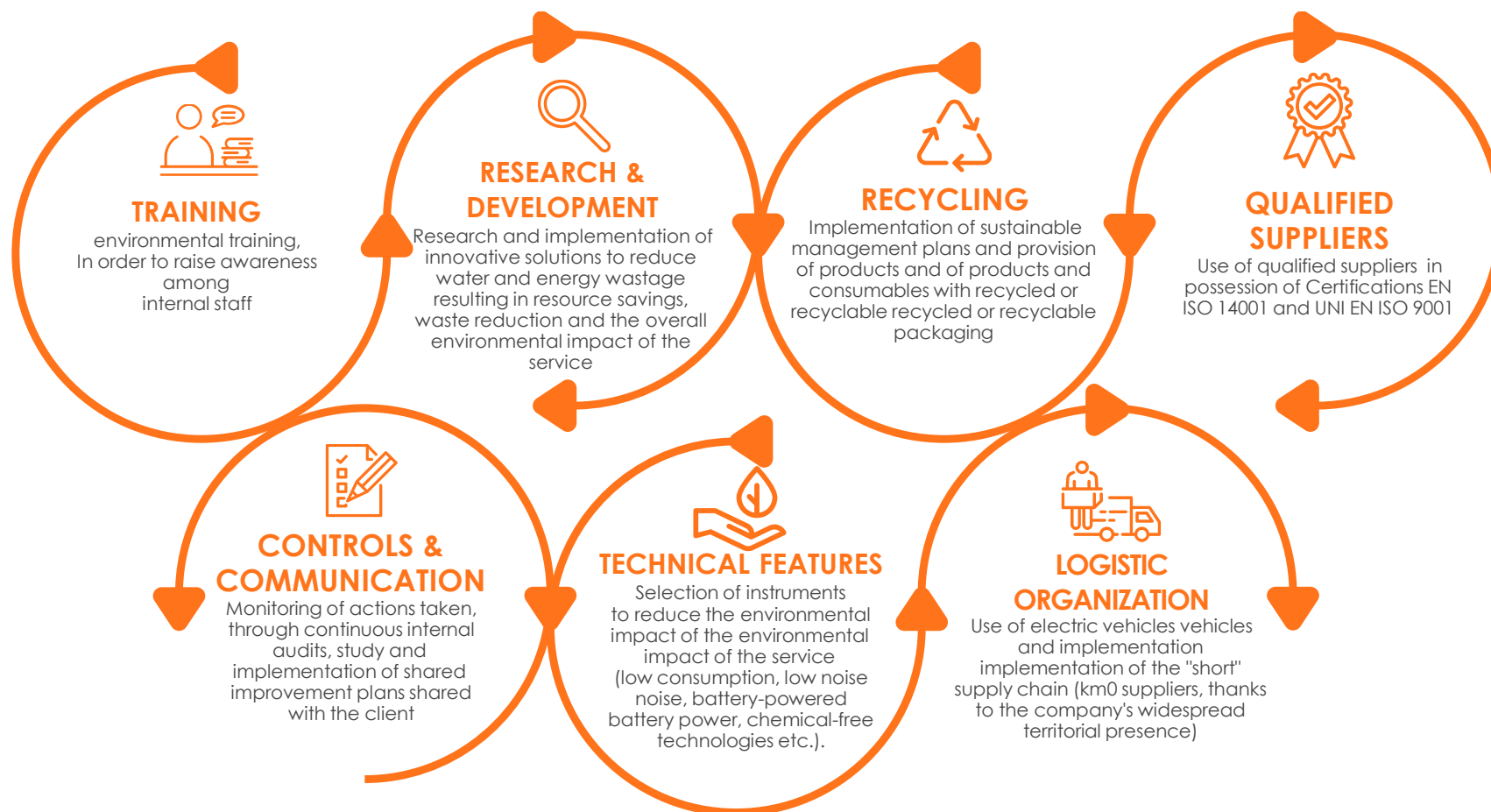
- **CO2 reduction** through improved energy use
- the use of products and machinery covered by the **C.A.M.** (minimum environmental criteria) and **the Ecolabel**
- equipment produced from **recycled materials**
- improving the vehicle fleet by using **electric and hybrid vehicles**

La Lucente has joined the **Eco-Management and Audit Scheme (EMAS)**, a voluntary instrument created by the European Community to assess and improve its environmental performance and provide the public and other interested parties with information on its environmental management.



10. LA LUCENTE SPA Corporate Social Responsibility

The green turn undertaken by La Lucente SpA and strongly desired by the company management, translates into a special attention to the aspects of **circular economy**, a model that not only reduces environmental impacts, but also gives a boost to innovation and economic growth. The transition from the linear model to the circular one is for La Lucente SpA a strategic choice able to affect the organisation's plans in the short and medium term and to produce value, aiming at combining profit with **respect for the environment and the balance of social partners**.



11. LA LUCENTE SPA Sustainability Award

La Lucente SpA won the 2023 edition of the Sustainability Award, thus being included by Forbes in the list of Top 100 Italian sustainable excellences and 50 Top Performer companies, which have shown an improvement in their ESG rating over time. This award is reserved for companies that have made sustainability their strategic mission and have distinguished themselves in initiating and implementing sustainable and inclusive development paths, with the aim of generating value for stakeholders and the community. La Lucente underwent an independent assessment based on an ESG rating model developed by ALTIS Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore.



La Lucente SpA won the Apulian Sustainable Innovation Award 2022 for the 'Best Environmental and Social Initiative of the Year' with the Environmental Education Project for Children 'Creative Recycling Workshops - Father Christmas Village, Bari 2021', a playful approach to respecting and conserving the environment and resources aimed at the children of the company's employees and children aged 3 to 8 in the City of Bari. The award, now in its second edition, is promoted by **Confindustria Puglia** with the collaboration of **Legambiente Puglia**, aims to highlight Apulian companies that have been able to seize environmental challenges as an opportunity for economic and social development, contributing to the increase in the spread of good practices oriented toward sustainable development, in line with Agenda 2030.



La Lucente SpA has been awarded the "Socially Responsible Enterprise" recognition by the Bari Chamber of Commerce, as part of the call for entries issued by the chamber in connection with the Historic Companies Award 2022. The intent was to reward companies that have long contributed to the economic development of the area, with a special mention for those that have demonstrated a particular sensitivity in facing the challenges that new markets and changing scenarios pose to the business system, such as the circular economy, environmental protection and a vocation for CSR as a driver of sustainable business development.



La Lucente SpA has been included in the V Future Respect Index 2022. From the archive of 2,000 Sustainability Reports surveyed by NEXTPEDIA.it, La Lucente SpA's Sustainability Report was listed among the 50 considered best readable and capable of promoting a culture of Sustainability, according to the evaluation criteria listed below:

- Having comprehensibly and comprehensively illustrated sustainable governance by facilitating informed choices by Consumers;
- Have highlighted best practices useful in promoting the culture of Sustainability, with an effective, engaging and distinctive narrative;
- Having drafted in a readable, understandable and timely manner the activity that leads to profit without negative external impacts.



www.lalucente.it



Via Dei Gerani, 6 70026 Modugno – Bari

Tel: +39 080 531.28.28 / Fax: 080 531.28.29
lalucente@lalucente.it