



la lucente spa®

COMPANY PROFILE
2024



A woman with long brown hair, wearing an orange safety vest over a dark patterned shirt, is working on a car window. She is using a tool to remove a piece of the window. The background is a blurred outdoor setting with greenery.

At Your Service
since 1922

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1. LA LUCENTE SPA About Us

La Lucente SpA is the longest-lived Italian company active in the field of **global service and facility management**: it has been operating since 1922 and has achieved the prestigious milestone of a century of uninterrupted activity. The company counts more than **2,000 employees** spread across a territorial network with offices and branches operating **throughout the country**, reaching out to serve about **1,000 municipalities**.

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

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



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 as the main driver of strategic development, and deep-rooted excellence: 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: being at **service of the community**, combining **excellence, business ethics, sustainability** and the ability to adapt to a rapidly changing market.



La Lucente SpA has been included in the Register of **Historic Trademarks of National Interest**, an institutional tool that the Ministry of Economic Development created to protect the industrial property of historic Italian companies (which have registered the trademark for at least 50 years) and **excellences 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 hazmat 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 with other aircraft and ground service equipment visible in the background under a clear blue sky. An orange diagonal banner is overlaid on the left side of the image, containing text.

Integrated Facility Management

Solutions
for companies
and public and
private entities

3. LA LUCENTE SPA The Global Supplier

La Lucente's **value proposition is** distinguished by its continuous search for business solutions that meet the specific needs expressed by its clients, thanks to its ability to:

- Provide high-quality integrated services through process innovation and the use of advanced technologies;
- To oversee with dedicated resources and facilities both the "soft" aspects related to process engineering and the use of information technology and the "hard" aspects related to direct service delivery.



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 perform cleaning in civil and industrial fields, sanitation and food, environmental remediation, sanitization and decontamination. The great experience gained over the decades and the large investments made in the latest technologies and staff training allow us to provide highly specialized services.

Integrated Services - Facility

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 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.

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 hydropolishing and hydroblasting of facades and painting of various kinds. All interventions are carried out in full compliance with the workplaces

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 overhead cleaning services carried out by 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 turnover

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



Airport integrated services management



Management of tourist accommodation areas



Management of integrated services for cultural places



Green maintenance



Maintenance of buildings, facilities and roads



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



Environmental management and ecology



Sports facilities management



Guarding and unarmed vigilance



Logistics, portage and warehouse management



Pest control, pest control and pest control



Acrobatic rope cleaning



Maintenance and storage of buses and public transport vehicles

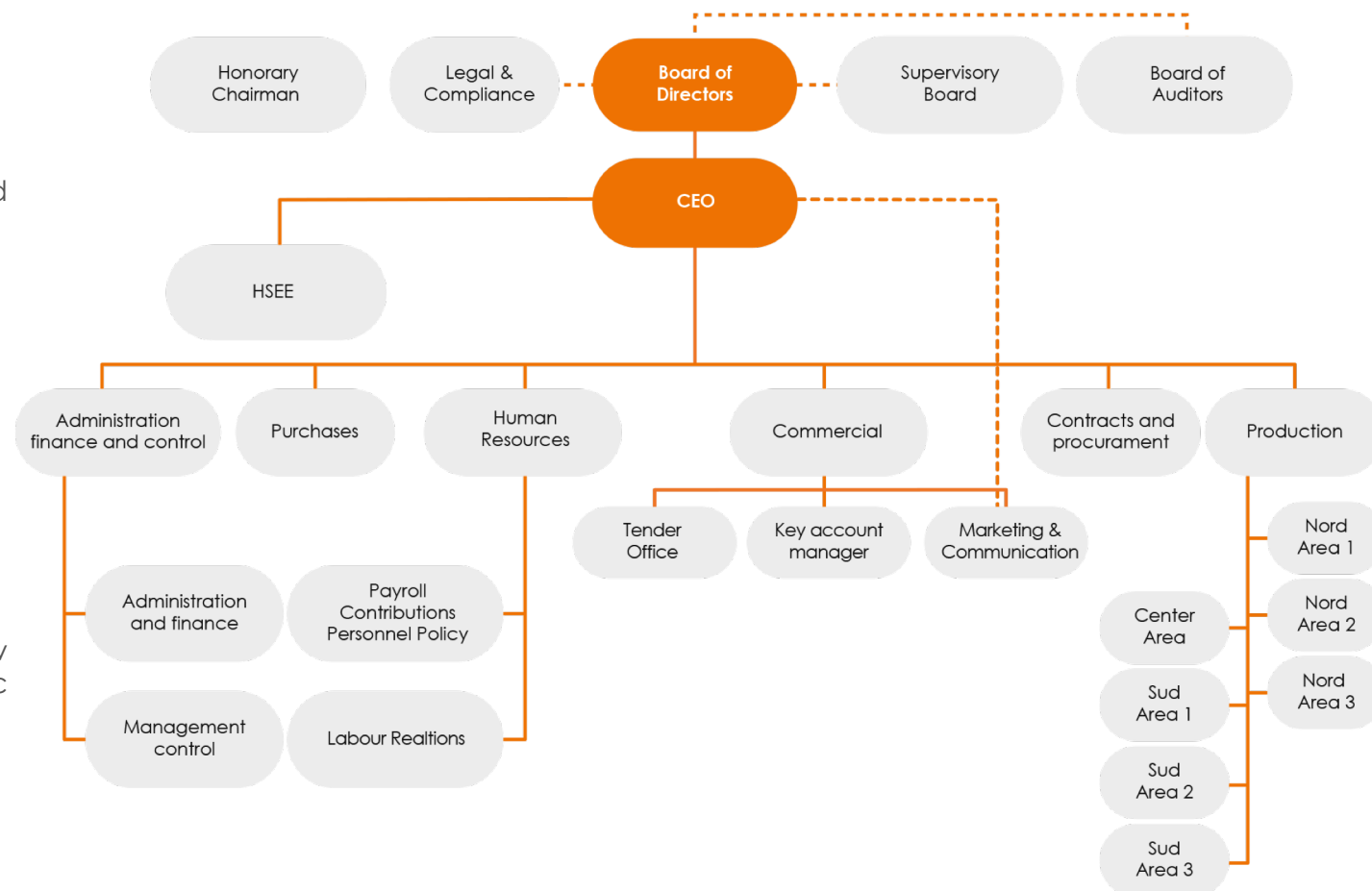
4. LA LUCENTE SPA Our organizational structure

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 implementing certified the integrated HSE system.

Training of excellence, continuous updating in technological innovation, constant research of new ecofriendly 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.



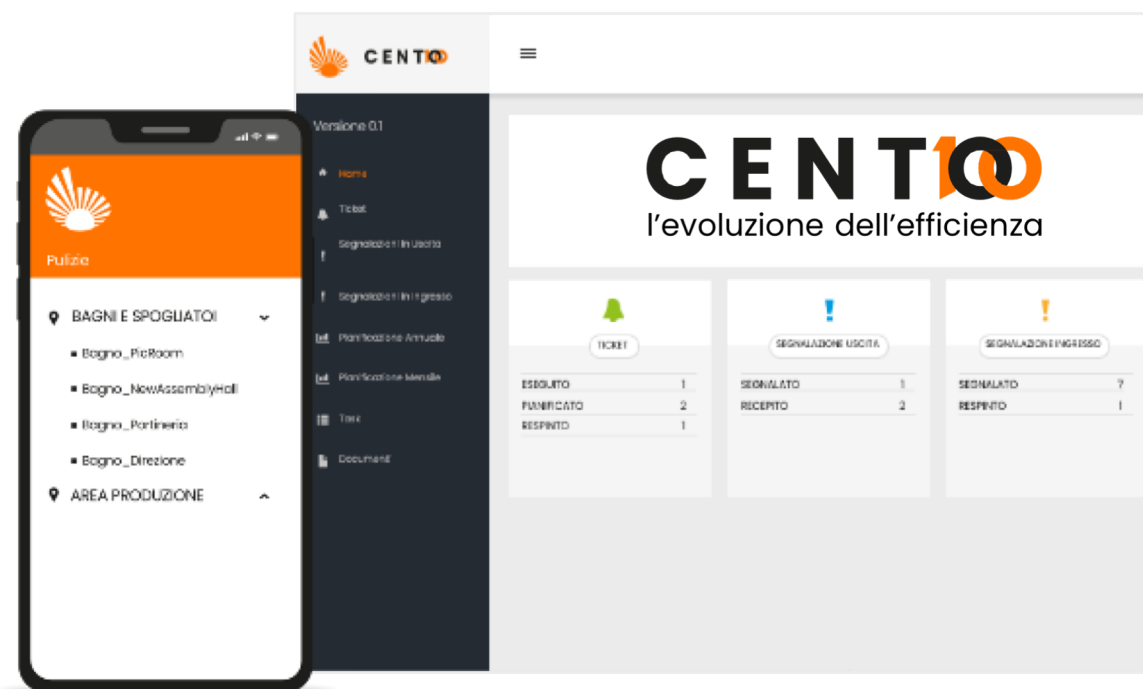
5. LA LUCENTE SPA **Glocal** management of the order.

Our many years of experience have led us to the definition of a specific organizational structure of **territorial coordination for** procurement 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 sectoral experience and dedicated **territorial structure**, which consists of a substantial 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 services provided. 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 is designed for service management and for **constant monitoring and updating of the entire contract**, containing in a single database not only data and documents characterizing 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 quality assurance

Industrial Sector



Pharmaceutical Sector



Health Sector



6. LA LUCENTE SPA References

Credit institutions and consulting firms



Public Entities



Large Distribution



6. LA LUCENTE SPA References

Transportation



Private groups



DOLCE & GABBANA



BOSS
HUGO BOSS



MISSONI

FRATELLI
ROSSETTI



GUCCI

NATUZZI



LIU JO ETJCA

IBM PHILIPS



expri via



Noprofit Entities



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 IN THE SERVICES OFFERED.



OBJECTIVES



NECESSARY ACTIONS

Creating 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, the 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 guaranteeing the Principal maximum usability of reports	Analysis of survey checklists, reports and complaints, Customer Satisfaction survey questionnaires with periodic reports sent to the Customer
Continuously improve the levels Of quality with preventive actions and corrective	Constant monitoring of achieved service levels and identification of targeted, prompt, and effective actions to resolve nonconformities

8. LA LUCENTE SPA Certifications and Ratings



ISO 9001:2015 - QUALITY

Certifies the organization's ability to consistently provide products and services that meet the customer's legal and regulatory requirements. Aims to improve customer satisfaction through the effective implementation of the system, ensuring that the activities performed comply with the requirements of the relevant standard.



ISO 14001:2015 - ENVIRONMENT

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 - SAFETY AND HEALTH

Certifies high standards in relation to occupational health and safety, in line with current regulations.



SA 8000:2014 - SOCIAL ACCOUNTABILITY

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.



UNI/PdR 125:2022- EQUAL OPPOTUNITIES.

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



ISO 37001:2016 - ANTI-CORRUPTION

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

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 16636:2015 - PEST MANAGEMENT

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



UNI EN 13549:2003 - QUALITY MEASUREMENT

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



SOA CTG OG1 - CIVIL AND INDUSTRIAL BUILDINGS

Certificate of qualification for participation in tenders for the performance of public contracts, with reference to the construction, maintenance or renovation of buildings.



EMAS - ENVIRONMENT

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.



EU ECOLABEL - ENVIRONMENT

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



ECOVADIS - SUSTAINABILITY RATING

Monitoring system that enables companies to manage risks and incorporate eco-innovations into global logistics chains, 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

Model of ORGANIZATION, MANAGEMENT AND CONTROL. PURSUANT TO D. LGS. 231/2001



Lucente SpA has equipped itself with an organizational, management and control model that complies with the requirements of Legislative Decree No. 231/2001, containing "Regulations on the administrative liability of legal persons." This Model, consisting of General Part, Special Part, Code of Ethics, Penalty System and Specific Protocols, represents a tool available to the company to operate correctly and transparently towards the community and its stakeholders.

La Lucente SpA, aware of its role in society and in the reference market, is committed to conducting its activities in an ethical and responsible manner, promoting policies that define those standards of loyalty, fairness, transparency and sustainability, to which all employees, suppliers and stakeholders are called upon to conform. In accordance with these principles, La Lucente SpA works to ensure the proper implementation and dissemination of its values in every area of the company.



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 SpA has equipped itself with an external **Supervisory Board in** collegiate form, composed of professionals with proven experience in the field, responsible for monitoring the operation, application of the OMC and its periodic updating. It also supervises compliance with the Code of Ethics by the Recipients of the Code.



La Lucente SpA uses a **Privacy Model** that goes to define a clear internal discipline aimed at ensuring that the processing of data carried out in the context of 'work activities, takes place in a manner that complies with the principles and provisions given by 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 Competition and Market Authority. This is a summary indicator of companies' compliance with high standards of legality.



La Lucente SpA is included in the **Bari Prefecture's White List**, the list of suppliers, service providers and contractors 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
in the service of
the **FUTURE.**

#lalucentforfuture



10. LA LUCENTE SPA Corporate Social Responsibility

Attention to **social responsibility** is a concrete choice for La Lucente SpA: a commitment aimed at continuous improvement and the dissemination of principles, objectives and results to all 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, La 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/value report: an act of transparency geared toward developing a sustainable and forward-looking business model in harmony with ESG goals.

Attention to the environment is a competitive strategy for La Lucente with various goals:

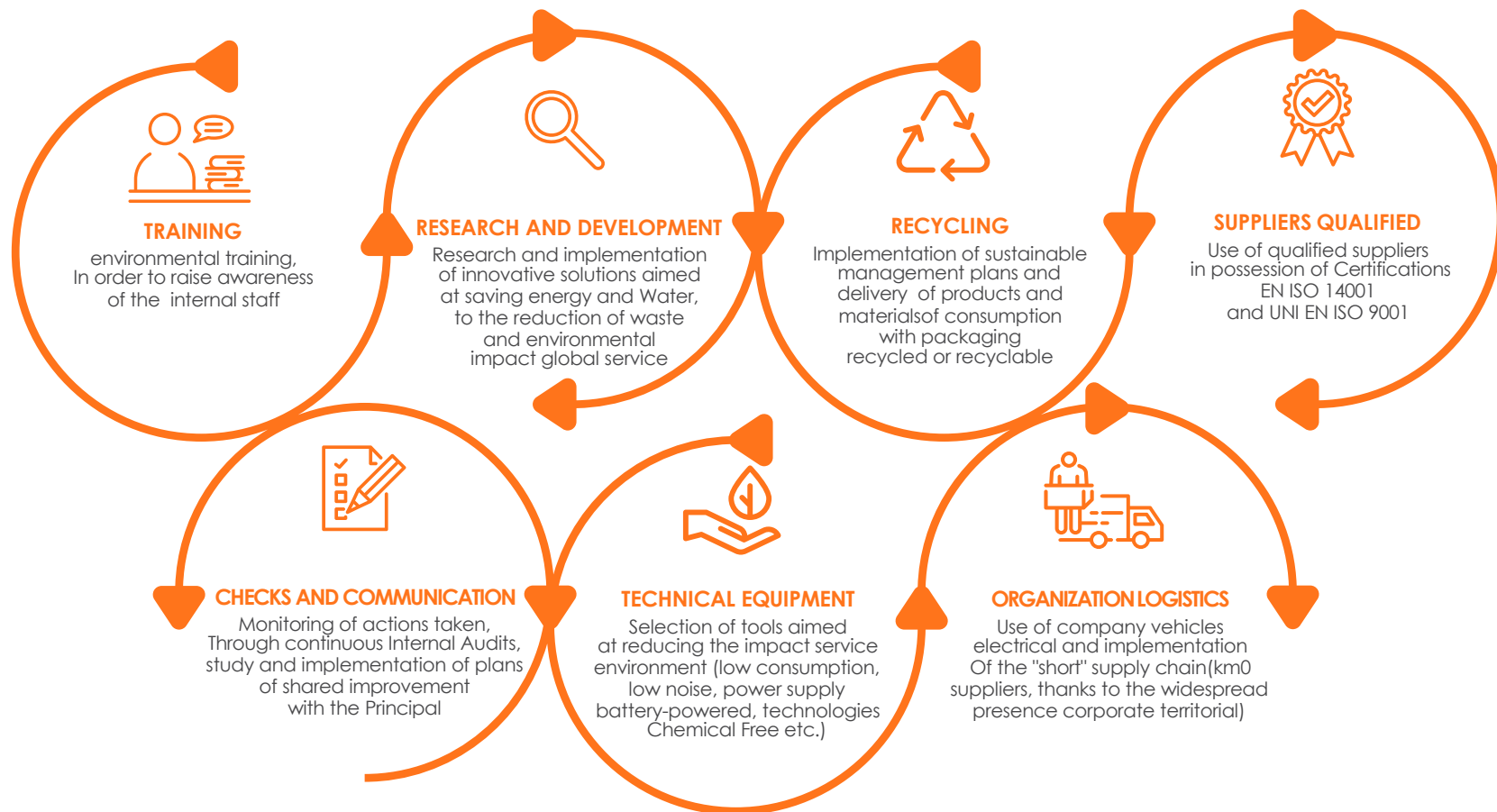
- **CO2 reduction** through improved energy use
- Use of products and machinery covered by **C.A.M.** (minimum environmental criteria) and **Ecolabel**
- equipment made from **recycled materials**
- Improvement of the vehicle fleet with the use of **electric and Hybrid** vehicles

La Lucente has joined the **Eco-Management and Audit Scheme (EMAS)**, a voluntary tool created by the European Community to assess and improve its environmental performance and provide the public and other stakeholders 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 focus on aspects of the **circular economy**, a model that not only reduces impacts on the environment, but also gives a boost to innovation and economic growth. For La Lucente SpA, the transition from the linear to the circular model is a strategic choice capable of affecting the organization's plans in the short and medium term and producing value, aiming to combine profit **while respecting the environment and the balance of the social partners**.



11. LA LUCENTE SPA Sustainability Award

La Lucente SpA has won the Sustainability Award for two consecutive editions, in the years 2022 and 2023 respectively, thus being included by Forbes in the list of Italy's Top 100 Sustainable Excellencies and 50 Top Performer companies, which by registering in multiple editions have shown an improvement in their ESG rating over time. This recognition 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 goal of generating value for stakeholders and the community. La Lucente underwent an independent assessment based on ESG rating model developed by ALTIS Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore.



La Lucente SpA is the winner of the Apulian Sustainable Innovation Award 2022 for the "Best Environmental and Social Initiative of the Year" with the Children's Environmental Education Project "Creative Recycling Workshops - Santa Claus Village, Bari 2021," a playful approach to respecting and conserving the environment and resources aimed at the children of company employees and children aged 3 to 8 in the City of Bari. The award, 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 with 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 explained sustainable governance in an understandable and comprehensive way by facilitating informed choices by Consumers;
- To have highlighted the best practices useful in promoting the culture of Sustainability, with an effective, engaging and distinctive narrative;
- Having legibly, understandably and timely drafted the activity that leads to profit without negative external impacts.



lalucente.it



la lucente spa®

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