



la lucente spa®

COMPANY PROFILE
2025



A woman with long brown hair, wearing an orange safety vest over a white top, is working on a large, patterned fabric. She is looking towards the camera. The background is a blurred industrial setting with blue and green tones. The text is overlaid on a dark grey triangular shape in the upper right corner.

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**.

Associated with the Confindustria system through **Confindustria Bari-BAT** and a member of the main Italian trade associations **ANIP- Confindustria, IFMA, UNIFERR** and **ANID**, La Lucente SpA has embarked on a wider 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 complete suite of facility management services, networking the most referenced companies in the sector throughout the Union.



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

A look to the future and with corporate social responsibility as the main driver of strategic development, that of La Lucente SpA is a story rooted in time, with the celebration of the centenary of the company's foundation in 2022.

More than a century of **history**, of **progress**, of **capacity for innovation**, with a view to **continuous improvement** and **corporate social responsibility**, renewing the long-standing principles that have characterised 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 **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 reflects the dynamism and solidity of a company that is now established as a reference point in Italy in the cleaning and facility management sector.

A person wearing a full green protective hazmat suit, including a hood, gloves, and a respirator mask, is using a long-handled spray wand to clean the engine of a large white airplane with green stripes. The scene is set on an airfield under a clear blue sky. An orange diagonal banner is overlaid on the left side of the image, containing white text.

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

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, technical cleaning, 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 provide surveillance and security for buildings offering reception and concierge services, green maintenance of technological installations, logistics transport and portage.

Environmental services

Collection, transport, brokerage and recovery/disposal services of hazardous and non-hazardous waste for a new circular economy, carried out by the subsidiary company «La Lucente Ecologia».

Post-fire recovery

We offer post-fire recovery services, intervening quickly and effectively thanks to advanced technologies and highly specialised teams.

Real Estate

We carry out maintenance and renovation of civil and industrial buildings, electrical and hydraulic systems. We perform hydrocleaning and hydroblasting of facades and various types of painting. All work is carried out with full respect for the workplace.

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

57 million
of turnover

2.100
employees

1.000
municipalities served

Our services



Cleaning, disinfection and specialized sanitization in the civil sector



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



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



Environmental management and ecology



Hospital hygiene and sanitation



Sports facilities management



Airport integrated services management



Guarding and unarmed vigilance



Post-fire recovery



Logistics, portering and warehouse management



Integrated service management for cultural sites and tourist areas



Pest control



Green maintenance



Acrobatic rope cleaning



Maintenance of buildings, facilities and roads



Maintenance and storage of buses and public transport vehicles

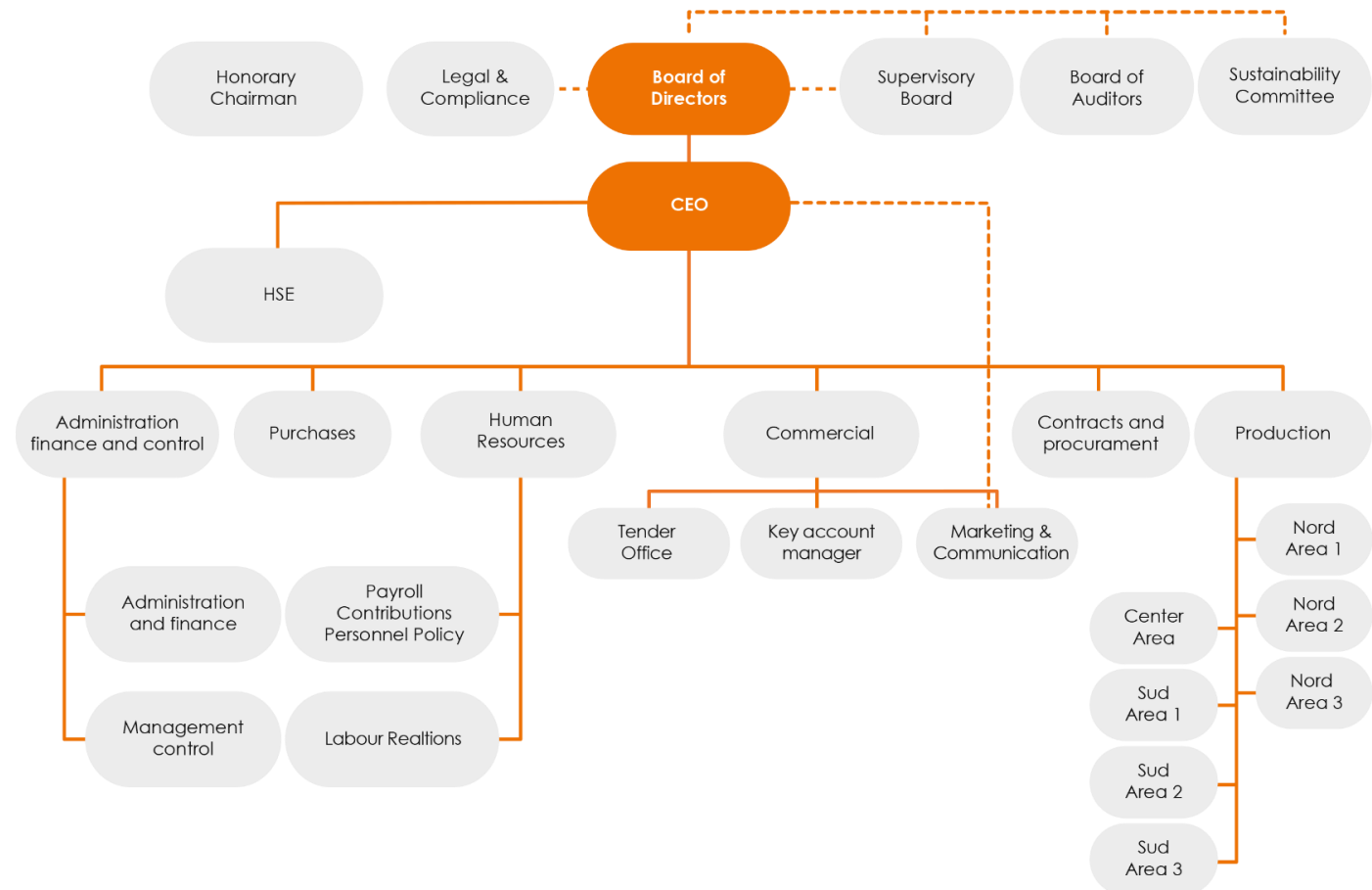
4. LA LUCENTE SPA Our organizational structure

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 local 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



MISSONI

FRATELLI ROSSETTI



DECKERS BRANDS



LIVE NATION

LIU-JO

BOSS HUGO BOSS

GUCCI



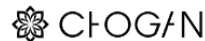
NATUZZI



PHILIPS



SYNOPSIS



amazon

expriVIA

IBM

No profit 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

It 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

It 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

It 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.



ISO 14067:2019 - PRODUCT CARBON FOOTPRINT

It certifies the management system for calculating the carbon footprint of an organization or product, with the aim of reducing environmental impacts related to industrial and commercial activities.



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

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

Rating



ECOVADIS - SUSTAINABILITY

Monitoring system that enables companies to manage risks and incorporate eco-innovations into global logistics chains, improving their environmental and social practices.



SYNESGY CRIBIS SCORE ESG A - SUSTAINABILITY

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



RATING LEGALITÀ

Indicator issued by the Italian Competition and Market Authority (AGCM) after adequate verification, which allows companies operating in accordance with the principles of legality, transparency and social responsibility to be valued.



UNI EN 16636:2015 - PEST MANAGEMENT

This certification 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

Certification 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.



UNI PdR 125:2022- EQUAL OPPORTUNITIES

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

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 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 clients.



WHITE LIST Antimafia

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.

SUPERVISORY BOARD

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.



RATING Legality

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.

PRIVACY MODEL

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**.



ISO 37001:2016 ANTI-CORRUPTION

La Lucente SpA has an **Anticorruption Management System** certified according to **ISO 37001**. The adoption of this system aims to ensure compliance with anti-corruption regulations, promote correct and professional behaviour, mitigate the risk of unlawful situations through transparent processes and constantly monitor the effectiveness of prevention measures.

WHISTLEBLOWING

In accordance with Legislative Decree No. 24/2023, La Lucente SpA has issued and disseminated a **whistleblowing policy** that allows employees, collaborators, suppliers and any other person in a relationship or about to establish a business relationship with the Company to make reports through a special digital platform. Reports are forwarded to the Supervisory Board (SB), which analyses them carefully, taking all necessary action to ensure their appropriate handling.

Sustainability

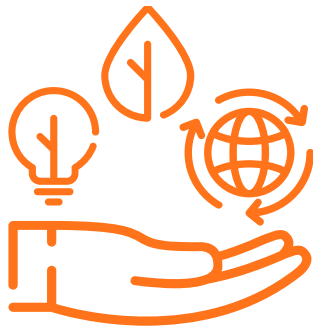
Social responsibility
at the service of
the **FUTURE**

#lalucenteforfuture



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.**



Lucente has joined the **Eco-Management and Audit Scheme (EMAS)**, a voluntary instrument created by the European Community to assess and improve environmental performance and to inform stakeholders about environmental management.

10. LA LUCENTE SPA Corporate Social Responsibility

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. To ensure maximum credibility and accuracy, the Value Report 2023 was certified by PricewaterhouseCoopers.



Attention to the environment is a competitive strategy for La Lucente with several objectives:

- **CO2 reduction** through:
 - ✓ the improvement of energy use
 - ✓ the improvement of the vehicle fleet with the use of **electric and hybrid** vehicles
 - ✓ machines designed according to circular economy criteria to minimise consumption
 - use of products covered by **C.A.M.** (minimum environmental criteria) and **Ecolabel**
 - equipment made of **recycled materials**
-

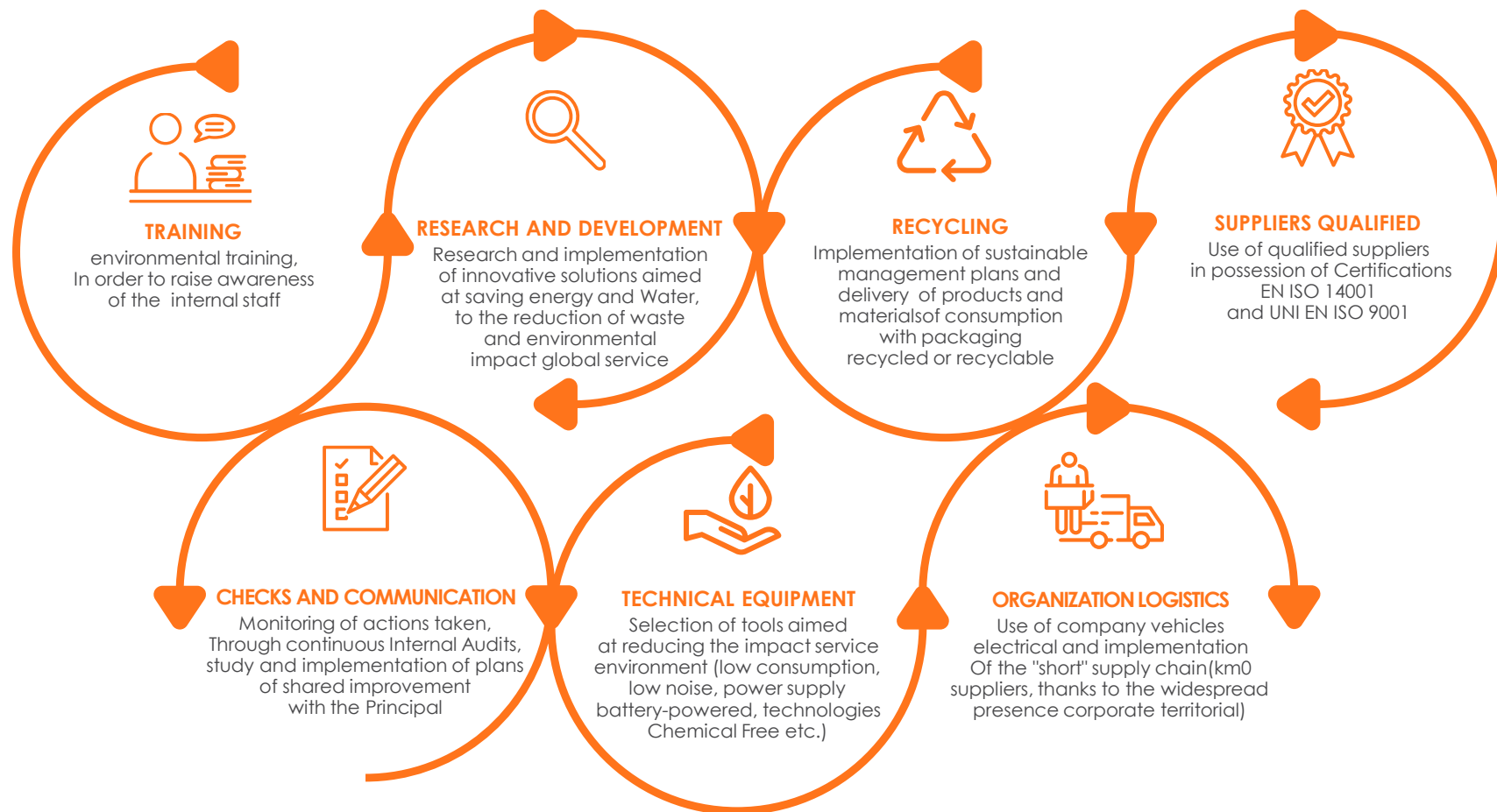
WE SUPPORT



Since 2024 La Lucente has participated in the **United Nations Global Compact**, a major global initiative that brings together companies committed to integrating the **UN Global Compact's Ten Principles** of Human Rights, Labour Rights, Environmental Protection and Anti-Corruption into their business processes.

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 three consecutive editions, in 2022, 2023 and 2024, being included by Forbes in the list of Top 100 Italian sustainable excellences. In 2024, the company was also included in the Top 100 ESG Integrated Finance, the Top 75 ESG Performances and the 75 Top Innovation companies. The award, promoted by Kon Group and Elite-Borsa Italiana, Azimut Main Partner with the technical support of ALTIS Advisory, a spin-off of the Università Cattolica, RepRisk and with Forbes as Media Partner, 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 SpA is the winner of the Visionari d'Impresa 2024 Prize, awarded by the Academic Institute of Entrepreneurial Sciences, in collaboration with the Institute of Economic and Scientific Research I-AER and with the media partnership of Il Sole 24 Ore. This prestigious award is given to companies that have distinguished themselves for excellence and strategic vision demonstrated in the business environment, with a special focus on those that have successfully met the challenges of the post Covid-19 market. La Lucente has distinguished itself for its ability to innovate, adapt and for its achievements in terms of competitiveness, productivity and sustainability.



La Lucente SpA is among the 100 companies that in 2024 received at the Senate of the Italian Republic, the prestigious "Legality & Profit" Award, now in its third edition. This award was given to 100 small and medium-sized enterprises (from 2 to 500 million in turnover) that have obtained the legality rating and have also been able to distinguish themselves for economic soundness (as evidenced by the parameters of profitability and capital stability) and for observance and respect for the rules, in full compliance with the regulations of the Italian state. The award was given on an objective basis by a jury composed of Economy Group and RSM, with the sponsorship of the Senate of the Italian Republic and the collaboration of Anac - the National Anti-Corruption Authority.



12. LA LUCENTE SPA Sustainability Award

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.

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 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 the UN Agenda 2030.

ConsumerLab.it

FUTURE RESPECT index 2022

I BILANCI DI SOSTENIBILITÀ HIGH PERFORMER



IMPRESA SOCIALMENTE RESPONSABILE



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la lucente spa®

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