



la lucente spa®

COMPANY PROFILE
2023



A woman with long brown hair, wearing an orange high-visibility safety vest over a dark top, is cleaning a glass surface with a squeegee. The background is blurred, showing what appears to be an industrial or construction setting. The text is overlaid on a grey diagonal shape on the right side of the image.

At your service
since 1922

INDEX

1. About us
2. A hundred years of service
3. Integrated Facility Management
4. Our organisational structure
5. Glocal order management
6. References
7. Quality e Customer Satisfaction
8. Certifications&Rating
9. Ethics and compliance
10. Corporate Social Responsibility

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 around **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 received the **CRIBIS Prime Company** with the **highest level of assessment of commercial reliability as a counterparty in a B2B commercial transaction**. This important recognition is a confirmation of the level of economic and commercial solidity of the company and a guarantee for all the companies that have chosen La Lucente SpA as their commercial partner.

CRIBIS
Prime Company

2. LA LUCENTE SPA A century-old history looking 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 centenary 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**. This prestigious recognition testifies to the dynamism and continuity of a company that is now established as an Italian benchmark in cleaning and facility management and that looks to the future with determination.



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.

Buildings

We carry out maintenance and renovation of civil and industrial buildings, electrical, plumbing and telephone installations, as well as compliance with current safety regulations in the workplace. We carry out water and sandblasting work on facades and various types of painting. All work is carried out in full compliance with the work schedule.

Environment

Collection, transport, recovery and disposal of urban and special, hazardous and non-hazardous waste; asbestos removal, disposal and remediation; animal waste management, disinfection and deratization, bird removal.

Sanitation

We provide hygiene and environmental sanitation services for hospitals. Our consolidated experience allows us to guarantee high quality standards also in industrial/pharmaceutical environments.

Acrobatic rope cleaning

We offer acrobatic cleaning services at height carried out in suspension through the use of ropes and safety 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

45 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, portorage 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

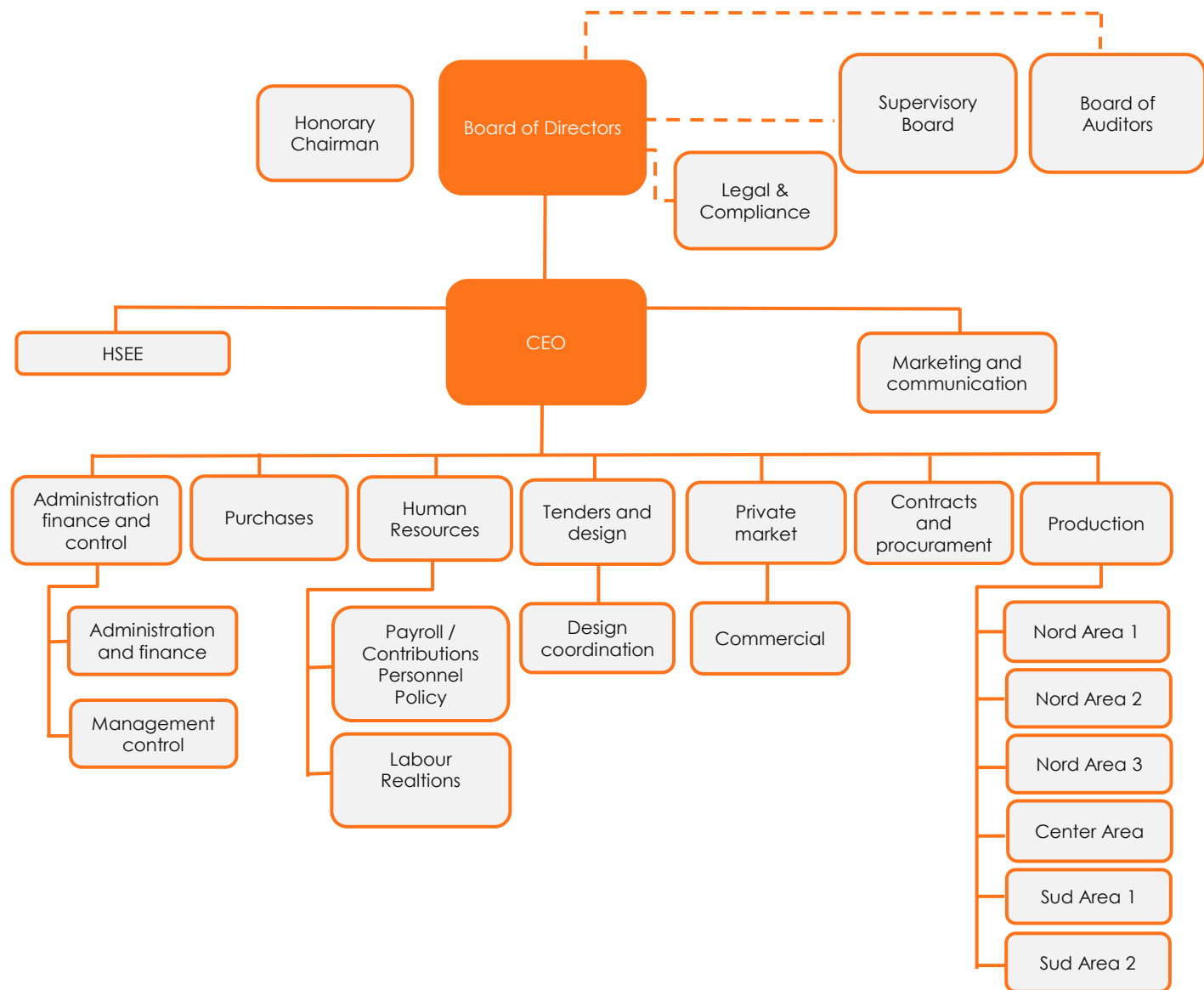
4. LA LUCENTE SPA Our organisational structure

Our organisational structure is designed to meet market demands on time, ensuring effective coordination at all levels.

Our staff is highly qualified. They are professionals specialised in the legal-administrative, technical-scientific and socio-economic fields. This staff, responsible for the study and planning of activities, assists the technical management in the management of orders and the implementation of certified management systems.

In addition, we have always paid particular attention to the continuous training of our staff, demonstrating that we are fully aware that professionalism is the result of constant updating and continuous investment in innovation and research.

Excellent training, continuous updating in terms of technological innovation, constant research into new environmentally friendly processes and systematic adaptation to the regulatory framework on safety, allow us to develop integrated and customised projects aimed at supporting the client, becoming part of his organisation and his value chain.



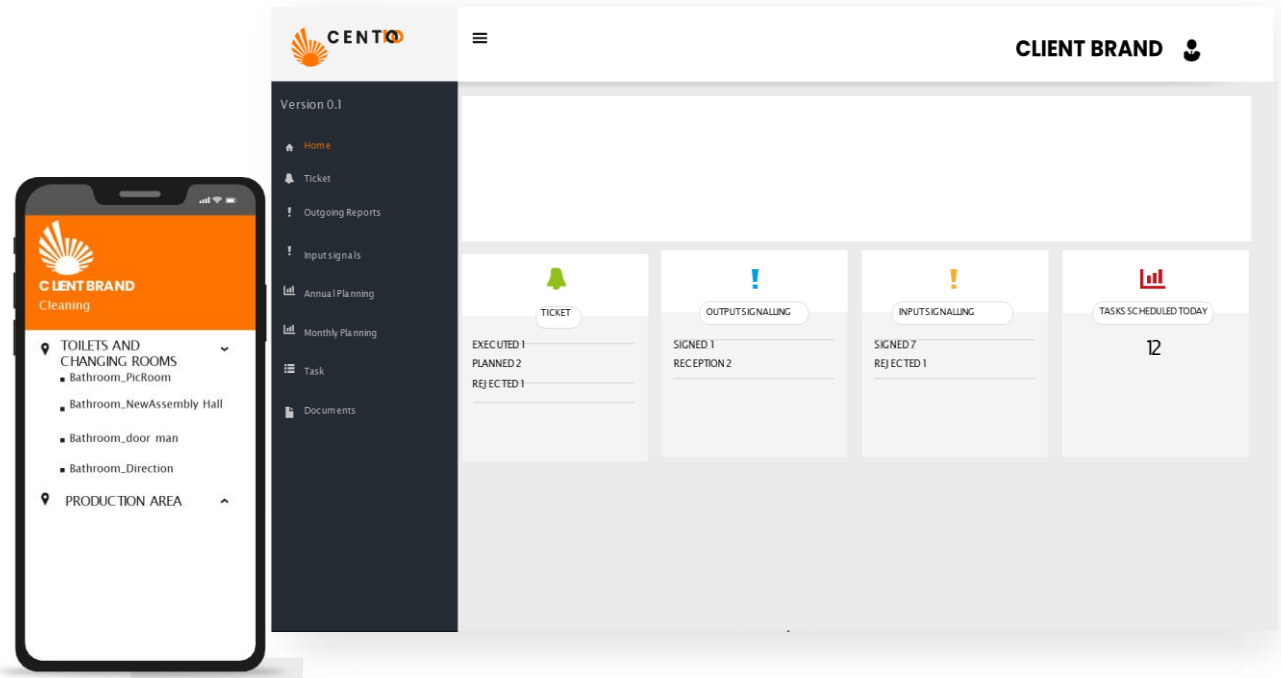
5. LA LUCENTE SPA Glocal order management

Our many years of experience have led us to define a specific organisational structure of **territorial coordination** for the management of contracts, which represents the link and filter between the strategic functions of management and control. This structure acts as a guarantor of the coordination of operational activities in **the area covered by the service**, the effectiveness of interventions and the resolution of any emergencies that may occur.

We act as a **reliable partner** for our clients, thanks to our sectoral experience and our dedicated territorial structure, which consists of a large number of employees and various offices located throughout the country.

La Lucente, with a view to continually improving the services it offers and the way it organises its work, has also created a **web platform**, called **CENTO**, specifically designed to manage facility management contracts. This management information system, which can be interfaced with other software platforms as appropriate, is a fundamental tool for the management and internal control of the activities covered by the 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



7. LA LUCENTE SPA References

Credit institutions



Public bodies



Mass Distribution



7. LA LUCENTE SPA References

Transport



Private Group



Non-profit organisations



7. LA LUCENTE SPA Quality and Customer Satisfaction

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

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



GOALS



REQUIRED ACTIONS

Create conditions for dispensing a service in line with expectations of the Client

Appropriate training and training of service personnel, adequacy of methodologies, technical equipment and workloads

Monitor and measure the results of service, the procedural effectiveness and Customer Satisfaction

Design and updating of the Control Plan and detailed planning on an annual scale with the identification of the most suitable verification tools (check-list, questionnaires, measurement tools)

Record and analyze data guaranteeing the Client maximum usability of the reports

Analysis of detection check-lists, reports and complaints, questionnaires for the detection of Customer Satisfaction with the sending of periodic reports to the Customer

Continuously improve your levels quality 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 reference standard.



ISO 45001:2018 Occupational Safety Management System

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



ISO 14001:2015 Environmental Management System

Certifies the environmental performance of the activities and services that the organization determines to control or influence considering a life cycle perspective, realizing the combination of Risk Assessment and Environmental Management Systems respecting all the requirements of nature mandatory (Legislative Decree 81/08 and subsequent amendments) and the standards defined by the voluntary regulations.



EMAS Eco-Management and Audit Scheme by the UE

Voluntary instrument created by the European Community in favor of the environment with the aim of contributing to the achievement of sustainable economic development. It certifies the organization's willingness to evaluate and improve its environmental performance and provide the public and other interested parties with information on its environmental management.



SA 8000:2014 Social responsibility

International standard developed by the American institution Social Accountability International with the aim of ensuring optimal working conditions and sustainable development, with particular attention to social issues. SA8000 is based on principles suggested by international references on human and workers' rights, such as those reported in the Universal Declaration of Human Rights, in the United Nations Conventions on the Rights of the Child and Discrimination against Women, in the ILO conventions. (International Labor Organization).



ISO 37001:2017 Anti-corruption management system

It is the first international anti-bribery management system standard designed to help organizations combat bribery risk in their own operations and throughout their global value chains.



ISO 50001:2018 - Energy Management

Standard that provides organisations with management strategies that aim to lead to increased energy efficiency. It specifies requirements for organising systems and processes aimed at continually improving energy efficiency, with the primary objectives of bringing economic benefits to organisations through reduced energy consumption and reducing greenhouse gas emissions to the community.



ISO EN 16636:2015 Pest Management and Control Services

It is the European standard, also implemented at the Italian level, that defines the requirements for the management and control of infestations (pest management) and the skills that must be possessed by professional service providers in order to protect public health, goods and the environment.



UNI EN 13549:2003 - Quality measurement

Certification that standardizes the basic requirements and recommendations for quality measurement systems for cleaning and sanitation services. Provides for the measurement of the service provided through a process control system to verify the correct application of the methodology, procedures, operating instructions, as well as customer requirements.



SOA CTG OG1 - Civil and industrial buildings

Concerns the construction, maintenance or renovation of specific building interventions necessary to carry out any human activity, direct or indirect, complete with the necessary structures, electromechanical, electrical, telephone and electronic systems and finishes of any type as well as any related, complementary and ancillary works.



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.



Premio SMAU Innovazione 2014

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.

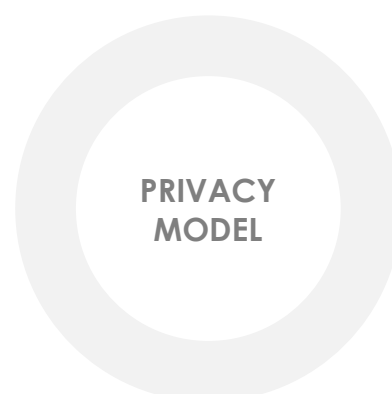
La Lucente S.p.A., aware of its role in society and in the reference market, is committed to conducting its activities in an ethical and responsible way, promoting policies that define those standards of fairness, correctness, transparency and sustainability, to which all employees, suppliers and stakeholders 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 important achievement is part of a broader virtuous working system, aimed at operating in an increasingly punctual, transparent and sustainable manner alongside the company's public and private customers.

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, and respect for human rights. 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.**

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 Sustainability Award

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, CNR, Federchimica, the University of Bari-Department of Chemistry, Arpa Puglia and Dipar (Productive District of the Environment and Reuse) and aims to valorise Apulian companies that have been able to seize environmental challenges as an opportunity for economic and social development, contributing to the increase in the dissemination of good practices oriented towards sustainable development, in line with Agenda 2030.



Second edition of the Sustainability Award: La Lucente SpA is on the list of TOP 100 sustainable companies published by Forbes for the second edition of the Sustainability Award, sponsored by Credit Suisse and KON Group.

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 aim 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.



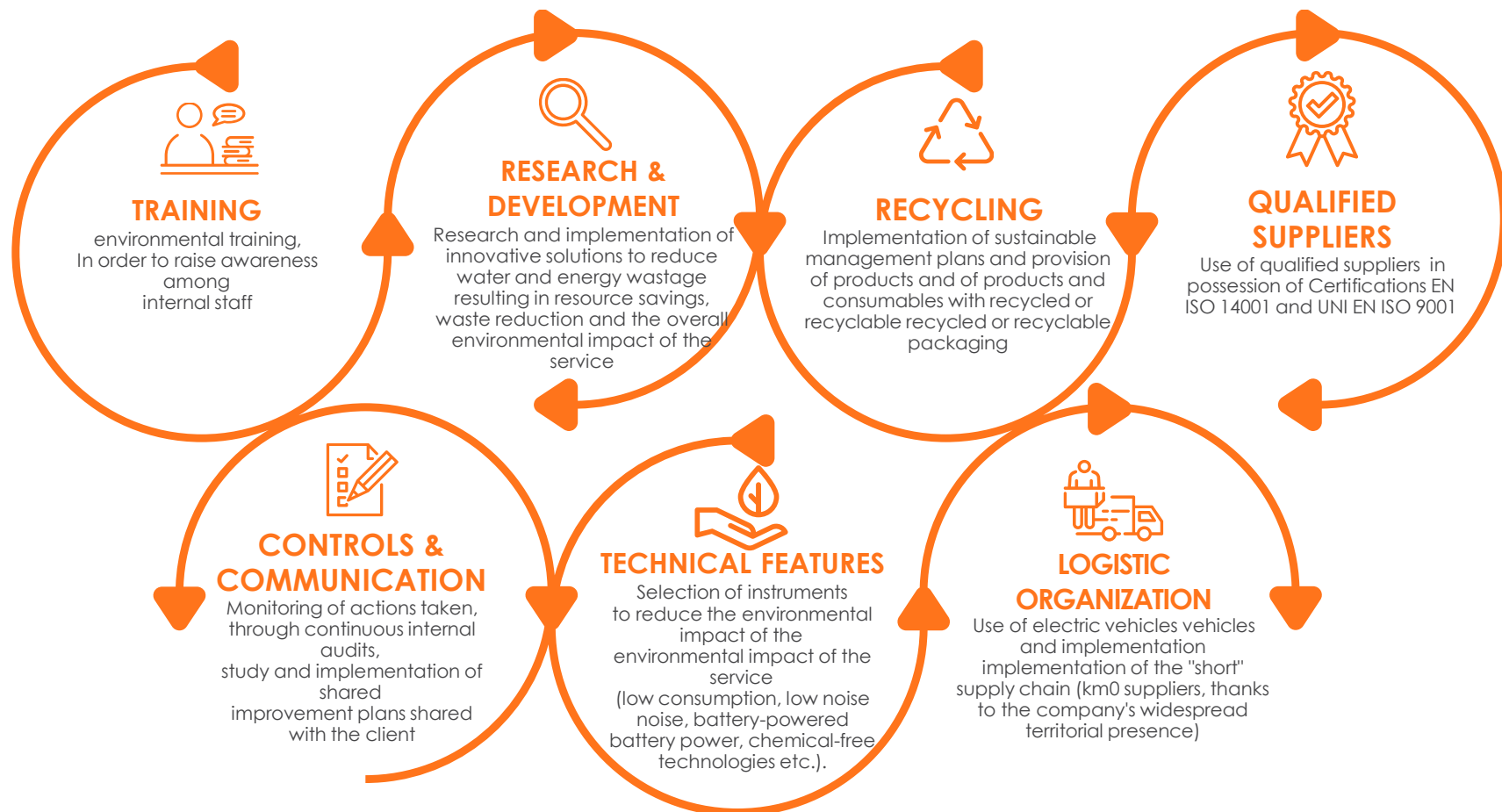
La Lucente SpA has been included in the V Future Respect Index 2022. From the archive of 2,000 Sustainability Reports surveyed by NEXTPEDIA.it, La Lucente SpA's Sustainability Report was listed among the 50 considered best readable and capable of promoting a culture of Sustainability, according to the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



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**.



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