



# COMPANY PROFILE

Facility management / Integrated Waste Management



**idealservice**  
persone. ambiente. futuro.



# A unique player in the service sector, able to develop huge innovative solutions tailor-made to specific needs.

One of the most important realities in both facility management and urban and special waste management service for institutions, companies and communities.

Thanks to a consolidated experience, an innovative attitude and thanks a high-quality workforce Idealservice is a unique player in the service economy.



# A story that in the last 70 years has united our Cooperative and our customers in a relationship of mutual trust.

Elvira  
Margherita  
Rina  
Giovanna  
Esterina  
Albertina  
Ester  
Ida  
Santina

Idealservice soc. coop.

Facility Management and Waste Management

National Player

People.  
Environment.  
Future.

## 1953

### Birth

Thanks to the initiative of the first nine members on the 18th of March 1953 the **Manutenzioni Locali soc. coop.** was founded as a small local cleaning crew.

## 1985

### The Beginning

During the 80s the Cooperativa grew and needed to reorganize itself. In September 1985 there were 35 members, and the Cooperative changed its name to **Idealservice soc. coop.**

## 1990

### The Evolution

Thanks to the absorption of a small cooperative and company, Idealservice became an articulated and multi-sectorial company; Idealservice can offer integrated services: **from cleaning to environmental service and waste collection.**

## 2008

### The Development

In 2008, during the world crisis years, Idealservice decided to follow an alternative path and play at National level. The Facility Management Division and the Environmental Service Division developed exponentially their activities and the presence at national level.

## 2023

### 70 anni di crescita e innovazione

In 2019, Idealservice started a virtuous path to enhance its two most precious assets: people, through an articulated path of People Management, and the environment, with the best practice of Corporate Social Responsibility.

# Think sustainable, act responsibly: this is our Cooperativa philosophy.

Certifications in our integrated system are Quality, Security and Environmental. Those certification are both manifestation and guarantee of our concrete commitment to act today and tomorrow with a renewed sense of responsibility.



**UNI EN ISO 9001**  
Quality Management Systems



**UNI EN ISO 14001**  
Sistema di Gestione dell'Energia



**UNI EN ISO 50001**  
Energy Management System



**UNI EN ISO 45001**  
Occupational Health and Safety Management System



**UNI ISO 37001**  
Anti-Bribery Management System



**UNI ISO 21001**  
Educational Organizations Management System – Training



**SA 8000**  
Corporate Social Responsibility



**UNI PDR 125**  
Gender Equality



**UNI ISO 30415**  
Diversity & Inclusion



**UNI EN 13549**  
Measurement of Cleaning Service Quality



**UNI EN 16636**  
Professional Pest Management

**ESG**

**Certificazione ESG**  
ESG Certification (Environmental, Social and Governance)



**Merit Award**  
Recognized Organizational Excellence



**Asseverazione per la Sicurezza**  
Compliance with Safety Requirements



**Regulation (EU) 2067/2015 – Gas fluorurati**  
Certification for Fluorinated Gas Systems



**EU Ecolabel for Services**  
EU Ecolabel Certification for Low Environmental Impact Services



**SOA Certification**  
Eligibility for Public Procurement Works



**Organizational Model 231/01**  
Offence Prevention Management System



**Legality Rating \*\*\***  
Valutazione per le performance di sostenibilità ESG



**ESG EcoVadis – Bronze Medal**  
ESG Performance Assessment – Sustainability Rating



**ESG Synesgy – Score ESG A-**  
Positive ESG Performance Rating



Discover  
all the  
certification



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sustainability report

# Integrated solutions for People, Environment and the Future.

## Facility Management

### Soft Facility

Integrated cleaning,  
logistics and landscaping services

### Hard & Energy Facility

Building and Facilities Management and Maintenance  
Energy Efficiency  
ESCo\_Energy Service Company

## Integrated Waste Management

### Municipal

Separate Collection of Waste  
Multi-material Plant Management

### Special e hazardous

Waste Collection and Disposal  
Storage Plant Management



# Facility Management

We provide, in both the public and private sectors, cleaning and sanitation services for civil, healthcare and industrial environments, goods handling, healthcare and industrial logistics, maintenance of technological systems, energy efficiency services and green area maintenance.

Through efficient and coordinated operations, we ensure the integrated management of all services, with the utmost attention to economic, environmental and social aspects.

## Soft Facility



Civil, sanitary, and industrial cleaning



Sterilization of sanitary waste



Logistics



Advanced reception services



Disinfestation, deratization, and pest control



Green maintenance

## Hard & Energy Facility



Building and Facilities Management and Maintenance



Energy Efficiency  
ESCo Energy Service Company

 **Civil, sanitary,  
and industrial cleaning**

We design and manage specialized cleaning and sanitation services for civil, healthcare and industrial environments. Thanks to a solid organization, highly qualified personnel and the use of advanced technologies, we ensure high standards of quality, safety and operational continuity. We support our clients with tailor-made solutions, ensuring safe, healthy and efficient environments, and contributing concretely to people's wellbeing and the enhancement of spaces.

- Scheduled cleaning and periodic interventions
- Sanitation and disinfection
- Technical industrial cleaning
- Environmental restoration and residue removal
- Quality control and professional technologies





## Sterilization of sanitary waste

An integrated and innovative on-site sterilization service for hazardous healthcare waste at risk of infection, a sustainable and technologically advanced solution that reduces emissions, costs and risks, ensuring safety, traceability and full regulatory compliance for both public and private healthcare facilities.

- On-site sterilization of infectious healthcare waste, with no external transportation required
- Turnkey service, from ward-level collection to plant management, including regulatory support and environmental monitoring



## Logistics

Thanks to the most advanced technological systems, we provide digital logistics services in the industrial and healthcare sectors, as well as internal handling and the loading and unloading of goods and various materials.

- Digitally managed warehouse logistics
- Design and management of integrated warehouse logistics
- Healthcare logistics and transport of pharmaceuticals and biological materials
- Patient transport within healthcare facilities
- Goods transport and handling
- Picking services for GDO and retail sectors
- Management of finishing and packaging lines





## Green maintenance

We care about the environment around us and we handle the design and maintenance of all green areas with passion and professionalism.

- Design and creation of green areas
- Maintenance and care of green areas
- Maintenance of parks, gardens, and flowerbeds
- Pruning of trees, shrubs, hedges, and plants



## Disinfestation, deratization, and pest control

We design pest control and rodent control services for any type of environment, using advanced techniques and equipment. We use carefully selected and dosed products to achieve the best results.

We have obtained the UNI EN 16636:2015 pest management system certification, which defines the requirements for pest management and control, and the competencies to protect public health, property, and the environment.

- Rodent control
- Pest control
- Sanitization
- Disinfection
- Bird deterrence



## Advanced reception services

We design and manage services for surveillance, access control, custody, concierge, and guarding of public and private buildings.

- Concierge services
- Reception services
- Management of internal and external mail services
- Access control
- Unarmed guarding and surveillance





## Management and Maintenance of Buildings and Technical Systems

We are involved in the construction and integrated management of technological systems in both the public and private sectors, also through Global Service models and Public-Private Partnerships (PPP).

- Construction and refurbishment of plants and buildings in the public and private sectors
- Operation and maintenance of heating and cooling systems
- Monitoring and maintenance of electrical systems
- Monitoring and maintenance of special systems
- Maintenance of plumbing and sanitary systems



## Energy Efficiency

ESCo Energy Service Company

We provide public administrations and private companies with our expertise in renewable energy and energy efficiency.

- Energy studies and audits
- Technical consultancy and support in accessing energy efficiency incentives
- Refurbishment of heating and air conditioning systems
- Design, construction and management of photovoltaic and solar thermal systems
- Proposal of Energy Service contracts, EPC (Energy Performance Contracts) and PPAs (Power Purchase Agreements)



# Integrated Waste Management

Driven by strong ethical values, regulatory compliance and the principles of the circular economy, Idealservice delivers integrated waste management services through structured and highly specialized expertise.

The **Environmental Services Division**, the historical core of the Cooperative, oversees the entire urban waste cycle in compliance with ARERA regulations: from service design to collection and transport, through to the sorting and recovery of materials in its own multi-material plants.

The **Special Services Division** is dedicated to the management of special waste—both hazardous and non-hazardous, in solid and liquid form—originating from industrial processes and construction activities.

An integrated and sustainability-oriented model aimed at maximizing the recovery of materials and energy, optimizing costs and operational times, and placing quality, safety and responsibility at the core of Idealservice's daily operations.

## Municipal



Separate Collection of Waste



Multi-material Plant Management

## Special e hazardous



Waste Collection and Disposal



Storage Plant Management





## Separate waste collection

We provide a full range of integrated waste management services, covering the entire cycle from collection and transport through to sorting and recovery, aimed at material recovery and transformation into secondary raw materials. This approach contributes to creating a virtuous cycle between the service provider, public administrations and end users.

- Separate collection of single- and multi-material waste
- Waste transport and storage
- Mechanical and manual street sweeping of roads, squares, urban areas and residential zones
- Design of collection systems and route optimization using GIS (Geographic Information Systems)



## Multi-material Plants Management

Design and management of urban waste sorting plants, aimed at the recovery and transformation of materials into secondary raw materials.

- Management of sorting plants for separately collected dry waste
- Recovery and enhancement of recyclable dry waste fractions, with conversion into secondary raw materials
- Design and management of eco-centres and collection points
- Activation and management of mandates required under the ANCI/CONAI Agreement

## Environmental Services Planning

Design, organization, and technical and financial management of the integrated urban waste cycle.

- Design of integrated urban waste management systems
- Design and technical management of eco-centres and collection points
- Full management of the integrated urban waste cycle, including assimilated waste, in compliance with ARERA regulations
- Technical management of service concessions, including pay-as-you-throw tariff systems and customer billing
- Integrated management of citizen communication services
- Technical management of service concessions, including data management to support customer billing





## Collection, transport, and management

We design and manage the entire operational process for special waste, both hazardous and non-hazardous, relying on highly specialized personnel and strict procedures for packaging, transport and proper disposal.

- Transport and storage of special waste, both hazardous and non-hazardous
- Clearance of private and industrial premises, including sorting, selection and manual and/or mechanical packaging of waste
- Vacuum collection and packaging of solid and/or powdered waste
- Disposal of waste from civil and industrial demolition activities
- Micro-collection services for various waste streams (e.g. healthcare waste for local health authorities, municipal-like waste such as paper and plastic for INAIL facilities, and hazardous and non-hazardous special waste for urban collection centres and small businesses)
- Certified decommissioning activities on behalf of multinational companies in the oil, mechanical engineering and chemical sectors




## Storage plants

We manage the technical, operational and commercial aspects of special waste storage facilities, handling both hazardous and non-hazardous waste, and ensuring regulatory compliance, process safety and operational efficiency across all phases.



## Remediation and cleaning

We provide remediation services for contaminated sites and tank cleaning operations, including interventions in confined spaces, ensuring full regulatory compliance, process safety and the use of highly qualified personnel.

- Remediation and inertization of tanks and cisterns of all sizes, including operations in confined spaces
- Remediation of contaminated sites, including the management of Primary Safety Measures (MISP) and Emergency Safety Measures (MISE)
- Cleaning and vacuum extraction of inspection pits, tanks and cisterns containing special waste
- Cleaning and vacuum extraction of Imhoff tanks, sewer systems, tanks and basins, including piezometer cleaning operations
- Remediation of asbestos-containing materials, such as roofing, tanks, pipelines and contaminated soil
- Civil and industrial demolition works, carried out in full safety and with environmental protection



## Design, management, and consulting

We offer a comprehensive service covering everything from design and consultancy to the technical management of services for the collection and disposal of special waste—both hazardous and non-hazardous—ensuring expertise, regulatory compliance and operational reliability.

- Technical design and integrated management of services for the collection and disposal of waste generated by industrial processes and construction activities
- Design and technical management of private waste collection centres
- Technical support and specialized consultancy for the preparation, updating and management of environmental permits related to waste



## Analysis and other services

We support our clients in addressing all operational and regulatory requirements, offering a comprehensive and integrated package of services to support environmental activities.

- Chemical and biological analyses for the proper characterization and classification of waste
- Video inspections, including dedicated surveys with underground utility mapping
- Trading of ferrous and non-ferrous scrap, wood and derivatives, Category 3 by-products and secondary raw materials (SRM)
- Rental and supply of mobile sanitary units, shower units, changing rooms and bathrooms
- Professional technical consultancy in environmental management, occupational health and safety, and ADR regulations





# La Società Cooperativa

The "heart" of our intangible capital has always been the People who work in the company.

Idealservice is a company of People, women and men with diverse skills, whose enhancement is a cornerstone of our business model. Ensuring health and safety, opportunities for professional growth and career advancement, as well as promoting employment, are fundamental principles of the company's mission. The conscious involvement of workers in the life of the company constitutes an indispensable added value.

# Numbers that matter for being able to meet new frontier.

## Our area of business

### Public Administration

Municipalities, provinces, regions, municipalities, public buildings, communities and territories, ministerial buildings, schools and universities, sports facilities.

### Health

Hospitals, nursing homes and retirement homes.,

### Private Company

Companies and offices, complex real estate assets, accommodation facilities, private construction, banking groups and insurance companies.

### Industries

Factories, warehouses, port areas airports, railways, roads and highways.

### LSD

Shopping malls, supermarkets, chain stores.

\* Data updated 2025

## THE NUMBERS

**192** MILION €  
Consolidated Group Revenue

**79** MILION €  
Net Worth

**1300 +**  
Clients

**1000 +**  
Company-owned vehicles

## THE RESOURCES

**4300 +**  
Total employees

**1600 +**  
Member workers

**2700 +**  
Employees

**68%**  
Female occupation



Read the last  
financial  
statement



Number and resources:  
discover the  
update data

# The territory

Idealservice is present throughout Italy with more than 35 operational sites, 9 plants, offices, and warehouses. Additionally, there is the legal and administrative headquarters in Pasián di Prato (UD).

## HEADQUARTER

Pasián di Prato (UD)

## FACILITY MANAGEMENT

Soft Facility  
Hard & Energy Facility

Trieste (TS)  
Savogna d'Isonzo (GO)  
Pordenone (PN)  
Marghera (VE)  
Castelguglielmo (RO)  
Sala Bolognese (BO)  
Brescia (BS)  
Milano (MI)  
Assago (MI)  
Genova (GE)  
Torino (TO)  
Roma (RM)  
Gravina di Catania (CT)

## SPECIAL WASTE MANAGEMENT

Integrated Waste Management  
special and hazardous

Azzano Decimo (PN)  
Gradisca d'Isonzo (GO)  
Montebello Vicentino (VI)

## STORAGE PLANT MANAGEMENT

Special and hazardous waste

Montebello Vicentino (VI)  
Gradisca d'Isonzo (GO)

## SERVIZI AMBIENTALI

Integrated Waste Management  
Separately Collected Municipal

Castions di Strada (UD)  
Lonigo (VI)  
Malcesine (VR)  
Predaia (TN)  
Dro (TN)  
Cigognola (PV)  
Garlasco (PV)  
Trivolzio (PV)  
Buccinasco (MI)  
Casorezzo (MI)  
Trontano (VB)  
Vignolo (CN)  
Savona (SV)  
Mezzanego (GE)  
Barberino Tavarnelle (FI)  
Castelfiorentino (FI)  
Acquapendente (VT)  
Manziana (RM)  
Dorgali (NU)

## MULTI-MATERIAL PLANT

Separately Collected Municipal

Rive d'Arcano (UD)  
Campodarsego (PD)  
San Giorgio delle Pertiche (PD)  
Montebello Vicentino (VI)  
Pianezza (TO)  
Pontedera (PI)  
Acquapendente (VT)



**Idealservice Soc. Coop.**

Via Basaldella 90  
33047 Pasi di Prato, Udine  
T +39 0432 693511

[info@idealservice.it](mailto:info@idealservice.it)  
[www.idealservice.it](http://www.idealservice.it)



