

Quality and Environment Policy

Copyr, Compagnia del Piretro, specialised in the formulation of natural pyrethrum-based products, in the mid-1960s began a partnership with the Wellcome Foundation, a pharmaceutical giant and producer of the first synthetic pyrethroids, under the name of Cooper Italiana.

In the early 1980s, the company separated from Wellcome and took its current name of Copyr within the Nymco Group, which at the time included several chemical companies engaged in the production and marketing of raw materials and finished products for the environmental hygiene, textile, plastics and water treatment sectors.

In May 2006, Copyr was acquired by the Spanish company Zelnova. The administration, finance, control, and personnel functions previously provided, in the form of services, by the Nymco Group were thus brought into the company. Particular attention was paid to exploiting the synergies deriving from this acquisition: the centralisation of purchases of some strategic components, the production of aerosols at the parent company's factory, and the exploitation of commercial channels already opened by the two companies are among the main initiatives already under way. In August 2008, Copyr moved its offices from Tradate to Milan at Via Stephenson 29.

With a view to accompanying the company's growth, at the beginning of 2018 the corporate structure was reorganised and the company moved to its new headquarters in via Stephenson 73.

A leader in the field of civil, industrial and environmental hygiene, Copyr has over time extended its activity to the organic farming, animal hygiene and gardening sectors, with a complete offer that includes insecticides and disinfectants, equipment for their optimal application, traps and integrated systems for the monitoring and control of pests and rodents, together with air treatment systems. Our own formulations and equipment are complemented by products originating from international research and distributed exclusively.

The completeness and high quality of the product range are further enhanced by a professional after sales department that provides the operator with the necessary support assistance of in-depth and up-to-date technical and regulatory information.

Copyr is committed to meeting all the requirements of UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 21001:2019, as well as the implicit and explicit requirements of its customers by continuously improving its integrated management system. Copyr has identified the context in which it operates and the relevant stakeholder requirements and is committed to reviewing them periodically and/or following any significant changes.

STAFF TRAINING

Particular attention has always been paid to the training and continuing education required to perform specific functions. In addition, Spanish language courses have been organised to facilitate relations with the parent company. Likewise, training has been carried out to ensure an adequate exploitation of the potential of the new management system, more in line with Copyr's current management and information needs.

CHOICE OF PRODUCTS AND THEIR SAFETY

The company dedicates significant resources to the research and development of new products in line with product safety, quality and EU regulations and capable of meeting the expectations of an increasingly sophisticated and demanding market.

INTERNAL ORGANISATION

The policy is to concentrate efforts on the company's most typical and qualifying activities, including first and foremost market orientation, the creation of the skills required for new product development, and the establishment of an excellent after-sales technical assistance unit. At the same time, the activities that contribute least to the acquisition of a concrete competitive advantage have been discontinued, including, first and foremost, those related to logistics, which were outsourced to an external logistics operator. The new information system is an integral part of this philosophy.

CUSTOMER SATISFACTION

In accordance also with the recommendations received from external inspections, the company continues to draw up constant initiatives for the evaluation of Customer Satisfaction, in order to assess the degree of satisfaction of its customers for the services offered. The analysis of complaints must help the company to undertake everything of use to reduce their number and extent further.

ENVIRONMENT AND SAFETY

The company is committed to complying with environmental and safety requirements both within its own organisation and at partner organisations in the production of finished products. COPYR is committed to implementing a management system aimed at the continuous improvement of its performance. To pursue this objective, it undertakes to:

- respect and guarantee full compliance with the legislative provisions foreseen by EU, national and regional regulations with regard to its own activities;
- with respect to its own activities, respect and enforce the official requirements and voluntary agreements signed with public and private bodies;
- introduce, where possible, the best technologies available at economically sustainable costs, in order to reduce the consumption of natural resources and raw materials and to contain water discharges, atmospheric emissions and the production of waste;
- ensure internal communication by promoting the full involvement, awareness and empowerment of all personnel on environmental and energy issues and objectives;
- where possible, involve suppliers and partners in its activities having significant effects on the environment and inform them of its corporate strategy linked to eco-sustainability criteria in the purchase of goods and services;

- provide maximum transparency in communications on environmental management to interested parties, supervisory bodies and local institutions, especially with regard to the potential risks to the surrounding area of the company's activities;
- define an annual Improvement Plan in order to reduce the company's environmental impacts;
- respond quickly and effectively to any emergencies that may arise during the performance of its activities, collaborating with the competent institutional bodies.

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