

Musti Group's Quality and Product Safety Policy

Musti Group's Quality and Product Safety Policy describe the principles and management practices that guide our operations to ensure the quality and safety of products and services, forming the foundation for reliable and sustainable business practices.

Our Quality and Product Safety Policy principles stem from Musti Group's core values: Be Kind at Heart, Unleash Your Ambition and Win as a Pack. These values guide the way every member of the Musti pack acts in all our operations.

We maintain continuous dialogue with various stakeholders, such as our own staff, customers, supply chain partners, authorities, and local communities. Musti Group's mission is to make life easier, safer, and more fun for pets and their parents throughout the pet's life.

Scope and Objectives

Our goal is to be a manufacturer, producer, and retailer of high-quality and safe products. Our effective processes strengthen our operations and ensure profitable business. Our ultimate goal is to ensure that both pets and their owners feel happy, healthier, cared for, and supported. Through expert advice, diverse services, and high-quality pet food, products, and accessories, we help pet owners meet their pets' needs.

Musti Group has assessed the material impacts of its operations in accordance with regulations. As part of this assessment, product safety and consumer impacts have also been evaluated, and this Quality and Product Safety Policy address all identified material opportunities, risks, and impacts.

This policy applies throughout Musti Group and its supply chain across all markets and geographical areas. Musti Group also implements corresponding principles for its suppliers as part of the requirements set for them. Suppliers undertake to act in accordance with applicable laws and regulations and also to act in accordance with Musti Group's Supplier Code of Conduct.

Main Principles

The key principles guiding our operations are:

- Laws and regulatory guidelines steer our operations; we comply with legal requirements and strive to exceed them;
- Our starting point is identifying consumer needs as well as pets' needs and well-being, with customer feedback forming the basis for our continuous improvement;
- Pet food produced in our own factory meets the requirements of the FSSC 22000 food safety management system standard, and operations are certified by a third party;
- Pet food development focuses on nutrition to meet the needs of cats and dogs while ensuring great taste and palatability. The products we produce in our own factory are developed in accordance with FEDIAF guidelines on nutritional needs;
- The quality and safety of products in our assortment are at the core of our operations, and supplier collaboration is the key factor in ensuring compliance with quality and safety criteria's;
- Accurate, lawful, and precise product information is the foundation of trust;
- We communicate openly and operate according to responsible marketing principles and legislation;
- We ensure product safety throughout the entire value chain to ensure that product quality and safety are maintained until the products reach the end user;
- Traceability of products is fundamental to our operations;
- We promptly address exceptional circumstances and take immediate corrective measures whenever deviations in product quality or safety are identified.

We operate according to the principle of continuous improvement, reviewing our results and setting new, more ambitious goals.

Responsibilities and Roles

Musti Group's Executive Management approves this Quality and Product Safety Policy and the defined indicators and targets. Musti Group's management ensures implementation of this policy, operational planning, and adequate resourcing. Every employee is responsible for acting in accordance with this policy and other guidelines.

Controls and Reviews

Executive Management monitors and reviews the implementation, relevance, and effectiveness of this policy and updates its content as needed. Compliance with this policy and related guidelines and processes is ensured through internal controls.

The Musti Group management team has approved this policy on December 31, 2025.